



**Center for Clinical Standards and Quality/Survey & Certification Group**

**Admin Info: 15-06-Hospitals/CAHs**

**DATE:** October 17, 2014

**TO:** State Survey Agency Directors

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Surveyor Webinar Training: Surveying Hospitals and Critical Access Hospitals (CAH) with Electronic Health Records (EHR)

**Memorandum Summary**

***EHR Training Webinar:*** The Centers for Medicare & Medicaid Services (CMS) is presenting the third and final webinar concerning EHRs in hospitals and CAHs on November 17, 2014 at 12pm ET. This training will focus on surveying hospitals and CAHs that are operating in a full or hybrid EHR environment. Surveyors viewing the webinar will gain an understanding of unique issues EHRs pose for the survey process and how surveyors can use this information to support their survey work. Registration information is provided in this memorandum.

**Background**

Surveyors are encountering an increasing number of hospitals and CAHs that use various partial or full EHR systems in their management and documentation of delivery of health care services. There are no differences in the Medicare Conditions of Participation (CoP) requirements for hospitals that use EHRs, but there are unique challenges in assessing compliance with the CoPs in an EHR environment. This webinar that will provide an overview of the unique issues and challenges that EHRs can pose to surveyors assessing compliance with the CoPs. It will provide tips and strategies that surveyors can use to assist them during surveys.

Although the focus of this training is on hospitals and CAHs, it may also be of interest to surveyors of other provider/supplier types.

We encourage all State Survey Agencies (SAs) to have their hospital and CAH surveyors participate in this training. This training will also be useful for CMS Regional Office personnel who have responsibilities related to hospitals and CAHs.

The webinar is scheduled for **November 17, 2014 from 12-2pm ET** and will include an opportunity for questions. To participate in the webinar, surveyors must follow the instructions below. For surveyors not able to participate in the live webinar, the webinar will be archived.

**Webinar Instructions for Learning Management System (LMS) Students Seeking Credit:**

**Prior to November 17th:**

1. **To receive credit for the Webinar, students must register in TotalLMS at <http://cms82.sumtotalsystems.com/sumtotal/>.** Students must use their surveyor ID to log into TotalLMS. For assistance with password resets contact the LMS help desk at 1-888-477-7876.
2. Type “Surveying Hospitals and Critical Access Hospitals (CAH) with Electronic Health Records (EHR)” in search box or click on any of the disciplines under 1-Surveyor or 2-Surveyor continue columns, in “Catalog” section of TotalLMS. Select intended Webinar and follow instructions.
3. After completion of the registration process, the name of the Webinar will appear in the student’s “To Do List” in TotalLMS.

**On November 17th:**

1. On the day of the webinar registered students must log into TotalLMS, go to their “To Do List” and select the “Start” button to launch the webinar.
2. An Adobe Connect Meeting window will appear; students must select “**Enter as a Guest**” and type their name in the “Name” box.
3. Students must then select “**Enter Room**” to access the webinar. **Students must not select** the button next to “*Enter with your login and password*” on the Adobe Connect screen.
4. The telephone audio connection is 1-800-603-1774, Conference ID: 15258199. Participants may enter the room up to 20 minutes prior to the start of the webinar.
5. At the conclusion of the webinar students must complete an evaluation in TotalLMS.

**Webinar Instructions for Students not Seeking Credit:**

1. At the webinar start time on November 17th students should go directly to <https://webinar.cms.hhs.gov/ehrhospitals/>. An Adobe Connect Meeting window will appear.
2. From the Adobe Connect Meeting window, students must select “**Enter as a Guest**” and type their name in the “Name” box.
3. Students must then select “**Enter Room**” to access the webinar. Students must **not select** the button next to “*Enter with your login and password*” on the Adobe Connect screen.
4. The telephone audio connection is 1-800-603-1774, Conference ID: 15258199. Participants may enter the room up to 20 minutes prior to the start of the webinar.

**This webinar will be archived for viewing at a later date.**

For webinar technical questions contact Etolia Biggs at [Etolia.biggs@cms.hhs.gov](mailto:Etolia.biggs@cms.hhs.gov).

Other questions concerning this memorandum may be addressed to [HospitalSCG@cms.hhs.gov](mailto:HospitalSCG@cms.hhs.gov).

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management