

The Joint Commission

ConnectTM / PEN Posting Event Notification

Logged-in, Kara Harvey-Schultz

Exit Application

Holy Family Memorial

2300 Western Avenue

Manitowoc, WI 54220

HCO ID:7658

LETTER OF INTRODUCTION

May 24, 2022

Steve Little
Chief Executive Officer
Holy Family Memorial
2300 Western Avenue
Manitowoc, WI 54220

Dear Mr. Little:

This letter serves as the official notice of the onset of your unannounced accreditation survey by The Joint Commission, which begins Tuesday, May 24, 2022. As a security precaution, members of your survey team should present his or her photo identification badge from The Joint Commission. In addition, your secure extranet site, "The Joint Commission Connect"™ will provide the following information:

- Each surveyor's name, biographical sketch, and the scheduled dates (under the "Notification of Scheduled Events" section of the extranet)

Please refer to the Survey Activity Guide for a description of information that may need to be made available to the surveyors in order to facilitate an effective and efficient survey.

If you have any concerns regarding the authenticity of a surveyor's identification from The Joint Commission, please contact your Account Executive immediately. Organizations participating in our corporate or multi-organization accreditation programs should call their account executive using their direct extensions. Freestanding organizations not participating in our multi-organization process may reach their regional account executive by calling (630) 792-3007.

We greatly appreciate your participation in The Joint Commission's accreditation process.

Sincerely,

Mark Pelletier, RN, MS
Chief Operating Officer
Division of Accreditation and Certification Operations

Return

Exit Application

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Holy Family Memorial
2300 Western Avenue, Manitowoc, WI, 54220
Organization ID # 7658
Hospital

DAY 1 – Tuesday, May 24, 2022

Time	Rebecca H. Cammack RN, BSN, MSHS	Rene Santos MD (Lead)/Michelle Johnson MSN, RN, MBA (Preceptee)	Blair N. Swadley MSW, LCSW, BS
8:00 - 9:00	Surveyor Arrival and Preliminary Planning Session		
9:00 - 10:00	Opening Conference & Orientation to Organization (OME/ SRS Surveyors to Begin Tracers After Introductions)		
10:00 - 10:15	Surveyor Planning Session		Per SRS Agenda
10:15 - 12:30	Tracer Activities	Tracer Activities	
12:30 - 1:30	Surveyor Lunch & Team Meeting / Planning Session		
1:30 - 2:00	Tracer Activities	Tracer Activities	
2:00 - 2:30			
2:30 - 3:00			Report Preparation
3:00 - 3:30			
3:30 - 4:00	Special Issue Resolution If Needed/ Exit Briefing		Exit Briefing
4:00 - 4:30	Surveyor Team Meeting		

DAY 2 – Wednesday, May 25, 2022

Time	Rebecca H. Cammack RN, BSN, MSHS	Rene Santos MD/ Michelle Johnson MSN, RN, MBA	
8:00 – 8:45	Daily Briefing		
8:45– 9:00	<i>System Tracers - Data Management, Infection Control & Medication Management</i>	Tracer Activities	
9:00 – 9:30			
9:30 -10:00			
10:00 – 10:30			
10:30 - 11:00	Tracer Activities		
11:00 – 11:30			
11:30 12:00			
12:00 - 1:00	Surveyor Lunch & Team Meeting / Planning Session		
1:00 - 1:30		Tracer Activities	
1:30 – 2:00		IV Sterile Compounding Document Review/ Pharmacy Tour	
2:00 – 2:30	Tracer Activities		
2:30 – 3:00			
3:00 – 3:30		Tracers	
3:30 - 4:00	Special Issue Resolution If Needed		
4:00 – 4:30	Surveyor Team Meeting		

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DAY 3 – Thursday, May 26, 2022

Time	Rebecca H. Cammack RN, BSN, MSHS	Rene Santos MD/ Michelle Johnson MSN, RN, MBA	
8:00 – 8:45	Daily Briefing/Introduction to HME Specialist		
8:45 – 9:00		Tracer Activities	
9:00 – 9:30	<i>HR Competence Session</i>		
9:30 – 10:00			
10:00 – 10:30			
10:30 - 11:00		<i>Medical Staff Credentialing and Privileging</i>	
11:00 – 11:30			
11:30 – 12:00			
12:00 - 1:00	Surveyor Lunch & Team Meeting / Planning Session		
1:00 – 1:30	Tracer Activities	Tracer Activities	
1:30 – 2:00		<i>Emergency Management</i>	
2:00 - 2:30			
2:30 - 3:00			
3:00 – 3:30	Exit Briefing	Exit Briefing	
3:30 - 4:00	Special Issue Resolution If Needed		
4:00 - 4:30	Surveyor Team Meeting		

DAY 4 – Friday, May 27, 2022

Time	Rene Santos MD/ Michelle Johnson MSN, RN, MBA		
8:00 – 8:30	Daily Briefing		
8:30 – 9:30	<i>Leadership Session</i>		
9:45 – 12:00	Closed Record Review/Tracers	Closed Record Review/Tracers	
12:00 - 1:00	Surveyor Lunch		
1:00 - 1:30	Surveyor Report Preparation / All IOUs Due / Final Issue Resolution		
1:30 - 2:30			
2:30 - 3:00			
3:00 – 3:30	CEO Exit Briefing and Organization Exit Conference		

**Holy Family Memorial
2300 Western Avenue, Manitowoc, WI, 54220
Organization ID # 7658**

Home Care

DAY 1

Time	Annette H. Smith
8:00 – 9:00 a.m.	Surveyor Arrival and Preliminary Planning Session
9:00 – 10:00 a.m.	Opening Conference and Orientation to Organization
10:00 – 10:30 a.m.	Homecare and Hospice orientation and opening and agenda discussion
10:30 – 11:00 a.m.	Individual tracers
11:00 – 11:30 a.m.	
11:30 – 12:00 p.m.	
12:00 – 12:30 p.m.	
12:30 – 1:00 p.m.	Surveyor Lunch
1:00 – 1:30 p.m.	Individual Tracer Activity
1:30 – 2:00 p.m.	
2:00 – 2:30 p.m.	
2:30 – 3:00 p.m.	
3:00 – 3:30 p.m.	
3:30 – 4:00 p.m.	
4:00 – 4:30 p.m.	Special Issue Resolution or Surveyor Planning/Team Meeting, if needed

DAY 2

Time	Annette H. Smith
8:00 – 8:30 a.m.	Daily Briefing
8:30 – 9:00 a.m.	IDG (Hospice)
9:00 – 9:30 a.m.	Individual Tracer Activity
9:30 – 10:00 a.m.	
10:00 – 10:30 a.m.	
10:30 – 11:00 a.m.	
11:00 – 11:30 a.m.	
11:30 – 12:00 p.m.	
12:00 – 12:30 p.m.	Surveyor Lunch
12:30 – 1:00 p.m.	Individual Tracer Activity
1:00 – 1:30 p.m.	
1:30 – 2:00 p.m.	
2:00 – 2:30 p.m.	
2:30 – 3:00 p.m.	
3:00 – 3:30 p.m.	
3:30 – 4:00 p.m.	
4:00 – 4:30 p.m.	Special Issue Resolution or Surveyor Planning/Team Meeting, if needed

Please Note: A Facility Based Hospice would include a 1.5-hour Life Safety Code® Building Assessment. If any System Tracer is not applicable to the organization, the surveyor will use the designated time for Individual Tracer Activity.

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2300 Western Avenue, Manitowoc, WI, 54220
Organization ID # 7658

Home Care
DAY 3

Time	Annette H. Smith	
8:00 – 8:30 a.m.	Daily Briefing	
8:30 – 9:00 a.m.	Individual Tracer Activity	
9:00 – 9:30 a.m.		
9:30 – 10:00 a.m.		
10:00 – 10:30 a.m.		
10:30 – 11:00 a.m.		
11:00 – 11:30 a.m.		
11:30 – 12:00 p.m.		
12:00 – 12:30 p.m.	Surveyor Lunch	
12:30 – 1:00 p.m.		
1:00 – 1:30 p.m.		
1:30 – 2:00 p.m.		
2:00 – 2:30 p.m.	System Tracer – Data Management (infection control, med mgt, complaints, covid vaccine tracking, PIPs, QAPI)	
2:30 – 3:00 p.m.	SW/ Chaplain	
3:00 – 3:30 p.m.	Volunteer Coordinator	
3:30 – 4:00 p.m.	Bereavement Coordinator	
4:00 – 4:30 p.m.	Special Issue Resolution or Surveyor Planning/Team Meeting, if needed	

DAY 4

Time	Annette H. Smith	
8:00 – 8:30 a.m.	Daily Briefing	
8:30 – 9:00 a.m.	Leadership Session	
9:00 – 9:30 a.m.		
9:30 – 10:00 a.m.		
10:00 – 10:30 a.m.	Environment of Care and Emergency Management	
10:30 – 11:30 a.m.	Competence Assessment Process	
11:30 – 12:00 p.m.		
12:00 – 12:30 p.m.	Surveyor Lunch	
12:30 – 1:00 p.m.		
1:00 – 1:30 p.m.	SIG real time call	
1:30 – 2:00 p.m.	Surveyor Report Preparation	
2:00 – 2:30 p.m.		
2:30 – 3:00 p.m.		
3:00 – 3:30 p.m.	CEO Exit Briefing and Organization Exit Conference	
3:30 – 4:00 p.m.		
4:00 – 4:30 p.m.		