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Long-Term Care Survey Process Release Overview

The ASPEN 11.0.0 release on November 18, 2017 includes the new Long-Term Care Survey Process (LTCSP) application. An earlier Sandbox version of the software available in ASPEN 10.7.2 contained all of the main functionality for conducting a survey using LTCSP. Since then some screens and functionality have been updated or added in the LTCSP application. This document outlines these changes.

The LTCSP-related changes to ASE-Q have also been included in this document.
Surveyors access LTCSP through ASE-Q. Some special functionality has been added to ASE-Q in order to better support the LTCSP application.

**LTCSP Management**

The Health Check was replaced by LTCSP Management. In addition to performing a system health check, you can also change the server port, as well as send server logs and review database entry logs.

*To access all options:*

- From the ASE-Q System menu, select **LTCSP Management**.

![LTCSP Management menu option](image)

**Available in LTCSP Management:**

- **Server port.**
  - Use only if directed by your IT department.
  - Designate a different port number if another application uses port 8443.

- **System Status.**
  - The stop light shows a green light when the software and server can communicate, but there may still be a problem that running the Health Check may solve.
  - The stop light shows a red light when the LTCSP software cannot communicate with the local LTCSP server.

- **Perform System Health Check**
  - Run the Health Check if you receive an error message that LTCSP cannot connect to the server.
• Diagnostic Tools, use when working with the ASPEN Help Desk:
  - Server Log Files—sends selected server logs to the ASPEN Help Desk (must have email capability).
  - Database Log Entries—displays errors that have occurred in the application, enter dates and click Search to find relevant entries.

Load Cites:

Once citations have been or investigations have been cited made in LTCSP, they must be loaded into Citation Manager.

To import citations from LTCSP:
- Open Citation Manager for the survey and click Load Cites.
- Checks are performed to ensure that potential citations are complete in LTCSP.
- Load Cites only adds tags to Citation Manager—no deleting or updating tags.
If you need to update tags that were changed in LTCSP:

- First delete the tag in Citation Manager.
- Update tag in LTCSP.
- Click **Load Cites**—only those tags that are not listed in Citation Manager are imported.

![Citation Manager Interface with Load Cites button highlighted](image.png)

**Figure 4. Load Cites button in Citation Manager**
Access LTCSP:

You can now open an LTCSP survey from the ASE-Q Tree as well as through Citation Manager.

To open LTCSP from the tree:

- Locate your survey in the Tree.
- Right-click and select LTCSP (you must be a member of the survey team and have appropriate permissions to use this option).

![LTCSP right-click menu option](image)

**Sharing a Computer and Removing a Team Member from the Survey**

Sometimes it may be necessary for surveyors to share a computer with another surveyor. ASE-Q has some added measures to make sure no surveyor data is lost when activating as another team member. See Show / Hide Advanced button for more information.

Standard practices should be that every surveyor has their own computer. If a machine fails in the field, then a computer can be shared by activating another team member.
- A warning message appears when you activate as another team member:

![Warning message when using same machine](image)

Figure 6. Warning message when using same machine

- To avoid losing any surveyor data, once a surveyor has entered data for an LTCSP survey they cannot be removed from the survey team in ASE-Q.

**Show / Hide Advanced button in LTCSP**

The **Show/Hide Advanced** button was added for surveyors sharing a computer to show or hide the **Used This Machine** column.

- Any surveyor who has entered any survey data on a computer should have a checkmark in the Used This Machine column in order to share data with the team leader.
- Data will be shared back from the team leader only for those surveyors who are unchecked (do not own data on the machine).

**Warning:** Changing this flag may result in data loss.

![Survey Team Data Sharing](image)

Figure 7. Used This Machine column Hide Advanced button visible
**Long-Term Care Survey Process Updates and Additions**

**Entrance Conference:**

When the team coordinator first opens the Entrance Conference screen, the system automatically sets the date and time. If the conference is delayed, you can reset the date and time.

![Set button on Entrance Conference screen](image)

**Resident Management Card View**

You can reset the order of the cards to whatever sort was set on the Resident List View screen without returning to the List View screen.

Click the **Reset Sort** button to reorder the cards.

![Reset Sort button on Card View screen](image)

**Team Meeting:**

The Team Meeting screen is now only accessed by the team coordinator—team members’ data populates the team coordinator’s Team Meeting screen after sharing data.

**Other updates to the Team Meeting screen:**

- Automatic populating of most questions.
- Notes fields for remaining questions.
Data Sharing

Share Data Now button removed for team members

Since data sharing via a wired or wireless network must originate with the team coordinator, the **Share Data Now** button was removed from team members’ Data Sharing screens and only displays for team coordinators.
### Sample Finalization

#### Unnecessary Meds Candidates

Added the ability to discharge an unnecessary meds candidate—if the system selects a resident that has been discharged from the facility for the unnecessary meds review, you can remove that resident from the list on the Sample Finalization screen. The system then replaces the resident with another similar candidate.

Click the red “x” next to the name of the unnecessary meds candidate that has been discharged to remove from the final sample.

**Figure 12. Discharge an unnecessary meds candidate in Finalize Sample**

*If you need to add a discharged unnecessary meds candidate back into the sample you can do that on the Finalize Sample screen:*

- Set the **Filter by Group** to **All Residents**.
- Locate the resident you removed, click the yellow plus sign to readmit the resident.

**Figure 13. Readmit an unnecessary meds candidate before sample is finalized**
You can also readmit an unnecessary meds candidate that you removed on the Investigations screen:

- Return to the Finalize Sample screen.
- Click the yellow plus sign next to the name of the resident you want to readmit.

![Figure 14. Readmit an unnecessary meds candidate after the sample is finalized](image)

**Care Area View**

Care Area, number of Further Investigates/Residents and number in sample appear in separate columns for easier reading.

![Figure 15. Finalize Sample by Care Area display](image)

**Facility Tasks**

**Dining**

List of residents:

- Residents added based on interview responses marked further investigate cannot be removed.
- Any resident added by the survey team on the facility task screen can be removed.
**Resident Council**
Various updates were made to the pathway including CEs.

**Sufficient and Competent Nurse Staffing**
- Now includes the ability to add residents.
- Automatically adds residents based on further investigations marked.
- Residents added based on their interview responses cannot be removed. Any resident added by the survey team on the facility task screen can be removed.

**Investigations**

**Initiate an Investigation**
When you initiate an investigation, the system now automatically assigns you as the surveyor.

**Hide Completed Investigations**
Select the **Hide Completed Investigations** checkbox to remove completed investigations from the list; uncheck to show the entire list of investigations.

*Warning:* If you complete an investigation for an F-tag direct cite and want to initiate another tag the same resident you will need to uncheck.

**Unnecessary Medications**
Once the sample has been finalized, you can remove an unnecessary meds candidate investigation. When you remove the candidate from Investigations, the system replaces with another candidate. You can add the removed resident back on the Finalize Sample screen (see **Unnecessary Meds Candidates** above).
The following error message reminds you to communicate these changes to your team:

![Figure 17. Warning when removing unnecessary meds candidate and replacement information](image)

**Pressure Ulcer/Abuse body map**

The pen changed from a dot to a smaller writing tip making it easier to write notes on the body map.

![Figure 18. Writing on body map example](image)
**Potential Citations:**

**New filter and list options for the Tag tree:**

- Filter list of citations by:
  - **All**: Shows all tags marked for potential citation during the survey.
  - **Cited**: Shows only tags marked as cited.
  - **Not Cited**: Shows only tags marked as not cited.
  - **Undeclared**: Shows only tags not marked as cited or not cited.
- Refresh the tag list.

![Filter options and Refresh button for Tag tree in Potential Citations](image)

**New option when citing a tag:**

Add a Citation Category to a cited tag: Choose at least one category for each citation.

**Citation instructions:**

- Display beneath the Cite/Don't Cite options rather than on the right side of the pane.
- Instructions are now marked with an orange exclamation point rather than the red “x”.

![New category selection and instruction location when citing a tag](image)

**Don’t Cite options:**

The list of reasons for not citing has been changed. The following reasons have been removed:

- Facility is addressing the concern in QA&A
- Single incident—not severe enough
• Move to state tag

**Reports:**

**Changes to Reports:**

- New **Reports** icon.
- Existing pathways and reports have been updated.
- New pathways added
- Additional reports available (see List of updated and new reports below).
- Additional documents added or updated (see Updated and new documents below).

**List of updated and new reports**

<table>
<thead>
<tr>
<th>Update/ New</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
</table>

*Figure 21. List of options when not citing a tag*

*Figure 22. Reports window and new Reports icon*
<table>
<thead>
<tr>
<th>Update/ New</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated</td>
<td>Complaint and FRI Residents</td>
<td>Complaint and FRI information entered during Offsite Prep.</td>
</tr>
<tr>
<td>New</td>
<td>Entrance Conference</td>
<td>Lists information gathered during the Entrance Conference meeting and may be used for IDR or appeal purposes.</td>
</tr>
<tr>
<td>New</td>
<td>Facility Tasks</td>
<td>Lists all Facility Tasks with associated tags, notes etc., as well as the team medication error rate</td>
</tr>
<tr>
<td>Updated</td>
<td>Initial Pool by Resident</td>
<td>Lists initial pool resident assignments</td>
</tr>
<tr>
<td>New</td>
<td>Initial Pool by Subgroup</td>
<td>Lists initial pool residents grouped by subgroup</td>
</tr>
<tr>
<td>New</td>
<td>Initial Pool by Surveyor</td>
<td>Lists initial pool residents grouped by surveyor</td>
</tr>
<tr>
<td>Updated</td>
<td>Investigation Report</td>
<td>Lists residents marked for FI included in the sample or not included in the sample</td>
</tr>
<tr>
<td>Updated</td>
<td>MDS Indicator Facility Rate Report</td>
<td>Lists Facility Rates for MDS Indicators</td>
</tr>
<tr>
<td>Updated</td>
<td>Offsite Prep Screen Information</td>
<td>Information from the Offsite Preparation screen</td>
</tr>
<tr>
<td>New</td>
<td>Offsite Selected Residents</td>
<td>All residents preselected during survey export and their MDS indicators</td>
</tr>
<tr>
<td>New</td>
<td>Potential Citations - Cited</td>
<td>List of citations and residents that have been cited by the team</td>
</tr>
<tr>
<td>New</td>
<td>Potential Citations - Not Cited</td>
<td>List of citations or residents that were not cited by the team</td>
</tr>
<tr>
<td>Updated</td>
<td>Residents Marked for FI by Care Area</td>
<td>List of residents marked for Further Investigation grouped by Care Area</td>
</tr>
<tr>
<td>Updated</td>
<td>Residents Marked for FI by Resident</td>
<td>List of residents marked for Further Investigation</td>
</tr>
<tr>
<td>Updated</td>
<td>Sample List Provided to the Facility</td>
<td>List of residents with their Resident ID who are cited by the team</td>
</tr>
<tr>
<td>New</td>
<td>Surveyor Notes</td>
<td>Surveyor notes grouped by surveyor</td>
</tr>
<tr>
<td>Updated</td>
<td>Team Meeting Notes</td>
<td>Displays all current notes from Team Meetings</td>
</tr>
<tr>
<td>New</td>
<td>Unnecessary Medication Selected Residents</td>
<td>Unnecessary Med information for residents selected for the Unnecessary Medication review.</td>
</tr>
</tbody>
</table>

*Table 1. List of updated and new reports with descriptions*
Updated and new documents

<table>
<thead>
<tr>
<th>Update/ New</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated</td>
<td>Beneficiary Notice Worksheet</td>
<td>Worksheet provided to the facility for completion of the SNF Beneficiary Protection Notification Reviews</td>
</tr>
<tr>
<td>Updated</td>
<td>Entrance Conference Instructions</td>
<td>Entrance conference document for the facility</td>
</tr>
<tr>
<td>New</td>
<td>Facility Matrix</td>
<td>Matrix with instructions</td>
</tr>
<tr>
<td>Updated</td>
<td>Facility Task Pathways</td>
<td>All associated pathways for facility tasks (no longer available on the Facility Task screens)</td>
</tr>
<tr>
<td>New</td>
<td>Investigation Pathways</td>
<td>All associated pathways for investigations (no longer available on the Investigation screens)</td>
</tr>
</tbody>
</table>

Table 2. Updated and new documents

Other documents available

The following documents can be opened from the Navigation menu:

- The Long Term Care Survey Process (LTCSP) Procedure Guide
- The SOM Appendix PP