



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 15-49- ALL

DATE: September 11, 2015

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: The New Foundational Investigative Skills Online Training is Now Available

Memorandum Summary

The **Foundational Investigative Skills** online course is now available on the Surveyor Training Website. This self-paced online course introduces health care facility surveyors to the concepts and skills needed to develop strong investigative techniques on a survey.

Long term care (LTC) surveyors must successfully complete this course with a passing score of 85 percent or higher within one year of this memo, and then annually thereafter as a refresher. This course may also be beneficial for Non-LTC staff on a voluntary basis.

Background

The Centers for Medicare & Medicaid Services (CMS) has developed a new online training for LTC surveyors titled "Foundational Investigative Skills". This new self-paced online course was developed and pilot tested in May 2015. The online course is now available for learners on the CMS Survey and Certification Group Surveyor Training Website.

Course Access

Learners may access the online course at <http://surveyortraining.cms.hhs.gov/index.aspx>.

State Training Coordinators and Regional Training Administrators who wish to assign this course to staff may log into the TotalLMS registration system at <https://cms82.sumtotalsystems.com>. The Course Code is: 0CMSFOUNDINVESTSKILLS_ONL.

Foundational Investigative Skills Online Training Course

Course Description

The Foundational Investigative Skills online course introduces health care facility surveyors to the concepts and skills necessary to develop strong investigative techniques on a survey.

Throughout the course, learners will engage in real-world case studies that emphasize the need for surveyors to ensure that their citations are properly investigated and documented.

This self-paced online course contains five learning modules with multiple lessons. Topics examined include:

- **Module 1: Effective Observations Using the Five Senses**
Using the five senses to make effective observations
- **Module 2: Surveyor Boundaries: To Do or Not to Do**
Avoiding common mistakes made by surveyors during investigations
- **Module 3: The Surveyor in Court: Writing Defensible Citations**
Writing defensible citations
- **Module 4: Depositions and Hearing Testimony**
Supporting citations in depositions and testimony
- **Module 5: Sexual Abuse in Long Term Care**
Identifying and investigating the cases of sexual abuse in Long Term Care (LTC) facilities

Each module has a short pre-test and post-test. Learners are given three attempts to pass each module post-test with a score of 85 percent or higher. Learners who do not successfully pass the post-test within three attempts may enroll in a future course offering.

Target Audience

The primary target audience for the Foundational Investigative Skills online course is LTC surveyors. LTC surveyors are required to successfully complete the course. The course may be beneficial for Non-LTC staff on a voluntary basis.

Required for LTC Surveyors and Staff

This is a required course for State Agency (SA) and Regional Office (RO) LTC surveyors and reviewers; generalists; managers and supervisors; training coordinators, and other SA and RO support staff responsible for LTC complaint surveys.

- Both new and existing LTC surveyors and reviewers must successfully complete this course with a passing score of 85 percent or higher prior within one year of this memo.
- Thereafter, this course will serve as a refresher /compliance course. LTC surveyors and reviewers will be required to retake the course on an annual basis. They must successfully complete the course with a passing post-test score of 85 percent or higher.

Recommended for Non-LTC Surveyors and Staff

This course may be beneficial to non-LTC surveyors, reviewers, managers and supervisors, and other staff on a voluntary basis.

Estimated Seat Time

The estimated course completion time is 7.5 hours. Depending on level of experience and learning style, learners may require more or less time.

Prerequisites

The Foundational Investigative Skills course has two prerequisites:

- Basic Health Facility Surveyor Course: Introduction to Surveying; and,
- Principles of Documentation.

Online Learning Tips

This course contains video and audio and learners will need access to headphones. In order to promote success in this course, please provide learners with a quiet environment and uninterrupted time to complete the online course.

Contact: For enrollment or registration questions, please contact the Training Coordinator, Ruth Rivera at Ruth.Rivera@cms.hhs.gov. For questions regarding course content, please contact the CMS Program Lead, Synora Jones at Synora.Jones@cms.hhs.gov. If you need technical assistance with the online course, please contact the CMS Surveyor Training Website Help Desk, either by phone (1-855-791-8900) or by email at cmstraininghelp@hendall.com.

Effective Date: Immediately. This policy should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

Thomas E. Hamilton

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