

➔ Personnel Interviews: ▲

Purpose - To assess staff knowledge, competence, and their awareness of expectations for safe and effective care aimed at achievement of optimum patient outcomes; to clarify/verify potential survey findings; and to give staff an opportunity to voice concerns

Interview the following staff in-person or offer to interview by phone- *You may individualize the staff interviews according to the survey issues and concerns, however **ask** the questions listed as “core” in the corresponding ESRD Core Survey interview worksheets:*

- Medical director
- Nurse Manager - *although it is likely that the facility nurse manager will be engaged in and interviewed throughout the survey process, if this is not the case, include her/him in the personnel interviews*
- 2-3 nursing staff members including at a minimum, 1RN and 1 PCT
- Registered dietitian
- Master's prepared social worker
- Water treatment personnel - *during “Water Treatment and Dialysate Review”*
- Reuse technician - *during “Dialyzer Reprocessing/Reuse Review”*
- Home training nurse(s) - *during “Home Dialysis Training and Support Review”*
- Machine/equipment technician - *during “Dialysis Equipment Review”*

Triggers for citation or more investigation of concerns:

- Concerns identified from personnel or patient interviews or other survey tasks that indicate the need to extend certain areas of questions for personnel or interview more personnel to support or dispel findings.

