ESRD CORE SURVEY INTERVIEW WORKSHEET:
MEDICAL DIRECTOR

Facility:_____ **CCN:** _____ **Date/Time:**_____

Medical director:_____ **ID#:**_____

Surveyor:_____ **ID#:**_____

Alert the medical director that you would like to interview him/her in person or by phone if their schedule allows. You must interview the medical director if you identify a significant problem at the facility. Ask the **core questions**. If an issue has been identified in one or more data-driven focus areas, ask appropriate **additional questions**.

Core Questions

	Deficient Practice?	
What have you done to set the **tone for this facility and its management** that encourages patients and staff to openly and directly voice concerns, suggestions and report grievances, errors or near misses to management without fearing retribution or reprisal?	☐ V627	☐ No
How do you ensure that in **all required/appropriate areas of the QAPI** program data are regularly monitored; issues addressed; and improvements taken and sustained?	☐ V712 ☐ V626	☐ No
How do you monitor and address staff **turnover** at this facility and work with the governing body to ensure **sufficient numbers of qualified staff** to meet patients' needs?	☐ V757	☐ No
How do you ensure that all staff have the **appropriate education, training and competency** to perform their job responsibilities?	☐ V713	☐ No
How do you ensure that patient **plans of care are individualized?** Specifically, how do you **monitor and manage adequacy, anemia and fluid removal during dialysis**?	☐ V541 ☐ V543 ☐ V544 ☐ V547	☐ No
What do you do (what is your process) when you receive a patient **suggestion/complaint**?	☐ V765	☐ No
How do you maintain and review patient and staff **lists of suggestions/complaints/incidents**?	☐ V627	☐ No
What do you do to **prevent any involuntary transfers/discharges or facility denial of admissions**?	☐ V766 ☐ V767	☐ No
How are staff/patients informed about and monitored for **appropriate infection control**?	☐ V713 ☐ V715	☐ No
What is the process for ensuring that every patient is informed about and **receives the treatment that he/she chooses** unless medically contraindicated?	☐ V458 ☐ V553 ☐ V554	☐ No
What else can you tell me about this facility?	☐ V467	☐ No

Additional Questions

Medical Director Responsibilities	Deficient Practice?	
What does your role as medical director encompass at this facility?	☐ V711	☐ No
How do you participate in the development, review, and approval of the "patient care policies and procedures manual" for the facility and assure that all policies and procedures are adequate, accurate, and up-to-date?	☐ V714	☐ No
How do you provide oversight to assure that medical and other staff are adhering to facility policies related to admissions, patient care, infection control and safety?	☐ V715	☐ No