



## TEXAS DEPARTMENT OF STATE HEALTH SERVICES

### **BASIC (LEVEL IV) TRAUMA FACILITY APPLICANTS PROCEDURE FOR UTILIZING NON-DEPARTMENTAL SITE SURVEYORS**

1. Schedule the site survey after receiving notification from the Office of EMS/Trauma Systems Coordination (OEMS/TS). A list of DSHS-approved non-departmental surveyors will accompany the application review letter or may be downloaded from our website at: <http://www.tdh.state.tx.us/hcqs/ems/LIVSvyrs.htm>. Arrange for a surveyor to conduct a survey of your hospital. You will be responsible for the surveyor's travel expenses and honorarium.
2. Notify the OEMS/TS Trauma Designation Coordinators of the surveyor name and date of survey. We will approve your selection\* and send a copy of your application packet and our application review to the surveyor.
  - Gina Pickard - 512/834-6700 ext. 2457; [gina.pickard@dshs.state.tx.us](mailto:gina.pickard@dshs.state.tx.us)
  - Kim Petty - 512/834-6700 ext. 2346; [kim.petty@dshs.state.tx.us](mailto:kim.petty@dshs.state.tx.us)

*\* Note: According to the current trauma rules, §157.125 and §157.128, a surveyor should come from a public health region and trauma service area outside a hospital's location and reside/work at least 100 miles from the applicant hospital. There should be no business or patient care relationship between the surveyor and/or the surveyor's place of employment and the hospital being surveyed.*

*A hospital may contract with more than one surveyor if it so chooses.*

3. The contracted surveyor will conduct the site survey on the agreed date.

*Note: The Office may elect to send an observer to the survey. If it does so, DSHS will reimburse the observer's expenses.*
4. The contracted surveyor will write a report of the surveyor's findings and send that site survey report to the hospital within 30 calendar days.
5. To continue the designation process, the hospital must submit a complete copy of the site survey report to OEMS/TS, including the signature of the surveyor (see "*Designation Process Following The Survey*").
6. The Office will review the site survey report and make a recommendation to the Commissioner regarding designation.



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### DESIGNATION PROCESS FOLLOWING THE SURVEY

1. If a hospital wishes to continue the designation process, the complete survey report, including all patient chart reviews, must be submitted to the Office of EMS/Trauma Systems Coordination within six months of the date of the survey. **Any additional information the hospital would like the Office to consider may also be submitted.**

Mail the Survey Report to: Texas Department of State Health Services  
Office of EMS/Trauma Systems Coordination  
Attn: Trauma Designation Survey Report  
1100 W. 49th Street  
Austin, Texas 78756-3199  
Phone: 512/834-6700

2. The survey report is reviewed in depth and a recommendation is made to the State Trauma System Director.
3. The State Trauma System Director then reviews the survey report along with the Designation Coordinator's recommendation and makes a decision as follows:
  - a. Recommend designation to the Commissioner (essential criteria are met; no/rare quality of care issues; hospital may be required to schedule a site review or submit modifications).
  - b. Require additional work before recommending designation (one or two essential criteria not met, such as not downloading data to the state, no standards of care, a piece of equipment not available; staff education requirements not met; no/rare quality of care issues).
  - c. Require a Focus Survey before recommending designation (essential criteria are not met and/or quality of care issues).
  - d. Require a complete new survey (most of the essential criteria are not met and quality of care issues).
4. A hospital may submit additional documentation to either clarify the surveyor's findings or address the issues identified; the Office will consider all information submitted.
5. If a hospital disagrees with the findings, a secondary review by the Designation Review Committee may be requested.
6. If the secondary review findings differ from the Office's, the entire file is sent to the Deputy Commissioner.
7. Ultimately, if designation is not approved, a hospital may request a hearing.