



Top 5 Tips

for Success During Your Advanced Certification Visit

Be survey-ready. Be confident. Showcase your excellence. An advanced certification survey isn't about perfection — it's about demonstrating consistent, high-quality patient care. These five strategies can help your team shine.

1 Know Your Program

EVERY TEAM MEMBER SHOULD BE ABLE TO CONFIDENTLY ANSWER:

- What certification your organization holds.
- Why it matters for patients.
- How their role contributes to program success.

KEY MESSAGE: Everyone owns quality.

2 Tell the Patient's Story

Surveyors follow the patient's journey — from preoperative evaluation through recovery.

BE PREPARE TO EXPLAIN:

- Care coordination
- Clinical decision-making
- Communication across disciplines
- Use of evidence-based practice

KEY MESSAGE:

Think beyond tasks — tell the story of exceptional care.

3 Know Your Data

Your performance measures should never be a surprise.

BE FAMILIAR WITH:

- Current performance metrics
- Improvement initiatives
- Recent successes
- Opportunities still being addressed

KEY MESSAGE:

Surveyors love organizations that use data to drive improvement—not just collect it.

4 Have Your Documents Ready

MAINTAIN AN ORGANIZED SURVEY-READY ENVIRONMENT WITH:

- Policies
- Clinical pathways
- PI meeting minutes
- Education records
- Competencies
- Patient education materials

KEY MESSAGE:

Preparation reduces stress and builds confidence.

5 Be Authentic

Surveyors want to understand how your program works every day.

IF YOU DON'T KNOW AN ANSWER:

- Be honest
- Explain your process
- Offer to find the information
- Confidence, transparency, and teamwork make the biggest impression.
- Survey Success Starts Long Before Survey Week

KEY MESSAGE:

Organizations that continuously prepare experience:

- ✓ Less survey stress
- ✓ Stronger team engagement
- ✓ Better patient outcomes
- ✓ More sustainable certification success



*Advanced Certification is more than an award —
it's a commitment to clinical excellence.*