

- Following any interview with the individual and/or family, discussion of additional issues that have arisen in the tracer, with other staff if necessary. The surveyor(s) may pull and review two to three additional records to verify issues that may have been identified. The surveyor(s) may ask staff in the unit, program, or service to assist with the review of the additional records. The following criteria can be used to guide the selection of additional records depending on the situation:
 - Similar or same diagnosis or tests
 - Individual close to discharge
 - Same diagnosis but different physician/practitioner
 - Same test but different location
 - Same age or sex
 - Length of stay
- Organ Donation and Procurement (Hospitals only: effective July 1, 2005) Surveyors will evaluate organ procurement issues based upon the conversion rate:
 - Tier 3 (61%-100% conversion rate) survey limited to discussion with leaders in the Opening Conference.
 - Tier 2 (41%-60% conversion rate) in addition to discussion with leaders, surveyors will address issues during tracer activities. Topics may include the process to notify family of potential donors of its options to donate organs, tissues, or eyes; education; or program effectiveness.
 - Tier 1 (0-40% conversion rate) – in addition to discussion in the Opening Conference, tracers will focus on organ procurement through the selection of charts involving the ED and ICU, and at least 1 death chart will be reviewed to address OPO notification, response and outcome. The topic is also addressed in the Data Use System Tracer.
- ORYX/Quality Measurement discussion – staff level interaction, when applicable to the hospital program, home care program, long term care program, and/or select BHC programs.
- Interview with staff.
- Review of minutes and procedures as needed.

A surveyor(s) may arrive in a setting/unit and need to wait for staff to become available. In these cases, the surveyor(s) will use this time productively (e.g., to tour the unit, program, or service and to address environment of care issues, or observe care/treatment/service processes).

Surveyors will avoid visiting an area at the same time, and will minimize multiple visits to the same location.

The tracer should lead the surveyor(s) back to the starting care/service area, where the surveyor(s) follows up on observations made in order to establish a pattern or to determine whether the observation reflects an isolated instance or a pattern of performance.

Conclusion

At the conclusion of the tracer, the surveyor(s) communicates to the program/service/unit manager(s) and care providers any specific observations made and explains that overall evaluation of standards will reflect the results from all tracers and assessment activities.

Linkages to Other Survey Activities

Issues identified from the tracer activities may lead to further exploration in the systems tracers or other survey activities such as the Environment of Care and Leadership sessions.

Findings from tracer visits provide focus for other tracers and may influence the selection of other tracers. They may also identify issues related to the coordination and communication of information relevant to the safety and quality of care services.