

National Board of Accreditation for Orthotic Suppliers

SURVEYOR JOB DESCRIPTION

INTRODUCTION

The NBAOS surveyor plays a vital role in the success of the accreditation program for NBAOS. The NBAOS surveyor is the only individual the supplier will meet in person during the accreditation process. This alone makes the role of surveyor particularly important. In complement to this, the surveyor makes numerous important decisions during an onsite survey which ultimately determines whether or not a supplier is granted accreditation. Since all suppliers interested in dispensing durable medical equipment, prosthetics and orthotics (DMEPOS) and billing through a DMERC # granted by the National Supplier Clearinghouse must be accredited in the near future, it is vital for suppliers to seek accreditation. Therefore, the objective decisions of the surveyor are extremely important to all suppliers. NBAOS views the role of the surveyor as instrumental to maintaining the high accreditation standards established by CMS and NBAOS and ensuring an objective and professional survey.

APPLICATION PROCESS

Occupational therapists and physical therapists may apply to serve as a contractor with NBAOS as a surveyor. The prospective surveyor must complete the NBAOS surveyor application and submit the application to NBAOS for review. The surveyor review committee will review all prospective surveyor applications and determine the strongest candidates for the positions. The selected surveyors will serve a two year term as surveyor. Applications are available through NBAOS.

JOB SUMMARY

A site surveyor is responsible for surveying facilities seeking accreditation by NBAOS. The primary responsibilities include: traveling to facilities, performing onsite surveys, completing the accreditation survey form, submitting the survey data to NBAOS, and offering guidance and recommendations to the facility, as needed. Surveyors must have their own transportation, laptop computer with basic computer skills, excellent communication skills, a professional demeanor, ability to schedule days for onsite surveys within a 60 day timeframe, develop the knowledge base to perform the onsite surveys through learning with a training manual and/or attendance of a NBAOS surveyor training program and successfully pass the surveyor training self-assessment.

JOB RESPONSIBILITIES

1. All surveyors will undergo initial surveyor training by NBAOS prior to being assigned any sites and will complete an annual training review course which may be completed online. NBAOS may require surveyors to undergo re-training if complaints are received from surveyed facilities.
2. The surveyor will conduct onsite accreditation surveys and schedule all surveys within 10 business days of receiving notification from NBAOS that a supplier is ready for a survey. The surveyor will email NBAOS the date for the survey. If, for any reason, the surveyor cannot conduct the survey NBAOS is to be notified within two business days of the assignment.
3. The surveyor will complete the unannounced survey within 60 days of the assignment from NBAOS to conduct the survey.
4. The surveyor will complete the survey in a professional and confidential manner, with consideration given to the daily patient care and any other business occurring within the facility.
5. The surveyor will address any questions presented by the facility. In those instances where the surveyor cannot answer the question, the surveyor will contact NBAOS and subsequently follow up with the facility to answer the question.
6. The surveyor will leave the NBAOS evaluation form with each facility to complete and submit back to NBAOS.
7. The surveyor will be notified of any unfavorable comments or concerns reported by the facility.
8. The surveyor will submit to NBAOS, via email, the onsite survey results within two business days of the survey.
9. The surveyor must have access to a personal computer, the technical competency to complete the survey and submit the survey findings to NBAOS.
10. The surveyor will comply with all NBAOS policies and procedures, including confidentiality guidelines and conflict of interest policies.
11. The surveyor will comply with all CMS and NBAOS guidelines for accreditation and quality standards.
12. The surveyor will wear business casual attire for the onsite surveys.
13. The surveyor will serve as a witness, if deemed necessary by CMS.
14. The surveyor understands complaints by facilities or by NBAOS may result in termination of the contracted services.

