



Center for Clinical Standards and Quality/Quality, Safety & Oversight Group

Admin Info: 18-08-ALL

DATE: January 09, 2018

TO: State Survey Agency Directors

FROM: Director
Quality, Safety & Oversight Group (*formerly Survey & Certification Group*)

SUBJECT: 2018 State Agency Director Orientation Course (SADOC)

Memorandum Summary

- **SADOC:** Monday, April 16 and Tuesday, April 17, 2018 at the Hilton, Baltimore, MD.
- **SADOC Attendance Required:** Attendance is mandatory for new State Survey Agency (SA) Directors (typically within six months of appointment) or those senior SA Managers who are potential candidates to be SA Directors.
- **Registration:** Registration (both training and hotel) is available here <http://surveyor-training-content2.s3.amazonaws.com/data/2018SADOCSETI/index.html>

SADOC

The SADOC will precede SETI and will be held at the Hilton, Baltimore, MD. SADOC is for new SA Directors (typically within six months of the appointment) and/or senior SA Managers who are potential candidates to be SA Directors. SADOC prepares SA Directors for continued success in their roles. Topics discussed include legal issues, supervisory review, budget concerns, regulatory topics, and handling the media among several others. If you are attending SADOC, please plan to arrive on Sunday, April 15, 2018.

Both the Training and Hotel registrations can be completed under the Event Registration tab on the URL provided here: <http://surveyor-training-content2.s3.amazonaws.com/data/2018SADOCSETI/index.html>

For the Centers for Medicare & Medicaid Services (CMS) Central Office (CO) and Regional Office (RO) staff, we will provide teleconferencing information at a later date for both SADOC and some sections of SETI.

Contact: For questions related to event registration and logistics, please contact Terese Ketchen at Terese.Ketchen@hendall.com. For questions related to content and topics, contact Anita Monteiro at anita.monteiro@cms.hhs.gov

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Effective Date: Immediately. This message should be communicated with all Survey and Certification staff, their managers and the State/RO Training Coordinators within 30 days of this memorandum.

/s/
David R. Wright

Attachment: SADOc (draft) Agenda

cc: Survey and Certification Regional Office Management



State Agency Director Orientation Course

April 16–17, 2018

Hilton Baltimore

401 West Pratt Street, Baltimore, MD 21201

Monday, April 16, 2018 (Day 1)

Moderators – Stefanie Mozgai & Roxanne Rocco

Location: TBD

8:30 AM	Overview and Welcome Anita Monteiro, David Wright, Jan Tarantino, Dr. Renard Murray	20 min
8:50 AM	Introduction to Survey and Certification for State Agency (SA) Directors David Wright, Jan Tarantino	30 min
9:20 AM	Introduction of Moderators and Activity Stefanie Mozgai, Roxanne Rocco	40 min
10:00 AM	Survival of the Fittest: Your First Year as an SA Director Michael Cook, 2 SA Directors	30 min
10:30 AM	BREAK	15 min
10:45 AM	G5 and Role of Associate Consortium Administrator (ACA) Sandra Pace	30 min
11:15 AM	CMS Regional Office (RO) and SA Working Relationship Steve Chickering, Nadine Renbarger, Michael Cook, 1 SA Director	45 min
12:00 PM	Mission and Priority Document Presenter TBD	30 min
12:30 PM	LUNCH	90 min
2:00 PM	Immediate Jeopardy (IJ), Citation, and Removal Steve Chickering, Nadine Renbarger, 2 SA Directors	45 min
2:45 PM	Validation Surveys for Hospitals, the Selection Process, Including Accrediting Organizations Marie Vasbinder, 1 RO, 1 SA Director	45 min
3:30 PM	BREAK	15 min
3:45 PM	New Long Term Care Process (Survey and Enforcement) Bonnie Reed, Stefanie Mozgai	45 min
4:30 PM	Managing Complaints and Staff Turnover Presenters TBD	30 min
5:00 PM	Action Plan Debrief (Wrap-up of Day 1) Stefanie Mozgai, Roxanne Rocco	15 min
5:15 PM	ADJOURNMENT	

Tuesday, April 17, 2018 (Day 2)

Location: TBD

8:30 AM	Recap Day 1 Activity – Key Terms and Topics Review Stefanie Mozgai, Roxanne Rocco	30 min
9:00 AM	Problem Areas and Challenging Issues: Open Discussion Presenters TBD	30 min
9:30 AM	State Agency Budget Overview Michael Cook, 1 SA Director	30 min
10:00 AM	State Agency Budget Q&A Open Panel Jeff Pleines, Sandra Pace, Michael Cook, 1 SA Director (same as above)	45 min
10:45 AM	BREAK	15 min
11:00 AM	Appeals Process Lisa Tripp	30 min
11:30 AM	Handling Public Inquiries – Freedom of Information Act and Data Requests Jan Tarantino	30 min
12:00 PM	LUNCH	90 min
1:30 PM	iQIES Mitzi Christ, Gregg Brandush, 1 SA Director	45 min
2:15 PM	CMS Enrollment Process versus Certification Peggye Wilkerson	45 min
3:00 PM	BREAK	15 min
3:15 PM	Partnering with the Media David Wright, Tony Salters, 1 SA Director	45 min
4:00 PM	CMS Survey Cycle – From Complaint to Enforcement Peggye Wilkerson	30 min
4:30 PM	Ask Us Anything David Wright, Jan Tarantino, Sandra Pace, Michael Cook	30 min
5:00 PM	ADJOURNMENT	