

Virtual Inspection Checklist for Applicants

- Complete all RFIs entered in the portal to update any certificates, licenses, continuing education, or policies/procedures that may have changed.
- When requested, provide potential inspection dates to FACT's Business Manager. Plan for the inspection to last 2 days. If additional consideration needs to be given because of the number of sites, or a shared Quality Manager, let the Business Manager know at this time.
- Review the following documents located on the Virtual Inspection page of the FACT website:
 - Virtual Inspection Applicant Guidelines
 - Sample Virtual Inspection Agendas
 - Virtual Tour Requirements
 - Zoom Virtual Inspection How-To Guide
- Determine how you plan to share documentation. There are several ways to electronically share documentation of compliance:
 - Sharing the screen of a computer – this works best for any documents or records that are saved electronically or can easily be scanned.
 - Using a document camera – this works best for documents or records that are saved on paper or cannot be easily scanned, such as a product collection or processing record or cleaning logs.
 - Using the camera on a cell phone – this works best for showing small things that you cannot scan, like equipment tags, or initials on a form or log.
 - Submitting documents to your document library in the FACT Accreditation Portal under the Virtual Inspection tab – this works best for electronic or scanned documents, but must not contain any PHI, so should not be used for any patient records. It is the recommended method for any long documents that an inspector may want to review, such as SOPs or policies.
 - Submitting a document through the *Chat* function – this works best for electronic or scanned documents, but must not contain any PHI, so should not be used for any patient records.
- Organize your planned responses in the order of the Standards.
- Prepare your documentation electronically. This can be done in the following ways:
 - Creating folders on a desktop and naming items by Standard so you can easily find and open the correct document.

- Utilizing OneNote to track documents and link to their locations. For information on the use of OneNote, refer to the FACT webinar “*Using an electronic Platform for Accreditation Preparation and Continuous Readiness*” presented 26 June 2019 and available at:

<http://www.factweb.org/forms/store/ProductFormPublic/using-an-electronic-platform-for-accreditation-preparation-and-continuous-readiness-webinar>
 - Printing the completed checklist from the portal and noting the locations of documentation or incorporating links to the documents in an Excel spreadsheet.
 - Using other software available in your organization.
- Identify the staff members who will participate in the inspection. This will require three to four persons per inspector:
- Quality Manager, Director, other subject matter expert.
 - Applicant coordinator to facilitate technical logistics. This person will be the designated as CO-HOST of the Zoom meeting and will be expected to facilitate navigation, allowing others to join the meeting, screen sharing, use of cell phone camera and document camera, and submission of additional requested documents to the FACT Portal.
 - Someone to gather or locate additional requested items, scan documents, etc.
 - A designated back-up for the Co-Host.
- Identify the additional staff members who may be interviewed during the inspection. Communicate expectations with these people related to calling into the Zoom meeting for interview, date and time of the inspection, etc.
- Identify the equipment each person will use to participate in the inspection. Each participant must have a working camera and microphone. If you will be sharing documentation by document camera or cell phone, identify those items and be prepared to use them. Schedule a training session with your FACT coordinator approximately one month prior to the inspection. Be prepared to have all staff involved and their back-ups with running the Zoom application.
- After training with your FACT coordinator has been completed, practice how you will demonstrate documentation. If additional training is needed, contact your coordinator. Work with the Team Leader to prepare an agenda for the inspection. Use the template provided for each area to be inspected. This should take into consideration any resource (person or equipment) sharing, and timing at your organization for staff interviews. The agenda must be sent to the Team Leader at least 2 weeks prior to the inspection. The list of participants and interviewees must be provided to the inspection team and updated to include any changes the day of the inspection.

- Identify the space that each person will use to participate in the inspection. This includes the identified staff for each inspector, as well as anyone who will be interviewed. Spaces must be quiet and private for the main participants, and quiet and private enough to prevent distractions for those being interviewed.

- Set-up and record the required virtual tours.
 - Tour can be narrated and should be produced with minimal background noise. Refer to the document [Virtual Facility Tour Requirements](#) to ensure all elements are captured.
 - Care should be taken to not include patients or visitors in the video unless these persons have consented to photography.
 - Tours can be one continuous video, or multiple smaller videos labeled by the area they demonstrate.

- Prepare the introductory meeting using PowerPoint.
 - The main participants from the applicant facility should introduce themselves, including their role in the program and for the inspection day. Each of these persons is expected to have their camera on with their name displayed correctly.
 - Inspectors will also introduce themselves, including a short description of themselves and their role for the day.

- The day before the inspection, double check that Zoom is updated to the most current version and all connectivity and functionality of equipment in the spaces that will be used.