



Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 15-29-ESRD

DATE: February 27, 2015

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Contacting End Stage Renal Disease (ESRD) Networks for survey related facility information

Memorandum Summary

Reinforcement of Centers for Medicare & Medicaid Services (CMS) policy regarding contacting providers/suppliers prior to entry for survey:

- Surveyors should contact the ESRD Networks for facility information after entering the ESRD facility building for survey purposes.

The purpose of this memo is to emphasize CMS policy at 2700A in the State Operations Manual (SOM) regarding contacting providers/suppliers prior to survey entry. It is important that surveyors observe the protocols designed to ensure that surveys are unannounced and unpredictable, while also gathering information important to the survey process.

Surveyors should contact the ESRD Networks for facility information only after entering the ESRD facility building for survey purposes to ensure surveys remain unannounced. Surveyors should contact the Network before initiation of the facility Environmental “Flash” Tour. Networks should provide the surveyors with facility information regarding quality concerns, patient complaints, involuntary discharges, and involuntary transfers.

Please email any questions regarding this memorandum to Je’annine O’Malley at Jeannine.omalley@cms.hhs.gov.

Effective Date: Immediately. This policy should be communicated with all State/Regional Office survey and certification staff and their managers.

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management