



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 13-10-ALL

DATE: December 21, 2012

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Training Program Supplement, FY2013 Survey & Certification (S&C) Mission & Priority Document (MPD)

Memorandum Summary

- **Principle Content:** This portion of the MPD provides State Agencies (SAs) with the program requirements, procedures, mandatory trainings, and budget guidelines to be used for the FY2013 survey and certification TRAINING budget process.
- **Budget Development:** Budgets should be developed by workload based on this segment of the FY2013 MPD and the Surveyor Employment and Training (SET) Report completed earlier in FY2012 by the State Training Coordinators (STCs).
- **Training-Travel Budget:** We continue to identify a separate minimum budget for training-travel by SAs. (Allocations will be found in the S&C Advanced MPD.)

This memorandum conveys the training supplement to the training portion of the FY2013 MPD.

The Centers for Medicare & Medicaid Services (CMS) will continue to provide a program of instruction for surveyors, supervisors, Outcome and Assessment Information Set (OASIS) and State Resident Assessment Instrument Coordinators and other SA staff members. In addition to traditional classroom training, the Survey & Certification Group (SCG) will provide webinars, computer and Web-based training applications, videos, train-the-trainer modules, audio conferencing, and other instructional products, which will expand opportunities for training to occur and be replicated consistently at local levels.

In FY2013 we will debut several additional Virtual Classroom courses, most of which will be asynchronous and available 24 hours a day, seven days a week. New web-based trainings will include courses on Basic Hospital Course, State Agency Directors' Orientation Program, and Ambulatory Surgical Centers.

As new trainings are in their final stages of development, we will seek your help with Beta and Pilot testing of the new training tools. For example, major segments of the core Hospital Basic were released during FY 2012 for beta testing and pilot. Several more modules will be released during FY 2013. We will appreciate involvement of knowledgeable surveyors and managers in the evaluation of this and other development efforts. These efforts will increase the reach of training in terms of numbers and types of participants and the consistency of training across the surveyor and certification specialist populations.

This memorandum addresses specific areas of training necessary to prepare a complete budget for FY2013.

Once again, we wish to express our deep appreciation for the work of the State Training Coordinators (STCs) who labor constantly to ensure that the nation's surveyors have the knowledge and skill sets essential to their effectiveness. Your work will help to lead us to consistent survey. We further extend our thanks to the SA staff in Florida, Texas and California who have worked assiduously to make Magnet Area Trainings (MAT) a success.

Concerning your help, over the last several years we have asked for RTA, STC and other RO and SA expert assistance with a variety of tasks to include their direct involvement in training workgroups and the Complaint Investigation workgroup. These workgroups help us build training tools that will improve access to training and help assure consistent survey. We are asking in this document that each SA continue to budget \$15,000 per year for the purpose of SA participation in training-development and update activities, as requested by the Central Office Training Staff. We will coordinate these requests through each SA Director.

Training is often a target for budget-cutting and retrenchment in times of scarce resources. We reject that approach as unwise in the long run. Medicare and Medicaid beneficiaries deserve the protection of fully informed and capable surveyors. Through the MPD, and this addendum, we are therefore committed to supporting the training program of surveyors as a high priority. We continue to expand the CMS' training courses and formats, and look forward to another year of dialogue with you regarding methods by which training may be improved.

/s/

Thomas E. Hamilton

Attachments - Training Supplement to FY2013 MPD - includes:

- A - Training Schedule Overview
- B - Curriculum Descriptions
- C - Acronyms
- D - Current FY2013 Training Schedule

cc: Regional Office Survey and Certification Management
Regional Training Administrators
State Training Coordinators