



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

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DATE: February 16, 2018

TO: State Survey Agency Directors
State Training Coordinators and Regional Office Training Administrators

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

SUBJECT: Upcoming Online Training

*****Revised to include information on durations for all courses listed, CLIA Orientation Training, Hand in Hand Training, and new content information for existing surveyors.*****

Memorandum Summary

- The Quality, Safety & Education Division (QSED) (*formerly Training Division*) of the Quality, Safety & Oversight Group (QSOG) is making several courses available on the Integrated Surveyor Training Website (ISTW).
- Learners may self-register and self-launch the courses on the ISTW at <https://surveyortraining.cms.hhs.gov>. Training is available on demand, so that learners may access training at their convenience. Training is available 24 hours a day, 7 days a week, 365 days a year.

Background

Throughout February to June 2018, QSED will make several training courses available to surveyors and other learners. Learners may self-register and self-launch an online course at their convenience; 24 hours a day, 7 days a week, 365 days a year. Once enrolled, learners will have continued (ongoing) access to the course, so they can review the content when needed.

Courses and Descriptions

- **Home Health Agency (HHA) Basic Online Training**
 - **Description:** The HHA Basic Online Training course is intended to cultivate and refine surveyor skills, foster understanding of the survey process, and enhance surveyors' overall ability to survey HHA facilities.
 - **Target Audience:** Newly employed surveyors, who are required to pass the course posttest to survey the HHA provider type. Secondary target audience members include experienced surveyors who are adding the HHA provider type to their list of survey responsibilities.
 - **Course Estimated Duration:** 16 Hours

- Course Go-Live Date: February 2018
- **Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) Basic Online Training**
 - Description: The ICF/IID Basic Online Training course is intended to cultivate and refine surveyor skills, foster understanding of the ICF/IID survey process, and enhance surveyor’s overall ability to survey ICF/IID facilities.
 - Target Audience: Newly employed surveyors, who are required to pass the course posttest to survey the ICF/IID provider type. Secondary target audience members include experienced surveyors who are adding the ICF/IID provider type to their list of survey responsibilities.
 - Course Estimated Duration: 16 Hours
 - Course Go-Live Date: February 2018
- **Ambulatory Surgical Centers (ASC) Refresher Online Training**
 - Description: The ASC Refresher Online Training course provides refresher training on key topics to review and refresh the experienced ASC surveyor’s knowledge.
 - Target Audience: The Target Audience for the ASC Refresher Online Training course is experienced ASC surveyors and reviewers.
 - Course Estimated Duration: 2 Hours
 - Course Go-Live Date: March 2018
- **Long Term Care (LTC) Basic Online Training**
 - Description: The Long Term Care Basic Online Training course is intended to cultivate and refine surveyor skills, foster understanding of the new LTC survey process, and enhance surveyor’s overall ability to survey long term care facilities. This course is the final requirement that newly employed surveyors must complete before they become eligible to take the Surveyor Minimum Qualifications Test (SMQT).
 - Target Audience: The Target Audience for the LTC Basic Training are surveyors, who are required to complete the federal LTC Basic Training course as a final step in their preparation to becoming SMQT-qualified surveyors.
 - Course Estimated Duration: 32 Hours
 - Course Go-Live Date: March 2018
- **Basic Life Safety Code (BLSC) Online Training**
 - Description: The BLSC Online Training Course is intended to provide basic information on the National Fire Protection Association Life Safety Code, which establishes minimum fire protection requirements. In addition, the BLSC course develops and refines surveying skills, fosters an understanding of the survey process, and enhances a surveyors’ overall ability to conduct LSC surveys for Medicare and Medicaid certification on behalf of CMS.
 - Target Audience: Newly employed RO and SA surveyors who are required to pass the course posttest to survey CMS certified healthcare facilities using the LSC. This

course may also be taken by experienced surveyors who are adding the LSC provider type to their list of survey responsibilities.

- Course Estimated Duration: 32 Hours
- Course Go-Live Date: April 2018
- **Clinical Laboratory Improvement Amendments (CLIA) Orientation Online Training**
 - Description: *The CLIA Orientation Online Course is a self-paced, on demand, interactive manual for personnel responsible for any and all parts of implementation of the CLIA program. The course is a prerequisite intended to provide a foundation to help learners successfully perform CLIA-related duties and prepare for basic CLIA training.*
 - Target Audience: *The CLIA Orientation Online Course is for new CLIA employees within a SA or RO.*
 - Course Estimated Duration: 4 Hours
 - Course Go-Live Date: April 2018
 - Supersedes: *This training will supersede Admin Info Memo 12-07-CLIA & 12-21-CLIA*
- **Complaint/Incident Intake and Triage Online Training**
 - Description: The Complaint/Incident Intake and Triage Online Training course provides information on what should be collected for intake of a complaint and/or incident. Learners will also be able to differentiate among the complaint triage categories and understand how to triage complaints and/or incidents.
 - Target Audience: The Target Audience for the Complaint/Incident Intake and Triage Online Training are current Long Term Care surveyors.
 - Course Estimated Duration: 2 Hours
 - Course Go-Live: April 2018
- **Outpatient Physical Therapy and Outpatient Speech Language Pathology (OPT/OSP) Basic Online Training**
 - Description: The OPT/OSP Basic Online Training course will provide participants with a solid foundation in the skills and knowledge required to be an effective OPT/OSP surveyor. During the course, learners will be provided with opportunities that will aid in the development of their OPT/OSP surveyor expertise
 - Target Audience: All surveyors and reviewers who currently conduct or review OPT/OSP surveys. This course may also be taken by experienced surveyors who are adding the OPT/OSP provider type to their list of survey responsibilities.
 - Course Estimated Duration: 24 Hours
 - Course Go-Live Date: April 2018
- **End Stage Renal Disease (ESRD) Basic Online Training**
 - Description: The ESRD Basic Online Training Course is intended to cultivate and refine surveyor skills, foster understanding of the survey process, and enhance surveyors' overall ability to survey ESRD facilities.

- Target Audience: Newly employed surveyors, who are required to pass the course posttest to survey the ESRD provider type and surveyors, regardless of their length of employment. This course may also be taken by experienced surveyors who are adding the ESRD provider type to their list of survey responsibilities.
- Course Estimated Duration: 16 Hours
- Course Go-Live Date: May 2018
- **Hospice Basic Online Training**
 - Description: The Hospice Basic Online Training course provides surveyors with the skills and knowledge required for surveying hospice facilities. The course is intended to cultivate and refine surveyor skills, foster understanding of the hospice survey process, and enhance surveyors' overall ability to survey hospice facilities.
 - Target Audience: Newly employed RO and SA surveyors who will conduct or review hospice surveys. This course may also be taken by experienced surveyors who are adding the Hospice provider type to their list of survey responsibilities. .
 - Course Estimated Duration: 16 Hours
 - Course Go-Live Date: May 2018
- **Community Mental Health Centers (CMHC) Basic Online Training**
 - Description: The CMHC Basic Online Training course provides surveyors with the skills and knowledge required for surveying community mental health centers. The course will focus on off-site preparation through the entrance conference, sample selection, and survey tasks for analyzing findings and documenting deficiencies through to the exit conference and post-survey activities.
 - Target Audience: Newly employed surveyors, who are required to pass the course posttest to survey the CMHC provider type. This training may also be taken by experienced surveyors who are adding the CMHC provider type to their list of survey responsibilities.
 - Course Estimated Duration: 24 Hours
 - Course Go-Live Date: June 2018
- **Psychiatric Residential Treatment Facilities (PRTF) Basic Online Training**
 - Description: The PRTF Basic Online Training course provides surveyors with the skills and knowledge required for surveying psychiatric residential treatment facilities. The course is intended to cultivate and refine surveyor skills, foster understanding of the PRTF survey process, and enhance surveyors' overall ability to survey PRTF facilities.
 - Target Audience: Newly employed surveyors, who are required to pass the course posttest to survey the PRTF provider type. This training may also be taken by experienced surveyors who are adding the PRTF provider type to their list of survey responsibilities. .
 - Course Estimated Duration: 24 Hours
 - Course Go-Live Date: June 2018

New Content for Existing Surveyors

Surveyors that have already taken the basic course in its' previous form are RECOMMENDED to review the following new content:

<u>Course</u>	<u>New Content</u>
<i>HHA Basic</i>	<i>Take Entire Course</i>
<i>ICF/IID Basic</i>	<i>Module 1, Lesson 5 All of Module 3</i>
<i>ASC Refresher</i>	<i>Take Entire Course</i>
<i>CLIA Orientation</i>	<i>Take Entire Course</i>
<i>Complaint/Incident Intake and Triage</i>	<i>Take Entire Course</i>
<i>OPT/OSP Basic</i>	<i>Take Entire Course</i>
<i>ESRD Basic</i>	<i>“Dialysis in Nursing Homes” Module</i>
<i>Hospice Basic</i>	<i>Take Entire Course</i>
<i>CMHC Basic</i>	<i>No New Content</i>
<i>PRTF Basic</i>	<i>No New Content</i>

Course Access Instructions

Login instructions:

1. Navigate to the ISTW at <https://surveyortraining.cms.hhs.gov>.
2. Select the “**I AM A SURVEYOR**” link.
3. Enter your username and password in the fields provided.*
4. Select the “**Submit Logon**” button.
5. Select “**Course Catalog**” from the menu options available at the top of the screen.
6. Scroll down and search for the (**Course Title**) Training Online Course, then select the course title.
7. Select the “**Register for this Course**” button at the bottom of the screen that appears.
8. Select the “**Launch this Class**” button.

**If you don't have a username or password, contact the [Help](#) desk for assistance.*

Those wishing to register for and complete these online courses should follow the instructions below:

Course Prerequisites

All learners must meet the prerequisites stated for the course they wish to take. Please do not register for a course for which the basic required prerequisites have not been met. The prerequisites will be listed on the ISTW.

Contact

Technical assistance is available to users by contacting the CMS Surveyor Training Site Help Desk, either by phone (1-855-791-8900) or by email at cmstraininghelp@hendall.com.

For questions related to this memo, please contact Anita Monteiro at Anita.Monteiro@cms.hhs.gov.

Effective Date: Immediately. The upcoming availability of these courses should be communicated to all survey and certification staff, their managers, and State/Regional Office training coordinators within 30 days of this memorandum.

/s/

David R. Wright

cc: Survey and Certification Regional Office Management