Virtual Site Visits
Today’s Topics

Planning
Technology Expectations
SV Agenda
Roles & Responsibilities
Best Practices
After the Site Visit
Conflict of Interest

a real or perceived

site visitor is employed or lives in the same state as the Program

individuals have a close (positive or negative) personal, professional, academic or business relationship

acceptance of compensation or gifts related to the visitation
Site Visitors

Who are they?
- Paramedic educator
- Physician
- Dean

How are they qualified?
- meet Standards requirements
- successfully complete the Site Visitor Workshop
- complete continuing education sessions
- QA reports are positive
Expect someone from the State Office of EMS to observe the site visit.
Resources

“Our site visit team was incredible, both in their professional knowledge of the ‘business’ of EMS education, but extremely helpful in suggesting best practices and making the program stronger.”
Organizing Documents

The initial or Continuing Self-Study Report has been submitted, and the site visit is scheduled. You are eagerly anticipating the site visitors, including a program director and a physician involved in EMS education or prehospital medicine. Periodically, additional site visitors may be on the list. If you want to be well prepared, so where do you start?

Effective preparation for the site visit will facilitate the review, ensure that your Program is well represented by providing documentation of the Program’s processes, answer site visitor questions, and reduce your stress level. Having all potential documents available for review also demonstrates the depth of organization of the Program. Whether this is your first site visit or a seasoned vet, the following checklist will assist you with your preparations.

The following pages are a list of documents the Program must make available for the site visit, according to the standard reference (i.e., A. A. H. or N. H., etc.). These documents are in addition to documents identified in the baseline module (B.M.). There are two primary methods of organizing the documents: either in a file box or on an organized electronic format. Either way is acceptable for a remote site evaluation.

For the site visit, the documentation is made available on the Inspection Checklist (IC). The electronic format is shared with the site visit. The documentation is made available in a manner consistent with the inspection criteria. For the virtual site visit, the documentation is made available in the validated checklist (IC). The virtual site visit documentation is made available in a manner consistent with the inspection criteria. For the virtual site visit, the documentation is made available in the validated checklist (IC). The virtual site visit documentation is made available in a manner consistent with the inspection criteria.

This document is the list of required documentation. Many of the accreditation standards will be verified through conversations and interviews with different teams during the site visit.

If you were provided in the Self-Study Report, then it is not necessary to provide another copy. If the document was not supplied with the original submission of the Self-Study Report and is noted in the IC, then provide it for the site visit. The site visitor will re-review the program’s contents and cross-reference the main document. The site visitor will note the time taken to review the document.

Once you have organized the files, have another staff member review the contents against the checklist. Are all the requested materials present and correct? Are the copies legible? On the materials, add the “notes” comment to the Site Visit Report. If you have not already done so, you can download an example of the Site Visit Report at [http://www.camh.org/Alerts_Site_Visitors.htm]. Ensure that your key faculty members are familiar with the documents on hand and can answer all questions in their area of responsibility.

You should now be ready for the site visit, so relax and engage the site visitors in a discussion about your Program!
## Virtual Site Visit Agenda

### DAY 1

<table>
<thead>
<tr>
<th>Activity</th>
<th>Length of Time</th>
<th>Zoom Connection Info</th>
<th>Participants</th>
<th>Eastern Time Zone</th>
<th>Central Time Zone</th>
<th>Mountain Time Zone</th>
<th>Pacific Time Zone</th>
<th>Alaska Time Zone</th>
<th>Hawaii-Aleutian Time Zone</th>
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</thead>
<tbody>
<tr>
<td>Meet with Program Director</td>
<td>30 minutes</td>
<td><a href="https://zoom.us/j/12345">https://zoom.us/j/12345</a></td>
<td>Program Director</td>
<td>9:00 AM</td>
<td>8:00 AM</td>
<td>7:00 AM</td>
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<td>Opening Session</td>
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<tr>
<td>Meet with Medical Director</td>
<td>45 minutes</td>
<td>OPTION 1: Click on the webinar</td>
<td>Medical Director</td>
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<td>9:10 AM</td>
<td>8:10 AM</td>
<td>7:10 AM</td>
<td>6:10 AM</td>
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<tr>
<td>Break</td>
<td>15 minutes</td>
<td>OPTION 2: <a href="http://www.zoom.com">www.zoom.com</a> -&gt; Join a Meeting -&gt; Enter the Meeting ID</td>
<td>Faculty Program Director</td>
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<tr>
<td>Interview Faculty &amp; Program Director</td>
<td>75 minutes</td>
<td>OPTION 3: iOS or Android Phone or Tablet</td>
<td>Site Visit Team</td>
<td>12:25 PM</td>
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<td>Transition</td>
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<tr>
<td>Interview Students</td>
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<td>Site Visit Team Meeting</td>
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<td>Lunch</td>
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<td>Interview Graduates</td>
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<td>Interview Employers &amp; Advisory Committee Members</td>
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<td>Interview Clinical Preceptors</td>
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<td>Review Records</td>
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<td>12:45 PM</td>
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Tour of Facilities

Virtual Site Visits
Technology Expectations

- Video / audio, including webcam
- Contingency plan(s) for failed technology
- No recording
- No lurking
- HIPAA & FERPA compliance
- Provide documents for the site visit in advance via ShareFile
Roles & Responsibilities

Program Director

- Complete SSR Addendum
- Create agenda
- Finalize the schedule 2+ weeks before site visit & review with the site visit team
- Invite the participants
- Set up the meetings
- Provide Zoom information to participants
- Provide the participants’ information to the site visit team
- Securely share confidential files/documents
Self-Preparation: Review Accreditation Documents

CoAEMSP Interpretations of the CAAHEP Standards and Guidelines

Site Visit Report form

have others review

- Medical Director
- faculty
- administrative personnel
Roles & Responsibilities: Zoom Tech Host

- Coordinate the trial run of technology with program
- Provide Zoom connection information for agenda
- Assist with troubleshooting
- Host the Zoom platform

v-SV

CoAEMSP
Best Practices
Virtual Site Visits

- Look at the camera and stay focused
- No multi-tasking
- Mute when not talking
- Individuals on their own device
- Cell phone #s

Program Director
Site Visit Team
Zoom Facilitator
Official Site Visit Report & Findings Letter will come from the CoAEMSP
Program’s Response Using Required Templates

Confirmation of Factual Accuracy
- due 14 days after receipt of Findings Letter
- confirm accuracy
  - or -
- identify errors and submit supporting documentation (based on evidence provided at the time of the site visit)

Response to Site Visit Findings Letter
- working on plans
- implementing plans
- already done
The CoAEMSP Board Meeting

- Information from site visit and Program’s response reviewed by a subgroup of CoAEMSP Board Members
- Subgroup of CoAEMSP Board Members make a recommendation to full CoAEMSP Board
- CoAEMSP Board reviews Program’s accreditation record and makes a recommendation to CAAHEP
Possible Actions by CAAHEP

<table>
<thead>
<tr>
<th>Seeking Initial Accreditation</th>
<th>Initial Accreditation</th>
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<tbody>
<tr>
<td></td>
<td>Withhold Accreditation (Initial Only)</td>
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<table>
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<tr>
<th>Seeking Continuing Accreditation</th>
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<tbody>
<tr>
<td></td>
<td>Probation</td>
</tr>
<tr>
<td></td>
<td>Withdraw Accreditation</td>
</tr>
</tbody>
</table>
CAAHEP Board makes final determination
Questions or Comments

jennifer@coaemsp.org

214-703-8445, x114