

CMS to initiate Accreditation Organization Direct Observation Validation Surveys

Resumption Effective Date: **November 1, 2023.**

Who's Conducting the Surveys?

- **DOV Surveys:** Conducted by CMS contractors: **Healthcare Management Solutions, LLC (HMS)** and **Ascellon**.
- **Expertise:** Contractors have experience pertinent to the service line observed, including **Home Health, Hospice, and Life Safety Code**.
- **Exclusions:** The process does not include **DMEPOS** or **Home Infusion Therapy**.

The Process and Phases

1. **Initial DOVS Phase (first 3-6 months):**
 - CMS shared plans with AOs, including CHAP, on **October 19th**.
 - CHAP and other AOs provide an **updated survey schedule**.
 - **DCACP** selects targeted programs, focusing on **reaccreditation surveys**.
2. **Continuation Phase (estimated 6 months-1 year):**
 - The process continues with added **survey oversight resources**.

The Core Objective

- **Aim:** The AO oversight DOV survey ensures AOs, such as CHAP, survey in alignment with **CMS's quality, safety standards, and procedures**.
- **Observation:** CMS contractors will observe the AO but won't survey the agency directly.

What This Means for Your Agency

- **Survey Structure:** No change in your agency's survey process. CMS contractors will observe selected DOV surveys.
- **DOV Survey vs. CHAP Surveys:** CHAP's approach remains consistent, with **Site Visitors** leading the survey. This new process replaces previous CMS validation surveys done by **State agencies**. Instead, CMS contractors will observe the process.
- **Announced Surveys:** Surveys, be it for home health or hospice providers, will be **unannounced**. CHAP will know of the DOV survey initially. In the future, DOV surveys will be unannounced for everyone, with providers informed during the entrance conference.