

Frequently Asked Questions

Site Visit and Chart Review



General Questions: *Site Visit (Age-Friendly and Full Program)*

Q Is there an additional fee for the site visit?

A The annual participation fee covers the expenses for the initial and reverification site visits. However, any additional site visits required will be at the hospital's expense.

Q How is the site visit date determined?

A A site visit is determined only after a completed PRQ has been submitted. A site visit is typically scheduled within 3 months of a submitted PRQ. All site visits are scheduled through the ACS Quality Portal (QPort).

Q How many site visit dates should my hospital submit within the portal?

A Your hospital should submit as many dates as possible within the allotted timeframe. Dates are chosen based on site reviewer availability. We will work to schedule the site visit based on the preferred dates provided by a site; however, we may need to schedule the visit outside of this range due to site reviewer availability. We will work with you to ensure an agreeable date. We will not schedule the visit during your blackout dates.

Q How long is the verification cycle?

A The verification cycle is three years, which begins on the day of a completed site visit (pending verification is achieved). During the three-year verification cycle, the GSV Program requires an annual (from the date of initial verification) attestation form be filled out to show continued compliance with the GSV Standards. At the end of the three-year verification cycle, another site visit is conducted to fully demonstrate continued compliance with all GSV Standards.

Q Following application submission, what is the timeline for a site visit?

A Following submission of an application, a site visit typically occurs within 9 months. The [Steps in the GSV Verification Process](#) document is available on the GSV Website. This document details the steps of the verification process, including approximate timelines for these major components. A big factor between application submission and the day of the site visit, is the time it takes sites to complete the PRQ. For each standard, you will be required to provide detailed information demonstrating compliance. Hospitals typically have six months to complete the PRQ.

Q

Are the site visit components different for GSV Age-Friendly compared to Focused or Comprehensive Excellence Levels?

A

Yes, the components of the site visits vary by level:

- The **GSV Age-Friendly Level** involves a shorter, 3-hour site visit that includes a welcome, process/policy review, one-on-one interviews, reviewer preparation, and an exit interview.
- The **GSV Focused and Comprehensive Levels** requires a full 8-hour day with additional components such as chart review and a virtual hospital tour.

General Questions: *Chart Review for Focused and Comprehensive Excellence Levels*

Q

What is the chart review portion of the site visit?

A

The chart review portion of the site visit allows the site reviewers to evaluate the care of older adult surgical patients at your hospital through review of the medical record. This process ensures that standards requiring documentation in medical records are consistently met across various cases and specialties undergoing verification. Standards requiring demonstration through chart review can be identified in the [Optimal Resources for Geriatric Surgery](#) under the “Medical Record” section for each appropriate standard.

Q

For what reporting period should charts be made available for on-site review during the site visit?

A

Prior to the site visit, your hospital will complete the *GSV Chart Review List* using the data reporting timeframe determined by GSV staff, typically reflective of a 12-month time period.

Charts reviewed at **reverification should also include any new specialties being added to the program.*

Q

How can my hospital prepare for the chart review portion of the site visit?

A

You can prepare for the chart review portion of the site visit by familiarizing yourself with the *GSV Chart Review List* (available for download in QPort). Once your hospital has submitted the PRQ, you will prepare and submit a *GSV Chart Review List* based on the confirmed timeframe, as determined by GSV staff. GSV site reviewers will select approximately 30 charts from the completed list that your hospital will be responsible for preparing for a comprehensive chart review. As part of this preparation, you will also need to complete and submit the *Chart Cover Sheets* for those selected charts prior to the site visit. This PDF document will be sent to site reviewers prior to the site visit. We recommend hospitals conduct a “mock” chart review prior to the site visit to better familiarize yourself with the charts and expectations. To assist with the “mock” chart review, we recommend using the *GSV Site Reviewer Chart Checklist* located within QPort Resources.

Q**What is the purpose of the GSV Cover Sheet?****A**

Site reviewers will use the *Chart Cover Sheets* to guide their review, which will include discussing patients' preoperative course and overall health, clinical course and progression of care, use of standardized order sets, the postoperative course, and adequacy of clinical documentation to support implementation of GSV Standards.

Q**Who should navigate the charts during the chart review?****A**

Your hospital should assign at least two staff members who are proficient and knowledgeable in your hospital's EMR system to navigate the charts during the chart review. The Geriatric Surgery Director and Geriatric Surgery Coordinator should be prepared to answer questions about each selected chart, and in particular, be able to demonstrate implementation of the GSV Standards requiring documentation in the medical record.
