



Direct Connect



Survey & Certification RO/CO Workplan

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Special points of interest:

- CMP S&C Letter is in the pipeline
- FY'2003 Budget Call Letter is final.

On June 4-5 at the CMSO/DMSO meeting in Chicago a survey and certification workplan was developed. It was also discussed briefly at our Survey & Certification Bi-weekly call a few weeks ago.

The Workplan is divided into two sections; one entitled "Regional Office" and the other "Central Office"

Regional Office

- Federal Monitoring surveys**
- Perform FMS (FOSS/Comparative) surveys on 5% of nursing homes
 - Develop plan for 1% sample surveys for other provider types and conduct surveys consistent with plan (may be contracted out)

- State Oversight/Performance standards**
- Conduct individual state performance reviews
 - Collect/analyze data (OMR/SCMR) to determine potential problem areas and to monitor state surveys of all provider types
 - Perform required onsite reviews
 - Complete final Performance Standards reports

- Oversee state budget process**
- Make recommendations to Central Office on budget approvals and quarterly expenditures
 - Serve as primary liaison with states on budget issues

- Enforcement**
- Maintain long term care enforcement database
 - Support General Counsel on

- appeals/settlements
- Track and collect CMPs
- Process long term care enforcement actions

- Comparative Survey contracts**
- Review 2567's for psychiatric hospital, nursing home and ICF/MR contractor surveys

- CLIA**
- Perform 1% FMS surveys
 - Take enforcement actions
 - Review/Approve CLIA budget

- Certification**
- Process initial certification actions, voluntary terminations, changes of ownership, PPS exclusions, etc.

- Central Office
- Federal Monitoring surveys**
- Develop and provide oversight of the national protocol
 - Assure training of Federal surveyor workforce

- State Oversight/Performance standards**
- Develop and set state performance standards
 - Compile and present data

Set national guidelines, policies, protocols

- Issue Survey and Certification letters
- Maintain the State Operations Manual (SOM)

- Budget**
- Develop priorities and issue the budget call letter
 - Approve state budgets

- Oversight of consistency across regions**
- Develop training programs/satellite broadcasts
 - Study variations in state performance (i.e. survey hours, deficiency citations)

Management of Federal surveyor workforce

Ownership of data systems

Analysis and presentation of survey and certification and CLIA data to allow for planning and comparison across states and regions

Next Steps

The next step is to drill down to the next level to elaborate on what information do we need to meet the workplan goals and dates.

"Direct Connect" New Name for Newsletter & Website

Jeane Nitsch was the winner of the "name the newsletter" contest. She wins a CD—History of the World. Thanks for all the fine suggestions (some of which cannot be printed here!)

GAO Report Planned for Release in September

The General Accounting Office (GAO) has been busy gathering information for its investigation and preparation for a report and possible hearing in September.

Most, if not all, of the regional offices have had one or more interviews with staff from GAO. Those interviews focused on three areas:

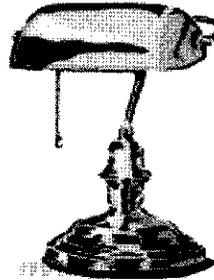
- FOSS Surveys
- State Performance Measures
- State Referrals of Double Gs

When talking to the GAO, we again discussed the mix between FOSS surveys and comparative surveys. We stated CMS's intent to contract for Federal comparative surveys.

Each RO sent in a copy of their State performance standards final report to the GAO. We have also spent time explaining the process and timeframes. One of key points we made to the GAO is that FY'2001 was a baseline year and that it was a learning process. We also shared that CMS hopes to keep the FY'2002 standards and protocols with a few changes for

FY'2003.

GAO also conducted two data studies. The first was looking at a sample of cases throughout the country where the last 2 surveys had "G level or higher" and the current survey did not have a finding higher than a "D or E level". They referred to this study



as a judgment sample. Since the sample is not representative of the country as a whole, any conclusions would not apply nationally.

The second study was looking at the number of "double G" cases that were not appropriately referred to the Regional Office for an enforcement action. They identified approximately 1,300

cases that met the criteria and asked regions to verify the lists.

In addition to the above areas, central office personnel have also had several interviews with GAO on follow-up on the nursing home initiatives put in place in 1999.

GAO is also looking into improvement projects subsequent to the nursing home initiative, including the Complaint Improvement Project, the Scope and Severity Categorization project, the staffing study, and the ACTS (complaint data system).

Projects under the direction of the Center for Beneficiary Services such as the Nursing Home Quality Initiative are also the subject of their investigation.

GAO's findings and report are planned to be completed in September. They also expect a hearing to be scheduled. We hope to update you on this study once GAO issues the report.

How Was San Francisco?

Since I returned to Baltimore from my detail as Associate Regional Administrator in San Francisco, many people have asked me "how was San Francisco?" The weather was fairly calm, I only encountered two days of rain in 3 months. Disaster preparedness is more than an exercise, it is a way of thinking. One of my first weeks on the job I attended a disaster preparedness briefing, complete with a tour of the office & emergency supply closets filled with water, cots, blankets and other necessities. It didn't take long to discover the knowledgeable and helpful staff in the Division of State Operations. I even learned a couple of things while I was out there. Although I only served in one Region, I'm sure my lessons learned would have been similar in the other nine.

Lessons Learned.

- San Francisco is a long way from Baltimore.
- S&C call agendas are hard to prepare for without a description of expectations.
- Meeting the 5% federal monitoring surveys is **very** important
- Days are not shorter in the regional office
- You don't refer to the city as "Frisco".
- Meeting with providers, lawyers and reporters is not as easy as it sounds.
- Calling central office can be more for moral support than advice.
- Communication from different parts of CMS on the same initiative with different messages is confusing.
- There are a lot of smart people with program experience in regional offices.
- There are still a lot of meetings.
- Regions have innovations that can be used by everyone to make us work smarter.
- There's no place like home and SF was a home away from home.

By Cindy Graunke

It's simple to create your own account!

How to Log On to "Direct Connect"

1. Go to: <http://67.104.144.235>
2. Click on Create an account. (Top of the page, above the thick black line)
3. Fill in all the fields and click submit. (Whatever you fill in as your email address will be your user id from then on.)
4. A "User Update" box will appear. Fill in your name, phone number, email and password; other information is optional. **IMPORTANT:** you must change your password.
5. Click "Continue" at the bottom of the box.
6. Click on "my Communities" in the yellow box on the left.
7. You will get a list of communities. Scroll down to Survey and Certification Community.
8. Click on "Join this community?" on the far right.
9. You will receive a message "joining a community/group is complete."
10. Click on "my Communities" AGAIN (in the yellow box on the left.)
11. Scroll down to Survey and Certification Community.
12. Click on the underlined title of the community. (Notice: on the far right it should say "Remove me from this community?")
13. You are now on the front page of the Survey and Certification Community of Practice.



Meet Tom Kress — Our Newest Employee

Tom Kress, is a Research Analyst / Systems Engineer in the Division of Nursing Homes. Tom joined the CMS/SCG staff on July 15. Tom's background is based in the private sector; having spent over 10 years with San Diego based Science Applications International Corporation SAIC. In addition, Tom spent several years in the dot Com world starting out with an Israeli based start up company and transitioning to an Internet based solutions provider.

Tom has worked as a programmer / engineer supporting various Federal Agencies including Department of Energy, Environmental Protection Agency and the Department of Transportation.

Tom's Experience Includes:

Work Assignment Manager responsible for the design & development of the Emission Tracking System; a system allowing EPA to monitor and track SO₂ & CO₂ emissions from all regulated utilities via CFR Part 40, The Acid Rain Program.

Worked as the Director of Network & Systems Administration for Verticalnet LLC, responsibilities included administration & maintenance of over 60 online portals hosted by Verticalnet.

Tom will be assisting the division in the more technically related areas of our data collection and dissemination process. He hopes

to participate in the process by which we can more efficiently publish a wide variety of CMS data.

Tom lives in Sliver Spring with his wife Karen, they have three children. He enjoys the outdoors, fishing and reading.

DIVISION OF NURSING HOMES

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S2-12-25
Baltimore, Maryland 21244

Survey & Cert
Letters on the
Web—www.hcfa.
gov

**Recent Survey & Certification
Letters Related to Nursing
Homes**

No letters pertaining to the nursing home program were released in the last 30 days.

Division of Nursing Homes Telephone List
(410) 78X-XXXX

Abankwah, Rosaline	62012	Lew, Elaine	69353
Cullen, Beverly	66784	Lochary, Kathy	66770
Dunn, Rosemary	61372	Merrill, Jim	66998
Feuerberg, Marvin	66520	Miller, Pat	66780
Fredeking, Helene	67304	Miller, Tina	66735
Gladden, Fred	63033	Mortimore, Ed	63509
Graunke, Cindy	66782	Nitsch, Jeane	61411
Hawkins-Johnson, Dawn	61117	Overgaard, Alisa	62167
Hoffman, Irene	65777	Payne, Trish	63401
Hopkins, John	66817	Petrovich, Nola	64671
Jensen, Kirsten	61095	Schoeneman, Karen	66855
Joslin, Susan	63516	Smith, Linda	65650
Kelly, Jill	69359	Stroman, Stephanie	63625
Kress, Tom	62252	Zeller, Dan	69667

Highlights & Upcoming Events

July Highlights

- **Presentation to AHCA Regulatory Subcommittee**—July 30th on CMS' current nursing home initiatives.
- **Nursing Home Quality Initiative/QIO Meeting**—July 24th, Baltimore

August

- **RAI Conference**—August 6-8; Annapolis, MD
- **Survey & Certification Group Call**
 - August 14, 2-3 pm
 - August 28, 2-3 pm
- **Basic Long Term Care**—Baltimore— August 12-16
- **Investigative Skills and Techniques** Training to RO staff—August 14-15, 2002
- **Flu/Pneumonia Satellite**
 - August 16
- **Nursing Home Open Door Call** — August 27; 6-7 pm

September

- **Nursing Home Quality Initiative Satellite** — Sept 20, 1-3:30 pm
- **Activities (Pioneer Project) Satellite Broadcast** — Sept 27, 1 pm