



DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services

7500 Security Boulevard
Baltimore, MD 21244-1850

Ref: S&C-02-31

DATE: May 10, 2002

FROM: Director
Survey and Certification Group
Center for Medicaid and State Operations

SUBJECT: Mandatory Viewing of Satellite and Webcast Training Program

TO: Associate Regional Administrators, DMSO
State Survey Agency Directors

Participation in the survey and certification satellite and webcast programs is an important training activity because it provides surveyors with up-to-date and consistent information in an expeditious manner. By using the Internet and satellite as training vehicles, we are also able to collect data on the numbers and locations of surveyors who have participated in our training programs. As you may know, the capacity to track training is becoming an increasingly important aspect of using these technologies and one for which we are becoming more accountable.

In the FY2002 budget call letter, we announced that surveyors and supervisors in the regional offices (RO) and state survey agencies would be required to view upcoming survey and certification satellite broadcasts that were identified as mandatory within the stated timeframes. The purpose of this memorandum is to provide further guidance on mandatory viewing of survey and certification satellite and webcast-based training programs.

Since July 2001, the Centers for Medicare & Medicaid Services has broadcast five survey and certification programs. These programs and the viewing information for each are as follows:

- Mental Illness in Nursing Homes – July 20, 2001 (Available through July 20, 2002), Target Audience: All nursing home surveyors and supervisors;
- Flu and Pneumonia Immunization in Nursing Homes – August 24, 2001 (Available through August 24, 2002), Target Audience: All nursing home surveyors and supervisors;
- Assuring Dental Health in Nursing Homes – September 21, 2001 (Available through September 21, 2002), Target Audience: All nursing home surveyors and supervisors;

- Outcome-Based Quality Improvement (OBQI) Reports for Home Health Agencies (HHAs) – February 22, 2002 (Available through October 31, 2002), Target Audience: All home health agency surveyors and supervisors; and
- FOSS Update – Bridging the Gap – April 19, 2002 (Available through April 19, 2003), Target Audience: All nursing home surveyors and supervisors.

To view the first four programs, surveyors/supervisors should go to <http://cms.distributedclassroom.org>.

To view the FOSS Update – Bridging The Gap and future FY2002 programs, please go to <http://cms.internetstreaming.com>.

All of the web-based/webcast programs except for the OBQI Reports for HHAs are available 24 hours a day, 7 days a week for one year following the original transmission dates. The OBQI program is the only broadcast that will not be archived on the web for an entire year following its actual transmission date; its availability will end on October 31, 2002. For workstation viewing requirements, please refer to the FY2002 budget call letter.

Although none of these broadcasts was identified in advance for mandatory viewing, it has come to our attention that participation by RO and state survey agency staff has been disappointing. As of April 23, 2002, only 1,761 of the 24,445 persons who registered for these broadcasts were identified as surveyors. While the broadcasts listed may not apply to every surveyor, we expected a much higher number of surveyor viewers.

If we are to continue to assure that surveyors are receiving up-to-date training/information on the survey and certification program, it is imperative that surveyors view these programs within the specified timeframes. We will periodically review the RO and state agency levels of participation in these programs. Under separate cover, we will be forwarding to each RO a list of surveyors in the region who have registered for and completed each program.

All future programs, starting with the “New Interpretive Guidelines for Vaccinating Nursing Home Residents” broadcast scheduled for August 23, 2002, will be mandatory viewing for their stated target audiences. Each program announcement will identify the target audience, and managers should ensure that all persons in the target audience view the program.

Effective Date: This instruction is effective upon receipt.

Training: This request should be shared with all survey and certification staff, their managers and the state/regional training coordinator.

/s/
Steven A. Pelovitz