- WAC 246-320-016 Department responsibilities—On-site survey and complaint investigation. This section outlines the department's onsite survey and complaint investigation activities and roles.
 - (1) Surveys. The department will:
- (a) Conduct on-site surveys of each hospital on average at least every eighteen months or more often using the health and safety standards in this chapter and chapter 70.41 RCW;
- (b) Coordinate the on-site survey with other agencies, including local fire jurisdictions, state fire marshal, and the pharmacy quality assurance commission, and report the survey findings to those agencies;
- (c) Notify the hospital in writing of the survey findings following each on-site survey;
- (d) Require each hospital to submit a corrective action plan addressing each deficient practice identified in the survey findings;
- (e) Notify the hospital when the hospital submitted plan of correction adequately addresses the survey findings; and
- (f) Accept on-site surveys conducted by the Joint Commission or American Osteopathic Association as meeting the eighteen-month survey requirement in accordance with RCW 70.41.122.
 - (2) Complaint investigations. The department will:
- (a) Conduct an investigation of every complaint against a hospital that concerns patient well being;
- (b) Notify the hospital in writing of state complaint investigation findings following each complaint investigation;
- (c) Require each hospital to submit a corrective action plan addressing each deficient practice identified in the complaint investigation findings; and
- (d) Notify the hospital when the hospital submitted plan of correction adequately addresses the complaint investigation findings.
 - (3) The department may:
- (a) Direct a hospital on how to implement a corrective action plan based on the findings from an on-site survey or complaint investigation; or
- (b) Contact a hospital to discuss the findings of the Joint Commission or American Osteopathic Association on-site accreditation survey.

[Statutory Authority: 2013 c 19, RCW 43.70.040, and 70.41.030. WSR 15-09-108, § 246-320-016, filed 4/20/15, effective 5/21/15. Statutory Authority: Chapter 70.41 RCW and RCW 43.70.040. WSR 09-07-050, § 246-320-016, filed 3/11/09, effective 4/11/09.]