



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Manage a Survey: Long Term Care Facilities User Manual

**Version 1.1
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1. Introduction

This user manual addresses how to prepare, add, review, manage, and edit surveys for long-term care (LTC) facilities in iQIES. This manual is not for all other provider areas. Please review [Manage a Survey User Manual](#) for all other provider areas.

For information on other modules, refer to [Reference & Manuals](#) on QTSO.

1.1 Getting Started in S&C – Important Information to Know

Below is important general information about iQIES.

- Log in to iQIES at <https://iqies.cms.gov/> with Health Care Quality Information Systems (HCQIS) Access Roles and Profile ([HARP](#)) login credentials. Refer to [iQIES Onboarding Guide](#) for further information, if necessary.
- All screenshots included in this manual contain only test data. Current screens in iQIES may be different from what is shown in screenshots below.
- Screenshots are dependent on user role and may not be an exact representation.
- Words highlighted in blue are clickable links.
- A red asterisk (*) indicates a required field.
- Blank fields may have a limited number of characters allowed in that field. If so, the character limit is shown on the bottom left. The blank fields may also be expanded. Click the two 45° parallel lines and drag to the right to enlarge the box. See *Figure 1, Expandable Field*.

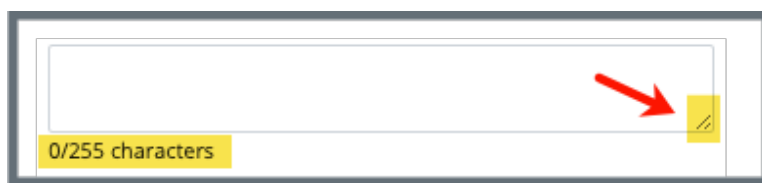


Figure 1: Expandable Field

- iQIES times out after 30 minutes of nonuse and reverts to the login page.
 - iQIES remains up and active as long as it is in use.
 - iQIES gives a five-minute warning before timing out.
 - The session resumes at the last accessed page after reauthentication.
 - Be sure to save data regularly. Pages that require saving are noted in this document, and have a **Save** button on the page.
- iQIES uses a smart search. Once three letters/digits are typed in the search bar, results are shown based on letters/digits entered. The more letters/digits entered, the narrower the search. If any of the results is the correct result, click the result to open.
- Review any notification banners. Some banners may have links to review further information; others may be a reminder of a task that must be completed. See *Figure 2, Notification Banner* and *Table 1, Notification Banner Color Descriptions*. These banners can be closed (X'd out) at any time.

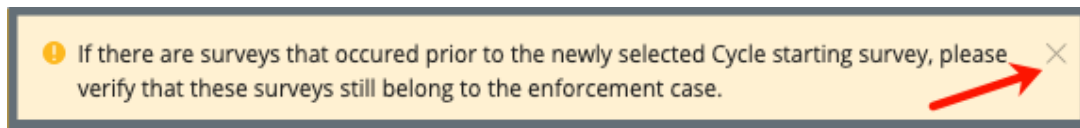


Figure 2: Notification Banner

Table 1: Notification Banner Color Descriptions

Notification Banner Color	Reason
Green	Action was successful
Blue	Informational only
Yellow	Warning. Review for information.
Red	Stop and review. The banner explains the actions must be taken.

- Review any Tool Tips for additional information to perform an action. Hover over the **i** icon to see the tip. Tool Tips are in iQIES to communicate information. Look for the information icon. See *Figure 3, Tool Tip Icon*.

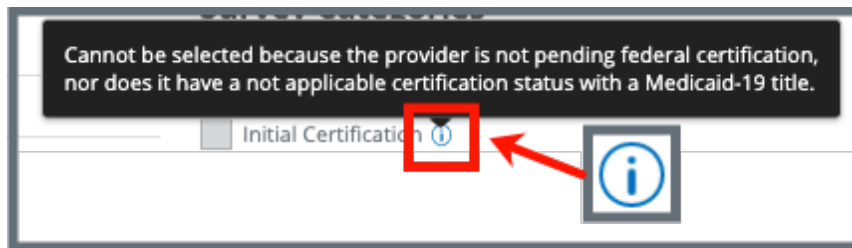


Figure 3: Tool Tip Icon

- Below are the supported browsers for access to iQIES. Be sure to keep your browser updated.

[Chrome](#)

[Edge](#)

1.2 iQIES Service Center

The iQIES Service Center supports users working within the various iQIES components: S&C, Patient Assessment, and Reporting.

Assistance Accessing iQIES: Contact the iQIES SO for your organization

Technical Support: Contact the iQIES Service Center:

Phone: 888-477-7876 (select Option 1)

Email: iQIES@cms.hhs.gov

Idea Portal: Feedback for future iQIES software development: [CCSQ Support Central](#). Click **Idea Portals** and select **iQIES Idea Portal**.

More information on iQIES: Refer to the [QIES Technical Support Office](#) (QTSO) and the [Quality, Safety, & Education Portal](#) (QSEP). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP.

iQIES reference materials include:

- Links to Training Videos for providers
- Assessment Management User Manual
- Quick Reference Guides
- Onboarding Guide
- Managing User Information
- Other helpful iQIES material

iQIES training materials on QSEP include S&C Foundation Series Videos.

1.3 Roles and Permissions

iQIES roles allow users to access information pertinent to their area of work. The examples provided in this document pertain to S&C and require a Contract Surveyor, State Agency or Centers for Medicare & Medicaid Services (CMS) role with the capability to view or edit this information.

Permissions are ultimately governed by HARP access privileges. Contact the Security Official (SO) for your organization or the iQIES Service Center for issues relating to access and permissions. Refer to the [iQIES User Roles Matrix](#) for detailed information on roles.

For additional help, refer to <https://iqies.cms.gov/iqies/help> or click the help icon in the top right corner of the screen, see *Figure 4, Help Icon*, for further information.



Figure 4: Help Icon

1.4 My Tasks Landing Page

Purpose: **My Tasks** Landing Page is a tool used to track and display data for individual users. It consolidates information and processes into one area so that the user can see at a glance what actions must be performed.

1.4.1 Log in to iQIES. The landing page displays the **My Tasks** tool. See *Figure 5, My Tasks Landing Page* and *Table 2, My Tasks Landing Page Detailed Callout*.

Note: The **My Tasks** landing page defaults to **Active tasks**. Click the drop-down menu and select **Closed tasks** to view completed tasks.

The screenshot shows the 'My Tasks' landing page. At the top, there's a navigation bar with 'My Tasks' highlighted. Below it are tabs for 'Providers', 'Surveys', 'Intakes', and 'Enforcements'. The main content area is titled 'My Surveys Tasks'. It features a table with columns: Survey ID, Provider, Category, Exit Date, Assigned Tasks, and Track Status. Two tasks are listed: '1DF83D-H1' and '1CCD24-H1'. The first task is for 'Marion Manor NH' and has a 'Complaint, Recertification' category. The second task is also for 'Marion Manor NH' and has a 'Recertification, Complaint' category. The 'Assigned Tasks' column shows a list of tasks with 'To Do' status. The 'Track Status' column shows progress bars and percentages (15% and 16%).

Survey ID	Provider	Category	Exit Date	Assigned Tasks	Track Status
1DF83D-H1	Marion Manor NH 123 Test Provider Test, Alabama 41232	Complaint, Recertification	No information	Survey Team	1DF83D 15%
1CCD24-H1	Marion Manor NH 123 Test Provider Test, Alabama 41232	Recertification, Complaint	08/02/2024	Survey Team	1CCD24 16%

Below the table, there are sections for 'ASSIGNED TASK', 'DUE DATE', 'TASK STATUS', and 'COMMENTS'. The 'ASSIGNED TASK' section lists 'Letters', 'Review PoC', 'Schedule Surveys', and 'Send 2567'. The 'DUE DATE' column shows 'No information' for all tasks. The 'TASK STATUS' column shows 'To Do' for all tasks. The 'COMMENTS' column shows a plus icon for each task.

Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

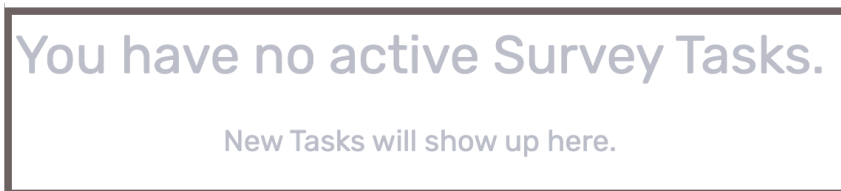
No.	Name	Description
a	Survey tab	Click each tab (Providers, Surveys, Intakes) to review the respective tasks. Not all tabs are available in all user roles. Click Enable Offline to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: Offline .
b	Expand All Tasks	This checkbox defaults to checked so users can see tasks assigned to them. Uncheck box to close task detail.
c	Survey ID	The survey ID shows as a link directly under Survey ID . Click the link to go directly to the Survey Basic Information page. Click the caret next to the survey ID to view task status details about the survey. See step 1.4.2. below .
d	Provider	The provider ID and address shows as a link directly under Provider . Click the link to go directly to the Provider Basic Information page.
e	Category	Shows the survey category.
f	Exit Date	Shows the survey exit date.
g	Assigned Tasks	Lists the assigned tasks
h	Track Status	Tracks the completion status of the survey track. Click the status ID to see details. See Certification Event for a detailed explanation.
i	New	A blue New in an oval shape (badge) next to the Survey ID in the Survey tab indicates that the survey task's status is New .
j	Assigned Tasks	Shows tasks assigned to the user.

Notes:

- Click the iQIES logo on the top left of the screen or **Home** to return to the **My Tasks** landing page at any time. See *Figure 6, iQIES Logo*.

*Figure 6: iQIES Logo*

- If there are no tasks, then a message appears below the selected tab. See *Figure 7, No Active Tasks*, for an example from the **Surveys** tab.

*Figure 7: No Active Tasks*

1.4.2 Task Detail: Tasks are shown by default. See *Figure 8, Task Status Details* and *Table 3, Task Status Details Detailed Callout*.

1A6456-H1 Enable Offline	La Maison Suisse Deux 123 Main St Anytown, Florida 88990	Initial Certification	05/14/2024	Survey Team	1A6456	0%
a ASSIGNED TASK ▾	b DUE DATE ▾	c TASK STATUS ▾	d COMMENTS ▾			
Letters	No information	To Do ▾	Existing Comment			
Review PoC	No information	To Do ▾	No comment			
Schedule Surveys	No information	To Do ▾				

Figure 8: Task Status Details

Table 3: Task Status Details Detailed Callout

No.	Name	Description
a	ASSIGNED TASK	The name of the task assigned.
b	DUE DATE	The date the task is due, if available.
c	TASK STATUS	The task status. Task statuses are: To Do, In Progress, Complete.
d	COMMENTS	Comments. A + (plus sign) indicates a comment has not been left. See step 1.4.3 .

1.4.3 Click the **+** to leave a comment. The side menu opens. See *Figure 9, My Tasks Comments*.

1A6456-H1 Letters

Existing comments are here with date, time, user noted

PN Pat NH_SAGU_Admin_Singy 05/23/2024 • 3:14 PM ...

We are waiting to finish this task until the Memorial Holiday is over.

New comments can be typed here.

Save Cancel

Figure 9: My Tasks Comments

1.4.4 Click **Save** to save comments. The side menu closes.

2. Manage a Survey Overview

This user manual addresses how to prepare, add, review, manage, and edit surveys.

Limited information from surveys from all states can be viewed, but findings, intakes, notes, attachments, and letters cannot be viewed.

Survey information is organized in sections and described in detail in steps in the manual. Click any selection on the left menu to get to that section. See *Figure 10, Survey Data Information Section*.

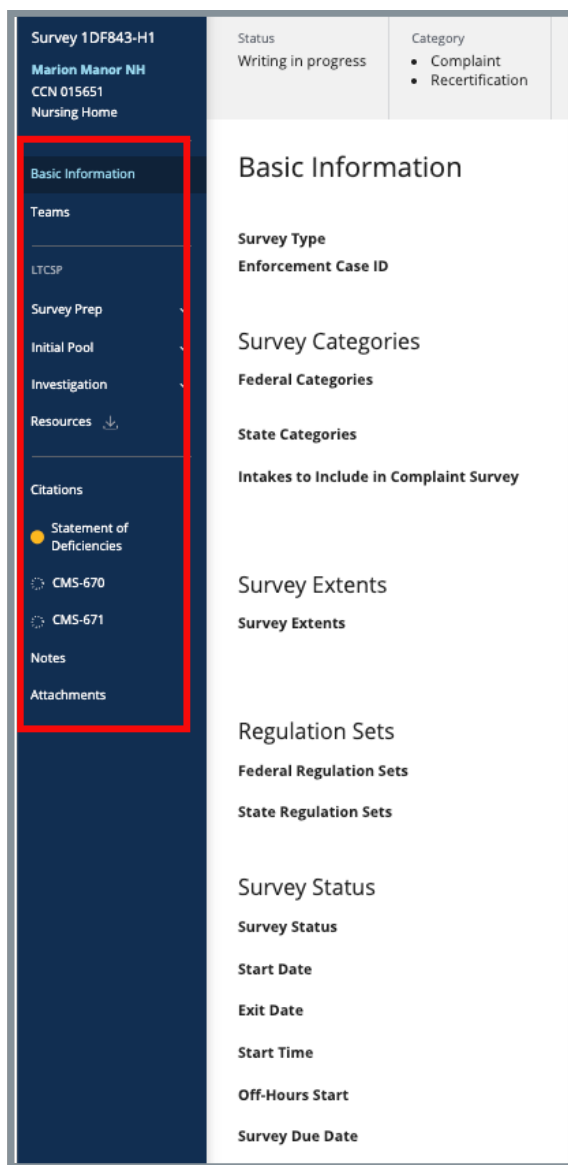


Figure 10: Survey Data Information Section

3. Add a Survey

Notes:

- A survey must be added by a State Agency General User (SAGU) with appropriate permissions.
- Once the survey is complete, a Team Coordinator (TC) must be added. Refer to [Teams](#) for more information on how to add a TC.
- All surveys must have associated intakes added when creating the survey.

[Add a Health Survey](#)

[Add a Life Safety Code \(LSC\) Survey](#)

[Link an LSC Survey to an Existing Health Survey](#)

[Add a Federal Monitoring Survey \(FMS\)](#)

3.1 Add a Health Survey

Purpose: This section describes how to create a health survey that is not associated with an LSC survey. To create a health survey that is associated with an LSC survey, see [Link a Health Survey and an LSC Survey](#).

Note: An LSC survey does not have to be linked to a health survey for state surveys. Federal surveys must be linked to a health survey.

- 3.1.1 Click the desired provider record. The **Provider History** page opens. For more information on searching for and accessing a provider, refer to the [Manage a Provider User Manual](#) on QTSO.
- 3.1.2 Click **Add Survey** on the **Provider History** page. See *Figure 11, Add Survey*. The **Basic Information** page opens.

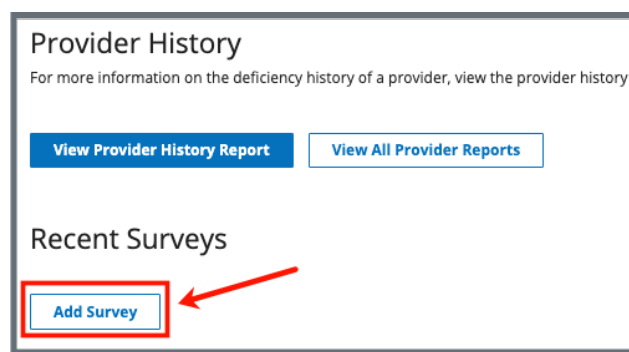
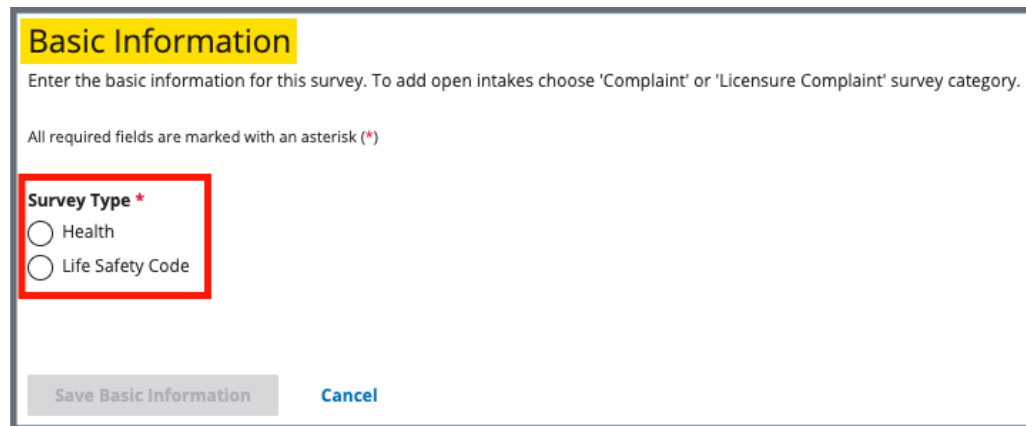


Figure 11: Add Survey

3.1.3 Select **Health**. See *Figure 12, Health Survey Type*.



Basic Information

Enter the basic information for this survey. To add open intakes choose 'Complaint' or 'Licensure Complaint' survey category.

All required fields are marked with an asterisk (*)

Survey Type *

☒ Health

☐ Life Safety Code

Save Basic Information Cancel

Figure 12: Health Survey Type

3.1.4 Fill out the information. See *Figure 13, New Survey Basic Information*.

Notes:

- Grayed out areas cannot be filled out. They are disabled based on the provider's information.
- **Regulation Sets** are applicable to the survey category selected.
- Click **Show Older Regulation Sets** to see older regulation sets, if desired.

Basic Information

Enter the basic information for this survey. To add open Intakes choose 'Complaint' or 'Licensure Complaint' survey category.

All required fields are marked with an asterisk (*)

Survey Type *

☒ Health
 ☐ Life Safety Code

Survey Categories *

Federal Categories

☐ Initial Certification ⓘ
 ☐ Recertification
 ☐ RBS
 ☐ Complaint ⓘ
 ☐ Federal Monitoring Survey
 ☐ Focused Infection Control

State Categories

☐ Initial Licensure
 ☐ Re-Licensure
 ☐ Licensure Complaint ⓘ

Linked LSC Survey

There are no Life Safety Code Surveys available to link to this Health Survey at this time.

Survey Extents

Survey extents are determined based upon the Federal Survey Categories and Citation Levels for this survey. If a survey extent is appropriate, it can be added once citations are entered. Recommended extents are displayed during the process of locking citations.

Survey Extents ⓘ

☐ Standard
 ☐ Abbreviated
 ☐ Extended
 ☐ Partial Extended
 ☐ Other

Regulation Sets *

Federal Regulation Sets ⓘ

☐ Emergency Preparedness (FED - E - 1.04)
 ☐ LONG TERM CARE FACILITIES (FED - F - 20.01)
 ☐ LONG TERM CARE FACILITIES (FED - F - 21.00)

State Regulation Sets ⓘ

☐ Alabama Licensure L T C (ST - L - 1.1)

> [Show Older Regulation Sets](#)

Survey Status

Start Date *

MM/DD/YYYY

Exit Date

MM/DD/YYYY

Figure 13: New Survey Basic Information

3.1.5 Click **Save Basic Information** to save new survey. The new survey opens.

Notes:

- Refer to [Off Hours](#) for off hours surveys.
- CMS General Users will see a selection for **Federal Monitoring Survey** under **Survey Categories**.
- Once the survey is saved, a survey ID is generated.
- The **H** in the survey ID signifies a health survey. The **1** signifies that this is the first visit for this health survey. See *Figure 14, Health Survey ID Explanation*. Subsequent numbers represent revisit surveys. For example, the first revisit survey will have the same prefix, but it will be followed by **H2**. Each subsequent revisit health survey will have a number increase. See [Create a Revisit Survey](#) for further information about revisit surveys.



Figure 14: Health Survey ID Explanation

3.1.6 Click **Edit** in the top right corner to edit the survey, if desired.

3.2 Off-Hours Survey

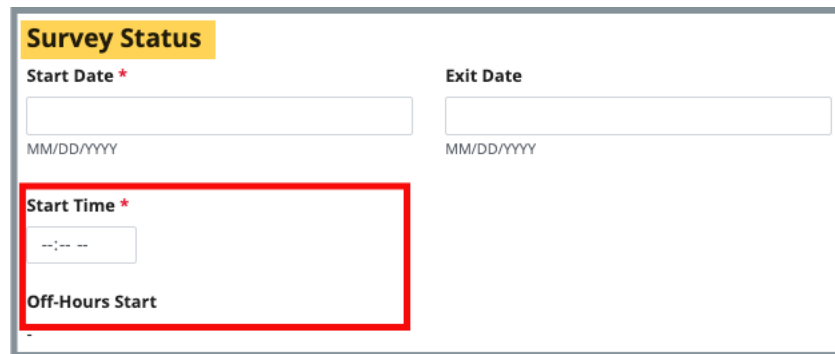
Purpose: To note hours on standard health surveys that are conducted prior to 8:00AM, after 6:00PM on a business day, or on a weekend or holiday.

Notes:

- Off-Hours only applies to health recertification surveys
- Off-Hours is system-calculated based on the **Start Date/Start Time**, which are both required fields

3.2.1 Select **Health** for **Survey Type**.

3.2.2 Check **Recertification** for **Survey Categories**. The **Survey Status Start Time** field appears and the **Off-Hours Start** is shown with no information. See *Figure 15, Survey Status*.



The screenshot shows a form titled "Survey Status" with a yellow header. It contains four input fields: "Start Date" with a red asterisk and a date format hint "MM/DD/YYYY", "Exit Date" with a date format hint "MM/DD/YYYY", "Start Time" with a red asterisk and a time format hint "HH:MM", and "Off-Hours Start". A red rectangular box highlights the "Start Time" and "Off-Hours Start" fields.

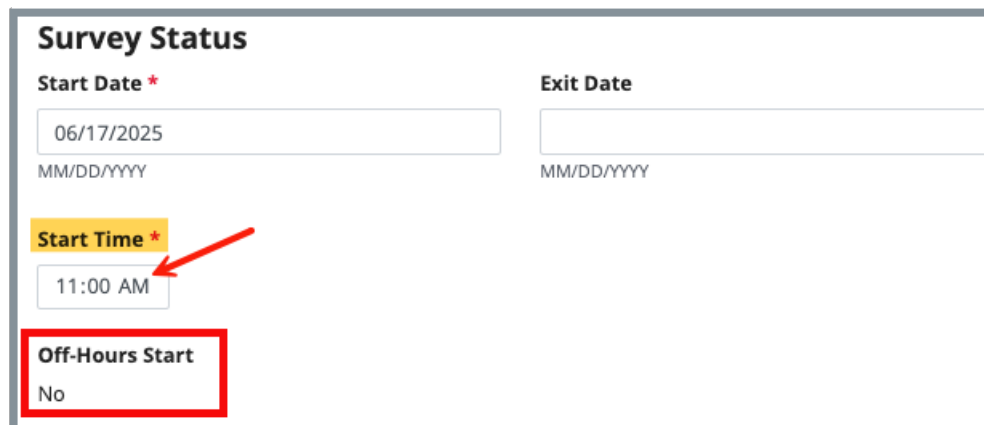
Figure 15: Survey Status

3.2.3 Fill out additional required information.

3.2.4 Type **Survey Start Date**.

3.2.5 Type **Survey Start Time**.

- a. When the start time is during business hours (8:00AM to 6:00PM local time), **Off-Hours Start** automatically populates to **No**. See *Figure 16, Off-Hours Start is No*.

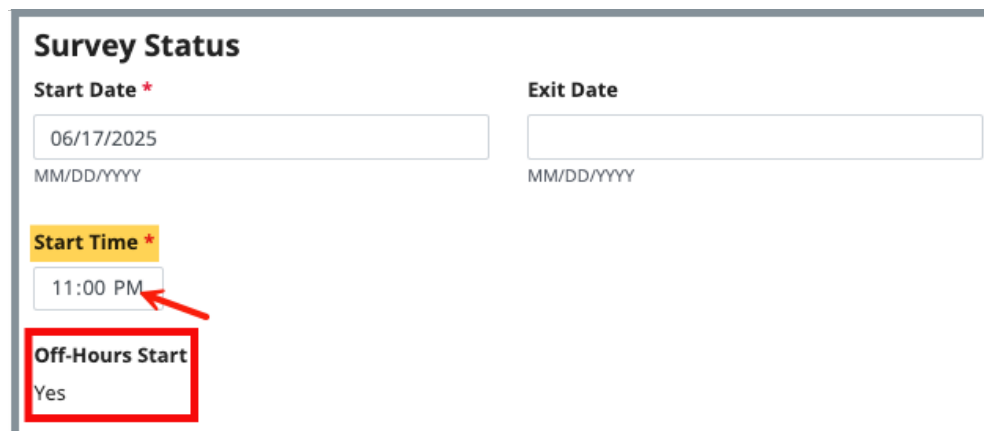


The screenshot shows the 'Survey Status' form. The 'Start Date' field is populated with '06/17/2025' and the 'Exit Date' field is empty. The 'Start Time' field is highlighted with a yellow background and contains '11:00 AM', with a red arrow pointing to it. The 'Off-Hours Start' field is highlighted with a red border and contains 'No'.

Survey Status	
Start Date *	Exit Date
06/17/2025	
MM/DD/YYYY	MM/DD/YYYY
Start Time *	
11:00 AM	
Off-Hours Start	
No	

Figure 16: Off-Hours Start is No

- b. When the start time is after business hours (prior to 8:00AM and after 6:00PM local time, holidays, or weekends), **Off-Hours Start** automatically populates to **Yes**. See *Figure 17, Off-Hours Start is Yes*.



The screenshot shows the 'Survey Status' form. The 'Start Date' field is populated with '06/17/2025' and the 'Exit Date' field is empty. The 'Start Time' field is highlighted with a yellow background and contains '11:00 PM', with a red arrow pointing to it. The 'Off-Hours Start' field is highlighted with a red border and contains 'Yes'.

Survey Status	
Start Date *	Exit Date
06/17/2025	
MM/DD/YYYY	MM/DD/YYYY
Start Time *	
11:00 PM	
Off-Hours Start	
Yes	

Figure 17: Off-Hours Start is Yes

3.2.6 Click **Save Basic Information**.

3.3 Add an LSC Survey

Purpose: To create an LSC survey that is not associated with a health survey. To create an LSC survey that is associated with a health survey, see [Link a Health Survey and an LSC Survey](#).

Notes:

Before an LSC survey can be created, the following must occur:

- A provider must be added to iQIES with its primary physical location.
- A building must be added to the provider. See the [Manage a Provider User Manual](#) on QTSO for further details, if needed.
- Each building has an LSC Form Indicator (LSC Regulation Set specific to provider types).

3.3.1 Click **Add Survey** on the **Provider History** page. See *Figure 18, Add Survey*. The **Basic Information** page opens.

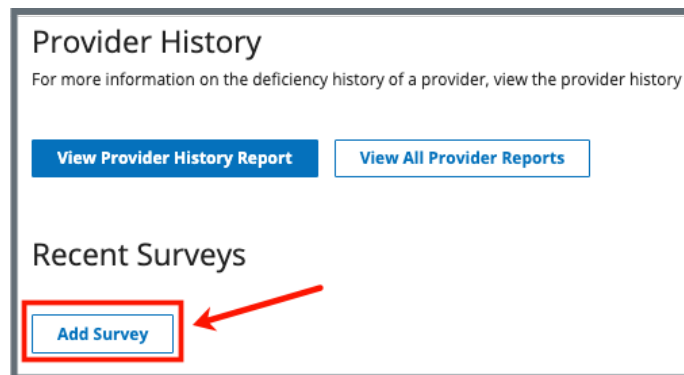


Figure 18: Add Survey

3.3.2 Select **Survey Type**. See *Figure 19, Survey Type*.

Basic Information

Enter the basic information for this survey. To add open intakes choose 'Complaint' or 'Licensure Complaint' survey category.

All required fields are marked with an asterisk (*)

Survey Type *

☐ Health

☐ Life Safety Code

Save Basic Information Cancel

Figure 19: Survey Type

Note: Verify whether **Locations** is set up if Life Safety Code is disabled (grayed out).

3.3.3 Fill out the information. Fields are dependent on the type of survey chosen.

Notes:

- Grayed out areas cannot be filled out. They are disabled based on the provider's information.
- **Regulation Sets** are applicable to the survey category selected.

3.3.4 Click **Save Basic Information** to save new survey. The new survey opens and can be edited.

Notes:

- The **L** in the survey ID signifies an LSC survey.
- The **1** signifies that this is the first visit for this survey. See *Figure 20, LSC Survey ID Explanation*.

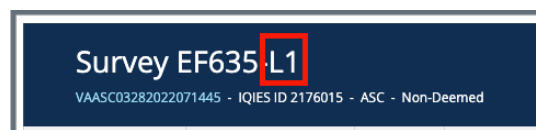


Figure 20: LSC Survey ID Explanation

3.4 Link a Health Survey and an LSC Survey

Purpose: To create an LSC survey that is associated with a health survey in order that both surveys have the same ID prefix. To create an LSC survey that is not associated with a health survey, see [Add an LSC Survey](#).

Notes:

- There must be a building associated with the provider to link surveys. The **Life Safety Code Survey Type** radio button is disabled when there is no building associated with the provider.
- There must be an existing health survey to perform this action.
- The example below shows how to create a new LSC survey and link it to an existing health survey. The process works the same way when creating a new health survey and linking it to an existing LSC survey.

3.4.1 Go to the **Provider History** page for the provider.

3.4.2 Click **Create Life Safety Code Survey** under the **Survey action** menu on the survey line. See *Figure 21, Create Life Safety Code Survey*. The **New Survey Basic Information** page opens.

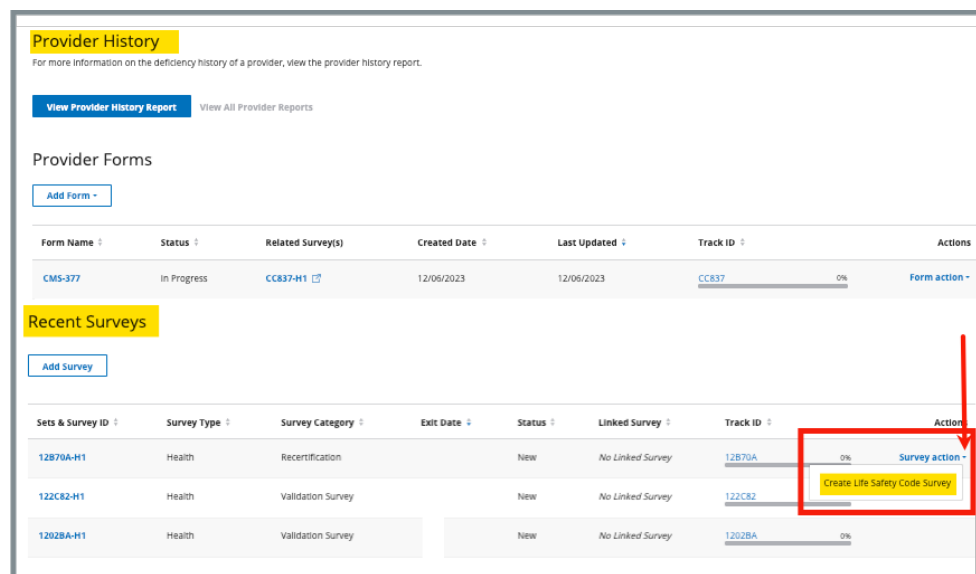


Figure 21: Create Life Safety Code Survey

Note: If there is an existing linked survey, the linked survey will show in the **Linked Survey** column.

- 3.4.3 Verify the linked survey is correct and fill out the information. Some information is prepopulated. See *Figure 22, Linked Health Survey Basic Information*.

Basic Information

Enter the basic information for this survey. To add open intakes choose 'Complaint' or 'Licensure Complaint' survey category.

All required fields are marked with an asterisk (*)

Survey Type *

☐ Health

☒ Life Safety Code

Survey Categories *

Federal Categories

☐ Initial Certification ⓘ

☒ Recertification ⓘ

☐ Complaint ⓘ

☐ Focused Infection Control ⓘ

State Categories

☐ Initial Licensure ⓘ

☐ Re-Licensure

☐ Licensure Complaint ⓘ

Linked Health Survey *

	Survey ID	Survey Category	Survey Status	Exit Date
<input checked="" type="radio"/>	EFC36-H1	Recertification	New	

[Edit Linked Survey](#)

Figure 22: Linked Health Survey Basic Information

- 3.4.4 Click **Save Basic Information** at the bottom of the form. The page returns to **Survey Basic Information** and can be edited.

Note: Both the Health and LSC surveys have the same survey prefix ID. The same ID helps locate the surveys. See *Figure 23, Linked Survey IDs*.

1 - 20 of 80 Surveys

Note: The L and H show whether the survey is an LSC (L) survey or a Health (H) survey.

Sets & Survey ID	Survey Type	Survey Category	Exit Date	Status	Linked Survey	Actions
EFC36-L1	Life Safety Code	Recertification		New	EFC36-H1	
EFC36-H1	Health	Recertification		New	EFC36-L1	
EFC0C-H1	Health	Recertification		New	No Linked Survey	Survey action
EFC1E1-H1	Health	Recertification		New	No Linked Survey	Survey action

Figure 23: Linked Survey IDs

3.5 Add a Federal Monitoring Survey (FMS)

Notes:

- An FMS can only be created and edited by a CMS General User (CMSGU). A revisit survey with an FMS can be created by the SAGU.
- Only CMSGUs can add an attachment.
- There must be a linked Health survey.
- The CMSGU can restrict the SAGU from viewing the FMS.

3.5.1 Click **Add Survey** on the **Provider History** page. The **Survey Basic Information** page opens.

3.5.2 Select **Federal Monitoring Survey**. See *Figure 24, Federal Monitoring Survey*.

3.5.3 Fill out the rest of the information.

3.5.4 Click **Save Basic Information**.

Basic Information

Enter the basic information for this survey. To add open intakes choose 'Complaint' or 'Licensure Complaint' survey category.

All required fields are marked with an asterisk (*)

Survey Type *

☒ Health

☐ Life Safety Code

Survey Categories *

<p>Federal Categories</p> <p><input type="checkbox"/> Initial Certification</p> <p><input type="checkbox"/> Recertification ⓘ</p> <p><input type="checkbox"/> Complaint ⓘ</p> <p><input type="checkbox"/> Federal Monitoring Survey</p> <p><input type="checkbox"/> Focused Infection Control</p>	<p>State Categories</p> <p><input type="checkbox"/> Initial Licensure</p> <p><input type="checkbox"/> Re-Licensure</p> <p><input type="checkbox"/> Licensure Complaint ⓘ</p>
---	---

Figure 24: Federal Monitoring Survey

4. Delete a Survey

Purpose: To delete a survey that should not be in the system.

Notes:

- Only State Security Officials who are also SAGUs can delete a survey.
 - Once a survey is deleted, it cannot be reinstated.
 - Surveys cannot be deleted under the following conditions:
 - When a survey has citations
 - When a survey has an IDR
 - When a survey has a POC
 - When a survey has CMS-670 time entered
- Note:** To remove time from the CMS-670, follow instructions in the [Manage a Form User Manual](#) on QTSO.
- If the survey is associated with:
 - A revisit
 - An FMS
 - An enforcement
 - There may be other circumstances when a survey cannot be deleted without additional actions. Pay attention to the red notification banners. The banners explain what the issue is and show a link as to where to go to resolve the specific condition, if possible.
- Contact the [iQIES Service Center](#) if there is an enforcement attached to the survey.
 - Surveys cannot be deleted when an intake is associated with it.

- **Only Designated State and CMS Users can perform the actions in steps 4.1 and 4.2 below.**
- CMS staff must follow the following process to request the deletion of a survey created by CMS staff:
 - Send an email to: iqiessogdelreq@cms.hhs.gov
 - Copy user's manager
 - Include the Event ID, the CCN, the name of the provider and a statement that none of the conditions listed in the third note above exists for the survey being deleted.

4.1 Click **Delete** this survey under **Survey action** on top right of **Basic Information** screen. See *Figure 25, Delete a Survey*. The **Delete survey?** pop-up window opens.

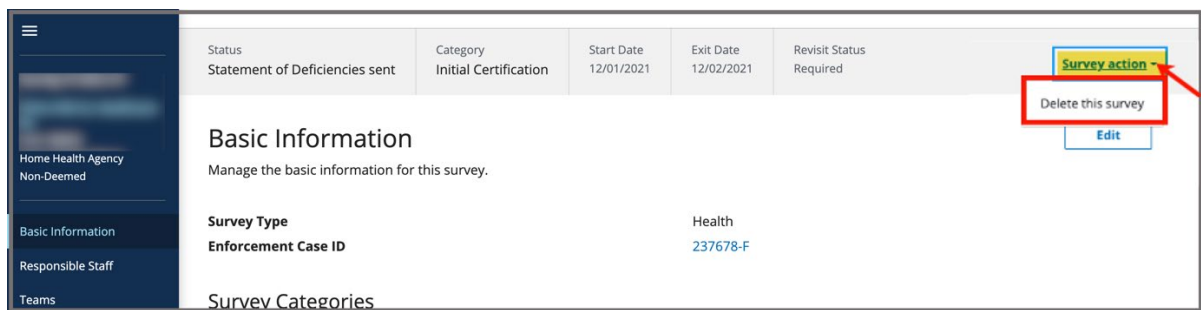


Figure 25: Delete a Survey

Note: When a survey cannot be deleted, a red notification explains the reason why. See *Figure 26, Survey Cannot Be Deleted*. Click the link in the notification to review the specific citation or enforcement.

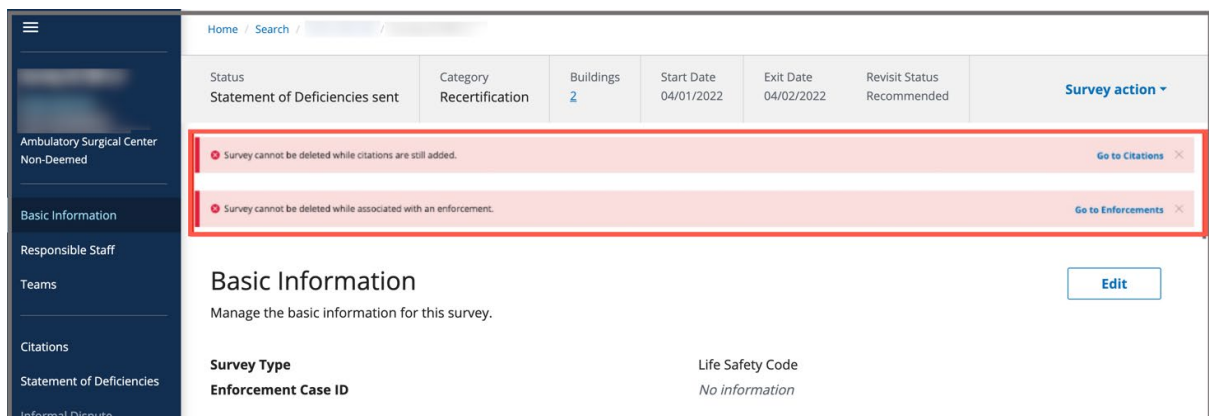


Figure 26: Survey Cannot Be Deleted

- 4.2** Click **Yes, delete**. See *Figure 27, Delete Survey? Pop-up Window*. The survey is deleted.

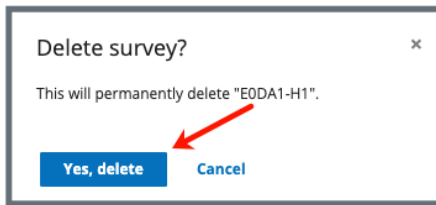


Figure 27: Delete Survey? Pop-up Window

5. Basic Information

Purpose: The Basic Information page is the landing page when a survey is opened.

5.1 Click **Edit** to edit **Basic Information**. The information shows the editable areas. See *Figure 28, Edit Button*. See *Figure 29, Basic Information Edit Screen*.

The screenshot displays the 'Basic Information' page for Survey 1DF843-H1. The left sidebar contains navigation links: Basic Information, Responsible Staff, Manage Tasks, Teams, LTCSP, Survey Prep, Initial Pool, Investigation, Resources, Citations, Statement of Deficiencies, ePOC, Informal Dispute Resolution, Independent Informal Dispute Resolution, Plan of Correction, and CMS-1539. The main content area shows survey details: Status (Writing in progress), Category (Recertification, Complaint), Start Date (06/25/2024), Exit Date (No information), Revisit Status (Not Determined), and Track Status (1DF843, 0%). The 'Basic Information' section is highlighted in yellow. Below it, the 'Survey Type' is 'Enforcement Case ID'. The 'Survey Categories' section lists 'Federal Categories' (Recertification, Complaint) and 'State Categories' (No information). The 'Intakes to Include in Complaint Survey' section lists 'Incident 1077102' and 'Complaint 1078501'. The 'Survey Extents' section shows 'Survey Extents' (No information). The 'Regulation Sets' section lists 'Federal Regulation Sets' (LONG TERM CARE FACILITIES (FED - F - 20.00)) and 'State Regulation Sets' (No information). An 'Edit' button is circled in red with an arrow pointing to it.

Figure 28: Edit Button

5.2 Click **Save Basic Information** to save changes.

Basic Information

Manage the basic information for this survey.

All required fields are marked with an asterisk (*)

Survey Type
Health

Survey Categories *
Survey categories that are associated with citations cannot be removed.

Federal Categories

- ☐ Initial Certification ⓘ
- ☒ Recertification ⓘ
- ☒ Complaint ⓘ
- ☐ Federal Monitoring Survey ⓘ
- ☐ Focused Infection Control ⓘ

State Categories

- ☐ Initial Licensure
- ☐ Re-Licensure
- ☐ Licensure Complaint

Survey Extents
Survey extents are determined based upon the Federal Survey Categories and Citation Levels for this survey. If a survey extent is appropriate, it can be added once citations are entered. Recommended extents are displayed during the process of locking citations.

Survey Extents ⓘ

- ☐ Standard
- ☐ Abbreviated
- ☐ Extended
- ☐ Partial Extended
- ☐ Other

Open Intakes to Include in Complaint Survey *

- ☒ Incident 1077102 ⓘ
- ☒ Complaint 1078501 ⓘ

Regulation Sets *

Federal Regulation Sets

- ☐ Emergency Preparedness (FED - E - 1.04)
- ☐ LONG TERM CARE FACILITIES (FED - F - 20.01)

State Regulation Sets ⓘ

- ☐ Alabama Licensure L T C (ST - L - 1.1)

> [Show Older Regulation Sets](#)

Survey Status

Start Date ⓘ
06/25/2024
MM/DD/YYYY

Exit Date

MM/DD/YYYY

Survey Status *

- ☒ Open
- ☐ Closed ⓘ

Survey Due Date
09/06/2024

Figure 29: Basic Information Edit Screen

6. Responsible Staff

Purpose: Add new, delete, or view existing staff responsible for the survey.

Notes:

- **Responsible Staff** are HARP ID users.
- The **Responsible Staff** section is available for CMSGUs or SAGUs with a Survey Admin Role. Other users will not see this item on the left menu.

6.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens. See *Figure 30, Add Responsible Staff*.

The screenshot shows the 'Responsible Staff' interface. On the left, a sidebar menu has 'Responsible Staff' highlighted. The main area has a header with survey details: Status (Writing in progress), Category (Initial Certification, Initial Licensure), Start Date (03/18/2024), Exit Date (03/25/2024), Revisit Status (Not Determined), and Track Status (140BBA, 0%). Below this is the 'Responsible Staff' section with a description and an 'Add Staff' button. A table below shows 2 staff members.

Name	Organization	Assigned Tasks	Actions
abeck, Pat	CMS	None	Actions

Figure 30: Add Responsible Staff

6.2 Click **Add Staff**. The **Add Responsible Staff** screen opens. See *Figure 31, Add Responsible Staff Screen*.

Add Responsible Staff

Find and add the responsible staff for this survey.

First Name Last Name Organization

Select...

Search

1 - 20 of 1595 Staff Members

Select	Name	Organization
<input type="checkbox"/>	1, Pat	CMS
<input type="checkbox"/>	207e3a13-23f7-4da8-a5d6-143ad1dfba2d, Pat	CMS
<input type="checkbox"/>	7093097f-e50e-48f0-906b-74771a491ab8, Pat	CMS

Figure 31: Add Responsible Staff Screen

6.3 Type last name in text box under **Last Name**. Add **First Name** or **Organization** to narrow down the results, if necessary.

6.4 Click **Search**. The search results appear below.

6.5 Check the box under **Select** next to the correct name. Click **Save**.

Notes:

- It is only possible to add staff that are in the list of staff members. It is not possible to add someone manually.
- Click the arrow next to **Name** to sort names in alphabetical or reverse alphabetical order.

6.6 Verify the staff member was added. *Figure 32, Verify Responsible Staff.*

Responsible Staff

Add and manage the responsible staff for this survey. This includes all staff involved in this survey that are not part of the survey team.

[Add Staff](#)

2 Staff Members

Name	Organization	Assigned Tasks	Actions
abeck, Pat	CMS	None	Actions
NH_SAGU_Admin_Singy, Pat	State	None	Actions Delete Edit Tasks

Figure 32: Verify Responsible Staff

6.7 Click **Edit Tasks** under the **Actions** menu to add or remove tasks for Responsible Staff. The Edit Tasks window opens. See *Figure 33, Edit a Responsible Staff.*

Edit Tasks - NH_ActiveProviderRole_Singy, Pat

Add and remove task(s) for this staff member in this provider.

Providers

- ☐ Provider Maintenance
- ☐ Licensure Review
- ☐ Scheduling
- ☐ Branch Approver

[Save](#) [Cancel](#)

Figure 33: Edit a Responsible Staff

6.8 Check the box next to any task to add the task to the Responsible Staff.

Note: Click the check box again to remove the check mark and remove a task for the Responsible Staff.

6.9 Click **Save** to save updates.

Note: **Save** is grayed out until a selection is chosen.

6.10 Click **Delete** under **Actions** to delete a staff member. A confirmation pop-up window opens. See *Figure 34, Delete a Responsible Staff*.

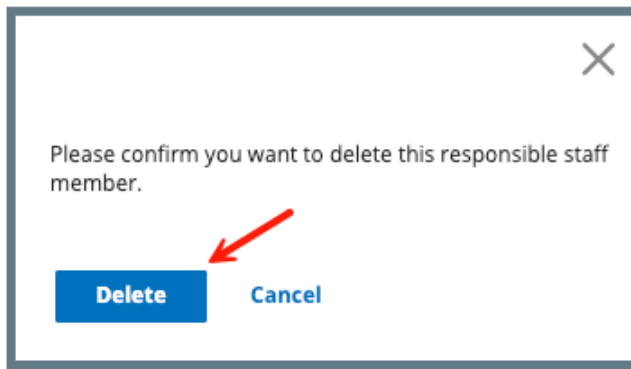


Figure 34: Delete a Responsible Staff

6.11 Click **Delete**.

6.12 Verify that the **Responsible Staff** is no longer on the list.

7. Manage Tasks

Purpose: To manage and assign tasks for Responsible Staff.

Click **Manage Tasks** on the left menu. The **Manage Tasks** screen opens. See *Figure 35, Manage Tasks*. See *Table 4, Manage Tasks Detailed Callout*.

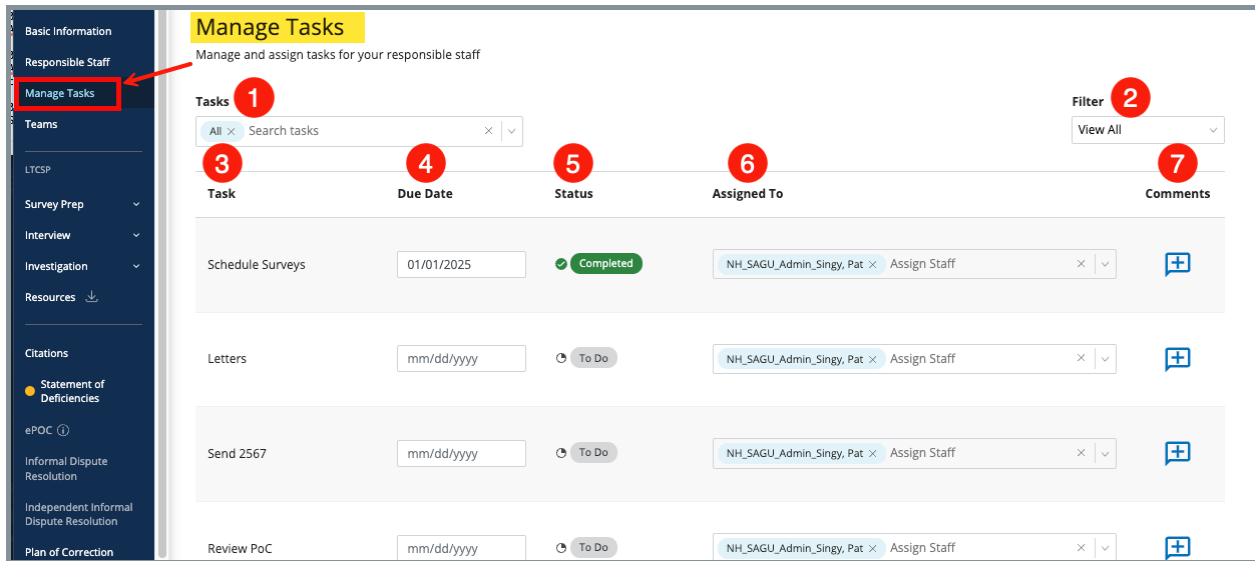


Figure 35: Manage Tasks

Table 4: Manage Tasks Detailed Callout

No.	Description
1	Select individual tasks from the drop-down menu under Tasks to assign to the Responsible Staff or select All
2	Select View All , Assigned , or Unassigned from the drop-down menu. View All is the default.
3	Each task that is selected shows under Task
4	The Due Date of the task
5	The Status of the task.
6	The Responsible Staff assigned to the task. More than one Responsible Staff can be assigned the task.
7	Click the + icon to add a comment. Click the letter icon to view an existing comment or to add a new comment.

8. Teams

Purpose: Add, edit, or review staff who perform surveys, write citations, send statements of deficiency, and review plans of correction.

Notes:

- There must be a TC for each survey. If no TC is selected, then the first staff member on the list is designated TC.
- A user must be added to the Team to view the Survey details.
- A Contract Surveyor user role can only view Team members.
- When a specific role is required to be on the team, an orange warning message appears on the top of the screen. Click the **X** to remove the notice.
- QA Team members are assigned in Teams and are given permissions to act on behalf of surveyors on the survey team for specific functions.
- QA team members can add and manage team members' [Citations](#).
- QA team members can add and manage team members' time in CMS-670. Refer to the [Manage a Form User Manual](#) for more information, if needed.

8.1 Click **Teams** on the left menu. See *Figure 36, Teams*. The **Teams** window opens.

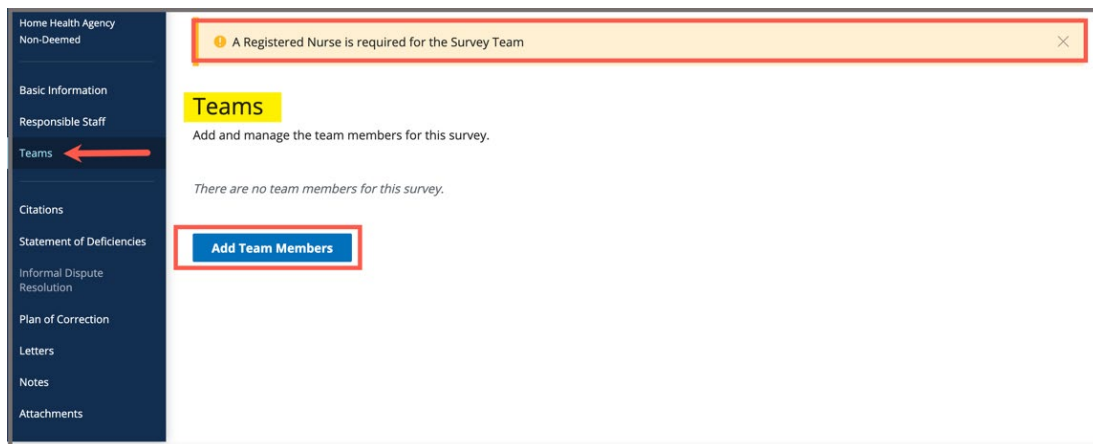


Figure 36: Teams

8.2 Click **Add Team Members** to add a new person to the team. The **Add Teams** window opens. See *Figure 37, Add Teams*.

Notes:

- Members can be added to both the **Survey Team** and the **QA Team**. Click the desired team at the top of the page to add a staff member.

Add Teams

Survey Team **QA Team**

Select staff members for this survey. The first staff member selected will be designated as team coordinator by default.

First Name Last Name Organization

Disciplines

Select...

Search

1 - 20 of 30 Staff members

Selected	Name	Organization	Disciplines
<input type="checkbox"/>	amd, Pat	CMS	Registered Nurse, Licensed Practical (Vocational) Nurse, Home H
<input type="checkbox"/>	ashleydolac28uy, Pat	CMS	Laboratorian, Registered Nurse, Medical Records Administrator

Figure 37: Add Teams

- QA Team members must have a team function. Click the team member, then choose from the drop-down menu under **Team Function**. See *Figure 38, Add a QA Member*.

Selected **Name** **Team Function**

☒ ADO_AUTO_USER_CMSCO_GU, Pat Support Staff

☒ ADO_AUTO_USER_CMS_GU, Pat

☐ ADO_AUTO_USER_CMSSRO_GU, Pat

☐ ADO_AUTO_USER_CMSSRO_GU_test1, Pat

Support Staff

Select one

Supervisor

Quality Assurance

Support Staff

Stand-in

Other

Figure 38: Add a QA Member

8.3 Type last name in text box under **Last Name**. Add first name to narrow down the results, if necessary.

Notes:

- It is only possible to add staff that are in the list of staff members.
- Click the arrow next to **Name** to sort names in alphabetical or reverse alphabetical order.

8.4 Click **Search**. The search results appear below.

8.5 Check the box under **Select** next to the correct name.

8.6 Click **Save**. A green notification banner appears at the top of the screen, verifying the member was successfully added. See *Figure 39, Survey Team Member Successfully Added Popup*.

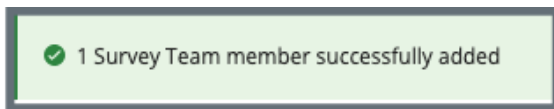


Figure 39: Survey Team Member Successfully Added Popup

8.7 Click **Delete** under **Actions** to delete a team member. See *Figure 40, Delete a Team Member*. A confirmation pop-up window opens. See *Figure 41, Deletion Confirmation Popup*.

Note: The **Team Coordinator** role cannot be deleted (there must be a **Team Coordinator**). The **Team Coordinator** role can be assigned to another team member and then that person can be deleted. The **Team Coordinator** has a blue circle next to their name.

4 Staff Members					
Team Coordinator	Name	Disciplines	Management Unit	Work Unit	Actions
<input checked="" type="radio"/>	"TEST.2AK-SAGU-VA", Pat	Registered Nurse	None	None	Delete
<input type="radio"/>	"ajmaines", Pat		None	None	Delete
<input type="radio"/>	"test2.npeta", Pat		None	None	Delete
<input type="radio"/>	"testsasb", Pat	Physical Therapist	NON LONG TERM CARE	HOSPITAL UNIT	Delete

Figure 40: Delete a Team Member

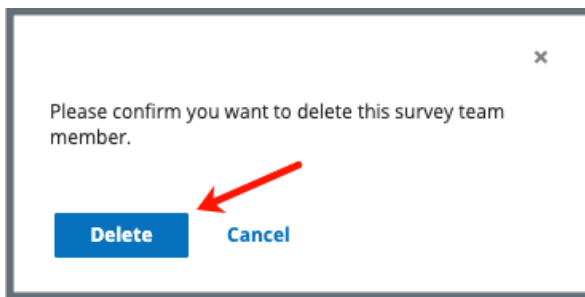


Figure 41: Deletion Confirmation Popup

8.8 Click **Delete**.

8.9 Verify that the team member is no longer on the list.

9. Certification Event

Purpose: To organize certification documents for provider certification.

Note: It may be necessary to refresh the page to update track status when changes are made.

[View Certification Progress in My Tasks](#)

[View Certification Progress in Survey](#)

[View Certification Progress in Provider History Page](#)

9.1 View Certification Progress in My Tasks

9.1.1 Go to [My Tasks](#).

9.1.2 Click the **Survey** tab.

9.1.3 View certification status under **Track Status** for each survey in My Tasks.

9.1.4 Click survey number to view details. See *Figure 42, My Tasks Track Status*.

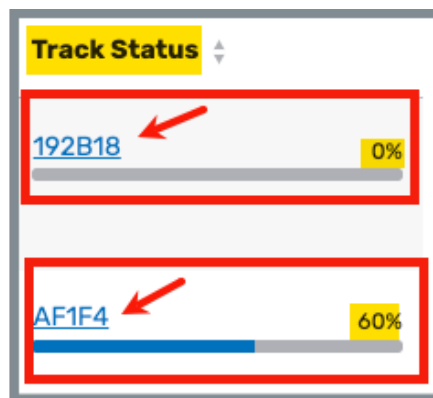


Figure 42: My Tasks Track Status

9.1.5 Click the survey number to view detailed certification status. The track status for the selected survey opens.

9.1.6 View track status details: Click the carets next to the survey number or **Track Forms** to view additional details. See *Figure 43, Detailed Certification Status*.

The screenshot shows a window titled "Track 1CCD24 Status" with a close button (X) in the top right corner. The window contains two expandable sections, each with a caret icon and a yellow label. The first section, labeled "Survey 1CCD24-H1", is expanded and shows a table with the following data:

Name	Status	Completed Date
CMS-670	Not Started	-
CMS-2567	Complete	08/02/2024
Revisit	Not Started	-
Closed Status	In Progress	-

The second section, labeled "Track Forms", is also expanded and shows a table with the following data:

Name	Status	Completed Date
CMS-1539	Complete	08/07/2024

At the bottom right of the window is a blue "Close" button.

Figure 43: Detailed Certification Status

9.2 View Certification Progress in Survey

Go to the **Survey Basic Information** page. See *Figure 44, Survey Basic Information Page Certification Progress* and *Table 5, Survey Basic Information Page Certification Progress Detailed Callout*.

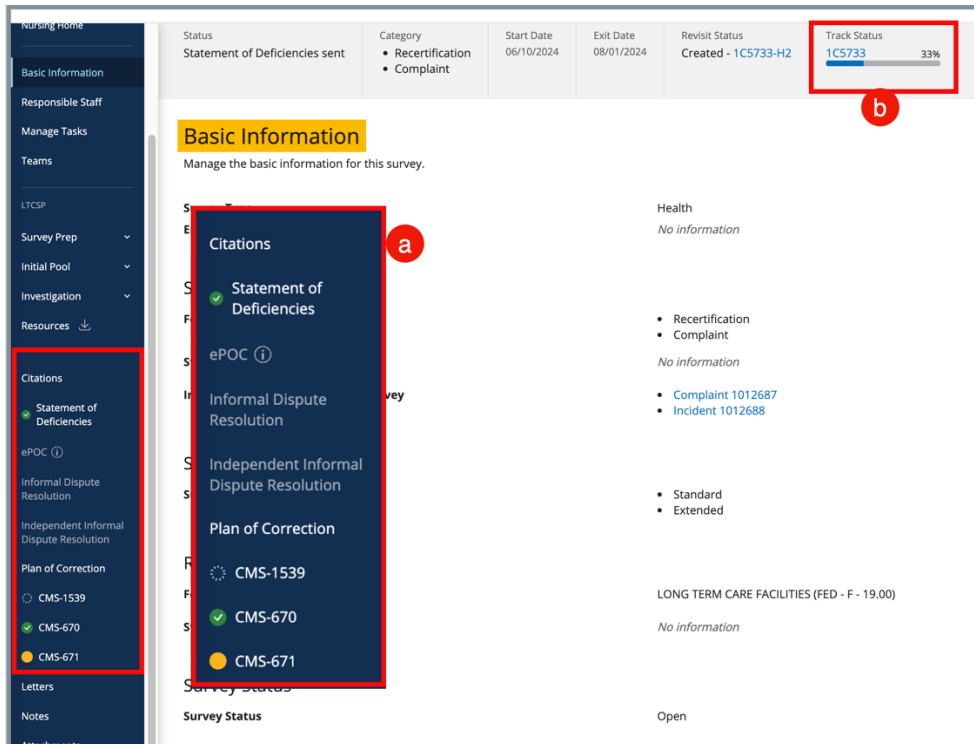


Figure 44: Survey Basic Information Page Certification Progress

Table 5: Survey Basic Information Page Certification Progress Detailed Callout

Callout	Action	
a	The left menu shows the status at a glance.	
	No fill	Not Started: Form or information hasn't been started
	Yellow fill	In Progress: Form or information has been started, but it is incomplete
	Green fill	Complete: Form or information is complete
b	The gray status bar shows the certification track status. Click survey number under Track Status to see detailed information on certification status. See Track Status Details for more information.	

9.3 View Certification Progress on Provider History Page

9.3.1 Go to the **Provider History** page. See *Figure 45, Provider History Page Certification Progress*.

Provider History
For more information on the deficiency history of a provider, view the provider history report.

[View Provider History Report](#) [View All Provider Reports](#)

Provider Forms
[Add Form](#)

Form Name	Status	Related Survey(s)	Created Date	Last Updated	Track ID	Actions
CMS-1572	Complete	EFCF9-H1	04/28/2022	04/28/2022	EFCF9 25%	Form action

Recent Surveys
[Add Survey](#)

Sets & Survey ID	Survey Type	Survey Category	Exit Date	Status	Track ID	Actions
IOHH11	Health	Initial Licensure, State Licensure	10/29/2008	New	IOHH 0%	
F423-A1	AO	Full Accreditation Survey	02/06/2014	Closed	F423 50%	
EFCF9-H1	Health	Recertification		New	EFCF9 25%	

[View All Surveys \(7\)](#)

Figure 45: Provider History Page Certification Progress

9.3.2 Click survey number under **Track Status** to see detailed information on certification status. [Review Track Status Details step](#) for further details.

10. Surveyor Notes

Purpose: To document Surveyor Notes during the survey. Surveyor Notes are specific to a survey team member.

General Notes

- Surveyor Notes are not the same as the **Notes** selection on the left menu. Refer to the [Notes section](#) in this document for further details.
- Any survey team member can add or view a Surveyor Note. Surveyors can only edit or delete their own Surveyor Notes.
- Surveyor Notes have a history of all Surveyor Notes entries. Refer to [Custom Toolbar Functions](#) for more details on how to view Surveyor Notes history.

Navigate to Surveyor Notes

- Surveyor Notes can be accessed and viewed in all LTCSP screens.
- Click the Surveyor Notes icon on the top right of the screen to open Surveyor Notes. The icon is located directly under the user name. See *Figure 46, Surveyor Notes Icon*.

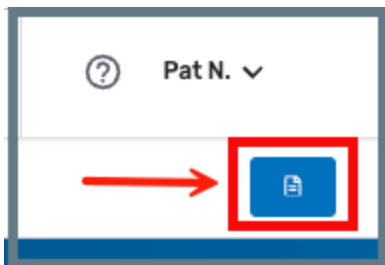


Figure 46: Surveyor Notes Icon

- Surveyor Notes defaults to opening on the right. Click the Surveyor Notes bottom menu icon to open the Surveyor Notes on the bottom of the page. See *Figure 47, Surveyor Notes Bottom Screen Icon*.



Figure 47: Surveyor Notes Bottom Screen Icon

- Surveyor Notes can be resized on the screen by dragging the left line (when the notes are on the left) or the top line (when the notes are on the bottom) of the Surveyor Notes panel. Hover over line until the directional arrows are shown, then drag the line in either direction.
- Surveyor Notes can be left open while navigating to other LTCSP screens.

Create a Surveyor Note

- Click in the Surveyor Notes text area to create a Surveyor Note.
- A date/time stamp is automatically inserted when the surveyor starts to type in the text area when the text area is blank. Click Date/Time Stamp icon to insert date for additional notes.
- Type notes. See *Figure 48, Sample Surveyor Note*.

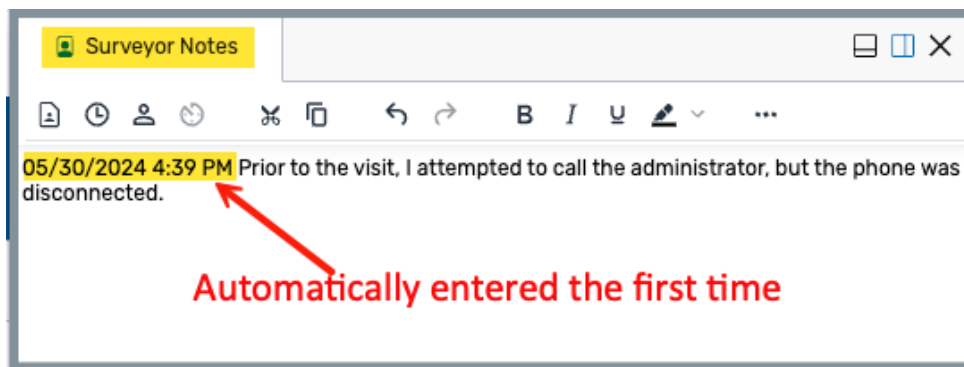


Figure 48: Sample Surveyor Note

- Surveyor Notes are autosaved.
- The **Last saved** date and time shows at the bottom of the Surveyor Notes. See *Figure 49, Surveyor Notes Last Saved Date and Time*.

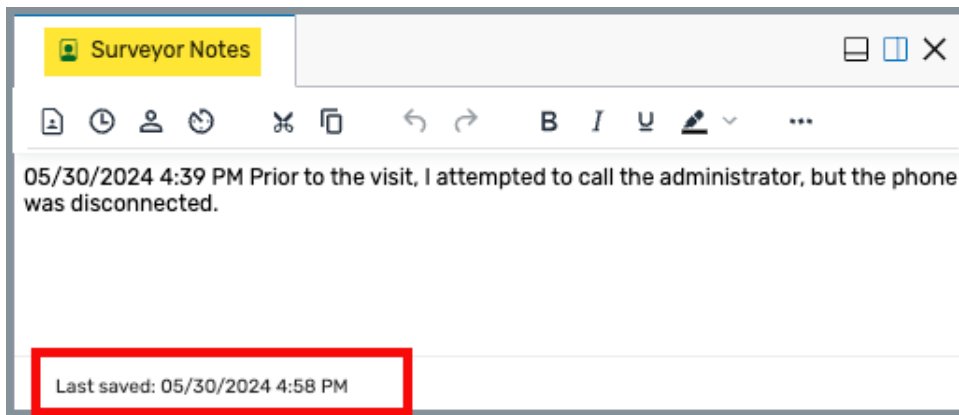


Figure 49: Surveyor Notes Last Saved Date and Time

Custom Toolbar Functions

There are 4 custom toolbar options among the normal standard formatting options. See *Figure 50, Surveyor Notes Custom Toolbar Functions*.

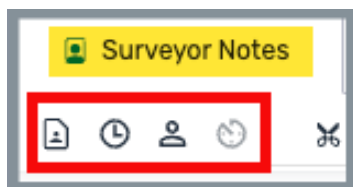


Figure 50: Surveyor Notes Custom Toolbar Functions

From left to right they are:

- [View All Surveyor Notes](#)
- [Insert Date/Time Stamp](#)
- [Insert Resident ID](#)
- [Notes History](#)

Note: Hover over the icon to see the name of the icon.

[View All Facility Notes](#)

View all team member's Surveyor Notes. See *Figure 51, View All Surveyor Notes*. Click any name to view the Surveyor Note. Surveyor Notes are not editable.

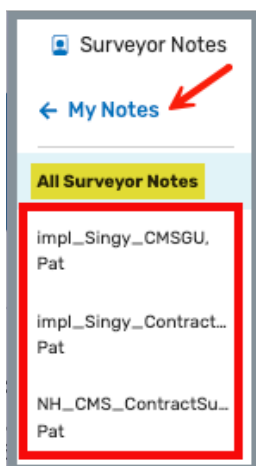


Figure 51: View All Surveyor Notes

Click **My Notes** to return to the user's Surveyor Notes.

[Insert Date/Time Stamp](#)

Insert the current date/time at the cursor placement.

[Insert Resident ID](#)

Select **Resident ID** to be inserted into the Surveyor Notes. Multiple residents can be selected.

[Notes History](#)

View a history of all autosaved Surveyor Notes entries. If a previously saved entry is deleted in error, it can be accessed from the Surveyor Notes History and copied and pasted into the current Surveyor Notes.

[Help](#)

There is also a help icon on the toolbar which can be accessed for additional information as well as keyboard shortcuts. See *Figure 52, Surveyor Notes Formatting Menu*.

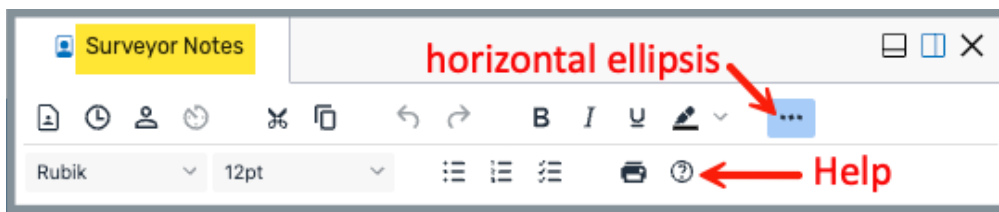


Figure 52: Surveyor Notes Formatting Menu

Note: Click the horizontal ellipsis to view the second row of formatting options.

11. Add Immediate Jeopardy

Purpose: To add immediate jeopardy (IJ) to a citation as soon as the IJ is discovered.

Notes:

- The **IJ** button is available on every LTCSP screen.
- Any survey team member can add IJ and edit existing tags.

11.1 Click **IJ** icon on top right of screen. See *Figure 53, IJ Icon*. The **IJ Template** pop-up window opens. See *Figure 54, IJ Template Pop-Up Window* and *Table 6, IJ Template Pop-Up Window Detailed Callout*.



Figure 53: IJ Icon

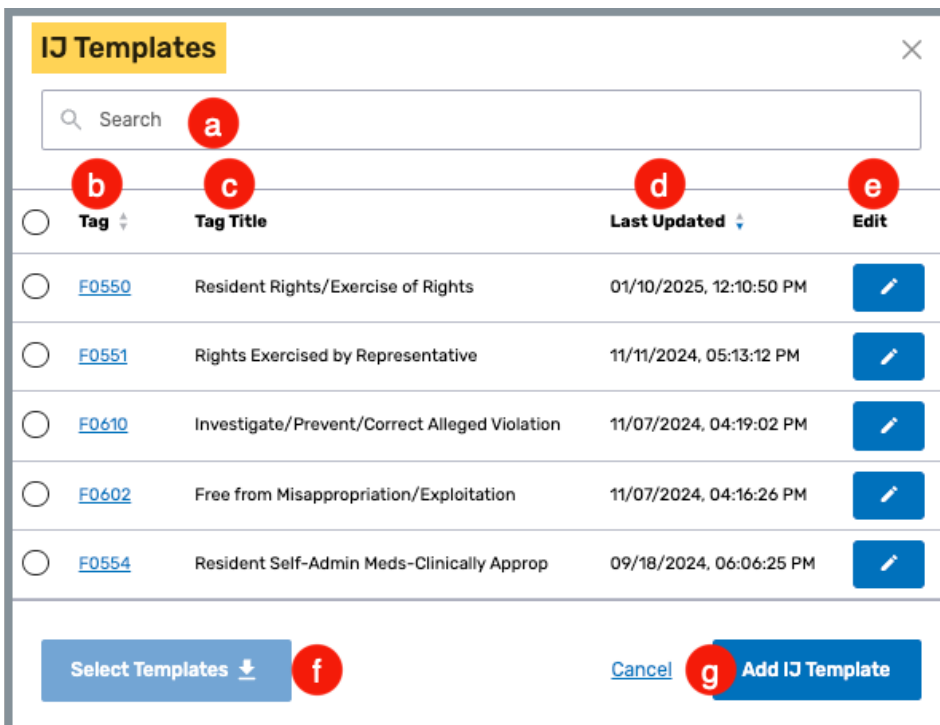


Figure 54: IJ Template Pop-Up Window

Table 6: IJ Template Pop-Up Window Detailed Callout

No.	Name	Description
a	Search	Search for a specific template
b	Tag	<p>The tags that appear are tags that already have information added to them.</p> <p>Select the radio button next to Tag to select all the tags.</p> <p>Click the tag link for tag details including Regulation Text and Interpretive Guidance.</p>
c	Tag Title	Name of F-tag
d	Last Updated	Date last updated in the system
e	Edit	Edit template with details, including date, time, noncompliance, need for action
f	Select Templates/ Download Templates	<p>Select Template is disabled until a Tag is selected. Once a tag is selected, Download Templates becomes active.</p> <p>Note: More than one tag can be selected. Click to download PDF.</p>
g	Add IJ Template	Click to add additional tags

11.2 Click the radio circle next to the F-tag.

11.3 Click **Add IJ Template**. The **Select Regulation** pop-up window opens. See *Figure 55, Select Regulation Pop-Up Window*.

Note: Click the checkbox next to **Add another citation after save** to add more than one citation.

11.4 Select or search for a tag.

Select Regulation

Search

Tag

- ☐ F0000 INITIAL COMMENTS
- ☐ F0540 Definitions
- ☐ F0552 Right to be Informed/Make Treatment Decisions
- ☐ F0553 Right to Participate in Planning Care
- ☐ F0555 Right to Choose/Be Informed Attendg Physician
- ☐ F0557 Respect, Dignity/Right to have Prsnl Property
- ☐ F0558 Reasonable Accommodations Needs/Preferences
- ☐ F0559 Choose/Be Notified of Room/Roommate Change
- ☐ F0560 Right to Refuse Certain Transfers
- ☐ F0561 Self-Determination
- ☐ F0562 Immediate Access to Resident
- ☐ F0563 Right to Receive/Deny Visitors

☐ Add another citation after save

[Cancel](#) **Next**

Figure 55: Select Regulation Pop-Up Window

- 11.5** Click Next. The Template Edit pop-up window opens and can be edited. See Figure 56, IJ Template Edit Pop-Up Window and Table 7, Select Regulation Pop-Up Window Detailed Callout.

Note: **Next** is disabled until a **Tag** is selected.

Figure 56: IJ Template Edit Pop-Up Window

Table 7: Select Regulation Pop-Up Window Detailed Callout

No.	Name	Description
a	Information button	Click information button and the IJ Template Instructions pop-up window opens with detailed template instructions.
b	Tag caret	Click caret for Regulation Text and Interpretive Guidance .
c	Scroll bar	Scroll to the bottom of the pop-up window to view all the questions in the window.
d	Add another citation after save	Check the box to add an additional citation.
e	Save	Click to save.

11.6 Fill out the information.

- 11.7** Click **Save**. The citation is added to the survey and the **IJ Templates** pop-up window opens back up and the selected tag is added and marked. See *Figure 57, Updated IJ Templates Pop-Up Window*.

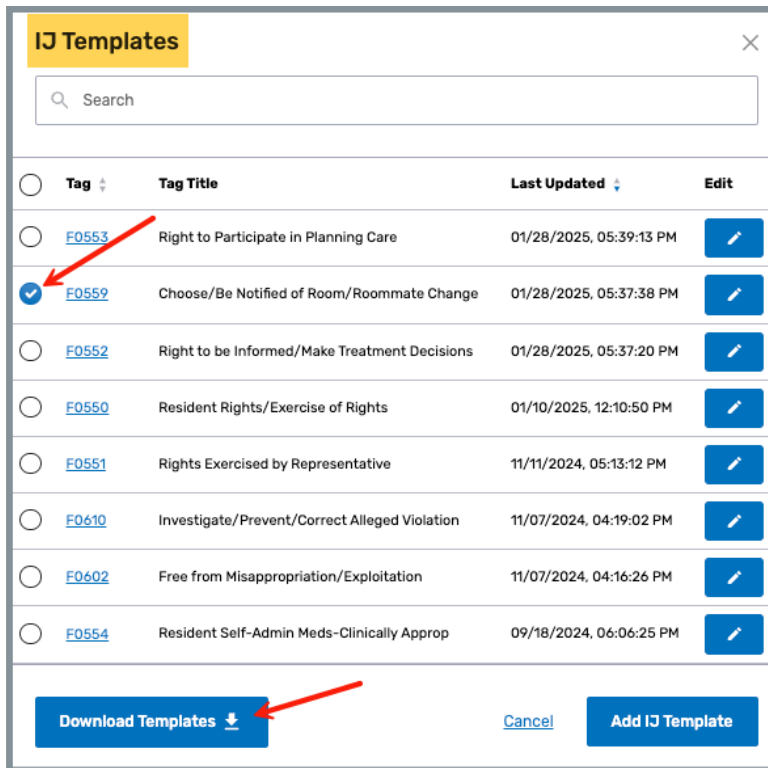


Figure 57: Updated IJ Templates Pop-Up Window

- 11.8** Click **Cancel** or **X** to close the window or **Download Templates**, as desired.

12. Add Residents to Sample List

Purpose: Contains all the residents in a survey.

Notes:

- Surveyors can manually select residents to include in the sample list
- Only the TC can deselect a resident
- There are system-selected residents automatically included on the list
- The completed list can be downloaded as a PDF
- The system automatically selects any resident:
 - On the **Current Sample Candidates** list, regardless of whether that resident is checked or not checked on that page
 - Assigned to a facility task, both manually or from an intake
 - Assigned to an investigation, both manually or from an intake
 - Tagged in any note
- The system automatically deselects any resident:
 - Removed from the Current Sample Candidates list
 - Unassigned from a facility task, both manually or from an intake
 - Unassigned from an investigation, both manually or from an intake
- All system selected residents (with the exception of those added from Notes) will deselect automatically if the action that added them is undone.
- Residents selected from being tagged in a Note will remain selected if the resident is removed from the Note.
- The TC can manually deselect any resident whether they were manually added or system added.

- 12.1.1 Click Add Residents to Sample List icon on top right of screen. See *Figure 58, Add Residents to Sample List Icon*. The **Add Residents to Sample List** pop-up window opens. See *Figure 59, Add Residents to Sample List Pop-Up Window*.



Figure 58: Add Residents to Sample List Icon

Resident	BIMS	Room	Admin Date
<input checked="" type="checkbox"/> Dover, Eileen (9)		L-R-L	2024-08-01
<input checked="" type="checkbox"/> KENT, LEAH (2)	13	60787049	2024-05-24
<input checked="" type="checkbox"/> MUELLER, AIMEE (1)	13	60787057	2024-05-24
<input checked="" type="checkbox"/> OWEN, KHADJIA (7)	13	60787045	2024-05-24
<input checked="" type="checkbox"/> PENA, AMY (8)	13	60787046	2024-05-24
<input checked="" type="checkbox"/> PETERSON, ADELE (4)	13	60787061	2024-05-24
<input checked="" type="checkbox"/> SIMMONS, ANA (6)	13	60787044	2024-05-24
<input checked="" type="checkbox"/> STEPHENS, ELSA (3)	13	60787047	2024-05-24
<input checked="" type="checkbox"/> VASQUEZ, BRIANNA (5)	13	60787048	2024-05-24

Figure 59: Add Residents to Sample List Pop-Up Window

- 12.1.2 Click the check box to the left of the resident to select any resident.
- 12.1.3 Click **Download PDF**. The list downloads.

13. Offsite Prep

Purpose: To inform and prepare the survey team ahead of entering a recertification survey. It provides historical information from previous surveys and establishes the expected work to be done by the team in the current survey.

Notes:

- The Team Coordinator (TC) of a survey team completes Offsite Prep.
- Complaints and facility-reported incidents (FRI) are collectively referred to as intakes. Review the name of the intake link to see whether the intake is a complaint or an FRI (For example, **Complaint** 1234 vs. **Incident** 1234).
- Only the TC can edit the **Offsite Prep** page. Other survey team members see the page as read only.
- The badge next to Offsite Prep shows the status of the page. In Progress means the TC is still working on the page. Finalized means the page has been completed. See *Figure 60, Offsite Prep Badge*. Information may be edited when a badge says **In Progress**.



Figure 60: Offsite Prep Badge

- **Finalized** pages are a snapshot of all data that was there when finalized.

13.1 Navigate to Survey Prep

13.1.1 Click **Survey Prep** on the left menu. The **Survey Prep** menu opens.
See *Figure 61, Offsite Prep* and *Table 8, Offsite Prep Detailed Callout*.

13.1.2 Click **Offsite Prep**. The **Offsite Prep** window opens.

Figure 61: Offsite Prep

Table 8: Offsite Prep Detailed Callout

No.	Section Name	Section Detail	Description
a	In Progress/ Finalized	Status of the page	<p>In Progress shows the TC is still updating the page.</p> <p>Finalized shows the TC has finalized the Offsite Prep page.</p> <p>Any additional edits switch the status to In Progress. It is necessary to click Finalized to put the page back into a Finalized status.</p>
b	Finalized	Button to select to finalize offsite prep for this survey.	<p>Click to send a system-generated email to each individual in the Team Unit Assignment noting that Offsite Prep has been finalized.</p> <p>Finalize only appears for the TC.</p>

13.2 Facility Information

Review facility information. See *Figure 62, Offsite Prep: Facility Information* and *Table 9, Facility Information Detailed Callout*.

Facility Information		
Administrator a Doohan, Howie ⓘ	Previous Recertification Survey Date b No information ⓘ	Last Updated by c NHCS_Singy, Pat at 01/08/2025 5:32 PM

Figure 62: Offsite Prep: Facility Information

Table 9: Facility Information Detailed Callout

No.	Section Detail	Description
a	Administrator	Taken from Provider Details
b	Previous Recertification Survey Date	The exit date of the most recent H1 survey with an exit date.
c	Last Updated by	The date and time of the TC who made the last update.

13.3 Review Prior to Visit

Review this information prior to the survey visit. See *Figure 63, Offsite Prep: Review Prior to Visit* and *Table 10, Review Prior to Visit Detailed Callout*.

Review Prior to Visit

a

Repeat Deficiencies

View Provider History Report

🕒 ✂️ 📄 ↶ ↷ B I U 🖋️ ▾ Rubik ▾ 12pt ▾

☰ ☷ ☹️ 🖨️ ?

- F686 (Treatment/Svcs to Prevent/Heal Pressure Ulcers), cited 2 years (2021, 2019)
- F993 (This other descriptions), cited 3 years (1845, 2312)

b

Last Standard Survey Results

🕒 ✂️ 📄 ↶ ↷ B I U 🖋️ ▾ Rubik ▾ 12pt ▾

☰ ☷ ☹️ 🖨️ ?

- Example: F686 (Treatment/Svcs to Prevent/Heal Pressure Ulcers) at a D: Based on observation, interview and record review the facility failed to reposition one of three sampled residents reviewed for pressure ulcers. This failure had the potential for the resident to develop a pressure ulcer.

c

Review of Complaints and FRIs since Previous Recertification Survey Date (06/05/2023)

Intake ID ▾	Priority ▾	Intake Start Date ▾	Intake Closed Date ▾
Incident 678539	Non-Immediate Jeopardy-Medium	05/09/2023	06/08/2023
Complaint 723046	Non-Immediate Jeopardy-High	06/07/2023	06/08/2023

01/08/2025 5:47 PM Must review complaints and FRIs in detail.

Figure 63: Offsite Prep: Review Prior to Visit

Table 10: Review Prior to Visit Detailed Callout

No.	Section Detail	Description
a	Repeat Deficiencies	Documents any repeat deficiencies. Click link to view the Provider History report. The link opens in a new tab.
b	Last Standard Survey Results	Auto populates the results of the last standard survey. Shows applicable tags, tag descriptions, scope and severities, and opening statements from the last standard survey when historical information is available; otherwise, TC may add pertinent information as needed. Click link to generate the prior CMS-2567 for additional information, if desired. The prior CMS-2567 can only be viewed by survey team members who were on the survey for that CMS-2567.
c	Review of Complaints and FRIs since Previous Recertification Survey Date	This is a listing of all intakes that have been set to Closed since the previous survey. This information is dynamic based on the derived Previous Recertification Survey Date in the Facility Information section. Shows all the intake notes associated with that intake. Add any relevant notes in the text field about closed intakes. Click on any intake ID to review the intake.

13.4 Staffing

Notes:

- The **FY Quarter** and **Year** are required fields once a row is selected on the PBJ Staffing Table. The **Staffing Requirements** cannot be finalized unless a quarter and year are selected, or the row is deselected.
- **Staffing Notes** are used to document any additional notes related to the decisions about the PBJ Staffing table.

Fill out staffing requirements. See *Figure 64, Offsite Prep: Staffing* and *Table 11, Staffing Detailed Callout*.

Staffing

a

Does the facility have staffing concerns based on the [CASPER PBJ Staffing Data Report](#) ?

Yes No

b

Mark all concerns that apply and the applicable quarter

	Concern	FY Quarter *	Year *
<input checked="" type="checkbox"/>	Low weekend staffing	2	2023
<input type="checkbox"/>	RN coverage for 8 consecutive hours/day	Select	Select
<input checked="" type="checkbox"/>	Licensed nurses for 24 hours/day	2	2024
<input type="checkbox"/>	1 star staffing rating	Select	Select
<input type="checkbox"/>	Failed to submit PBJ data	Select	Select

c

Staffing Notes

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B I U

Rubik

12pt

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🖨️ ?

Could not find a CNA in the dining room.

d

Are there any current nurse staffing waivers for this facility?

Yes No

e

Note any staffing waivers/variances

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🖨️ ?

A waiver exists for 3 CNAs instead of 4 for a period of 5 hours every Sunday, from 2AM to 7AM because the nursing home is located in a rural area.

Figure 64: Offsite Prep: Staffing

Table 11: Staffing Detailed Callout

No.	Section Detail	Description
a	Does the facility have staffing concerns ...	<p>If the response to this question is Yes, then the list of staffing concerns is enabled and the PBJ Staffing Detail modal is accessible from other pages.</p> <p>If the response to this question is No, then the list of staffing concerns is not enabled.</p>
b	Mark all concerns...	<p>Select from any combination of the following rows:</p> <ul style="list-style-type: none"> • Low weekend staffing • RN coverage for 8 consecutive hours/day • License nurses for 24 hours/day • 1 star staffing rating • Failed to submit PBJ data <ul style="list-style-type: none"> ○ This option automatically cites the F0851 tag (CE#1) at a severity/scope of F, Max Severity = 2. ○ Deselecting this row undoes the auto-citing as long as nothing has been changed with the F0851 tag in terms of compliance decision or selected level or declaration on potential citations. <p>Note any concerns along with applicable quarter and year. Be sure to fill out both quarter and year in separate fields.</p>
c	Staffing Notes	Document any additional notes related to the decisions about the PBJ Staffing table.
d	Are there any current nurse staffing waivers...	<p>The default response is No, and staffing waivers is not editable.</p> <p>Click Yes to add a note about staffing waivers.</p>
e	Note any staffing waivers...	This field is editable when the prior question is Yes . It is possible to check variances or waivers and add additional notes.

13.5 Active Intakes

Purpose: To select the LTCSP Areas for specific intakes so that the allegations can be investigated.

Notes:

- This section displays all intakes linked to the survey.
- It is not possible to discharge a resident on the Offsite Prep screen when a Care Area has been selected for the intake.
- The TC can update the **Resident Closed Record** when adding an Intake Closed Record. This discharges the resident.

Review the **Active Intakes** Table. See *Figure 65, Active Intakes Table and Table 12, Active Intakes Detailed Callout*.

Note: The **Active Intakes** section shows the current complaints and incidents for the facility as well as specific information about the resident.

The screenshot shows the 'Active Intakes' section of a software interface. At the top right is a red circle 'a' next to a '+ Add New Resident' link. Below this is a summary bar with a red circle 'b' next to '2 Active Intakes'. The main table has four columns: 'Intake ID' (with a red circle 'c'), 'Allegations' (with a red circle 'd'), 'Person(s) Affected' (with a red circle 'e'), and 'Resident (ID), Room' (with a red circle 'f'). The first row has a red circle 'g' next to a chevron icon, followed by 'Incident 1077102' (a link), 'Accidents' (a link), 'Anonymous', and 'Nutt, Hazel (11) , N-8'. The second row has a chevron icon, followed by 'Complaint 1078501' (a link), 'Resident/Patient/Client Abuse-Resident to Resident' (a link), 'None', and 'Legge, Peg (12) , F-1'.

b	c	d	e	f
2 Active Intakes	Intake ID	Allegations	Person(s) Affected	Resident (ID), Room
g	> Incident 1077102	Accidents	Anonymous	Nutt, Hazel (11) , N-8
	> Complaint 1078501	Resident/Patient/Client Abuse-Resident to Resident	None	Legge, Peg (12) , F-1

Figure 65: Active Intakes Table

Table 12: Active Intakes Detailed Callout

No.	Name	Description
a	+ Add New Resident	Refer to + Add New Resident for details
b	[No] Active Intakes	Shows the number of active intakes in the table.
c	Intake ID	Click the link to open the intake in a new tab in order to read more about it.
d	Allegations	Click the link to open the Allegation Details modal to see all allegation details from the allegation.
e	Person(s) Affected	Shows all Parties Involved from the intake whose involvement is Person Affected (including Anonymous Party).
f	Resident (ID), Room	Shows the resident name, ID and room number. There may be more than one resident shown.
g	Intake Details	Click caret to open details on active intakes.

Intake Notes

- a. Click the intake ID to view the **Intake Notes**. The **Intake Notes** pop-up window opens. See *Figure 66, Intake Notes Pop-Up Window*.

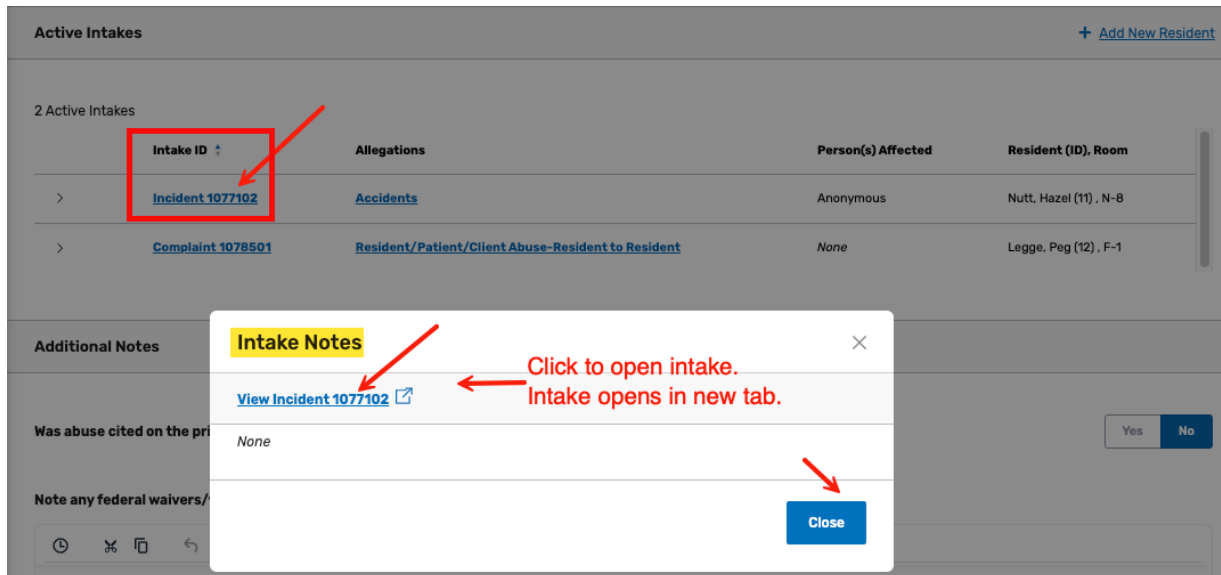


Figure 66: Intake Notes Pop-Up Window

- b. Click **View [Complaint/Incident Intake ID]** to view the complaint. The complaint opens in a different tab to the **[Complaint/Incident] Basic Information** page. Select original tab to get back to the **Offsite Prep** page or close the intake tab.

Allegation Details

- a. Click the link under **Allegations** to view the allegation details about the intake. See *Figure 67, Allegation Details*.

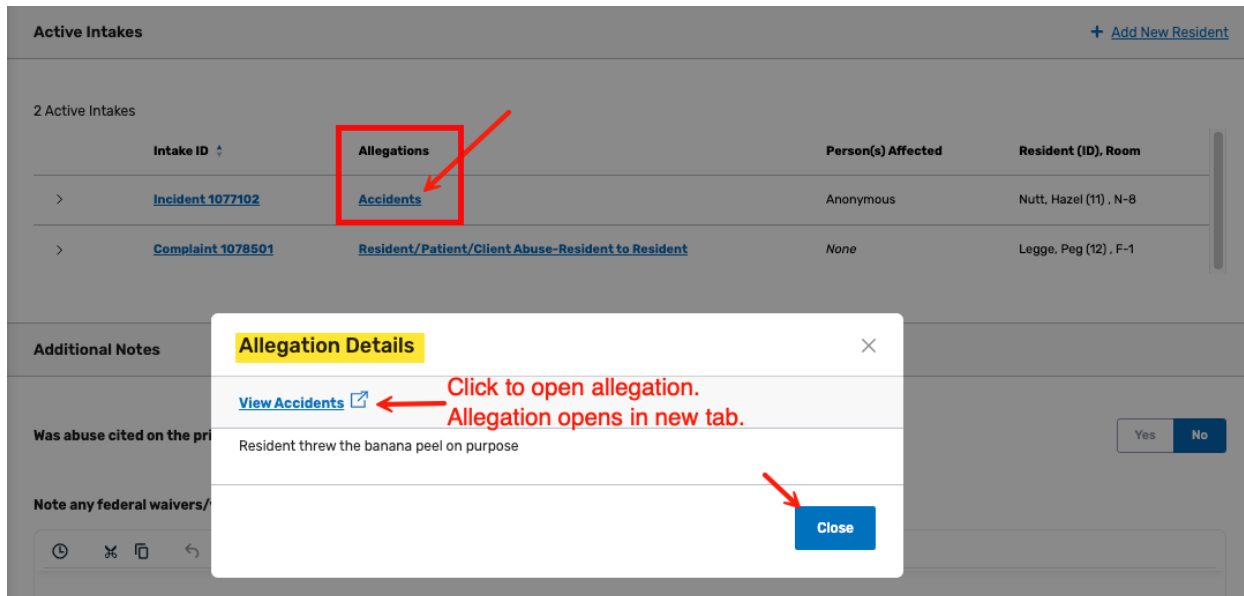


Figure 67: Allegation Details

- b. Click **View [Allegation]** to view the allegation details. The allegation details open in a different tab to the **Allegation** page. Select original tab to get back to the **Offsite Prep** page or close the **Allegation** tab.

Intake Details

Click the caret next to the intake to view intake details. See *Figure 68, Intake Details*.

Incident 1077102 Accidents Anonymous Nutt, Hazel (11) , N-8

Resident (ID), Room	Care Areas	Investigations	Facility Tasks	Intake Closed Records	D/C Location	Offsite	In Pool
Nutt, Hazel (11) , N-8	Food Hospitalizations Falls	Accidents Food	Dining Observation	None	Planned Discharge	Discharged	Edit

+ Add Another Resident

Figure 68: Intake Details

Notes:

- The **Care Areas**, **Investigations**, **Facility Tasks**, and **Intake Closed Records** are tied to the intake, not the resident. The [Resident Closed Record](#) is tied to the resident.
- In Pool** and **Offsite** are tied to the resident.

Resident (ID), Room

Shows the resident name, ID and room number. There may be more than one resident shown.

- Click the caret next to the resident to switch residents.
- Click [Add Another Resident](#) to add another resident to the intake.

Care Areas

Lists the care areas associated with the intake.

Investigations

Lists the investigations associated with the intake.

Facility Tasks

Lists the facility tasks associated with the intake.

Intake Closed Records

Lists any intake closed records.

D/C Location

Discharge location

Offsite

The **Offsite** badge shows in this field when the selected resident is an Offsite-selected resident.

In Pool

- **In Pool** is checked when the resident is part of the Initial Pool.
- **IP** is unchecked when the resident is either a **No**, **Unknown**, or **Maybe (N, U, M)**.
- A **Discharged** badge is shown when the resident is discharged, and the checkbox is removed.

+ Add Another Resident

- Click **Add Another Resident** to add an additional resident to the intake. A new line opens under the existing resident on the intake. See *Figure 69, Add Another Resident*.

Resident (ID), Room	Care Areas	Investigations	Facility Tasks	Intake Closed Records	D/C Location	Offsite	In Pool
Nutt, Hazel (...)	Food Hospitalizations Falls	Accidents Food	Dining Observation	None	Planned Discharge	Discharged	Edit
Select	None	None	None	None	None		

+ Add Another Resident

Figure 69: Add Another Resident

- Select resident from drop-down menu of existing residents. See *Figure 70, Select Resident*.

Resident (ID), Room	Care Areas	Investigations	Facility Tasks	Intake Closed Records	D/C Location	Offsite	In Pool
Nutt, Hazel (...)	Food Hospitalizations Falls	Accidents Food	Dining Observation	None	Planned Discharge	Discharged	Edit
Clyde, Bonni...	None	None	None	None	None	<input checked="" type="checkbox"/>	Edit

+ Add Another Resident

You must select at least one LTCSP Area based on the Intake/Allegation. Refer to the LTCSP PG for instructions.

Figure 70: Select Resident

Note: Review notification. The intake must be updated. Click **Edit** to update the resident information. See details on how to edit below.

Edit

Click **Edit** to edit LTCSP Areas. The **Identify LTCSP Areas** pop-up window opens. See *Figure 71, Identify LTCSP Areas Pop-Up Window* and *Table 13, Identify LTCSP Areas Pop-Up Window Detailed Callout*.

Note: Click **Save** to save any updates. It is necessary to scroll to the bottom of the window to see the **Save** button.

The screenshot shows the 'Identify LTCSP Areas' pop-up window. It has a title bar with the text 'Identify LTCSP Areas' and a close button (X). The window is divided into several sections, each with a header and a list of items. The sections are: 'Intake ID' (a), 'Resident (ID), Room' (b), 'Care Areas' (c), 'Investigations' (e), 'Assigned Surveyor' (f), 'Facility Tasks' (h), 'Intake Closed Records' (i), 'D/C Location' (j), and 'Description' (k). The 'Care Areas' section has a list of items: Food, Hospitalizations, Falls, and 'Select all that apply'. The 'Investigations' section has a list of items: Food, Accidents, and 'Select all that apply'. The 'Assigned Surveyor' section has a dropdown menu with 'NHCS_Singy'. The 'Facility Tasks' section has a list of items: Dining Observation and 'Select all that apply'. The 'Intake Closed Records' section has a list of items: 'Select all that apply'. The 'D/C Location' section has a dropdown menu with 'Planned Discharge'. The 'Description' section has a text area. A red arrow points from the 'Care Areas' header to the 'Food' item. Another red arrow points from the 'Assigned Surveyor' dropdown to the 'NHCS_Singy' option. A third red arrow points from the 'Facility Tasks' header to the 'Dining Observation' item. A fourth red arrow points from the 'Intake Closed Records' header to the 'Select all that apply' item. A fifth red arrow points from the 'D/C Location' header to the 'Planned Discharge' item. A sixth red arrow points from the 'Description' header to the text area. At the bottom of the window, there are two buttons: 'Cancel' and 'Save'.

Figure 71: Identify LTCSP Areas Pop-Up Window

Table 13: Identify LTCSP Areas Pop-Up Window Detailed Callout

No.	Name	Description
a	Intake ID	The complaint or incident ID.
b	Resident (ID), Room	The resident name, ID and room number.
c	Care Areas	<p>Select a care area to force In Pool = Y. This applies to all intakes with which the resident is associated.</p> <p>Select a care area to set the IP Surveyor to the TC on Resident Manager, if one has not already been determined.</p> <p>Discharged residents cannot have care areas selected.</p>
d	Information Button	Hover over the information button for details on how to edit/update each area.
e	Investigations	<p>Select an Investigation to assign the Investigation to the selected resident with the required assigned surveyor.</p> <p>The Investigations page shows all assigned surveyors when they are different, as long as the same investigation is selected for multiple intakes that have the same resident.</p>
f	Assigned Surveyor	<p>Only one surveyor can be assigned.</p> <p>A different surveyor from the survey team can be selected from the drop-down menu.</p>
g	Scroll Bar	<p>The pop-up window shows a portion of the editable areas. Scroll to view all areas.</p> <p>Note: The figure above shows the entirety of the editable areas for clarity only. It is necessary to scroll to view all editable areas and to save the updates.</p>

No.	Name	Description
h	Facility Tasks	Select a facility task to trigger the task on the Facility Tasks page, if it is not already listed.
i	Intake Closed Records	Select All, Expired, Hospitalized, Unplanned Discharge , or Planned Discharge from the drop-down menu to show why the intake must be investigated. Note: The Intake Closed Record is not the same as the Resident Closed Record .
j	D/C Location	Discharge location cannot be updated when resident: <ul style="list-style-type: none"> • Has care areas on an intake • Is in the IP (must uncheck) • Is Facility, Facility • Sample has been finalized
k	Description	Add details about discharge location here.
l	Cancel/Save	Cancel to cancel out of edit. Save to save updates.

13.6 Additional Notes

Note: The TC can note the following:

- Whether there was abuse cited on the prior survey or whether there are any abuse allegations or citations for complaints.
- Any federal waivers or variances for onsite review.
- Any active enforcement cases that should not be investigated in this survey.

Add any additional notes. See *Figure 72, Offsite Prep: Additional Notes*

Additional Notes

Was abuse cited on the prior standard survey or have there been any abuse allegations or citations for complaints? ☐ Yes ☐ No

Note any federal waivers/variances for onsite review

Rich text editor toolbar: Clock, Undo, Redo, Bold, Italic, Underline, Link, Font Color, Font Family (Rubik), Font Size (12pt), Bulleted List, Numbered List, Link, Unlink, Help.

Note any active enforcement cases (resident/issues/dates/reason) that shouldn't be investigated

Rich text editor toolbar: Clock, Undo, Redo, Bold, Italic, Underline, Link, Font Color, Font Family (Rubik), Font Size (12pt), Bulleted List, Numbered List, Link, Unlink, Help.

Figure 72: Offsite Prep: Additional Notes

13.7 Ombudsman

Purpose: To track any additional areas of concern the TC may have.

Fill out ombudsman information and note areas of concern, if any. See *Figure 73, Offsite Prep: Ombudsman*.

The screenshot shows a web form titled "Ombudsman" with a yellow header. The form contains three input fields: "Ombudsman Name" with the value "Addie Minstra", "Contact Date" with the value "01/08/2025" and a calendar icon, and "Phone Number" with the value "(800) 588-2300". Below these fields is a section titled "Areas of Concern" which includes a rich text editor with a toolbar (containing icons for undo, redo, bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, and help) and a text area containing the text "Review abuse concerns".

Figure 73: Offsite Prep: Ombudsman

13.8 Team Unit Assignments

Fill out team unit assignments. See *Figure 74, Offsite Prep: Team Unit Assignments* and *Table 14, Team Unit Assignments Detailed Callout*.

Figure 74: Offsite Prep: Team Unit Assignments

Table 14: Team Unit Assignments Detailed Callout

No.	Description
a	Lists all survey team members
b	Type survey team members and assignments.

13.9 Finalize Offsite Prep

Note: **Finalized** is enabled for the TC when all required fields are completed.

- 13.9.1 Click **Finalize** in the top right to finalize Offsite Prep. The **Finalized** badge shows next to the **Offsite Prep** title. See *Figure 75, Finalize Offsite Prep Badge*.



Figure 75: Finalized Offsite Prep Badge

Note: Once Offsite Prep has a **Finalized** status, any additional updates to the **Offsite Prep** page return the page back to **In Progress**.

- 13.9.2 An email is automatically sent to each survey team member listed in the **Team Unit Assignments** section each time Offsite Prep is finalized.

Note: If Offsite Prep is finalized more than one time, more than one email is sent.

14. Entrance Conference

Purpose: To obtain the information needed from the facility immediately upon entrance.

14.1 Click **Entrance Conference** on the left menu. See *Figure 76, Entrance Conference*. The **Entrance Conference** window opens.

The screenshot shows the 'Entrance Conference' window. The left sidebar has a menu with 'Entrance Conference' highlighted in red. The main content area has a blue header with 'Entrance Conference' in white. Below the header, there are two main sections:

- Information Needed From The Facility Immediately Upon Entrance**
 - Entrance Conference Date and Time**
 - No information
 - ☐ Census number
 - ☐ Complete matrix for new admissions in the last 30 days who are still residing in the facility.
 - ☐ An alphabetical list of all residents (note any resident out of the facility).
 - ☐ A list of residents who smoke, designated smoking times, and locations.
- Entrance Conference**
 - ☐ Conduct a brief Entrance Conference with the Administrator. Ask the Administrator to make the Medical Director aware that the survey team is conducting a survey. Offer an opportunity to the Medical Director to provide feedback to the survey team during the survey period if needed.
 - ☐ Information regarding full time DON coverage (verbal confirmation is acceptable).
 - ☐ Information about the facility's emergency water source (verbal confirmation is acceptable).
 - ☐ Signs announcing the survey that are posted in high-visibility areas.

Figure 76: Entrance Conference

Notes:

- Only the TC can edit the Entrance Conference section.
- Each Entrance Conference section is separated by time.
- Click **Edit** to edit or update Entrance Conference date and time. There is no save button; information updates immediately.
- Date and time can be future dated.
- The date and time stamp indicate the time that the information must be completed.
- Certain boxes, when checked, require attachments. See [Attachments](#), to review how to upload an attachment.

14.2 Complete the following information immediately upon entrance. See *Figure 77, Entrance Conference: Information Needed Immediately Upon Entrance*.

Information Needed From The Facility Immediately Upon Entrance	
Entrance Conference Date and Time 🕒 06/11/2024 6:01 PM Edit	
<input type="checkbox"/> Census number <input type="checkbox"/> Complete matrix for new admissions in the last 30 days who are still residing in the facility. <input checked="" type="checkbox"/> An alphabetical list of all residents (note any resident out of the facility). <input type="checkbox"/> A list of residents who smoke, designated smoking times, and locations.	
Entrance Conference	
<input type="checkbox"/> Conduct a brief Entrance Conference with the Administrator. Ask the Administrator to make the Medical Director aware that the survey team is conducting a survey. Offer an opportunity to the Medical Director to provide feedback to the survey team during the survey period if needed. <input type="checkbox"/> Information regarding full time DON coverage (verbal confirmation is acceptable). <input type="checkbox"/> Information about the facility's emergency water source (verbal confirmation is acceptable). <input type="checkbox"/> Signs announcing the survey that are posted in high-visibility areas. <input type="checkbox"/> A copy of an updated facility floor plan, if changes have been made, including COVID-19 observation and COVID-19 units. <input type="checkbox"/> Name of Resident Council President. <div style="border: 2px solid red; padding: 5px;"> <input checked="" type="checkbox"/> Provide the facility with a copy of the CASPER 3. </div> <input type="checkbox"/> Does the facility offer arbitration agreements? If so, please provide a sample copy. <input type="checkbox"/> Has the facility asked any residents or their representatives to enter into a binding arbitration agreement? <input type="checkbox"/> Name of the staff responsible for the binding arbitration agreements	

See note

Figure 77: Entrance Conference: Information Needed Immediately Upon Entrance

14.3 Complete the following information within one hour of entrance. See *Figure 78, Entrance Conference: Information Needed Within One Hour of Entrance*.

Information Needed From Facility Within One Hour Of Entrance		🕒 06/11/2024 7:01 PM
<input type="checkbox"/>	Schedule of meal times, locations of dining rooms, copies of all current menus including therapeutic menus that will be served for the duration of the survey and the policy for food brought in from visitors.	
<input type="checkbox"/>	Schedule of Medication Administration times.	
<input type="checkbox"/>	Number and location of med storage rooms and med carts.	
<input type="checkbox"/>	The actual working schedules for all staff, separated by departments.	
<input type="checkbox"/>	List of key personnel, location, and phone numbers including the Medical Director and contract staff (e.g., rehab services).	
<input type="checkbox"/>	If the facility employs paid feeding assistants, provide the following information: <ul style="list-style-type: none"> a) Whether the paid feeding assistant training was provided through a State-approved training program by qualified professionals as defined by State law, with a minimum of 8 hours of training; b) A list of staff (including agency staff) who have successfully completed training for paid feeding assistants, and who are currently assisting selected residents with eating meals and/or snacks; c) A list of residents who are eligible for assistance and who are currently receiving assistance from paid feeding assistants. 	
<input type="checkbox"/>	Name of the facility's infection preventionist (IP). Documentation of the IP's primary professional training and evidence of completion of specialized training in infection prevention and control.	

Figure 78: Entrance Conference: Information Needed Within one hour of entrance

14.4 Complete the following information within four hours of entrance. See *Figure 79, Entrance Conference: Information Needed Within Four Hours of Entrance*.

Information Needed From Facility Within Four Hours Of Entrance		🕒 06/11/2024 10:01 PM
<input type="checkbox"/>	Complete the matrix for all other residents. The TC confirms the matrix was completed accurately.	
<input type="checkbox"/>	Admission packet.	
<input type="checkbox"/>	Dialysis Contract(s), Agreement(s), Arrangement(s), and Policy and Procedures, if applicable.	
<input type="checkbox"/>	List of qualified staff providing hemodialysis or assistance for peritoneal dialysis treatments, if applicable.	
<input type="checkbox"/>	Agreement(s) or Policies and Procedures for transport to and from dialysis treatments, if applicable.	
<input type="checkbox"/>	Does the facility have an onsite separately certified ESRD unit?	
<input type="checkbox"/>	Hospice Agreement, and Policies and Procedures for each hospice used (name of facility designee(s) who coordinate(s) services with hospice providers).	
<input type="checkbox"/>	Infection Prevention and Control Program Standards, Policies and Procedures, including: <ul style="list-style-type: none"> a) the surveillance plan; b) Antibiotic Stewardship program; and c) Influenza, Pneumococcal, and COVID-19 Immunization Policy & Procedures. 	
<input type="checkbox"/>	QAA committee information (name of contact, names of members and frequency of meetings).	
<input type="checkbox"/>	QAPI Plan.	
<input type="checkbox"/>	Abuse Prohibition Policy and Procedures.	
<input type="checkbox"/>	Description of any experimental research occurring in the facility.	
<input type="checkbox"/>	Facility assessment.	
<input type="checkbox"/>	Nurse staffing waivers.	
<input type="checkbox"/>	List of rooms meeting any one of the following conditions that require a variance: <ul style="list-style-type: none"> •Less than the required square footage •More than four residents 	

Figure 79: Entrance Conference: Information Needed Within Four Hours of Entrance

14.5 Complete the following information by the End of the First Day of Survey, Within 24 hours of Entrance, and Additional Questions. See *Figure 80, Entrance Conference: Remaining Information Needed*.

Note: The arbitration question is not selected by default. Select **Yes** to trigger the Arbitration Facility Task.

Information Needed By The End Of The First Day Of Survey		🕒 06/11/2024
<input type="checkbox"/> Provide each surveyor with access to all resident electronic health records - do not exclude any information that should be a part of the resident's medical record. Provide specific information on how surveyors can access the EHRs outside of the conference room. Please complete the attached form on page 4 which is titled "Electronic Health Record Information."		
<input type="checkbox"/> Provide a list of residents, who are currently residing in the facility, that have entered into a binding arbitration agreement on or after 9/16/2019.		
<input type="checkbox"/> Provide a list of residents who resolved disputes through arbitration on or after 9/16/2019.		
Information Needed From Facility Within 24 Hours Of Entrance		🕒 06/12/2024 6:01 PM
<input type="checkbox"/> Completed Medicare/Medicaid Application (CMS-671).		
<input type="checkbox"/> Please complete the attached form on page 3 which is titled "Beneficiary Notice - Residents Discharged Within the Last Six Months".		
Additional Questions		
Has the facility asked a resident or his/her representative to enter into a binding arbitration agreement?		<div>Yes</div> <div>No</div>
This field is required		

Figure 80: Entrance Conference: Remaining Information Needed

15. Team Meeting

Purpose: A communication tool that allows the entire team to review areas of concern and check the status of the assigned work.

Notes:

- All members of the survey team have access.
- The TC has the ability to edit. Other team members have view only access.
- TC notes are not seen in real time. The screen must be refreshed to view notes.
- The Top icon appears only when at the end of the questions. Click **Top** to go to the top of either tab on the Team Meeting page. See *Figure 81, Top Icon*.

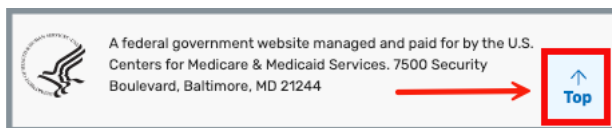


Figure 81: Top Icon

- There are two tabs in **Team Meeting**: [Initial Pool](#) and [Investigation](#).

Click **Team Meeting** on the left menu under **Survey Prep**. The **Team Meeting** window opens with **Initial Pool** and **Investigation** tabs. See *Figure 82, Team Meeting*.

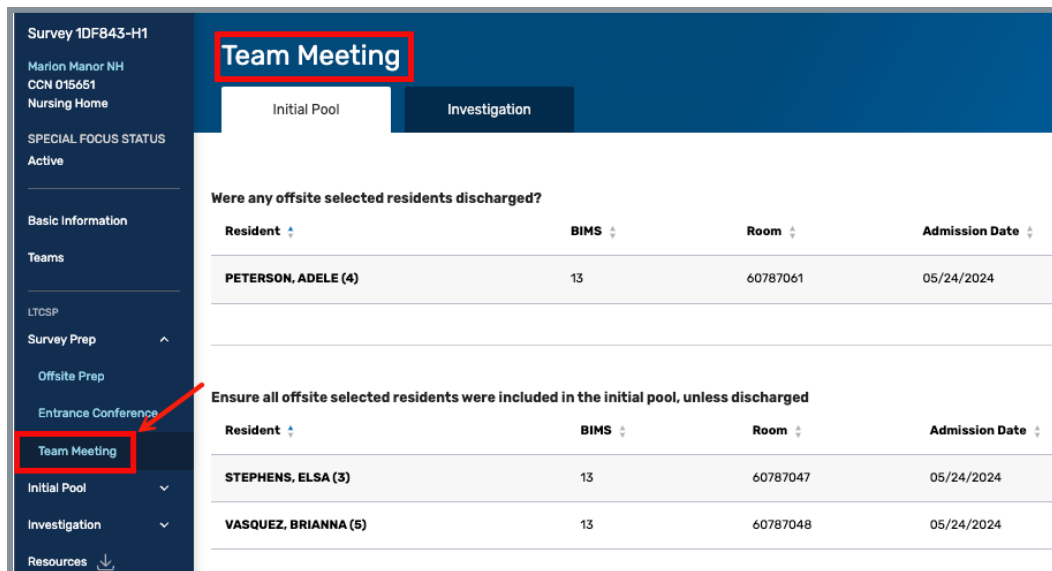


Figure 82: Team Meeting

15.1 Initial Pool

Purpose: To view residents in the initial pool and verify that the residents have been screened for the survey.

Notes:

- Initial Pool tasks focus on Day 1 tasks.
- Surveyors can use the Initial Pool area in [Resident Manager](#) to access the **Interview**, **Observation**, and **Record Review** screens to document comments and enter responses for care areas for each resident.
- The majority of the information in Initial Pool is pre-populated. Only the TC can update the page.
- All columns can be sorted. Click the caret next to the column header.

Click the **Initial Pool** tab to view **Initial Pool** information. See *Figure 83, Initial Pool Information, part 1 of 5*, *Figure 84, Initial Pool Information, part 2 of 5*, *Figure 85, Initial Pool Information, part 3 of 5*, *Figure 86, Initial Pool Information, part 4 of 5*, and *Figure 87, Initial Pool Information, Part 5 of 5*.

Notes:

- See *Figure 88, PBJ Staffing Details Concerns* and *Figure 89, PBJ Staffing Details Notes* for more information on PBJ details from Offsite Prep.
- The PBJ link only shows when the question **Does the facility have staffing concerns based on the CASPER PBJ Staffing Data Report** under **Staffing** on the [Offsite Prep](#) page answered **Yes**.

Team Meeting

Initial Pool

Investigation

Were any offsite selected residents discharged?

Resident	BIMS	Room	Admission Date
PETERSON, ADELE (4)	13	60787061	05/24/2024

Ensure all offsite selected residents were included in the initial pool, unless discharged

Resident	BIMS	Room	Admission Date
STEPHENS, ELSA (3)	13	60787047	05/24/2024
VASQUEZ, BRIANNA (5)	13	60787048	05/24/2024

Was at least one resident who smokes included in the initial pool?

Resident	BIMS	Room	Admission Date
Clyde, Bonnie-Ann (14)		BC-12	10/01/2024

Figure 83: Initial Pool Information, part 1 of 5

Enter the total number of new admits.

7

Go over each newly admitted resident listed on the matrix and ensure each resident listed was screened by a team member.

Resident	Surveyors
Booke, Rita (15)	<ul style="list-style-type: none"> NHCS_Singy
Clyde, Bonnie-Ann (14)	<ul style="list-style-type: none"> surveyor_roberts_alabama (91824) NHCS_Singy cmmsgu_jgreen
Dover, Eileen (9)	<ul style="list-style-type: none"> surveyor_roberts_alabama (91824) NHCS_Singy
Legge, Peg (12)	<ul style="list-style-type: none"> surveyor_roberts_alabama (91824) NHCS_Singy
Nutt, Hazel (11)	<ul style="list-style-type: none"> NH_CMSGU_Singy NHCS_Singy
Spencer, Candace (13)	<ul style="list-style-type: none"> NHCS_Singy
Yasoon, C (10)	<ul style="list-style-type: none"> NHCS_Singy

Are there any residents with current abuse concerns?

Resident	BIMS	Room	Admission Date
Clyde, Bonnie-Ann (14)		BC-12	10/01/2024
KENT, LEAH (2)	13	60787049	05/24/2024
Legge, Peg (12)		F-1	07/17/2024

Figure 84: Initial Pool Information, part 2 of 5

Ensure any resident on the matrix who has a unique significant concern was included in the initial pool. For example, there is only one resident with a facility acquired pressure ulcer as noted on the matrix. The resident should be included in the initial pool.

Add Isabelle Ringing to the IP

Discuss any discrepancy found with the matrix.

How many residents did each surveyor include in the initial pool?

Surveyor	Resident(s)
cmsgu_jgreen	<ul style="list-style-type: none"> MUELLER, AIMEE (1)
NHCS_Singy	<ul style="list-style-type: none"> KENT, LEAH (2) Dover, Eileen (9) Yasoon, C (10) Spencer, Candace (13) Clyde, Bonnie-Ann (14)
Surveyor Unassigned	<ul style="list-style-type: none"> STEPHENS, ELSA (3) VASQUEZ, BRIANNA (5)
surveyor_roberts_alabama (91824)	<ul style="list-style-type: none"> Legge, Peg (12)

Figure 85: Initial Pool Information, part 3 of 5

How much work does each surveyor have left to do?

Surveyor	Resident(s)	Task
cmsgu_jgreen	<ul style="list-style-type: none"> MUELLER, AIMEE (1) 	<ul style="list-style-type: none"> Unfinished RRI, RI, RR, RO
NHCS_Singy	<ul style="list-style-type: none"> KENT, LEAH (2) Yasoon, C (10) Spencer, Candace (13) Clyde, Bonnie-Ann (14) 	<ul style="list-style-type: none"> Unfinished RR, RO Unfinished RRI, RI, RR, RO Unfinished RR, RO Unfinished RO
Surveyor Unassigned	<ul style="list-style-type: none"> STEPHENS, ELSA (3) VASQUEZ, BRIANNA (5) 	<ul style="list-style-type: none"> Unfinished RRI, RI, RR, RO Unfinished RRI, RI, RR, RO
surveyor_roberts_alabama (91824)	<ul style="list-style-type: none"> Legge, Peg (12) 	<ul style="list-style-type: none"> Unfinished RRI, RR, RO

What is the status and pertinent information for complaint and FRI residents?

Any harm, SQC or IJ concerns (other concerns will be discussed during the sample meeting)?

Surveyor	Resident(s)
surveyor_roberts_alabama (91824)	<ul style="list-style-type: none"> Legge, Peg (12)

Figure 86: Initial Pool Information, part 4 of 5

What is the status and pertinent information for complaint and FRI residents?

Any harm, SQC or IJ concerns (other concerns will be discussed during the sample meeting)?

Surveyor	Resident(s)
surveyor_roberts_alabama (91824)	• Legge, Peg (12)

How many resident representative/family interviews were completed?

Surveyor	Resident(s)
NHCS_Singy	• Spencer, Candace (13)

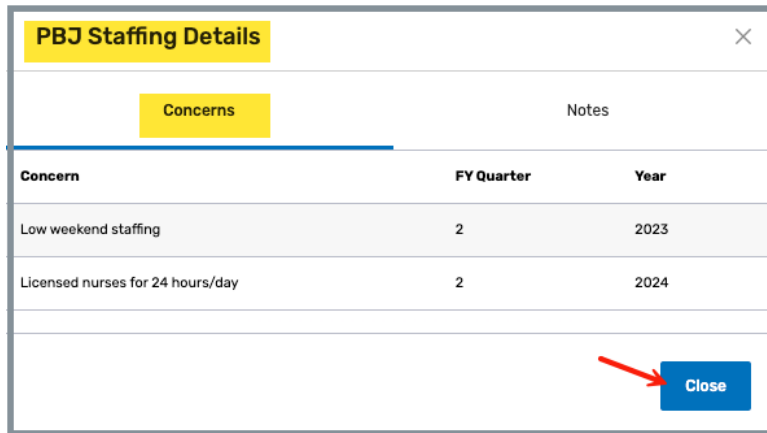
Review the list of initial pool concerns and ensure the team discusses potential staffing concerns.

[PBJ Staffing](#)

- Abuse
- Accident Hazards
- Activities
- Advance Directives
- Choices
- Dignity
- Food
- Infections (not UTI, PU or Respiratory)
- Mood/Behavior
- Nutrition
- Personal Property
- Smoking

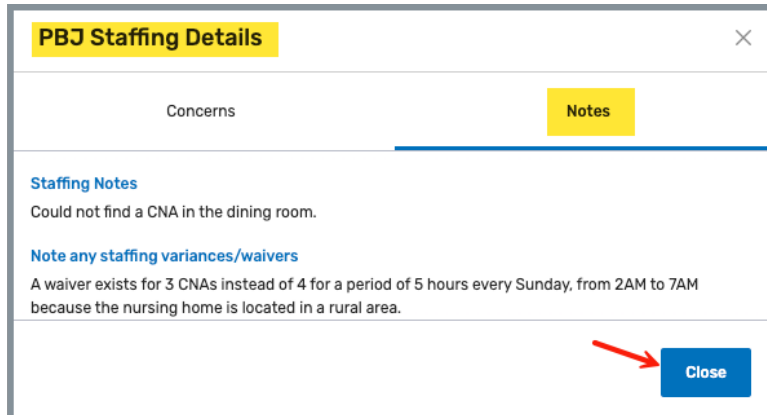
↑
Top

Figure 87: Initial Pool Information, Part 5 of 5



Concern	FY Quarter	Year
Low weekend staffing	2	2023
Licensed nurses for 24 hours/day	2	2024

Figure 88: PBJ Staffing Details Concerns



Staffing Notes
Could not find a CNA in the dining room.

Note any staffing variances/waivers
A waiver exists for 3 CNAs instead of 4 for a period of 5 hours every Sunday, from 2AM to 7AM because the nursing home is located in a rural area.

Figure 89: PBJ Staffing Details Notes

15.2 Investigation

Purpose: Investigation focuses on facility tasks, finalize sample, investigations and potential citations.

Note: Only active **Facility Tasks**, **Investigations**, or **Potential Citations** are shown. Once a task is complete, it no longer shows on the page.

Click the **Investigation** tab to view Investigations. See *Figure 90, Investigation Information, page 1 of 3*, *Figure 91, Investigation Information, page 2 of 3*, and *Figure 92, Investigation Information, page 3 of 3*.

Notes:

- The PBJ link only shows when the question **Does the facility have staffing concerns based on the CASPER PBJ Staffing Data Report** under **Staffing** on the [Offsite Prep](#) page answered **Yes**.
- Answer **Yes** to the last question, **Are there concern(s) regarding unethical, criminal, civil or administrative violations of the Social Security Act by the facility?** to trigger the F895 Compliance and Ethics for the Facility. See *Figure 93, Initiate F895*.

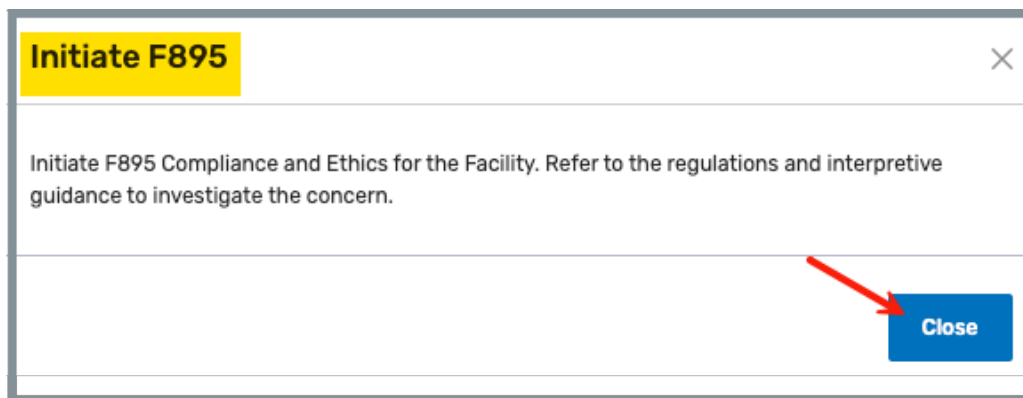


Figure 90: Initiate F895

Team Meeting

Initial Pool

Investigation

Are there newly identified harm or IJ concerns?

Surveyor	Resident(s)
NHCS_Singy	<ul style="list-style-type: none">Legge, Peg (12)Clyde, Bonnie-Ann (14)

Does the sample need to be expanded to rule out SQC?

What is the status and pertinent information for complaint and FRI residents?

What pertinent findings does each surveyor have (ensure you review and address all prior reported concerns)?

Figure 91: Investigation Information, page 1 of 3

How much work does each surveyor have left to complete?

Surveyor	Resident(s)	Investigation
NH_Singy_Contract_Surveyor	<ul style="list-style-type: none"> Clyde, Bonnie-Ann (14) Dover, Eileen (9) 	<ul style="list-style-type: none"> Physical Restraints Activities
NHCS_Singy	<ul style="list-style-type: none"> Clyde, Bonnie-Ann (14) Dover, Eileen (9) Booke, Rita (15) Yasoon, C (10) Legge, Peg (12) Nutt, Hazel (11) 	<ul style="list-style-type: none"> Physical Restraints, Accidents Activities, Advance Directives Care Planning Care Planning, Activities of Daily Living Abuse, Abuse Food
Surveyor Unassigned	<ul style="list-style-type: none"> Nutt, Hazel (11) 	<ul style="list-style-type: none"> Accidents, Accidents

FACILITY TASKS

- Arbitration
- Beneficiary Notification
- Dining Observation
- Infection Control
- Kitchen
- Medication Administration
- Medication Storage and Labeling
- QAPI and QAA
- Resident Council
- Sufficient and Competent Nurse Staffing

Do you need to adjust the workload?

Not at this time.

Figure 92: Investigation Information, page 2 of 3

Have at least three representative interviews been completed?

No

Surveyor	Resident(s)
NHCS_Singy	<ul style="list-style-type: none">Spencer, Candace (13)

Are there concerns that are indicative of a system failure? Do you have enough information to validate that?

Review the list of investigation concerns and ensure the team is discussing potential staffing concerns.

PBJ Staffing

- Abuse
- Physical Restraints

Are there concern(s) regarding unethical, criminal, civil or administrative violations of the Social Security Act by the facility?

Yes No

Figure 93: Investigation Information, page 3 of 3

16. Resident Manager

Purpose: Displays all the residents in the facility.

Notes:

- Residents with MDS indicators are displayed five business days from the survey **Start Date** when there is MDS data.
- Residents may be system-selected to be included in the initial pool during the survey and automatically have an IP status of Yes (Y) and an **Offsite** badge, which is displayed below the resident's name.
- If there are no residents available or it is more than 5 business days prior to the survey **Start Date**, a message is displayed in place of the resident list. See *Figure 94, No Residents Found* and *Figure 95, Residents Will Be Available 5 Business Days Prior to Survey Start Date*.

There are no residents found for this facility.

Get started by adding residents below.

+ Add Resident

Figure 94: No Residents Available

Residents will be available 5 business days prior to the Survey Start Date.

Figure 95: Residents Will Be Available 5 Business Days Prior to Survey Start Date

- Residents can be added by surveyors when there is no MDS data for the facility.
- All columns with carets can be sorted. Click on the column name to sort.
- See [MDS Information](#) for detailed information on viewing MDS assessment information.

16.1 Resident Manager Overview

Click **Resident Manager** on the drop-down left menu under **Initial Pool**. The **Resident Manager** window opens with **All Residents** and **My Residents** tabs. See *Figure 96, Resident Manager* and *Table 15, Resident Manager Detailed Callouts*.

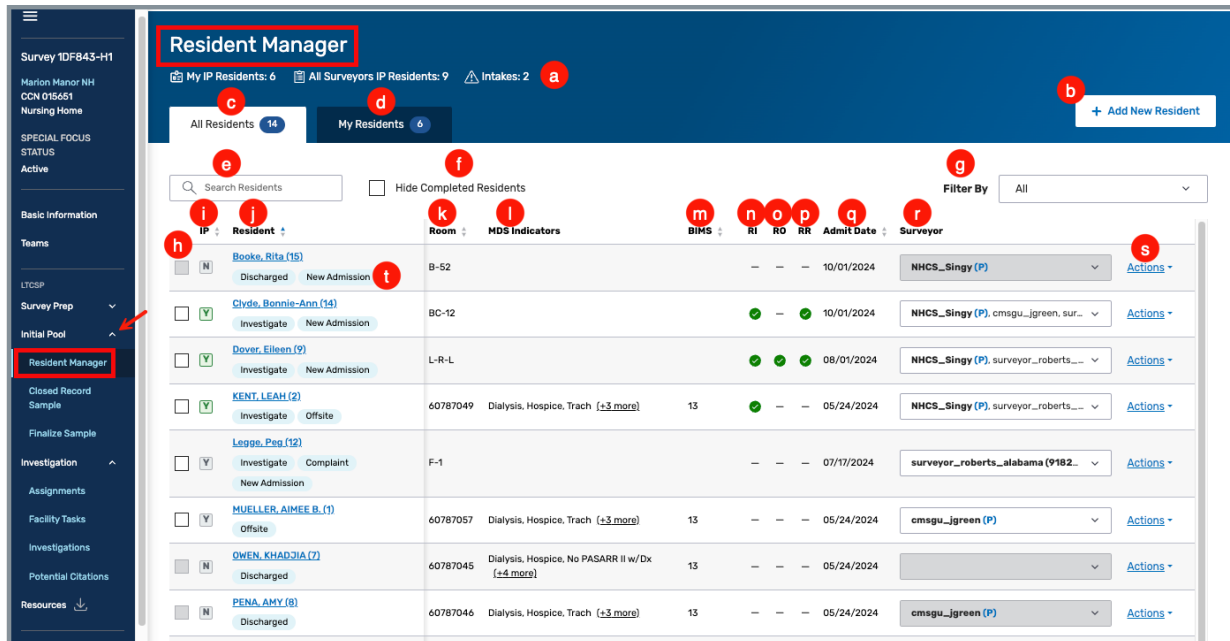


Figure 96: Resident Manager

Table 15: Resident Manager Detailed Callout

No.	Section Detail	Description
a	Resident Summary	Displays: <ul style="list-style-type: none"> The count of Initial Pool residents for the logged in surveyor. The count of Initial Pool residents for all surveyors on the team. The count of residents with a Complaint and/or FRI intake badge.
b	Add New Resident	Add a new admission resident to the list. See Add a New Resident .
c	All Residents	This is the default page and shows all residents in the facility

No.	Section Detail	Description
d	My Residents	Click this tab to see the surveyor's residents. The residents are shown when the surveyor is both primary and nonprimary.
e	Search Residents	Search residents in list by name, room number, resident ID
f	Hide Completed Resident	Hide all residents who are completed (check marks in RI, RO, RR columns)
g	Filter By	All, All Current Sample Residents, Complaint, Discharged, FRI, New Admission, Offsite Selected
h	Checkboxes	Checkboxes are to bulk assign surveyors .
i	IP (Initial Pool)	<p><u>Offsite Badge</u></p> <p>Y Yes. Default setting. Resident was included in the Initial Pool.</p> <p>N No. Resident was not included in the Initial Pool.</p> <p>To change a response to no:</p> <p>Select the Closed Record Reason, which marks the resident as discharged from the facility and changes the initial pool value to N.</p> <p><u>No Offsite Badge</u></p> <p>U Unknown. Default setting. Resident will not be included in the Initial Pool.</p> <p>N No. Resident will not be included in Initial Pool.</p> <p>M Maybe. Resident will not be included in Initial Pool.</p> <p>Y Yes. Resident will be included in Initial Pool.</p>
j	Resident	Name of the resident and their ID.
k	Room	Resident's Room Number
l	MDS Indicators	Related MDS indicators, if applicable, for residents in a recertification survey. Can also be used for initial certification surveys.

No.	Section Detail	Description
m	BIMS	The Brief Interview for Mental Status score
n	RI	Completion status in initial pool for interview
o	RO	Completion status in initial pool for observation
p	RR	Completion status in initial pool for record review
q	Admit Date	The date the resident was admitted
r	Surveyor	Surveyor or Surveyors assigned to the resident. A (P) indicates the Primary Surveyor. See Multiple Surveyors .
s	Action	Drop-down menu with two selections: Update Resident or Discharge Resident . See Update a Resident and Discharge a Resident for further details.
t	Blue Badges	<p>The blue badges under the resident's name give further information about the resident:</p> <p>Offsite The resident was system-selected as part of the offsite sample.</p> <p>Discharged The resident has left the facility.</p> <p>Complaint The resident is associated with a complaint intake in Offsite Prep or is linked to a complaint that will be investigated on the survey.</p> <p>FRI The resident is associated with an incident intake in Offsite Prep or is linked to an incident that will be investigated on the survey.</p> <p>Investigate The resident is linked to an intake with Initial Pool Care Areas, has been marked FI for a Care Area(s), and/or has been marked for Harm/Immediate Jeopardy.</p> <p>New Admission The Resident is a new admission.</p>

16.2 Add a New Resident

- 16.2.1 Click **Add New Resident**. See *Figure 97, Add New Resident*. The **Add New Resident** pop-up window opens. See *Figure 98, Add New Resident Pop-Up Window*.

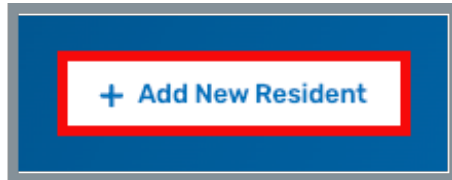


Figure 97: Add New Resident



Figure 98: Add New Resident Pop-Up Window

- 16.2.2 Fill out the required information.
- 16.2.3 Click the checkbox **Add Another Resident After Save** to add multiple new admission residents, and the window remains open until all residents have been added.

16.3 Update a Resident

Notes:

Surveyors can:

- Update the name, room number, admit date, initial pool value, and surveyor
- Select the intake type checkbox when a resident is associated with a complaint or FRI that will be investigated with the survey when it does not display in Offsite Prep. The intake badge is then added to the resident in the resident list.

16.3.1 Click **Update Resident** under the **Actions** menu next to the resident to be updated. See *Figure 99, Update Resident*. The **Update Resident** pop-up window opens. See *Figure 100, Update Resident Pop-Up Window*.

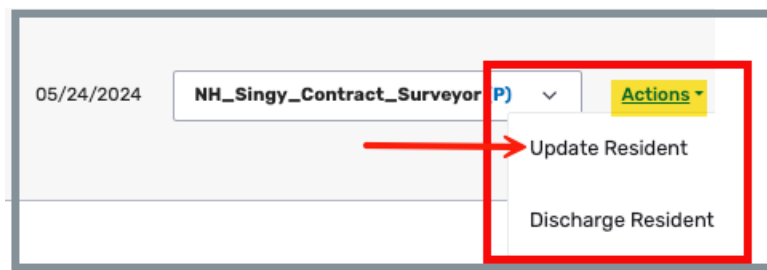


Figure 99: Update Resident

Adams, Jane L. (29) ×

* indicates required field

First Name * **MI** **Last Name ***

Room **Admit Date**
MM/DD/YYYY

Surveyors **Resident in Initial Pool?**

Subgroup
☐ Complaint ☐ FRI

Completed
— Interview — Observation — Record Review

Delete Resident **Cancel** **Save**

Figure 100: Update Resident Pop-Up Window

16.3.2 Fill out the required information.

16.3.3 Click **Save**.

16.4 Delete a Resident

Notes:

- New admission residents can be deleted if they do not have associated data.
- **Delete Resident** is not shown on the **Update Resident** window when it is not possible to delete a resident.
- **Delete** is not displayed for MDS residents.

16.4.1 Click **Update Resident** under the **Actions** menu next to the resident to be updated. See *Figure 101, Update Resident*. The **Update Resident** pop-up window opens. See *Figure 102, Update Resident Pop-Up Window*.

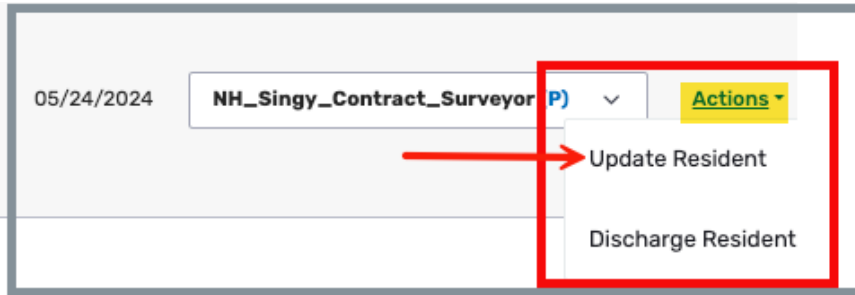


Figure 101: Update Resident

Adams, Jane L. (29) ×

* indicates required field

First Name * **MI** **Last Name ***

Room **Admit Date**
MM/DD/YYYY

Surveyors **Resident in Initial Pool?**

Subgroup
☐ Complaint ☐ FRI

Completed
☐ Interview ☐ Observation ☐ Record Review

Delete Resident Cancel Save

Figure 102: Update Resident Pop-Up Window

- 16.4.2 Fill out the required information.
- 16.4.3 Click **Delete Resident**. The **Delete Resident** pop-up window opens. See *Figure 103, Delete Resident Pop-Up Window*.

Delete - Borden, Lizzie (39) ×

Are you sure you want to delete the following resident?

Borden, Lizzie (39)

Cancel Yes, Delete

Figure 103: Delete Resident

- 16.4.4 Click **Yes, Delete**.
- 16.4.5 Verify the resident has been removed from the resident list.

16.5 Discharge a Resident

Notes:

- A resident can only be discharged prior to [Finalize Sample](#).
- The primary surveyor is the only surveyor who can discharge the resident.

16.5.1 Click **Discharge Resident** under the **Actions** menu to discharge a resident. See *Figure 104, Discharge Resident*.

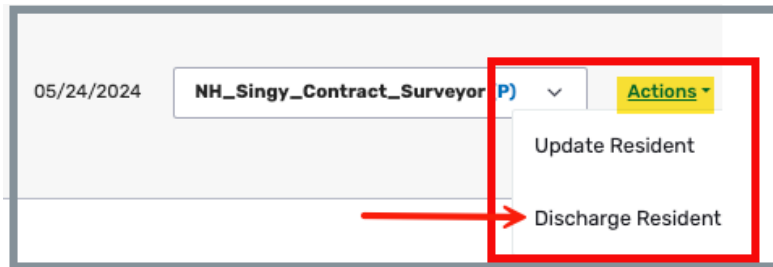


Figure 104: Discharge Resident

Notes:

- When the resident has no **Offsite** badge, the **Discharge Resident** pop-up window opens. See *Figure 105, Discharge Resident*. Click **Yes, Discharge**.

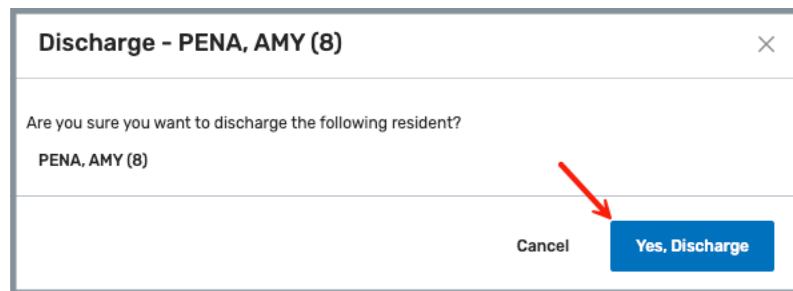


Figure 105: Discharge Resident

- When the resident has the **Offsite** badge, the **Select Closed Record Reason** pop-up window opens. See *Figure 106, Select Closed Record Reason*. Click **Save**.

KENT, LEAH (2) [Close]

* indicates required field

Select Closed Record Reason
Please indicate the reason why KENT, LEAH (2) is being added to Closed Record Review.

Reason *

Select

- ✓ Select
- Expired
- Hospitalized
- Planned Discharge
- Unplanned Discharge

Description

Cancel Save

Figure 106: Select Closed Record Reason

16.5.2 Verify **Discharged** is shown under the resident name.

PENA, AMY (8)

Discharged

6078704 6

Trach, Wt loss, Maj Infection 13

[+3 more](#)

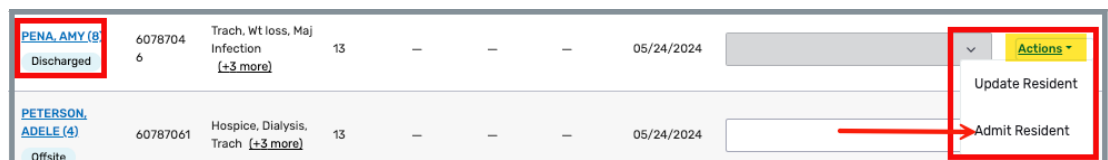
Note: The patient information is view only when a patient status is **Discharged**.

16.6 Admit a Resident

Notes:

- A resident can only be admitted prior to [Finalize Sample](#).
- The primary surveyor is the only surveyor who can admit the resident.
- When an offsite selected resident is admitted, the resident is added back to the Initial Pool.
- When a non-offsite selected resident is admitted, the resident Initial Pool value is set as U, or Unknown.

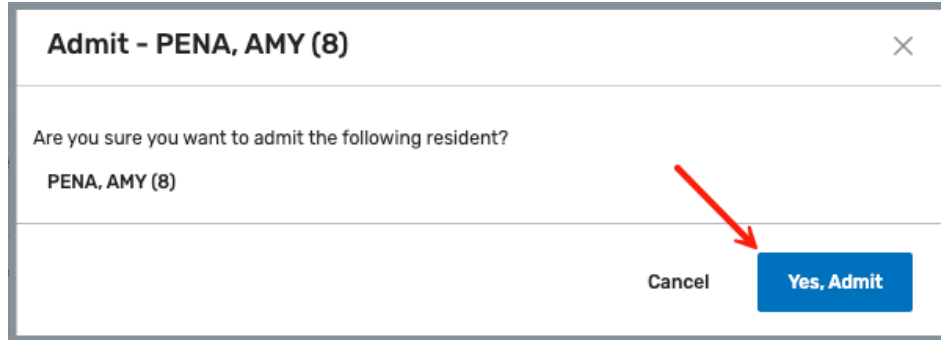
16.6.1 Click **Admit Resident** under the **Actions** menu to admit a resident. See *Figure 107, Admit Resident*.



PENA, AMY (8) Discharged	6078704 6	Trach, Wt loss, Maj Infection (+3 more)	13	—	—	—	05/24/2024		<div> <div>Actions</div> <div> Update Resident Admit Resident </div> </div>
PETERSON, ADELE (4) Offsite	60787061	Hospice, Dialysis, Trach (+3 more)	13	—	—	—	05/24/2024		

Figure 107: Admit Resident

16.6.2 Click **Yes, Admit**.



Admit - PENA, AMY (8)

Are you sure you want to admit the following resident?

PENA, AMY (8)

Cancel **Yes, Admit**

16.6.3 Verify **Discharged** is no longer shown under the resident's name. See *Figure 108, Admitted Resident*.



<input type="checkbox"/>	U	PENA, AMY (8)	6078704 6	Trach, Wt loss, Maj Infection (+3 more)	13	—
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Figure 108: Admitted Resident

16.7 Multiple Surveyors

Review *Table 16, Primary and Non-Primary Surveyor Roles* for more details on privileges.

Notes:

- More than one surveyor can be assigned to a resident in **Resident Manager**.
- One surveyor must be designated as the primary surveyor.
- The primary surveyor is the only surveyor who can change the Initial Pool value or discharge/admit the resident.
- Any survey team member can assign surveyors to a resident or change the primary surveyor.
- Surveyors can be unassigned from a resident if they do not have Initial Pool data and are not the primary surveyor.

Table 16: Primary and Non-Primary Surveyor Roles

	Primary Assigned surveyor	Non-primary assigned surveyor
Change the Initial Pool value for a resident with an assigned surveyor	X	
Change the primary surveyor assigned to a resident	X	X
Delete a new admission resident with an assigned surveyor	X	
Discharge or admit a resident with an assigned surveyor	X	
Update a resident	X	X

16.8 Bulk Assign Surveyors

Note: Multiple residents may be assigned to one surveyor in a bulk action.

16.8.1 Click the check box to the left of a resident. The **Assign** field opens with a drop-down menu of available surveyors. See *Figure 109, Bulk Assign Surveyors*.

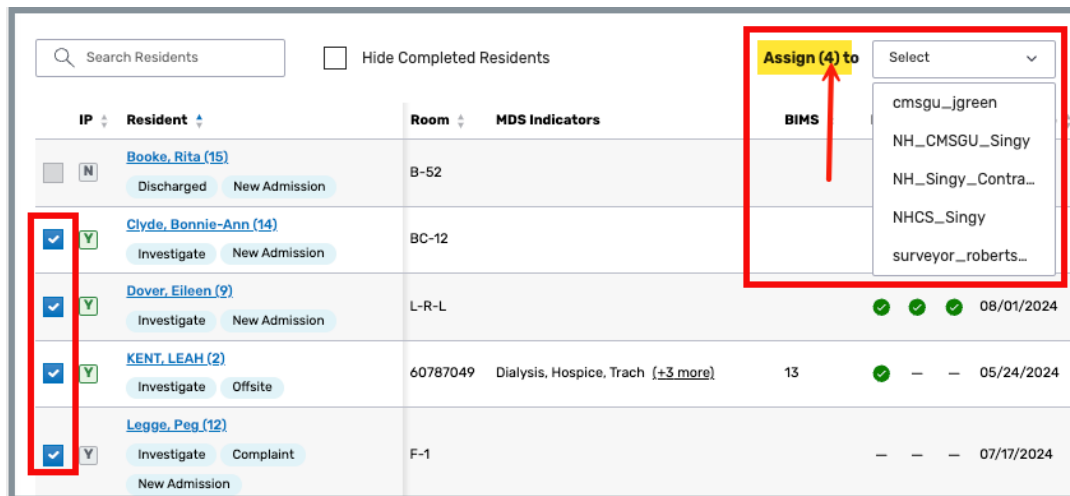


Figure 109: Bulk Assign Surveyors

16.8.2 Select the surveyor to be assigned to the resident. A **Confirm Assignment** pop-up window opens. See *Figure 110, Confirm Assignment*.

Note: If the resident is already assigned to a surveyor, the selected surveyor will be added as an additional surveyor.

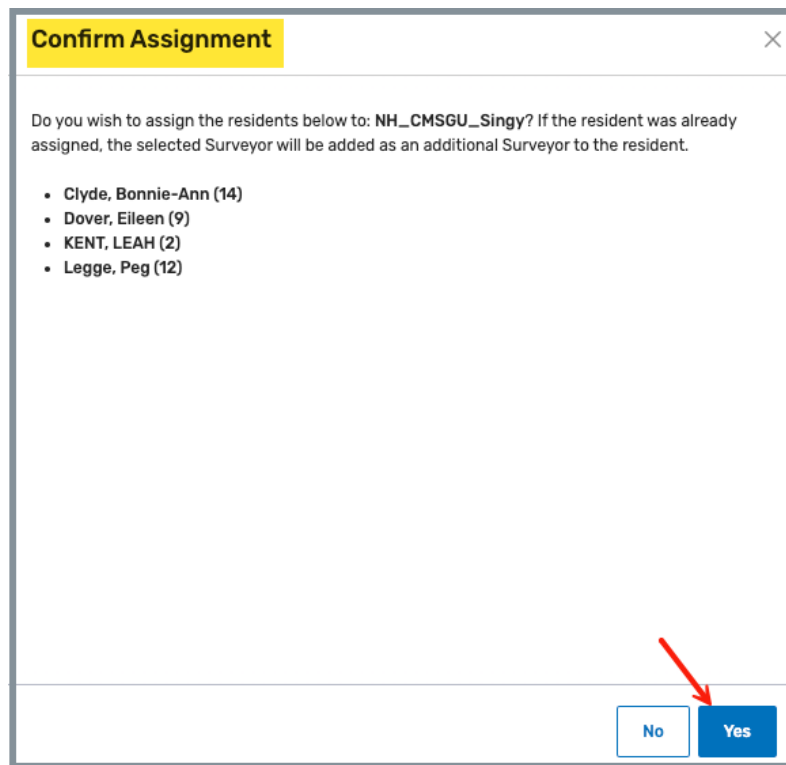


Figure 110: Confirm Assignment

16.8.3 Click **Yes**.

16.8.4 Verify the surveyor was added in the column under **Surveyor**.

17. Resident Initial Pool Screening

Purpose: To screen residents to include in the Resident Initial Pool.

Notes:

- Surveyors can use the Resident Initial Pool Screening area in [Resident Manager](#) to access the **Interview**, **Observation**, and **Record Review** screens to document comments and enter responses for care areas for each resident.
- Surveyors can hide completed residents from the resident list when all Initial Pool Areas are completed.
- The completion status for the Resident Initial Pool screening areas is also displayed on the [Update Resident](#) screen. It is not editable to surveyors from the **Update Resident** screen.
- See [MDS Information](#) for detailed information on viewing MDS assessment information.

17.1 Resident Initial Pool Screening Overview

Click any resident in [Resident Manager](#) to screen the resident. The detailed resident page opens. See *Figure 111, Resident Overview* and *Table 17, Resident Overview Detailed Callout*.

The screenshot shows the 'Resident Overview Initial Pool' interface. At the top, a header bar contains resident information: 'KENT, LEAH (2)' with a status of 'Offsite'. Below this, a row of tabs includes 'Initial Pool', 'Room', 'Admit Date', 'BIMS', 'Complaints', and 'MDS Indicators'. The 'Initial Pool' tab is active, showing a green checkmark, the room number '60787049', the admit date '05/24/24', and the BIMS value '13'. To the right, there are dropdown menus for 'Interview Status' (set to 'Select') and 'Include in sample due to' (set to 'None'), along with a 'Weight Calculator' button. Below the header, there are three main sections: 'Interview', 'Observation', and 'Record Review', each with a corresponding tab. The 'Interview' tab is selected. Below these tabs, there is a search bar labeled 'Search Care Areas' and a 'Hide All Probes' checkbox. To the right, there are checkboxes for 'Show Only My Notes' and 'Sort: A-Z', along with a 'Completed' checkbox and a 'Jump to Care Area' button. The main content area is divided into three sections: 'Choices', 'Activities', and 'Dignity'. Each section has a radio button for 'Further Investigation' and 'No Issues/NA'. The 'Choices' section is currently selected. The 'Activities' and 'Dignity' sections have additional radio buttons for 'Further Investigation' and 'No Issues/NA'. The interface is annotated with callout letters: 'a' points to the header bar, 'b' points to the 'Interview Status' dropdown, 'c' points to the 'Include in sample due to' dropdown, 'd' points to the 'Weight Calculator' button, 'e' points to the 'Interview' tab, 'f' points to the 'Observation' tab, 'g' points to the 'Record Review' tab, 'h' points to the 'Search Care Areas' search bar, 'i' points to the 'Hide All Probes' checkbox, 'j' points to the 'Show Only My Notes' checkbox, 'k' points to the 'Sort: A-Z' dropdown, 'l' points to the 'Completed' checkbox, 'm' points to the 'Jump to Care Area' button, 'n' points to the 'MDS Assessment' link, and 'o' points to the 'Add Notes' link in the 'Choices' section.

Figure 111: Resident Overview Initial Pool

Table 17: Sample Resident Initial Pool Detailed Callout

No.	Section Detail	Description
a	Header	Resident Information from Resident Manager
b	Interview Status	Select: Interviewable, Non-Interviewable, Refused, Unavailable for Interview, Out of Facility, Representative Interview
c	Include in Sample	Immediate Jeopardy/Harm
d	Weight Calculator	Helps calculate the percentage of weight gain or loss from information entered. Type weights in calculator. Click Save . Then click the weight calculator icon in care area notes to paste the value in the care area notes area. See Care Area Notes .
e	Interview	For more information, see Resident Interview .
f	Observation	For more information, see Resident Observation .
g	Record Review	For more information, see Resident Record Review .

No.	Section Detail	Description
h	Search Care Areas	Start typing the care area name and a list appears. Click on the care area name to jump to that care area on the screen.
i	Hide All Probes	Probe text is hidden by default. Uncheck box to view text. Probe text provides guidance that surveyors can reference when conducting interviews, observations, and record reviews.
j	Show Only My Notes	All surveyors' care area notes are viewable by default. To only show the notes of the surveyor who is logged in, check Show Only My Notes check box.
k	Sort A to Z	The care areas are organized by quality of life and resident rights, followed by quality of care. To arrange the care areas alphabetically on the screen, click on the A to Z toggle.
l	Completed	Mark the Interview area complete. All care areas do not have to be marked with response options to mark the interview complete.
m	Jump to Care Area	For more information, see Pull-Out Care Area Menu .
n	MDS Assessment	For more information, see MDS Assessment .
o	Add Notes	For more information, see Care Area Notes .

17.2 Care Area Menu

Note: The care area menu has 3 separate tabs: **(RI) Interview**, **RO (Observation)**, **RR (Record Review)**. A filled green circle indicates the surveyor has entered a response option for the care area. Click any tab to look at care areas for interview, observation or record review.

Click **Jump to Care Area** to open the care area menu. See *Figure 112, Jump to Care Area*. The **Care Area** side menu opens. See *Figure 113, Care Areas Side Menu* and *Table 18, Care Areas Side Menu Detailed Callout*.

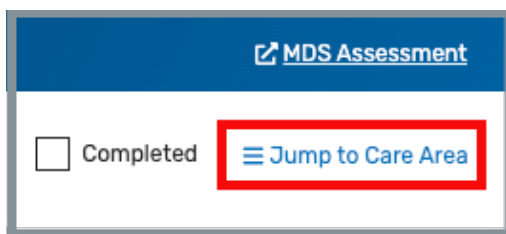


Figure 112: Jump to Care Area

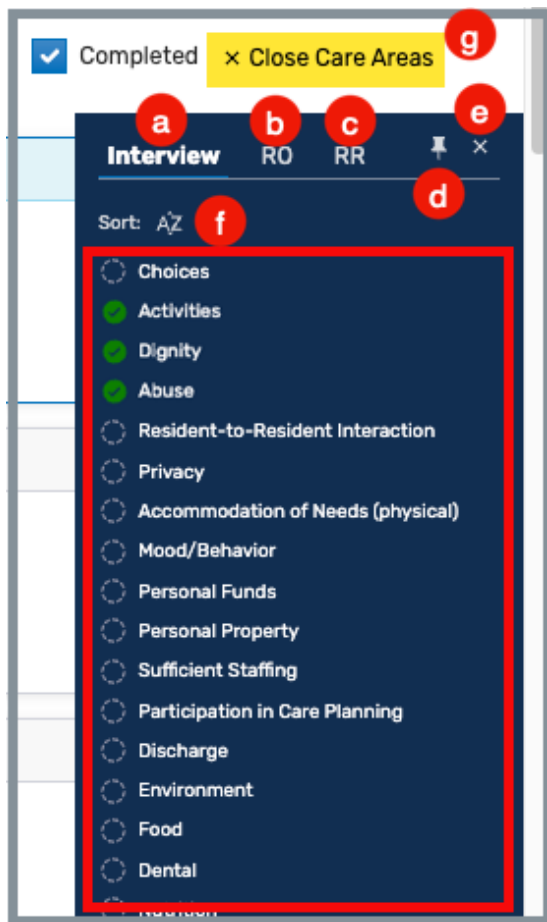


Figure 113: Care Areas Side Menu

Table 18: Care Areas Side Menu Detailed Callout

No.	Section Detail	Description
a	RI Interview	Resident Interview tab with care areas.
b	RO Observation	Resident Observation tab with care areas.
c	RR Record Review	Record Review tab with care areas.
d	Thumbtack icon	Click to pin the menu to the side of the screen. Click again to unpin.
e	X	Click to close window
f	Sort AZ	Click to sort the care areas by alphabetical order.
g	x Close Care Areas	Click to close menu

17.3 Care Area Notes

Notes:

- Care area notes default to read only.
- Surveyors can edit their own notes and add additional notes.
- All surveyors' care area notes are viewable by default. Check **Show Only My Notes** check box to show only the notes of the surveyor who is logged in. See [Resident Initial Pool Screening Overview](#) for more details.

17.3.1 Click **Add Notes**. See *Figure 114, Care Area Notes Icon*. The care area splits into two columns. See *Figure 115, Care Area Notes* and *Table 19, Care Area Notes Detailed Callout*.

Note: The left column displays the response options and probe text (when **Hide All Probes** is unchecked). The right column displays a text area with a tool bar.

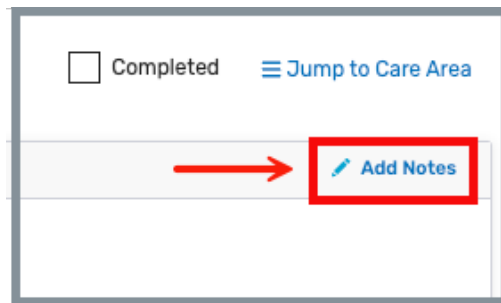


Figure 114: Care Area Notes Icon

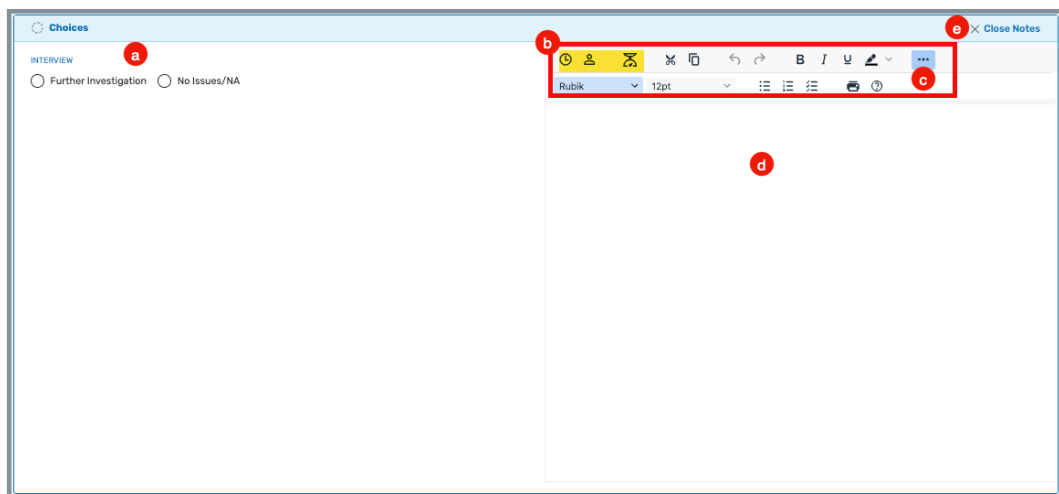


Figure 115: Care Area Notes

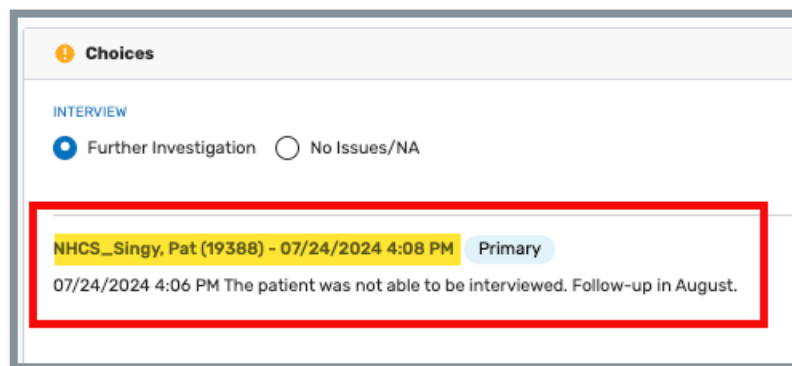
Table 19: Care Areas Side Menu Detailed Callout

No.	Description
a	Care area
b	Standard toolbar functions Highlighted specialty toolbar functions: <ul style="list-style-type: none"> • Add date/time stamp • Add Resident ID • Calculator Type weights in Weight Calculator . Click Save . Then click the weight calculator icon to paste the value in the notes.
c	Horizontal ellipsis. Click to open second row of formatting choices. Click again to close row.
d	Text area. Type/view care notes.
e	Close Notes

17.3.2 Click **Close Notes** to close notes. Notes appear under the care area. See *Figure 116, Care Area Entered Notes*.

Notes:

- Notes are saved automatically.
- The surveyor and date/time stamp for last saved are displayed at the bottom of the note. To review the note or additional notes, click **Add Notes**. Click the time icon to add an additional time/date when the notes are not written at the same time.

**Figure 116: Care Area Entered Notes**

17.4 Minimum Data Set (MDS) Discrepancy

Notes:

- If Resident Assessment has not been triggered and there are residents who are marked with MDS Discrepancy and is not Further Investigation (FI), then Resident Assessment will be triggered at start sample finalization and the resident will be added at that time.
- When a care area is marked as an MDS Discrepancy and is not FI, the resident is automatically added to Resident Assessment if the facility task is triggered for a linked Intake or manually initiated prior to final sample.
- See [MDS Information](#) for detailed information on viewing MDS assessment information.

Click the checkbox next to **MDS Discrepancy** when a care area has an MDS discrepancy during interview, observation, or record review. See *Figure 117, MDS Discrepancy Checkbox*.

Note: Only care areas mapped to an MDS indicator have an **MDS Discrepancy** checkbox.

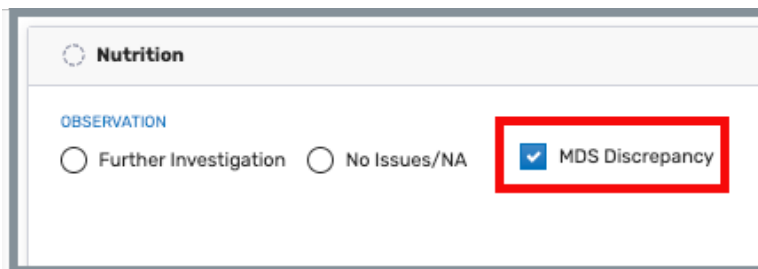
The image shows a software interface for a 'Nutrition' observation. At the top, there is a header with a circular icon and the word 'Nutrition'. Below this, the word 'OBSERVATION' is displayed in blue. Underneath, there are three radio button options: 'Further Investigation', 'No Issues/NA', and 'MDS Discrepancy'. The 'MDS Discrepancy' option is selected, indicated by a blue checkmark inside its radio button. This entire option is enclosed in a red rectangular box.

Figure 117: MDS Discrepancy Checkbox

17.5 Surveyor Assignment

Purpose: To assign multiple surveyors on the survey team to the resident.

The assigned surveyor can perform the following tasks in the Initial Pool area. See *Table 20, Assigned Surveyor Roles*.

Note: Surveyors not assigned to the resident view the Initial Pool area in read only mode.

Table 20: Assigned Surveyor Roles

Task	Primary Assigned Surveyor	Non-primary Assigned Surveyor
Mark a resident with Harm/IJ	X	X
Mark Interview, Observation, or Record Review Complete	X	X
Mark the care area response options for Interview, Observation, Record Review	X	X
Edit care areas marked with FI (original surveyor only)	X	X
Edit the MDS Discrepancy (original surveyor only)	X	X
Edit an Additional Care Area in Record Review that has no response options. Only the original surveyor can edit the Additional Care Area that has a response.	X	X
Edit own comments for a care area	X	X
Edit the Initial Pool status indicator to any option	X	
Edit the Interview Status to any option	X	
Edit the interview Status to Representative Interview only	X	X

17.6 Include a Resident in Initial Pool

Note: The initial pool status selector can only be changed by the primary surveyor.

- 17.6.1 Click **Initial Pool** status to change the initial pool status for a resident to yes. See *Figure 118, Initial Pool Status*. The **Initial Pool** status window pops up.

Note: The initial pool status can be selected wherever it is found on the screen. The figure below is one example where the status is found.



Figure 118: Initial Pool Status

- 17.6.2 Select the radio button next to **Yes**. See *Figure 119, Initial Pool Status Change*.

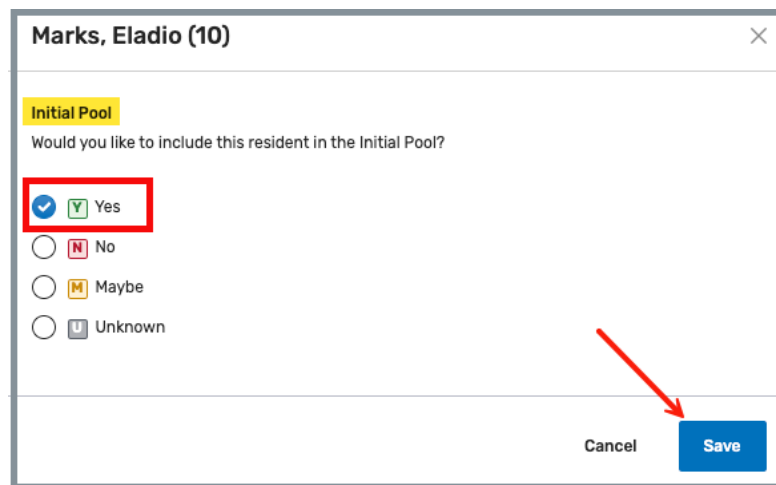


Figure 119: Initial Pool Status Change

Note: Offsite-selected residents show MDS indicators. See *Figure 120, Initial Pool Status Change with MDS Indicators*.

MUELLER, AIMEE (1)

MDS Indicators
Dialysis, Hospice, Trach, Wt loss, Vent, Maj Infection

Initial Pool
Would you like to include this resident in the Initial Pool?

☒ **Y** Yes
☐ **N** No

Cancel Save

Figure 120: Initial Pool Status Change with MDS Indicators

17.6.3 Click **Save**.

17.6.4 Verify the initial pool status is now **Y**.

17.7 Resident Interview

Notes:

- The **Interview** tab is the default tab.
- Mark the **Interview** tab **Completed** marks the **Interview** tab with a green check mark. See *Figure 121, Interview Tab Completed*.

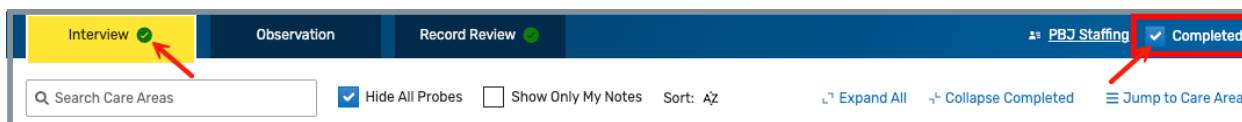


Figure 121: Interview Tab Completed

17.7.1 Edit the Care Areas.

Select an interview status to edit the **Interview** tab. See *Figure 122, Select Interview Status*. The care area responses become editable.

No Issues/NA (NI): Marks the care area with a green check mark.

NA: Dialysis, smoking, hospice, ventilator, and transmission-based precautions care areas have a separate NA option.

Further Investigation (FI): Marks the care area with a yellow circle with an exclamation point inside. See *Figure 123, Further Investigation Indicator*.

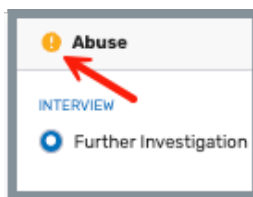


Figure 122: Further Investigation Indicator

Notes:

- Care Area response options are disabled until the Initial Pool status is **Yes**.
- Care areas shared by **Interview** and **Observation** are combined and displayed on the **Interview** tab.

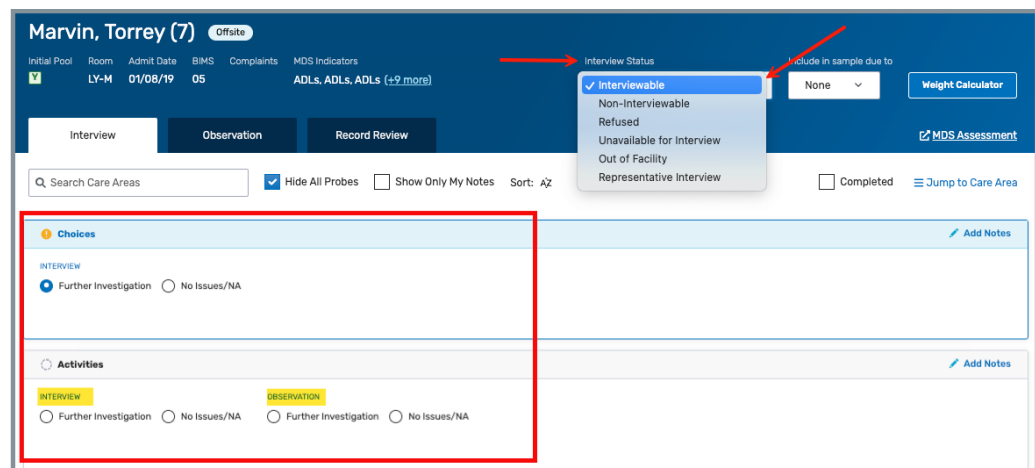


Figure 123: Select Interview Status

17.7.2 Resident Representative Interview.

17.7.2.1 Change the **Interview Status** to **Representative Interview** when a resident is noninterviewable, but a representative is available.

17.7.2.2 Click **RRI Contact**. See *Figure 124, RRI Contact*. The **RRI Contact Info** opens.

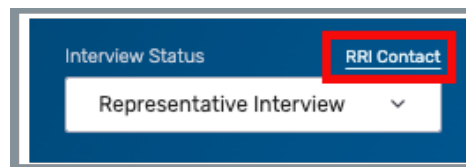


Figure 124: RRI Contact

17.7.2.3 Type the contact information for the resident representative in the pop-up window. See *Figure 125, RRI Contact Info Pop-Up Window*.

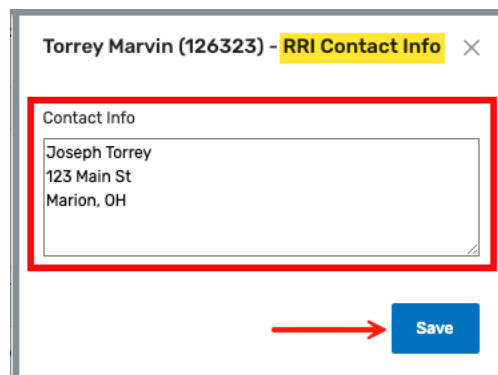


Figure 125: RRI Contact Info Pop-Up Window

17.7.2.4 Click **Save**.

17.7.2.5 The RRI contact icon appears next to the **RRI Contact** link. See *Figure 126, RRI Contact Icon*.

Note: The icon shows that there is an RRI contact. Hover over the icon to see the contact information.

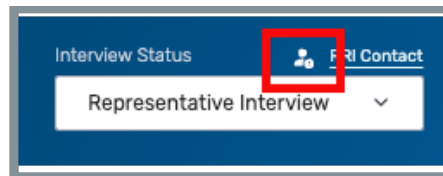


Figure 126: RRI Contact Icon

17.7.2.6 Click **RRI Contact** to edit.

17.8 Resident Observation

Notes:

- Care areas shared by **Interview** and **Observation** are combined and displayed on the **Interview** tab.
- The care areas unique to Observation only display on the **Observation** tab.
- Mark the **Observation** tab **Completed** marks the **Observation** tab with a green check mark. See *Figure 127, Observation Tab Completed*.

Note: All care areas do not have to be marked with response options to mark the Observation **Completed**.

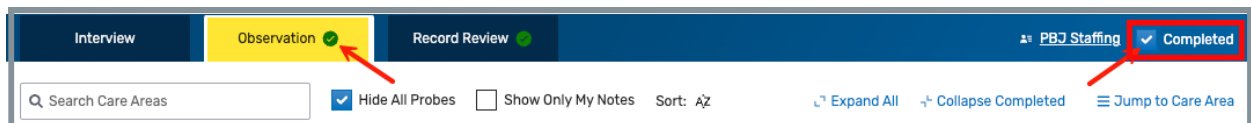


Figure 127: Observation Tab Completed

Click the **Observation** tab to view the care areas specific to Observation.

Note: The **Initial Pool** status must be **Y** (Yes) to edit the Observation.

17.9 Resident Record Review

Notes:

- Mark the **Record Review** tab **Completed** marks the **Record Review** tab with a green check mark. See *Figure 128, Record Review Tab Completed*.
- All care areas do not have to be marked with response options to mark the Record Review complete.

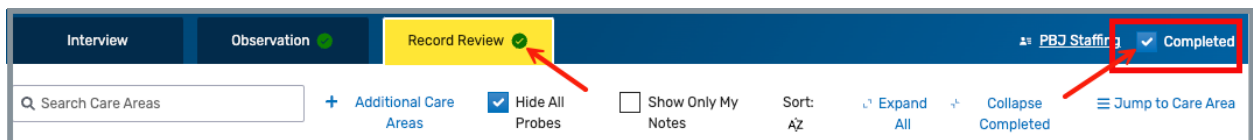


Figure 128: Record Review Tab Completed

17.9.1 Click the **Record Review** tab to view the care areas specific to Record Review.

Note: The **Initial Pool** status must be **Y** (Yes) to edit the Record Review.

17.9.2 Click **Additional Care Areas** to see a list of other care areas to add to **Record Review**. See *Figure 129, Additional Care Areas*.

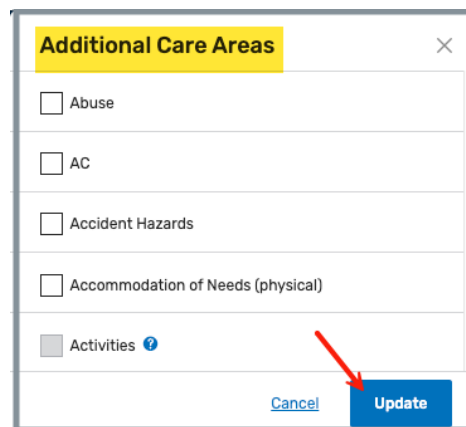


Figure 129: Additional Care Areas

17.9.3 Click **Update** to add additional care areas to **Record Review**.

Note: Once a response option is recorded for a Care Area, it cannot be removed from the **Additional Care Areas** list. Remove the response option first to remove the Care Area from Resident Record Review.

18. Closed Record Sample

Purpose: The Closed Record Sample screen displays residents who are identified as Expired, Hospitalized or Discharged in the last 90 days from the survey start date.

Notes:

- The TC is the only one who has edit access to closed record sample. All other team members have read-only access.
- It is not necessary to find a resident for a specific area when the system does not identify a resident for an area.

18.1 Overview

Click **Closed Record Sample** on the drop-down left menu under **Initial Pool**. The Closed Record Sample window opens to the **Closed Record Candidates** tab. See *Figure 130, Closed Record Sample Candidates* and *Table 21, Closed Record Sample Candidates Detailed Callout*.

Notes:

- Only the TC has edit rights to **Closed Record Sample** candidates. All survey team members have view only rights.
- **All Residents** tab displays all the residents in the facility.

- **Closed Record Candidates** (default view) tab displays:
 - Residents are preselected by the system. The **Area of Investigation** is not editable.
 - Offsite selected residents in **Resident Manager** who were discharged during the initial pool process.
 - Offsite selected residents, when the **Intake Closed Record** reason is selected in Offsite Prep and the resident is discharged with a different **Closed Record Reason**. In the **Closed Record Candidates** screen, the system displays the **Resident Closed Record Reason**, the **COMP/FRI** badge next to the CR resident and shows a link to the active intake.
 - Non-Offsite Selected Residents, when the **Intake Closed Record** reason is selected in Offsite Prep and the non-offsite resident is discharged with no **Closed Record Reason** then the resident will not be displayed on the **Closed Record Candidates** screen.
 - Residents linked to an intake in **Offsite Prep** with an **Intake Closed Record** reason and/or **Resident Closed Record** reason.

Note: **View Intake** link is shown in the **Intake** column when a resident is linked to an intake from **Offsite Prep**.

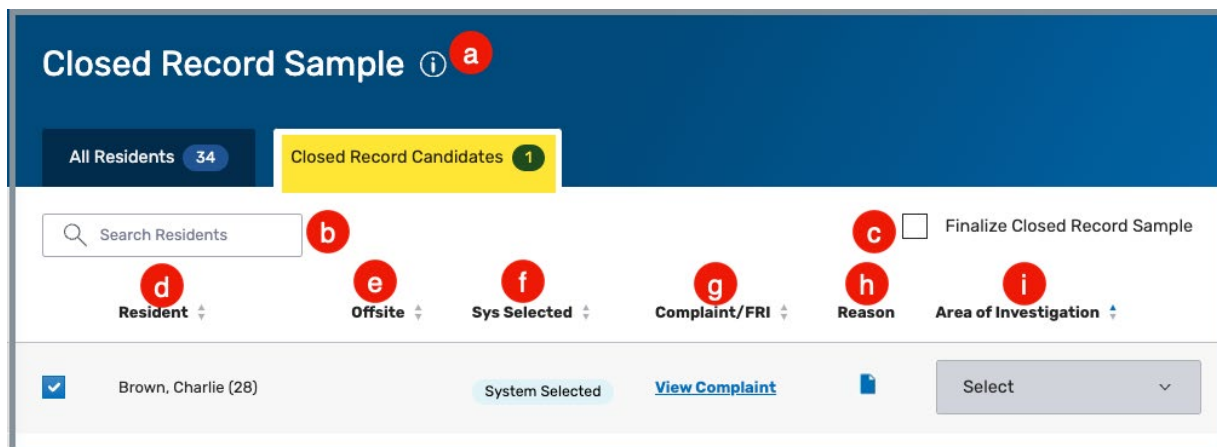


Figure 130: Closed Record Sample Candidates

Table 21: Closed Record Sample Candidates Detailed Callout

No.	Detail	Description
a	Information icon	Hover over icon for details on the types of discharge reasons.
b	Search Residents	Search for a specific resident
c	Finalize Closed Record Sample	Check the box next to Finalize Closed Record Sample once all residents are selected. The residents selected for closed record sample are displayed on the Finalize Sample and Investigation Assignments screens.
d	Resident	Lists the resident and their room number.
e	Offsite	The Offsite badge shows in this field when the selected resident is an offsite-selected resident.
f	Sys Selected	Shows System Selected badge when the closed record sample was selected by the system.
g	Intake	Links to the complaint.
h	Reason	Shows reason. Hover over icon to view description. Not all residents have a reason.
i	Area of Investigation	Select the area of investigation from the drop-down menu. Only for nonsystem selected residents.

18.2 Add a Closed Record Sample Candidate

Purpose: To add additional Closed Record Candidates.

18.2.1 Click the **All Residents** tab.

18.2.2 Click the checkbox next to the resident.

Note: A warning message pops up when the resident is an active resident. See *Figure 131, Active Resident Pop-Up Window*. Click **Yes** to add the resident to the **Closed Record Candidate** tab.

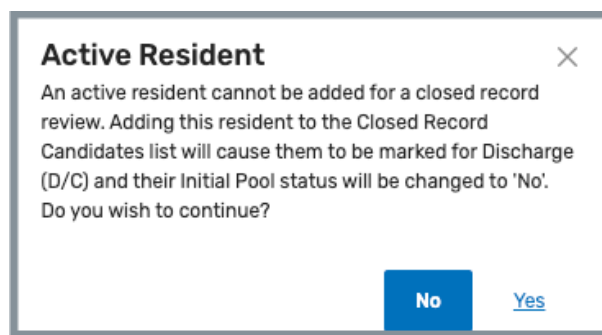


Figure 131: Active Resident Pop-Up Window

18.3 Remove a Closed Record Sample Candidate

18.3.1 Click the **Closed Record Candidates** tab.

18.3.2 Deselect the checkbox next to the resident.

Notes:

- Type a rationale in the textbox when a system-selected resident is removed.
- A system-selected resident and offsite-selected resident remain on the **Closed Record Candidates** tab even when they are deselected.
- All other residents are removed from the **Closed Record Candidates** tab when they are deselected.

18.4 Finalize the Closed Record Sample Candidate

Notes:

- All residents in the **Closed Record Candidates** tab with a checkmark next to their name are included on the **Finalize Sample** and **Investigation Assignments** page after the closed record selection is finalized.
- **Closed Record Candidates** are not assigned to a surveyor.

Click the **Finalize Closed Record Sample** checkbox. See *Figure 132, Finalize Closed Record Sample Checkbox*.

Notes:

- The closed record selection must be finalized before starting the sample selection process.
- Once **Finalize Closed Record Sample** is checked, the **Closed Record Sample** is read only to all users.

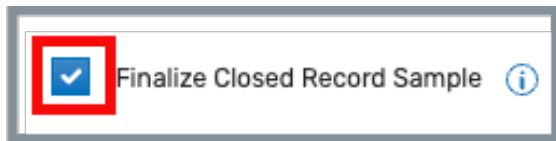


Figure 132: Finalize Closed Record Sample Checkbox

19. Finalize Sample

Purpose: To finalize the sample of residents once observations, interviews and records have been reviewed.

Note: The tabs display data gathered from the initial pool process and provides the survey team with information to help choose residents to include in the sample for investigation.

19.1 Click **Finalize Sample** on the drop-down left menu under **Initial Pool**. The **Finalize Sample** window opens to the **Current Sample Candidates** tab. See *Figure 133, Finalize Sample Candidates* and *Table 22, Finalize Sample Candidates Detailed Callout*.

Notes:

- Only the TC can edit the **Finalize Sample** page.
- Actions are disabled until **Start Sample Finalization** is selected.

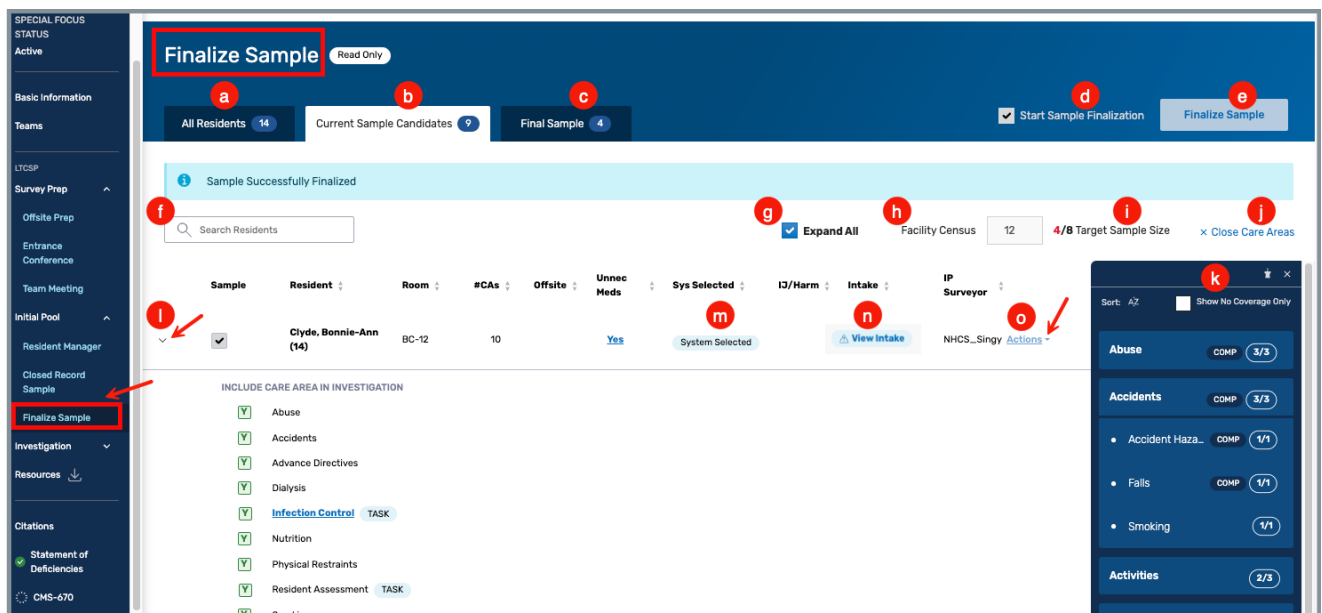


Figure 133: Finalize Sample Candidates

Table 22: Finalize Sample Candidates Detailed Callout

No.	Detail	Description
a	All Residents	All available residents
b	Current Sample Candidates	Current residents in the sample
c	Final Sample	Final residents chosen
d	Start Sample Finalization	Click to start sample finalization. Closed Record Sample must be finalized first.
e	Finalize Sample	Click to complete task
f	Search Residents	Search list of residents
g	Expand All	Click checkbox to expand information
h	Facility Census	Shows the total residents
i	Target Sample Size	Automatically calculates the target sample size based on Facility Census and Sample Candidates .
j	Close Care Areas	Care Areas are open by default. Click to close.
k	Show No Coverage Only	Click to filter to care areas with no coverage
l	Resident Detail	Resident detail is open by default. Click caret to close. Review the care areas under investigation. Links are clickable, but no information can be modified.
m	Unnec Meds	Click to view Unnecessary Meds Calculation Details pop-up window that shows details on why resident was selected for unnecessary medications
n	View Intake	Click to view intake details
o	Actions	Click to Update Resident, Modify Care Areas, and Discharge Unnecessary Meds Candidate

- 19.2** Click the checkbox next to **Start Sample Finalization**. The **Unnecessary Medications Resident Selection** window pops up. See *Figure 134, Unnecessary Medications Resident Selection*.

Note: **Unnecessary Medications** shows information about residents who have been selected to have their medication reviewed.

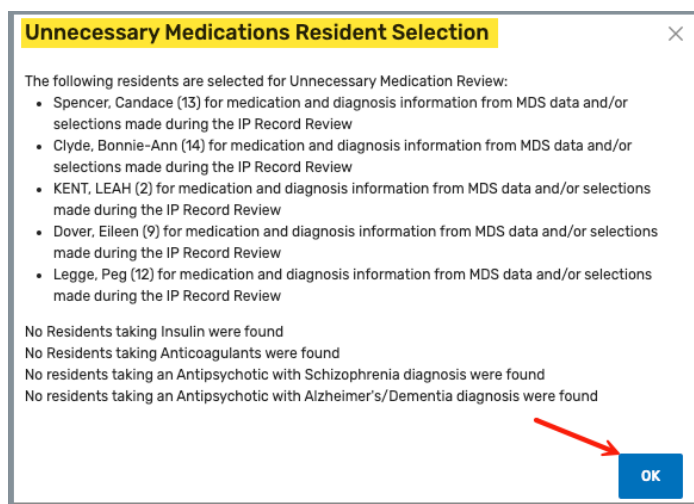


Figure 134: Unnecessary Medications Resident Selection

- 19.3** Click **OK** to close window. The **Finalize Sample** page is then enabled, and samples can be reviewed.

Note: The badges next to each care area show whether the care area is associated with a facility task or whether the resident was system-selected.

- 19.4** Click any care areas that are linked to view notes. See *Figure 135, Care Area Detailed Information*.

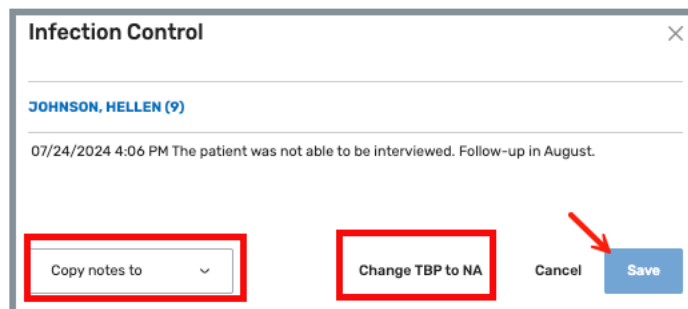


Figure 135: Care Area Detailed Information

Notes:

- Click **Copy notes to** copy notes to another care area.
- Click **Change TBP to NA** to change the response to N/A.
- Not all care areas have the same details available on the pop-up windows.

- 19.5** Click a green **Y** response to change it to an **N** response. If there are not enough patients in the sample, a warning window opens stating that there are not enough residents in that area. It is still possible to remove the response by providing a rationale. **Select Yes, Remove.** See *Figure 136, Remove a Resident Care Area.*

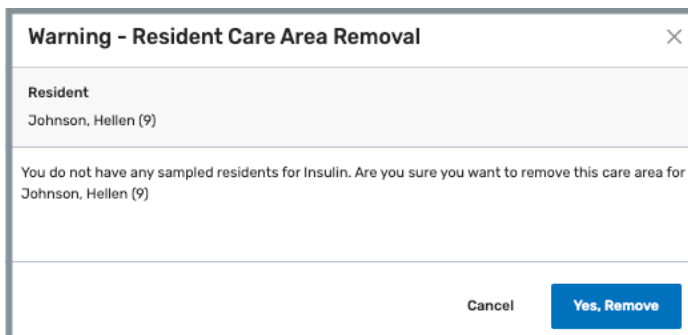


Figure 136: Remove a Resident Care Area

- 19.6** Click the **Actions** menu to **Update Resident** information, **Modify Care Areas** or **Discharge Unnecessary Meds Candidate**.
- 19.7** Click **Finalize Sample**.
- 19.8** Verify the blue notification banner confirms the sample was finalized. See *Figure 137, Sample Successfully Finalized Blue Notification Banner.*

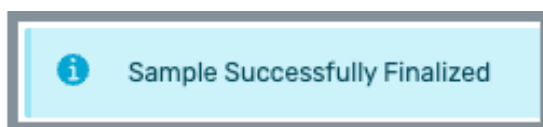


Figure 137: Sample Successfully Finalized Blue Notification Banner

Note: When the sample is not ready to be finalized, a warning window opens with details of what needs to be reviewed or updated. See *Figure 138, Finalize Sample Warning Window.* Type a rationale in the **Rationale** box to override the warning and click **Save**.

Warning!

×

Please review the warning below. If you would like to save anyway, enter a rationale for overriding the warnings and click Save. Finalizing the sample is a permanent action that cannot be reversed or redone.

3 Warnings

- ⚠ Sample should include at least one Dialysis resident.
- ⚠ Sample should include at least one Dialysis resident.
- ⚠ The following Care Area(s) have resident(s) marked for Further Investigation, but have no one in the sample: Activities, Dialysis, Dialysis, Accidents, Abuse, Pressure Ulcer/Injury, Care Planning, Pain Management, Behavioral-Emotional, Nutrition

Rationale *

Provide a rationale for overriding the above warnings.

Cancel

Save

Figure 138: Finalize Sample Warning Window

20. Investigation Assignments

Purpose: To provide a snapshot of how the work is distributed among the team members. It is used to help balance the survey team's workload.

Notes:

- Only the TC can update Investigation Assignments.
- Multiple Surveyors can be assigned to a row.
- A Primary Surveyor must be selected for **Facility Tasks Dining Observation, Infection Control, and Sufficient and Competent Nurse Staffing**.
- Surveyors with drawings, responses, Investigation Notes, observations, or manually-added residents cannot be removed from an Investigation Area.
- Surveyors with drawings, responses, notes, observations, or manually added residents cannot be removed from a Facility Task.
- Investigative areas that have no residents with those specific concerns do not show on the list.
- Mandatory tasks always appear in the list.
- Changes made in Investigation Assignments are reflected in Facility Tasks.

20.1 Navigate to Investigation Assignments

Click **Assignments** on the drop-down left menu under **Investigation**. The Investigation Assignments window opens. See *Figure 139, Investigation Assignments* and *Table 23, Investigation Assignments Detailed Callout*.

Note: Columns are sortable.

Investigation Assignments

Pat NH_ActiveProviderRole_Singy: 0 Pat cmgu_lgreen: 0 Pat NHCS_Singy: 4 Pat NH_CMSOU_Singy: 2 Pat NH_CMS_ContractSurveyor_Singy: 0 Pat NH_Singy_Contract_Surveyor: 0

Pat surveyor_roberts_alabama: 0

Search Residents or Investigative Areas

Assign (1) to: Select Cancel Filter By: Select

0 Total Investigative Areas 0 Investigative Areas Not Assigned

Resident	Room	Number of Investigative Areas	Investigative Area	Number of Residents with IA	Assigned To
Facility Tasks	--	1	Kitchen	1	NHCS_Singy
Facility Tasks	--	1	Beneficiary Notification	1	NHCS_Singy
Facility Tasks	--	1	Resident Council	1	NHCS_Singy
Facility Tasks	--	1	Dining Observation	1	NHCS_Singy (P)
Facility Tasks	--	1	Medication Storage and Labeling	1	Select

Figure 139: Assignments Left Menu

Table 23: Investigation Assignments Detailed Callout

No.	Detail	Description
a	Survey Team Members names	All available survey team members
b	Search	Search list of residents by first or last name or resident ID. Also search investigative areas by name.
c	Assign to	Select the surveyor or surveyors to assign the investigation when selecting numerous lines. This field only appears when at least one line is selected.
d	Filter By	Filter by surveyor name or unassigned
e	Total Investigative Areas and Investigative Areas Not Assigned	Shows the total investigative areas and the unassigned areas.
f	Resident	Resident name or Facility Tasks
g	Room	Resident room number, if applicable
h	Number of Investigative Areas	Number of investigative areas for the resident
i	Investigative Area	The area being investigated
j	Number of Residents with IA	Number of residents who have that specific investigative area
k	Assigned To	The surveyor or surveyors who are assigned to the investigation

20.2 Assign a Surveyor to an Investigation

20.2.1 Select the **Investigative Area** and select the surveyor or surveyors under the drop-down menu under **Assigned To**. See *Figure 140, Assign a Surveyor to an Investigation*.

Resident	Room	Number of Investigative Areas	Investigative Area	Number of Residents with IA	Assigned To
<input type="checkbox"/> Facility Tasks	--	1	Kitchen	1	NHCS_Singy
<input type="checkbox"/> Facility Tasks	--	1	Beneficiary Notification	1	NH_CMS_ContractSurveyor_S...
<input type="checkbox"/> Facility Tasks	--	1	Resident Council	1	NHCS_Singy
					test2.ContractSurveyorCMS.Ch...

Figure 140: Assign a Surveyor to an Investigation

20.2.2 Verify a green task banner confirms the surveyor was updated. See *Figure 141, Facility Task Surveyors Green Notification Banner*.

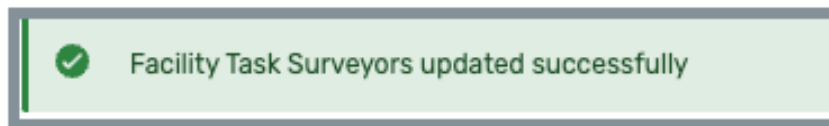


Figure 141: Facility Task Surveyors Green Notification Banner

20.3 Bulk Assign Investigations

- 20.3.1 Select as many **Investigative Areas** as desired. The **Assign [number] to** drop-down menu appears at the top of the screen. The number represents the number of lines selected.
- 20.3.2 Select the surveyor or surveyors under the drop-down menu under **Assigned [number] to**. See *Figure 142, Bulk Assign Investigations*.

Resident	Room	Number of Investigative Areas	Assigned To
<input checked="" type="checkbox"/>	Facility Tasks	--	1 Kitchen
<input checked="" type="checkbox"/>	Facility Tasks	--	1 Resident Council
<input checked="" type="checkbox"/>	Facility Tasks	--	1 Dining Observation

Figure 142: Bulk Assign Investigations

- 20.3.3 The **Confirm Assignment** pop-up window opens and asks for confirmation to assign the surveyor or surveyors. See *Figure 143, Confirm Assignment Pop-Up Window*.

Note: Be aware that a selected surveyor may be overriding a current surveyor when an investigative area was already assigned.

Confirm Assignment

Do you wish to assign the investigation areas below to: ? The selected Surveyor(s) will be overwritten by the new Surveyor(s) selected for the following resident(s).

No Yes

Figure 143: Confirm Assignment Pop-Up Window

20.3.4 Click **Yes**.

20.3.5 Verify a green task banner confirms the surveyor was updated. See *Figure 144, Facility Task Surveyors Green Notification Banner*.

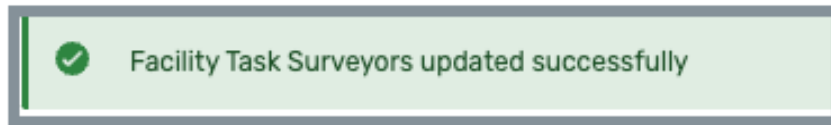


Figure 144: Facility Task Surveyors Green Notification Banner

21. Facility Tasks

Purpose: To guide the investigation with mandatory and triggered tasks.

21.1 Facility Tasks Overview

There are two types of facility tasks: Mandatory and Triggered.

- The following Mandatory Tasks are displayed for all initial and recertification surveys:
 - Beneficiary Notification
 - Dining Observation
 - Infection Control
 - Kitchen
 - Medication Administration
 - Medication Storage and Labeling
 - QAPI and QAA
 - Resident Council
 - Sufficient and Competent Nurse Staffing
- The following are Triggered Tasks for initial and recertification surveys:
 - Arbitration
 - Note:** Arbitration can also be triggered based on answers in Entrance Conference or Resident Council
 - Environment
 - Personal Funds
 - Resident Assessment
 - Extended Survey
- Triggered Tasks are displayed when any one of the following occurs:
 - A surveyor manually initiates a triggered task
 - The triggered task is linked to an intake in offsite prep
 - A resident with FI for a Care Area can trigger these tasks at final sample

21.2 Navigate to Facility Tasks

Click **Facility Tasks** on the drop-down left menu under **Investigation**. The **Facility Tasks** window opens to the **All Tasks** tab. See *Figure 145, Facility Tasks Left Menu*.

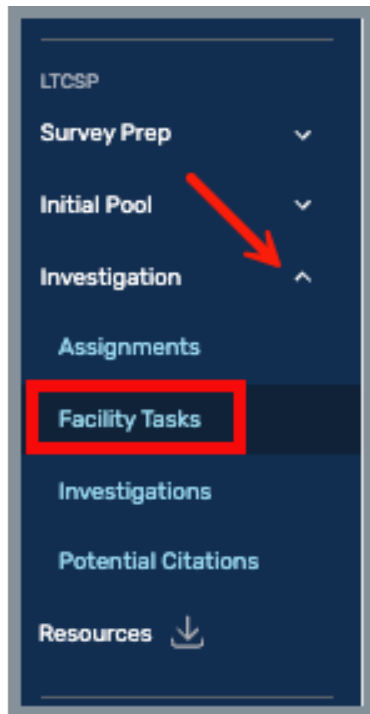


Figure 145: Facility Tasks Left Menu

21.3 View the Facility Tasks List

The **Facility Tasks** page shows all facility tasks, assigned surveyors, including primary surveyor, if any, potential citations, and a task process bar beneath each task. See *Figure 146, Facility Tasks List* and *Table 24, Facility Tasks List Detailed Callout*.

The screenshot displays the 'Facility Tasks' page. At the top, there's a navigation bar with 'Home / Marion Manor NH / Survey 1DF843-H1' and utility icons. Below this, the 'Facility Tasks' header includes tabs for 'All Tasks' (11) and 'My Tasks' (7), along with an 'Add New Task' button. The main content area is a table with the following columns: 'Facility Task', 'Assigned to', 'Primary', and 'Potential Citations'. The 'Dining Observation' task is highlighted with a red circle 'c' and shows a progress bar with 'Complaint' and 'FRI' labels. Other tasks like 'Arbitration', 'Beneficiary Notification', 'Infection Control', 'Kitchen', and 'Medication Administration' are also listed. A red circle 'g' is placed over a trash icon in the 'Potential Citations' column for the 'Arbitration' task.

Facility Task	Assigned to	Primary	Potential Citations
Arbitration	NHCS_Singy, surveyor_roberts_alabama (918...		-
Beneficiary Notification	NHCS_Singy		-
Dining Observation Complaint FRI	cmsgu_jgreen, NH_Singy_Contract_Surveyor...	NHCS_Singy	F0804, F0808
Infection Control	NH_CMSGU_Singy	NH_CMSGU_Singy	-
Kitchen	NHCS_Singy		F0812
Medication Administration	NHCS_Singy, surveyor_roberts_alabama (918...		-

Figure 146: Facility Tasks List

Table 24: Facility Tasks List Detailed Callout

No.	Name	Description
a	All Tasks	This is the default page and shows all tasks for the team.
b	My Tasks	Click this tab to see the tasks assigned to the surveyor. The residents are shown when the surveyor is both primary and nonprimary.
c	Task Completion Progress Bar	Shows the task completion percentage. Hover over the line to view surveyor progress. All Surveyor Progress and Primary Surveyor Progress is shown. Each time tasks are completed by team members, progress is updated.
d	Assigned to	Shows all surveyors to whom the facility task is assigned. More than one surveyor can be selected from the drop-down menu showing all the surveyors on the team. See Assign a Surveyor to a Facility Task or Remove a Surveyor from a Facility Task for more details.
e	Primary	Shows the primary surveyor. The task is disabled when a primary surveyor is not selected.
f	Potential Citations	Lists tags related to questions with a decision of noncompliance for all assigned surveyors. Bold texted tags are tags that the surveyor cited.
g	Trashcan	Click to remove a Facility Task. Review Remove a Facility Task for details.

21.4 Assign a Surveyor to a Facility Task

21.4.1 Click the drop-down menu under **Assigned to** on the desired facility task row. All survey team members are shown in the menu. See *Figure 147, Assign a Surveyor Drop-Down Menu*.

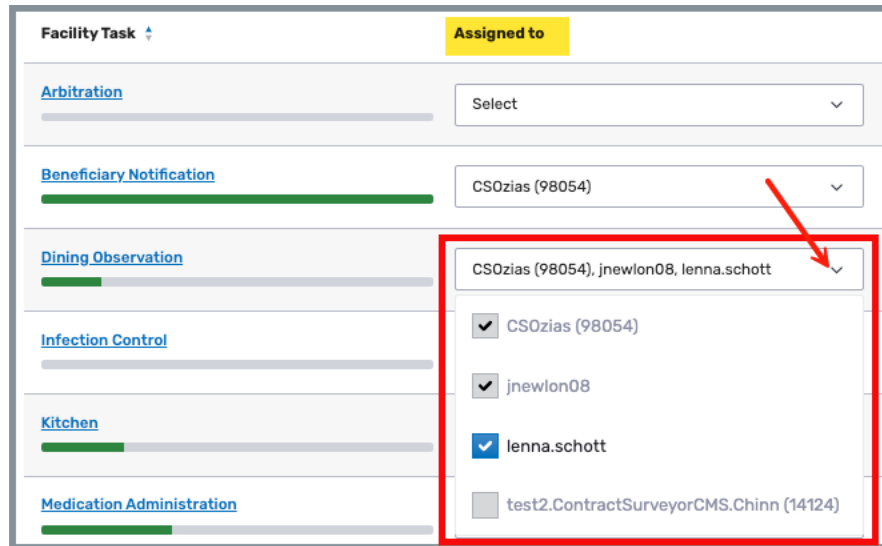


Figure 147: Assign a Surveyor Drop-Down Menu

21.4.2 Check the box next to surveyor to be added.

Notes:

- The surveyor can only add themselves to the task. Only the TC can add other surveyors.
- The **All** selection on the drop-down menu shows only for the TC.

21.4.3 Verify the green notification banner appears. See *Figure 148, Facility Task Surveyors updated successfully*.

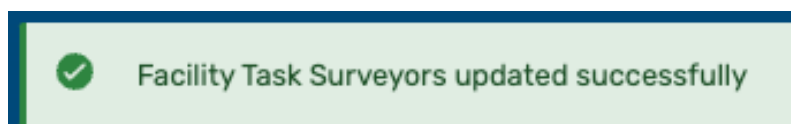


Figure 148: Facility Task Surveyors updated successfully

21.4.4 Does the task require a primary surveyor?

Note: These tasks require a primary surveyor:

- Dining Observation
- Infection Control
- Sufficient and Competent Nurse Staffing

If yes, select a primary surveyor from the drop-down menu under **Primary**. Only the TC can select a primary surveyor. If no primary surveyor is required, no field appears under **Primary**.

21.4.5 Verify the green notification banner appears. See *Figure 149, Facility Task Staff ID updated successfully Notification Banner*.

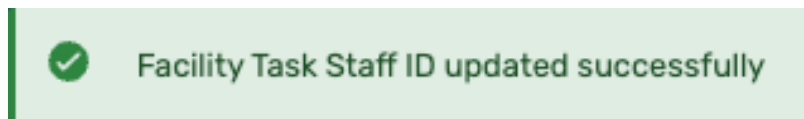


Figure 149: Facility Task Staff ID updated successfully Notification Banner

21.5 Remove a Surveyor from a Facility Task

21.5.1 Click the drop-down menu under **Assigned to** on the desired facility task row. All survey team members are shown in the menu.

21.5.2 Uncheck the box next to surveyor to be removed.

Notes:

- The surveyor can only remove themselves from the task. Only the TC can remove other surveyors.
- Only surveyors without data on the specific Facility Task can be removed from that task.
- The **All** selection on the drop-down menu shows only for the TC.

21.5.3 Verify the green notification banner appears. See *Figure 150, Facility Task Surveyors updated successfully Notification Banner*.

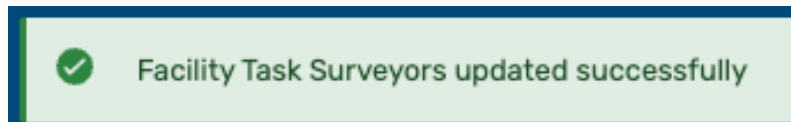


Figure 150: Facility Task Surveyors updated successfully Notification Banner

21.6 Add a Facility Task

Note: Tasks that require a [primary surveyor](#) are disabled until the primary surveyor is added.

- 21.6.1 Click **+ Add New Task** to add a new task. See *Figure 151, Add New Task*. The **Select One or More Task(s)** pop-up window opens.

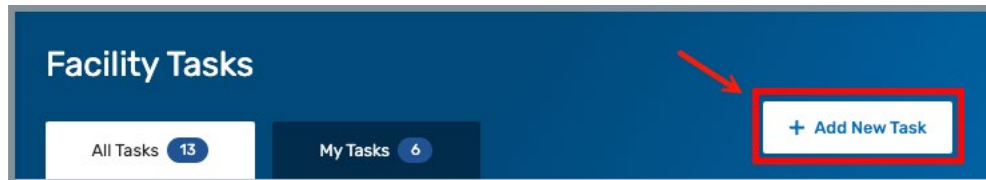


Figure 151: Add New Task

Note: **+ Add New Task** clickable link only appears when all the available tasks are not on the **All Tasks** page.

- 21.6.2 Select one or all tasks from the drop-down menu. See *Figure 152, Select One or More Task(s)*.

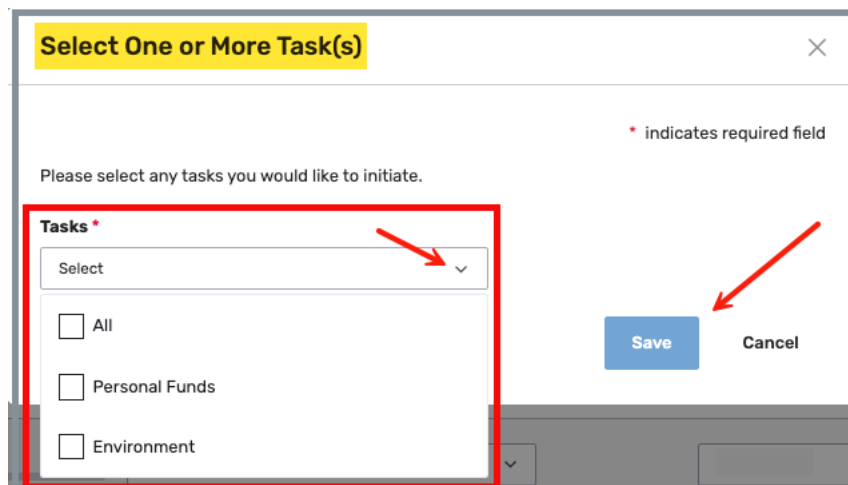


Figure 152: Select One or More Task(s)

- 21.6.3 Click **Save**.
- 21.6.4 Verify green notification banner appears. See *Figure 153, Facility Task created successfully Notification Banner*.

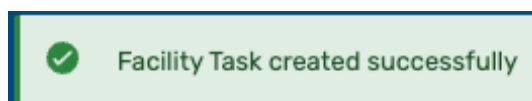


Figure 153: Facility Task created successfully Notification Banner

21.7 Remove a Facility Task

Notes:

- Only the TC can remove tasks.
- Only tasks without data can be removed.

[The task cannot be removed](#)

The trashcan is not clickable, and the black notification box opens when the task cannot be removed because it is linked to an intake in Offsite Prep. See *Figure 154, Task is Linked to an Intake and Cannot Be Removed*.

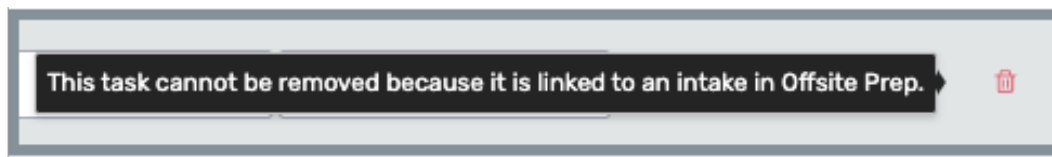


Figure 154: Task is Linked to an Intake and Cannot Be Removed

[The task cannot be removed until data is removed](#)

The trashcan is clickable, and a pop-up window opens that explains what needs to be done before the task can be removed. See *Figure 155, Task Contains Data and Cannot Be Removed Until Data is Removed*.

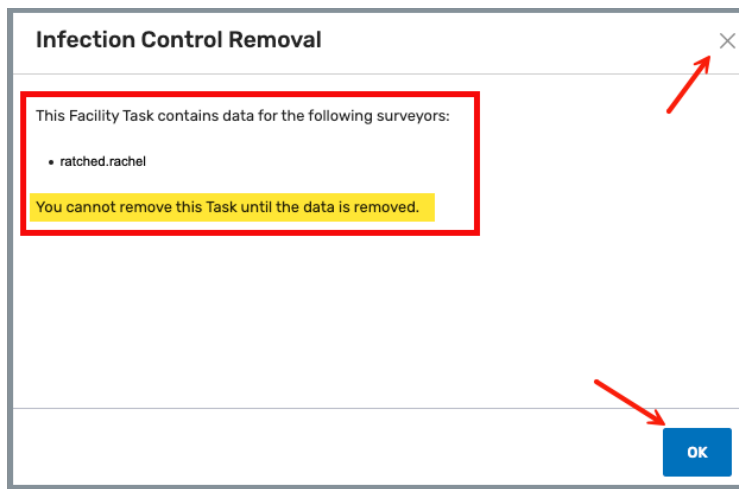


Figure 155: Task Contains Data and Cannot Be Removed Until Data is Removed

The task can be removed

- 21.7.1 Click the trash icon on the facility task line to remove the facility task. See *Figure 156, Remove a Facility Task*. The **Enter Task Removal Rationale** pop-up window opens.

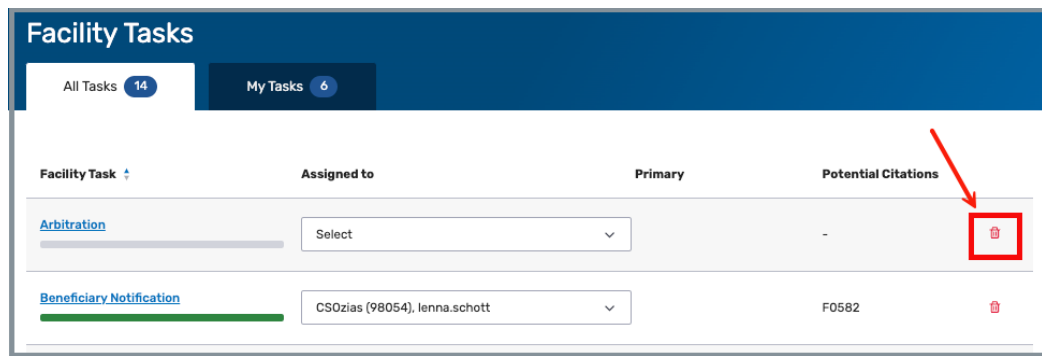


Figure 156: Remove a Facility Task

- 21.7.2 Select the rationale from the drop-down menu under **Rationale**. See *Figure 157, Enter Task Removal Rationale Pop-Up Window*.

Figure 157: Enter Task Removal Rationale Pop-Up Window

- 21.7.3 Type a description, if necessary.

Notes:

- It is necessary to add a description when **Other, describe** is selected.
- **Save** is grayed out until all required fields are filled out.

- 21.7.4 Click **Save**. The task is removed from the **Facility Tasks** list.

21.8 Open a Facility Task

Click any task in the **Facility Tasks** list to open it and view details. See *Figure 158, Clickable Facility Tasks Links*. The task opens in the same window.

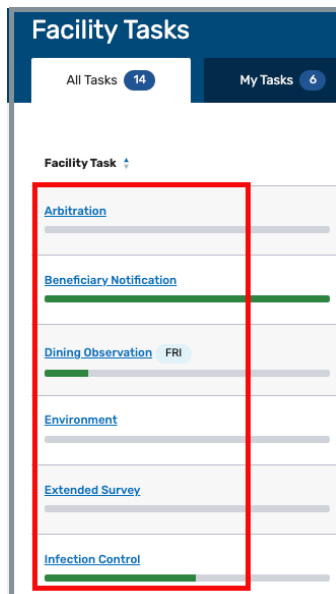


Figure 158: Clickable Facility Tasks Links

Notes:

- Clickable links are available in the **My Tasks** tabs as well.
- Tasks are editable only for the surveyors assigned to the task. Otherwise, the task is read-only.
- Each task has between two and four tabs. All tabs have the [Probes/CE](#) and [Use/Instructions](#) tabs. Some tasks have [Residents](#) and [Drawing Tool](#) tabs.
- The **Medication Administration** task has special callouts. Refer to the [Medication Administration](#) step for further details.
- Each task has a **View Pathway PDF** link. Some tasks have a **View Intakes [Complaint]** link. See *Figure 159, Task Tab Intakes and Pathway Links*. Click to view active intakes or the Pathway PDF.

Note: **View Intakes** only displays when a task is linked to an intake in Offsite Prep.

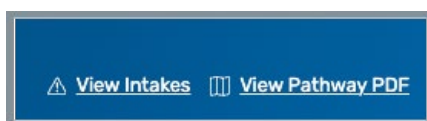


Figure 159: Task Tab Intakes and Pathway Link

21.9 Facility Task Notes

Purpose: To document notes for each facility task during the survey.

General Notes

- Facility Task Notes are not the same as Surveyor Notes and are in addition to Surveyor Notes. Refer to [Surveyor Notes](#) in this document for further details on those notes.
- Any survey team member assigned to the task can add, edit, delete, or view a Facility Note.

Navigate to Facility Task Notes

- Facility Task Notes can only be accessed and viewed within the specific Facility Task.
- Click the Notes icon on the top right of the screen to open all Notes. The icon is located directly under the user name. See *Figure 160, Notes Icon*.



Figure 160: Notes Icon

- Facility Notes open in combination with Resident Initial Pool and Surveyor Notes. Click on any tab to leave a note for that specific area. See *Figure 161, Facility Notes View*.

Notes:

- The note area that is in use has a white background.
- Initial Pool Notes are only available for Facility Tasks that have linked Care Areas.

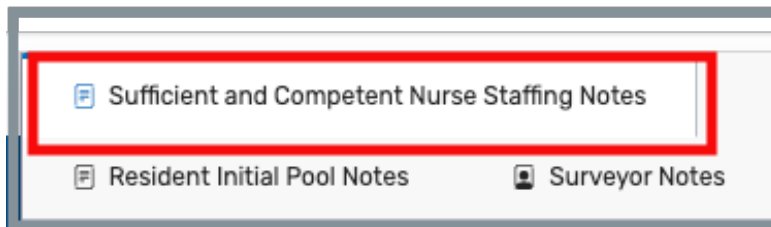


Figure 161: Facility Notes View

- The Facility Notes default to opening on the right. Click the Facility Notes bottom menu icon to open the Facility Notes on the bottom of the page. See *Figure 162, Facility Notes Bottom Screen Icon*.



Figure 162: Facility Notes Bottom Screen Icon

- Facility Notes can be resized on the screen by dragging the left line (when the notes are on the left) or the top line (when the notes are on the bottom) of the Facility Notes panel. Hover over line until the directional arrows are shown, then drag the line in either direction.
- Notes can be left open while navigating to other LTCSP screens.

Create a Facility Note

- Click in the Facility Notes text area to create a note.
- A date/time stamp is automatically inserted when the surveyor starts to type in the text area when the text area is blank. Click Date/Time Stamp icon to insert date for additional notes.
- Type notes. See *Figure 163, Sample Facility Note*.

Note: The notes below are stacked. Drag the window to the left to unstack the notes. They will then be aligned horizontally

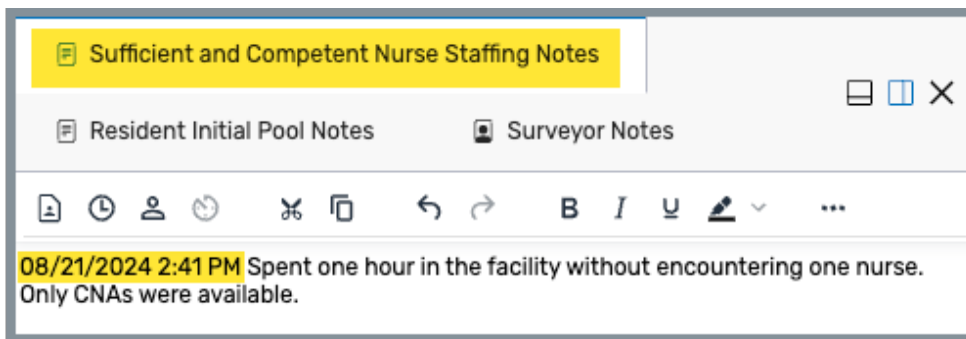


Figure 163: Sample Facility Note

- Facility Notes are autosaved.
- The **Last saved** date and time shows at the bottom of the Facility Notes. See *Figure 164, Facility Notes Last Saved Date and Time*.

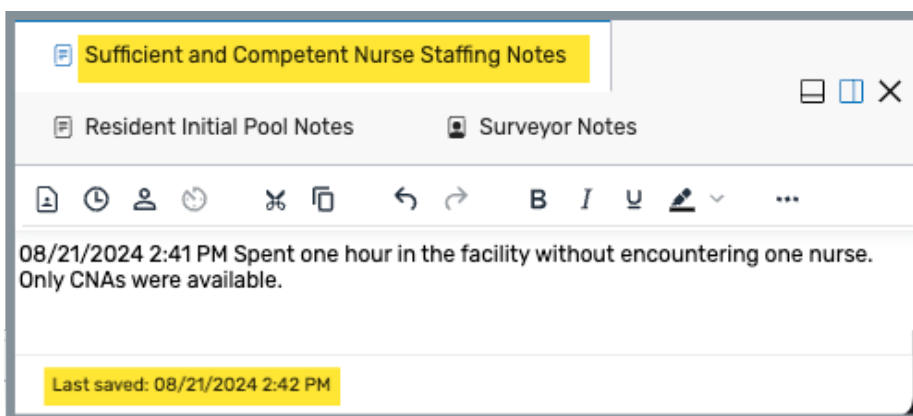


Figure 164: Facility Notes Last Saved Date and Time

Custom Toolbar Functions

There are 4 custom toolbar options among the normal standard formatting options. See *Figure 165, Facility Notes Custom Toolbar Functions*.

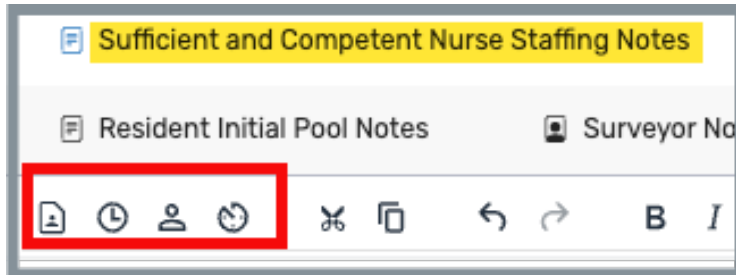


Figure 165: Facility Notes Custom Toolbar Functions

From left to right they are:

- [View All Facility Notes](#)
- [Insert Date/Time Stamp](#)
- [Insert Resident ID](#)
- [Notes History](#)

Note: Hover over the icon to see the name of the icon.

- **View All Facility Notes**

View all team member's Facility Notes. See *Figure 166, View All Facility Notes*. Click any name to view the Facility Note.

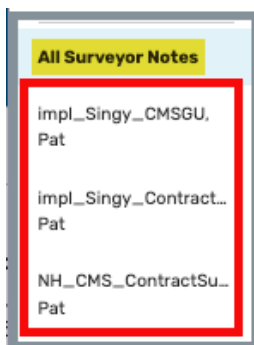


Figure 166: View All Facility Notes

Click **My Notes** to return to the user's Facility Notes.

- **Insert Date/Time Stamp**

Insert the current date/time at the cursor placement.

- **Insert Resident ID**

Select **Resident ID** to be inserted into the Facility Notes. Multiple residents can be selected.

- **Notes History**

View a history of all autosaved Facility Notes entries. If a previously saved entry is deleted in error, it can be accessed from the Facility Notes History and copied and pasted into the current Facility Notes.

- **Help**

There is also a help icon on the toolbar which can be accessed for additional information as well as keyboard shortcuts. See *Figure 167, Facility Notes Formatting Menu*.

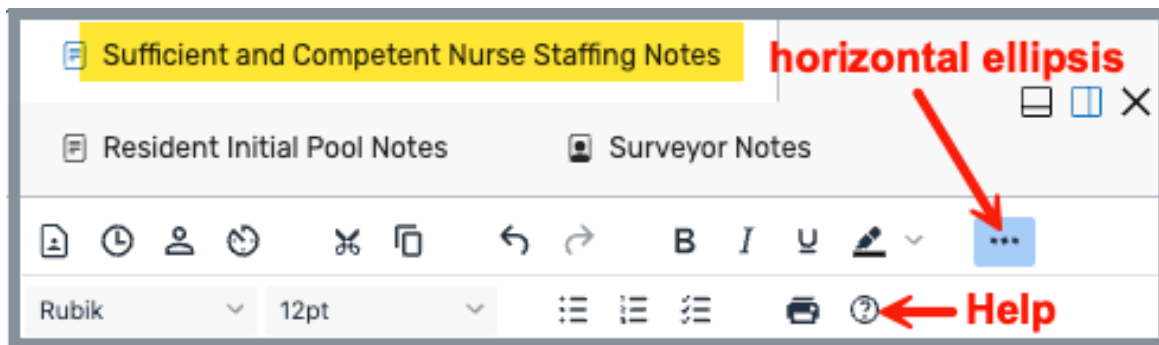


Figure 167: Facility Notes Formatting Menu

Note: Click the horizontal ellipsis to view the second row of formatting options.

21.10 Probes/CE Tab

Purpose: To allow the task assignee to make compliance decisions about the facility and when the facility is not in compliance, select the related tag and severity level.

Notes:

- All tasks have the **Probes/CE** tab.
- All tasks have CE questions, but not all tasks have probe text.
- Team members assigned to this task can respond to the question. All other team members have read-only access.
- This probe tab shows **Dining Observation**. Each Facility Task may look slightly different.

Answer the questions. See *Figure 168, Probes/CE Tab Example* and *Table 25, Probes/CE Tab Example Detailed Callout*.

Dining Observation

Probes/CE Residents 13 Use/Instructions Drawing Tool View Complaints View Pathway PDF

4/26 ANSWERED

foo 1

2 View All Surveyors 3 Expand All Probes 4 Filter All Questions

Question 5	In Compliance? 6	Tag 7	8
1. Does staff distribute and serve food under sanitary conditions? 9	No Yes Level 2	0812	
9. Are residents receiving food that accommodates resident allergies, intolerances, and preferences?	No Yes	0806	
12. Does the facility serve meals that conserve nutritive value, flavor, and appearance, and are palatable, attractive, and a safe and appetizing temperature (e.g., provide a variety of textures, colors, seasonings, pureed foods not combined)?	No Yes	0804	
15. Does the facility offer an appealing option of similar nutritive value to residents who refuse food being served?	No Yes	0806	
25. Does the facility provide sufficient staff to safely and effectively carry out the functions of the food and nutrition services, including preparing and serving meals, in the scheduled time frames?	No Yes	0802	

Figure 168: Probes Tab Example

Table 25: Probes/CE Tab Example Detailed Callout

No.	Name	Description
1	Search	Search questions in list to filter to questions with the search criteria.
2	View All Surveyors	Check this box to view answers for other task assignees at the highest level of noncompliance. Probes/CE tab is read-only when viewing all surveyor answers.
3	Expand All Probes	Select to view all probe text related to the Critical Element (CE) questions, where applicable, or to expand a CE question individually with the caret.
4	Filter	Filter on All questions , Answered , and Unanswered questions.
5	Question	Each CE question for the specific mandatory task.
6	In Compliance?	<p>Allows task assignees to make compliance decisions for CE questions. When the response is No, a severity level drop-down menu opens. Select the severity level from 1 to 4.</p> <p>Level 1 No actual harm with potential for minimal harm Level 2 No actual harm with a potential for more than minimal harm that is not immediate jeopardy Level 3 Actual harm that is not immediate jeopardy Level 4 Immediate jeopardy to resident health or safety</p>
7	Tag	Click the tag and the Regulation Text/Interpretive Guidance window pops up. Select Regulation or Interpretive Guidance tabs. See <i>Figure 169, Regulation Text Tag</i> .
8	✓	A white check mark in a green circle is shown in the far right column when the question has been answered.
9	Questions	<p>Each question, when available, can be expanded to view details of the probe. Click the caret next to the probe to expand or click the checkbox next to Expand All Probes to expand all probes.</p> <p>See <i>Figure 170, Expand Question</i>.</p>

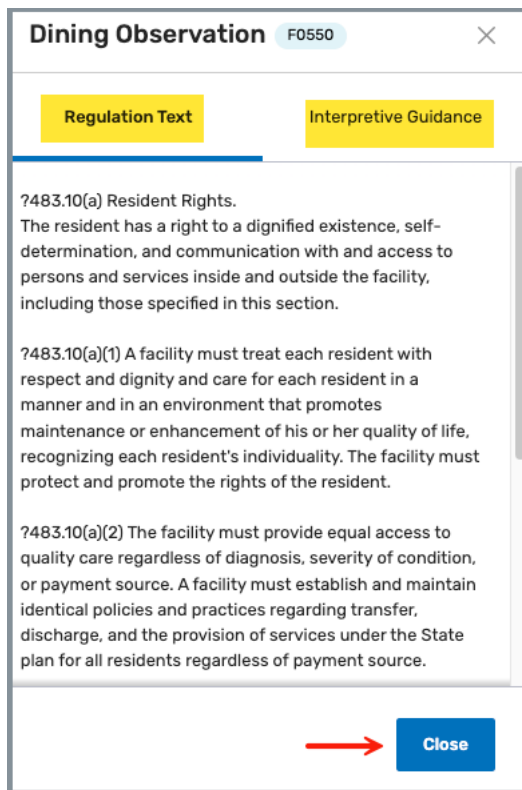


Figure 169: Regulation Text Tag

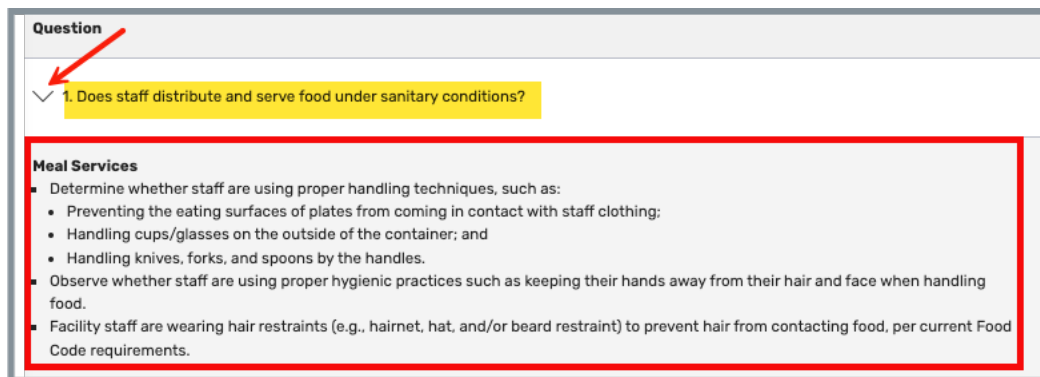


Figure 170: Expand Question

21.11 Residents Tab

Purpose:

Notes:

- The following tasks have the **Residents** tab:
 - Arbitration (triggered)
 - Beneficiary Notification
 - Dining Observation
 - Environment (triggered)
 - Infection Control
 - Personal Funds (triggered)
 - QAPI and QAA
 - Resident Assessment (triggered)
 - Resident Council
 - Sufficient and Competent Nurse Staffing
- The **Residents** tab in the figure below shows **Dining Observation**. Other Facility Tasks that have a **Residents** tab may look slightly different.
- The system automatically adds residents to Facility Tasks based on the following criteria:
 - Residents in the Initial Pool with Care Area FI
 - MDS Indicators of Weight Loss/Dehydration (Dining Observation only)
 - Intake for non-anonymous resident linked to the Facility Task
 - Residents in the Initial Pool with MDS Discrepancy with no concerns (Resident Assessment only)
 - Out of data MDS Assessment (Resident Assessment only)
 - F600 cited (QAPI and QAA only) for noncompliance with severity for Abuse or Neglect Investigative Areas
 - Residents cannot be removed from the task by a surveyor

Review dining information. See *Figure 171, Residents Tab Example* and *Table 26, Residents Tab Example Detailed Callout*.

Dining Observation

ProLas/CE Residents **11** Use/Instructions Drawing Tool

View Intakes View Pathway PDF

There is no minimum resident requirement for this task.

a Resident	b Notes	c Room	d Admit Date	e Originating Initial Pool Area	f Added By	g
Dover, Eileen (9)		L-R-L	08/01/2024	Nutrition	NHCS_Singy	
KENT, LEAH (2)		60787049	05/24/2024	Food	MDS, NHCS_Singy	
Legge, Peg (12) View Complaint h		F-1	07/17/2024			
MUELLER, AIMEE B. (1)		60787057	05/24/2024		MDS	
Nutt, Hazel (11) View FRI		N-8	04/01/2024			
OWEN, KHADJIA (7)		60787045	05/24/2024		MDS	

Figure 171: Residents Tab Example

Note: Click the arrow next to the Task name to return to the **Facility Tasks** page.

Table 26: Residents Tab Example Detailed Callout

No.	Name	Description
a	Resident	The name of the resident with Initial Pool number
b	Notes	A notes icon is shown when notes are available. It is possible to view the specific facility task notes, the resident initial pool notes and the surveyor notes. Click icon to view notes.
c	Room	Resident room number
d	Admit Date	Resident admittance date
e	Originating Initial Pool Area	The care area linked to the task where the resident was marked for FI or MDS discrepancy.
f	Added By	<ul style="list-style-type: none"> • Added By is the [Surveyor] who marked the resident FI when marked FI for a linked Care Area. • Added By is MDS when the resident is added for MDS data. • Added By is Initiated by [Surveyor] when the resident was manually added to the task.
g	Trashcan	Only manually-added residents can be removed. See Remove Residents from a Task for more details.
h	Intake tag	An intake tag with a clickable link is shown next to a resident when an intake is associated with that resident.

21.12 Add Residents to a Task

Purpose: To manually add a resident to a facility task.

Notes:

- The **Add Residents for Task** button is not used to add a resident to a facility or survey.
- When a resident is added to a specific task, it is valid for that task only.
- Any survey team member can add a resident to a task.
- The **Add Residents for Task** button can be viewed in:
 - Survey Prep (Offsite Prep, Entrance Conference, Team Meeting)
 - Initial Pool (Resident Manager, Closed Record Sample, Finalize Sample)
 - Investigation (Facility Tasks, Investigations, Potential Citations).

21.12.1 Click the **Add Residents for Task** icon on the top right of the screen. See *Figure 172, Add a Resident for Task Icon*. The **Add Residents for Task** window opens. See *Figure 173, Add Residents for Task* and *Table 27, Add Residents for Task Detailed Callout*.

Note: It is located directly under the user name and next to the [Surveyor Notes](#) icon.



Figure 172: Add a Resident for Task Icon

21.12.2 Select the Facility Task from the drop-down menu next to **Add Residents** to field.

Notes:

- More than one Facility Task can be selected.
- The Survey Team Member who manually adds the resident is automatically added as a task assignee.

Add Residents for Task

Add Residents to Dining Observation

Search Residents Filter All Residents

Resident	Room
<input type="checkbox"/> Booko, Rita (15)	B-52
<input type="checkbox"/> Clyde, Bonnie-Ann (14)	BC-12
<input type="checkbox"/> Dahl, Barb E. (16)	B-222
<input type="checkbox"/> Dover, Eileen (9)	L-R-L
<input type="checkbox"/> KENT, LEAH (2)	60787049
<input type="checkbox"/> Legge, Peg (12)	F-1
<input type="checkbox"/> MUELLER, AIMEE B. (1)	60787057
<input type="checkbox"/> Nutt, Hazel (11)	N-8
<input type="checkbox"/> OWEN, KHADJIA (7)	60787045
<input type="checkbox"/> PENA, AMY (8)	60787046

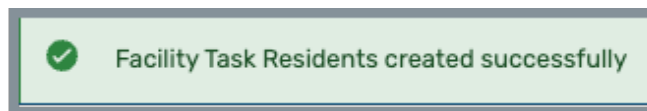
[+ Add New Resident](#) Cancel Add

Figure 173: Add Residents for Task

Table 27: Add Residents for Task Detailed Callout

No.	Description
a	Add a Resident to one or more Facility Tasks. Select from the drop-down menu. Note: It is not necessary to select the specific task when adding a resident when the facility task is open. The facility task is automatically shown.
b	Search residents in list by name, room number, resident ID.
c	Filter on All Residents or only selected residents.
d	Check the box next to each resident to be added. More than one resident can be added at once.
e	Add a new resident , if necessary. Once the new resident is added, it is possible to select them from the resident list to add to a Facility Task.
f	Click Add [number] to set the facility task for each resident. Otherwise, click Cancel . Note: Add is grayed out until a resident is selected. The number to be added is updated when the resident is selected. For example, if five residents are selected, Add reads Add 5 .

21.12.3 Verify the green notification banner indicates the resident or residents were added successfully. See *Figure 174, Facility Task Residents Created Successfully*.

**Figure 174: Facility Task Residents Created Successfully**

Note: When no residents or an insufficient number of residents are on the task, the **Resident** tab shows the following:

- **There are no residents added to this task.** See *Figure 175, There Are No Residents Added to Task*. Click **+ Add Residents** to add residents and follow instructions in this step.

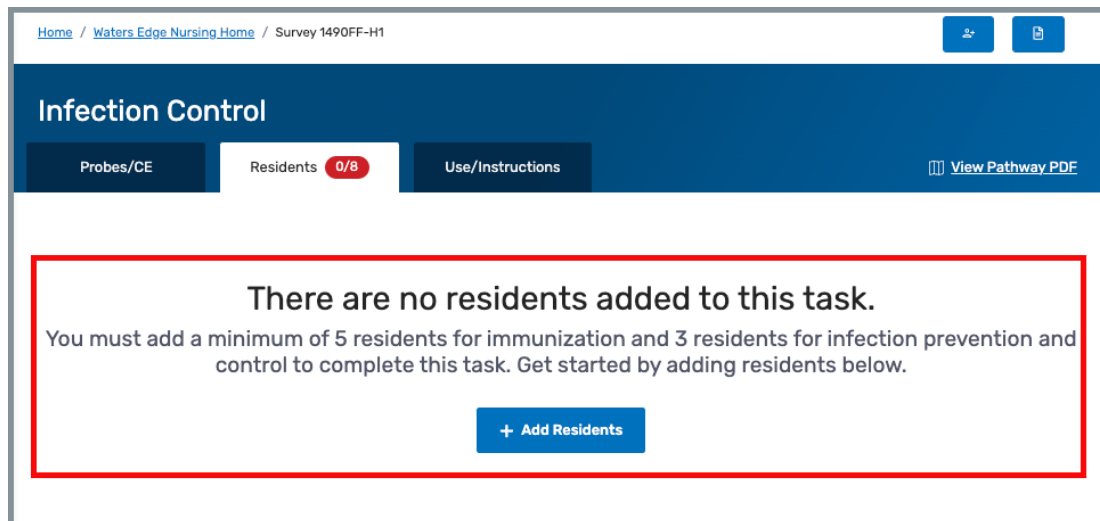


Figure 175: There Are No Residents Added to Task

- **You haven't met your resident minimum of [number] residents yet** notification banner. See *Figure 176, You haven't met your resident minimum of residents Notification*. Follow the step [Add Residents to a Task](#) to add the necessary minimum of residents.

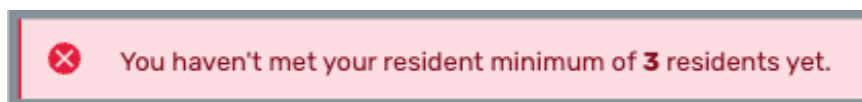


Figure 176: You haven't met your resident minimum of residents Notification

21.13 Remove Residents from a Task

Purpose: To remove a resident from a specific task.

Notes:

- Only manually-added residents can be removed from a task.
- When a resident is removed from a specific task, it is valid for that task only.
- Any Survey Team Member with edit access to the task can remove manually-added residents from a task.

21.13.1 Click the trashcan icon to the right of the resident name. See *Figure 177, Remove a Resident*. A **Yes, Remove** pop-up window opens.

Note: The trashcan must be red to be active. Grayed out trashcans mean the resident has either been system-added, or another user added the resident.

Resident	Notes	Room	Admit Date	Originating Initial Pool Area	Added By	
Able, Eve (19)		108	09/29/2023	Food, Nutrition	CSOzias (98054)	
Adams, Jane L. (29)		105	10/04/2023	Initiated by impl_Singy_Contract_Surveyor		
Anderson, Nancy A. (8)		100		Food	MDS, CSOzias (98054)	

Figure 177: Remove a Resident

21.13.2 Verify the correct resident is being removed. See *Figure 178, Yes, Remove*.

Remove - Adams, Jane L. (29)

×

Are you sure you want to remove the following resident from the task?

Adams, Jane L. (29)

Cancel

Yes, Remove

Figure 178: Yes, Remove

21.13.3 Click **Yes, Remove**.

21.13.4 Verify green notification banner appears. See *Figure 179, Resident Successfully Removed from Task*.

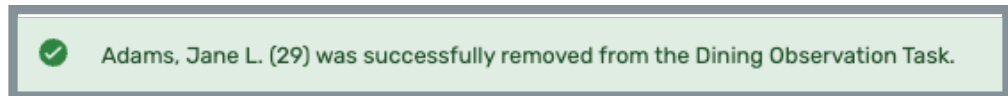


Figure 179: Resident Successfully Removed from Task

21.14 Use/Instructions Tab

Purpose:

Notes:

- All tasks have the **Use/Instructions** tab.
- This **Use/Instructions** tab shows **Beneficiary Notification**. Each Facility Task may look slightly different.
- Some **Use/Instructions** tabs may have links to additional documentation. Those links are on the top right menu.

Note: **Use/Instructions** default to open.

21.14.1 Click **Use/Instructions** tab to view the use and instructions for the facility task.

21.14.2 Click the caret next to **Use** to view the use text. Click the caret next to **Instructions** to view the instructions. See *Figure 180, Use/Instructions*.

Beneficiary Notification

Probes/CE Residents 0/3 Use/Instructions [View Pathway PDF](#)

✓ **Use**

Beneficiary Notification Review: Complete the review for residents who received Medicare Part A Services. Medicare beneficiaries have specific rights and protections related to financial liability and the right to appeal a denial of Medicare services under the Medicare Program. These financial liability and appeal rights and protections are communicated to beneficiaries through notices given by providers. This protocol is intended to evaluate a nursing home's compliance with the requirements to notify Medicare beneficiaries when the provider determines that Medicare Part A coverage is ending or when services may no longer be covered. This review confirms that residents receive timely and specific notification when a facility determines that a resident no longer qualifies for Medicare **Part A** skilled services when the resident has not used all the Medicare benefit days for that episode. This review does not include Admission notifications or Medicare Part B only notifications.

The two forms of notification that are evaluated in this review are:

1. **Skilled Nursing Facility Advance Beneficiary Notice of Non-coverage (SNF ABN)–Form CMS-10055**, and
2. **Notice of Medicare Non-coverage (NOMNC)–Form CMS 10123**.

✓ **Instructions**

Entrance Conference Worksheet: The following information was requested during the Entrance Conference:

- A list of Medicare beneficiaries who were discharged from a Medicare covered Part A stay with benefit days remaining in the past 6 months prior to the survey. Exclude the following residents from this review:
 - Beneficiaries who received Medicare Part B benefits only.
 - Beneficiaries covered under Medicare Advantage insurance.
 - Beneficiaries who expired during the sample date range.
 - Beneficiaries who were transferred to an acute care facility or another SNF.

Figure 180: Use/Instructions

21.15 Drawing Tool Tab

Purpose: To create a drawing detailing an issue.

Notes:

- The **Dining** and **Kitchen** Facility Tasks have the **Drawing Tool** tab.
- Only task assignees can use the drawing tool. All team members can view the drawing.
- Drawing pages can have multiple pages.
- The drawing is automatically saved.

21.15.1 Click the **Drawing Tool** tab to create a drawing for the facility task.

21.15.2 Click the pencil icon (a) to start drawing. See *Figure 181, Drawing Tool Tab Example* and *Table 28, Drawing Tool Tab Example Detailed Callout*.

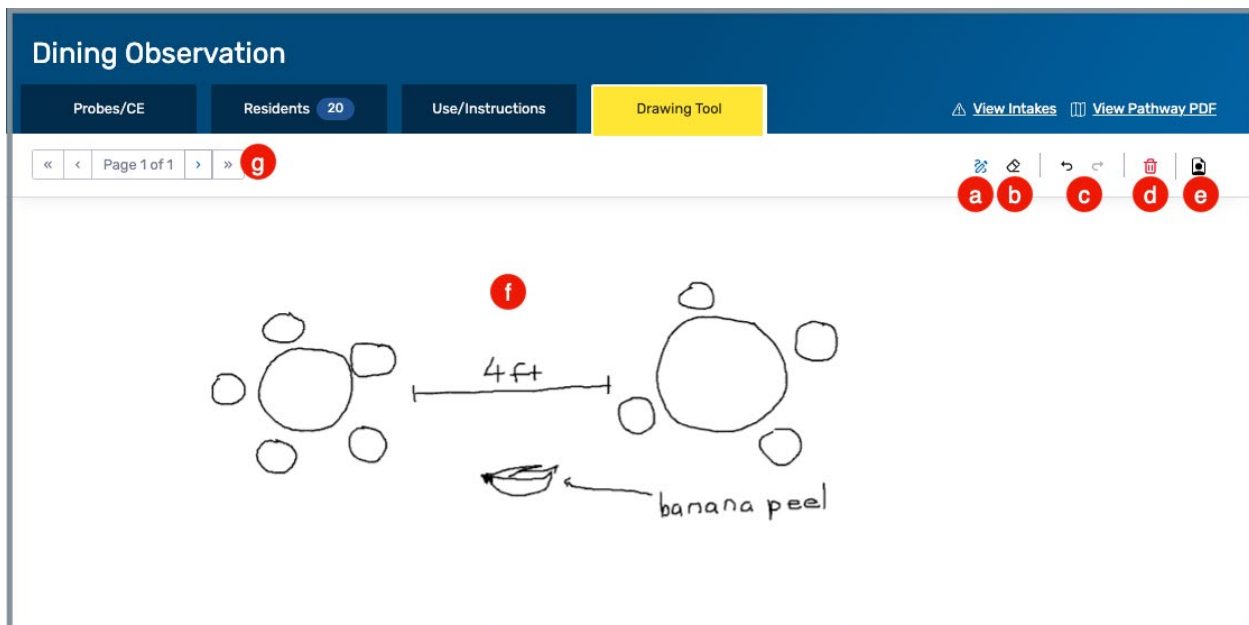
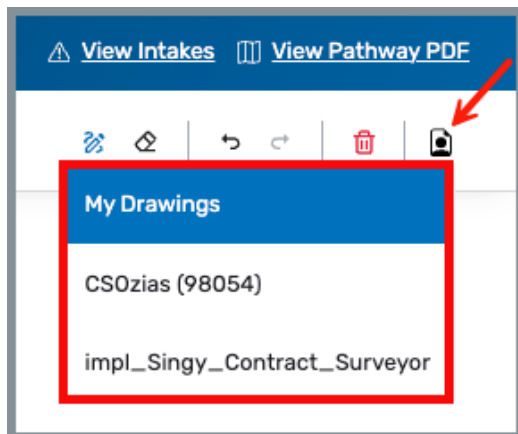


Figure 181: Drawing Tool Tab Example

Table 28: Drawing Tool Tab Example Detailed Callout

No.	Name	Description
a	Pencil icon	Click to start drawing.
b	Eraser icon	Click to erase parts of the drawing.
c	Undo/Redo icons	Click to undo the most recent action or to redo an action that was undone.
d	Trashcan icon	Click trashcan to remove all pages of the drawing. A pop-up window verifies removal.
e	Other Drawings	View all surveyor drawings. See <i>Figure 182, All Surveyor Drawings</i> .
f	Blank space	Draw in the blank space.
g	Pages	Click the single arrow to create a new drawing page or to review multiple pages of drawings.

**Figure 182: All Surveyor Drawings**

21.16 Medication Administration

Purpose: To document a minimum of 25 medication observations and determine facility compliance for the task

Notes:

- The Medication Administration Facility Task is called out because it has additional information not found on other tasks, including the **Observation** Tab.
- Refer to [Probes/CE Tab](#) and [Use/Instructions Tab](#) for information on these tabs.

[Open Observations Tab in Medication Administration](#)

[Add or Edit a Medication Observation](#)

[Delete a Medication Observation](#)

[Delete a Medication](#)

[Filter Observations](#)

[Mark a Medication Observation Complete](#)

[Add Medication Observation Notes](#)

[Insert Error Text](#)

[Copy Medication Observation Notes to Facility Tasks Notes](#)

Open Medication Observations Tab in Medication Administration

- Open the **Medication Administration** Facility Task. See *Figure 183, Medication Administration Facility Task*. The task opens on the **Probes/CE** tab.

The screenshot displays the 'Medication Administration' task interface. At the top, there are three tabs: 'Probes/CE' (selected), 'Observations' (with a red badge showing '0/25'), and 'Use/Instructions'. A 'View Pathway PDF' link is visible in the top right. Below the tabs, a progress indicator shows '0/6 ANSWERED'. A search bar labeled 'Search Probes / CE' is on the left. On the right, there are checkboxes for 'View All Surveyors' and 'Expand All Probes', followed by a 'Filter' dropdown set to 'All Questions'. The main area contains a table with six rows, each representing a question. Each row has a 'Question' column, an 'In Compliance?' column with 'Yes' and 'No' buttons, and a 'Tag' column with a blue link.

Question	In Compliance?	Tag
1. Does the facility ensure that it is free of medication error rates of five percent or greater? If more than one surveyor completes the task, be sure each participating surveyor shares their data with the TC and that the TC shares back to the surveyor primarily responsible for this task. The total number of opportunities and errors will be displayed under the "All Surveyors" tab.	Yes No	F0759
2. Does the facility ensure that residents are free of any significant medication errors?	Yes No	F0760
3. Did the facility provide medications and/or biologicals and pharmaceutical services to meet the needs of the resident?	Yes No	F0755
4. Did the facility appropriately label and store drugs and biologicals in accordance with currently accepted professional principles?	Yes No	F0761
5. Did the facility implement appropriate infection prevention and control practices during medication administration including hand hygiene, injection safety and point-of-care testing?	Yes No	F0880
6. Did the facility meet professional standards of quality? Note: If F658 is cited, an associated tag should be cited.	Yes No	F0658

Figure 183: Medication Administration Facility Task

- b. Click the **Observations** tab to view text. See *Figure 184, Medication Administration Observation Tab*.

The screenshot displays the 'Medication Administration' interface. At the top, there are three tabs: 'Probes/CE', 'Observations' (which is highlighted in yellow and shows a red badge with '0/25'), and 'Use/Instructions'. To the right of these tabs is a link to 'View Pathway PDF'. Below the tabs, there are four summary boxes: 'Total Number of Errors' (0), 'Opportunities for Errors' (0), 'My Error Rate' (0%), and 'Total Error Rate' (0%). A 'Filter' dropdown is set to 'All Observations', and a '+ Add Observation' button is on the right. The main section shows details for a resident named 'Adams, Jane L. (29)' and staff member 'John Smith'. Under 'MEDICATION 1', there are input fields for 'MEDICATION', 'ROUTE', 'QUANTITY' (set to 2), 'FREQUENCY', and 'ORIGINAL ORDER'. Below these are checkboxes for 'CRUSHED', 'REFUSED', 'EXCLUDE', and 'ERROR' (which is checked). An 'ERROR REASON' dropdown is set to 'Wrong Dosage', and a 'COMPLETED' checkbox is on the right. At the bottom, there is a '+ ADD ANOTHER MEDICATION' link.

Figure 184: Medication Administration Observation Tab

Add/Edit a Medication Observation

Notes:

- Any surveyor assigned to the task can add Medication Observations and edit their own observations.
- The **Medication Administration** task requires a minimum of 25 Medication Observations
- a. Click **+ Add Observation** to add a new Medication Observation. See *Figure 185, Add Medication Observation*. The fields clear.

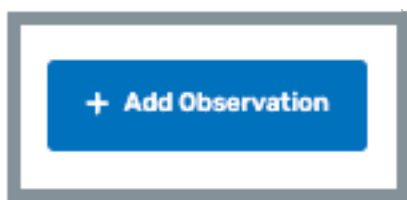


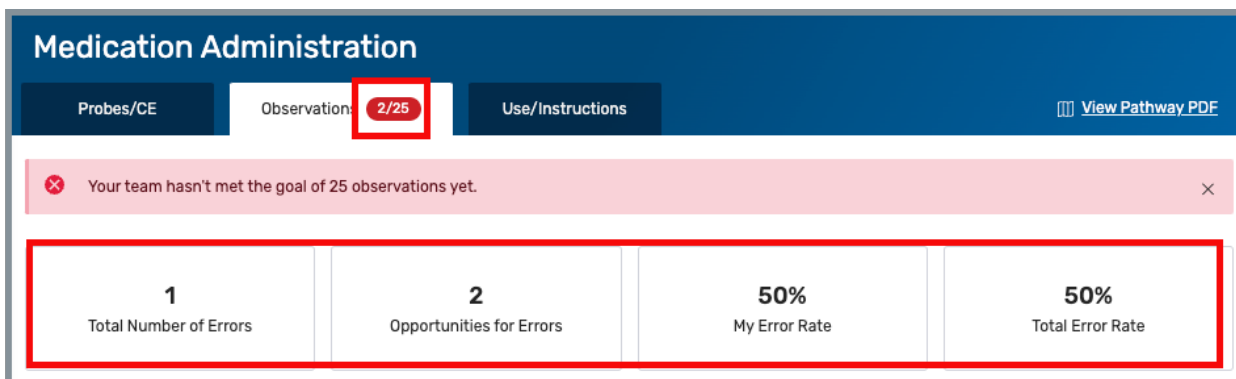
Figure 185: Add Medication Observation

- b. Fill out information. See *Figure 186, Add a Medication Observation* and *Table 29, Medication Observations Detailed Callout*.

Notes:

- Select from a list or type custom information in the **Medication**, **Route**, and **Frequency** fields.
 - Medication Observations are automatically saved but are not complete until specific areas are completed. See [Mark a Medication Observation Complete](#).
 - Medication Observations increase for each added observation. The error and error rate update as well. See *Figure 187, Medication Observation Updated Counts*.
- c. Check **Completed** when information is complete. See [Mark a Medication Observation Complete](#).

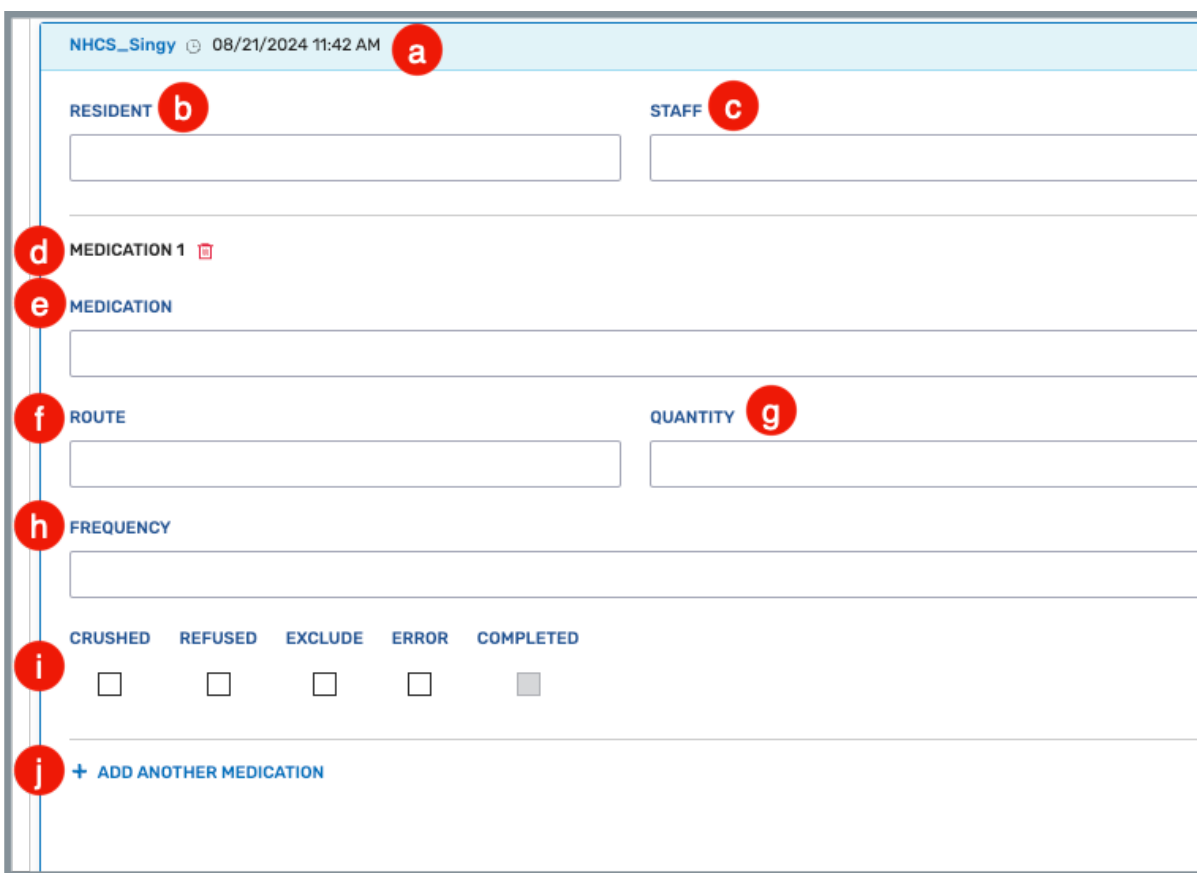
Note: The **Completed** field is grayed out until required fields are filled out.



The screenshot shows the 'Medication Administration' dashboard. At the top, there are three tabs: 'Probes/CE', 'Observations', and 'Use/Instructions'. The 'Observations' tab is active, and a red box highlights the '2/25' count. Below the tabs, a red banner displays a message: 'Your team hasn't met the goal of 25 observations yet.' At the bottom, a red-bordered box contains four summary statistics: '1 Total Number of Errors', '2 Opportunities for Errors', '50% My Error Rate', and '50% Total Error Rate'.

1	2	50%	50%
Total Number of Errors	Opportunities for Errors	My Error Rate	Total Error Rate

Figure 186: Medication Observation Updated Counts



The screenshot shows the 'Add a Medication Observation' form. It includes fields for 'RESIDENT' (b) and 'STAFF' (c). Below these are fields for 'MEDICATION 1' (d), 'MEDICATION' (e), 'ROUTE' (f), 'QUANTITY' (g), and 'FREQUENCY' (h). At the bottom, there are checkboxes for 'CRUSHED' (i), 'REFUSED', 'EXCLUDE', 'ERROR', and 'COMPLETED'. A red box highlights the '2/25' count in the top right corner. A red box also highlights the 'ADD ANOTHER MEDICATION' button (j) at the bottom left.

NHCS_Singy 08/21/2024 11:42 AM

RESIDENT b STAFF c

MEDICATION 1 d

MEDICATION e

ROUTE f QUANTITY g

FREQUENCY h

CRUSHED REFUSED EXCLUDE ERROR COMPLETED

i

j + ADD ANOTHER MEDICATION

Figure 187: Add a Medication Observation

Table 29: Medication Observations Detailed Callout

No.	Name	Description
a	Date/Time	The observation is date and time stamped.
b	RESIDENT	Select the resident from the drop-down menu.
c	STAFF	Type the staff name of the person giving the medication.
d	MEDICATION/ TRASH CAN ICON	Click the trashcan to delete the medication. Note: Only the TC or the surveyor who entered the medication can delete the medication.
e	MEDICATION lookup	Filters for standard medications and dosages. Start typing the name of the medication. A list automatically appears with suggestions for the medication or type a custom medication in the blank field.
f	ROUTE	Select how the medication was administered or type a custom dose in the blank field.
g	QUANTITY	Type in number of medications given in blank field.
h	FREQUENCY	Select the frequency the medication was administered or type a custom value in the blank field.

No.	Name	Description
i	How medication was delivered	<p>Click the checkbox next to how the medication was delivered.</p> <p>Notes:</p> <ul style="list-style-type: none">• Refused checkbox notes when a resident refuses the medication.• Exclude checkbox does not count the observation or include it in the error calculation (For example, supplement, vitamin).• Error checkbox when there is an error observed with the medication observation.• Original Order field only displays when Error is selected.
j	+ ADD ANOTHER MEDICATION	<p>Click to add an additional medication.</p> <p>Note: The additional medication must be for the same resident and staff member.</p>

Mark a Medication Observation Complete

- Medication Observations are completed when **Resident**, **Staff**, and **Medication** fields have values. See *Figure 188, Mark Observation as Completed*. The **Completed** field is grayed out until these three fields are updated.



CRUSHED	REFUSED	EXCLUDE	ERROR	COMPLETED
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 188: Mark Observation as Completed

- The total observation count and percentages calculated at the top of the screen update once a Medication Observation is marked as complete. See *Figure 189, Medication Observation Percentages and Count*.



Probes/CE	Observations 2/25	Use/Instructions	View Pathway PDF
0 Total Number of Errors	2 Opportunities for Errors	0% My Error Rate	0% Total Error Rate

Figure 189: Medication Observation Percentages and Count

Delete a Medication Observation

Notes:

- Surveyors can only delete medication observations when they are the assigned surveyor.
- All associated medications and observation notes are deleted when a medication observation is deleted.
 - a. Click **Delete** to delete Medication Observation. See *Figure 190, Delete Medication Observation*. The **Delete Observation** pop-up window opens.

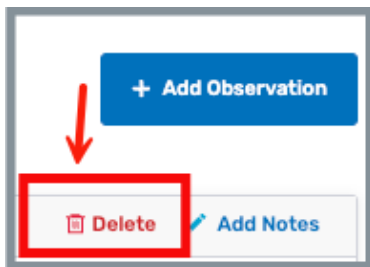


Figure 190: Delete Observation

- b. Click **Yes, Delete** to delete Medication Observation. See *Figure 191, Delete Observation*.

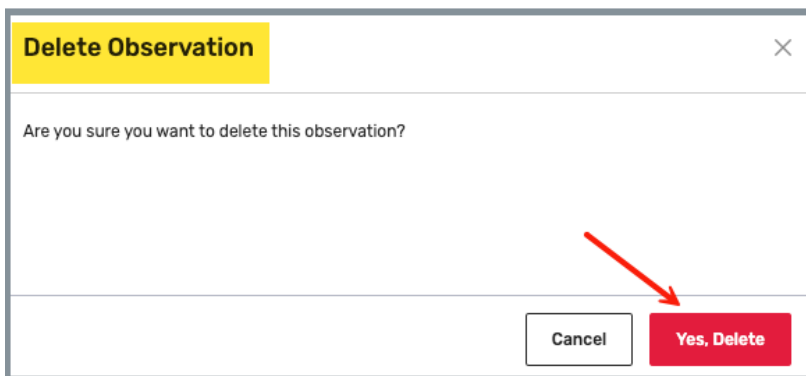


Figure 191: Delete Observation

Delete a Medication

Click the trashcan to delete the medication. See *Figure 192, Delete a Medication*.

Note: Only the surveyor who entered the medication can delete the medication.

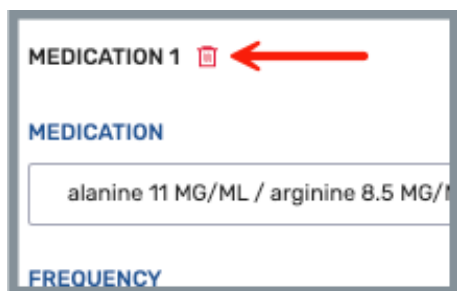


Figure 192: Delete a Medication

Filter Medication Observations

Click the drop-down menu next to **Filter** to filter Medication Observations. See *Figure 193, Filter Medication Observations*.

Note: Medication Observations can be filtered by:

- **All Observations**
- **Errored Observations**
- **My Observations.**

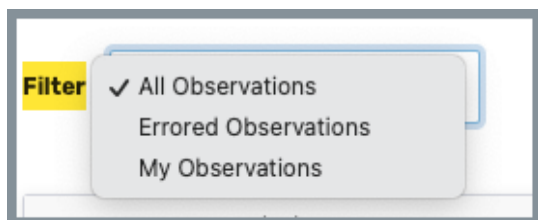


Figure 193: Filter Medication Observations

Add Medication Observation Notes

Notes:

- Medication Observation Notes can only be added for the surveyor's own observations.
 - Medication Observation Notes are different from Facility Task Notes.
 - Medication Observation Notes remain with the medication observation and do not move forward into **Potential Citations** unless they are copied into Facility Task Notes, and the task is cited for noncompliance.
- a. Click **Add Notes** to add Medication Observation Notes. See *Figure 194, Add Medication Observation Notes*. The **Notes** page slides open to the right. The observation remains visible on the left.

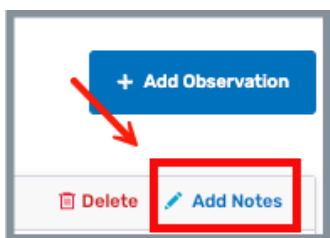


Figure 194: Add Medication Observation Notes

- b. Type notes. See *Figure 195, Medication Observation Notes*.

Note: The notes automatically save.

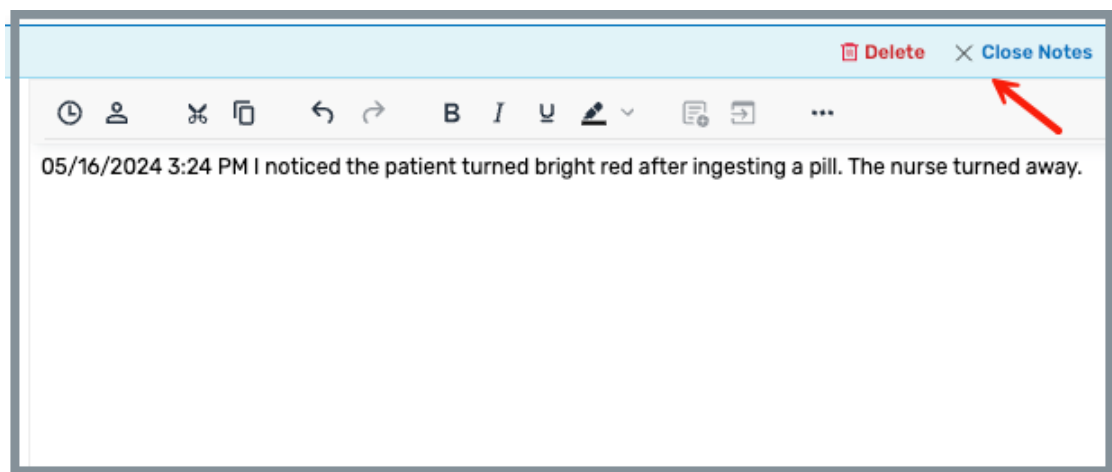


Figure 195: Medication Observation Notes

- c. Click **Close Notes** to close the notes. The notes toggle to **Edit Notes**.

Custom Toolbar Functions for Medication Observation Notes

The Medication Observation Notes toolbar has four custom functions that are explained below. See *Figure 196, Medication Observation Notes Custom Toolbar*.

- Insert Date/Time
- Insert Resident ID
- Insert Error Text
- Copy to Facility Task Notes

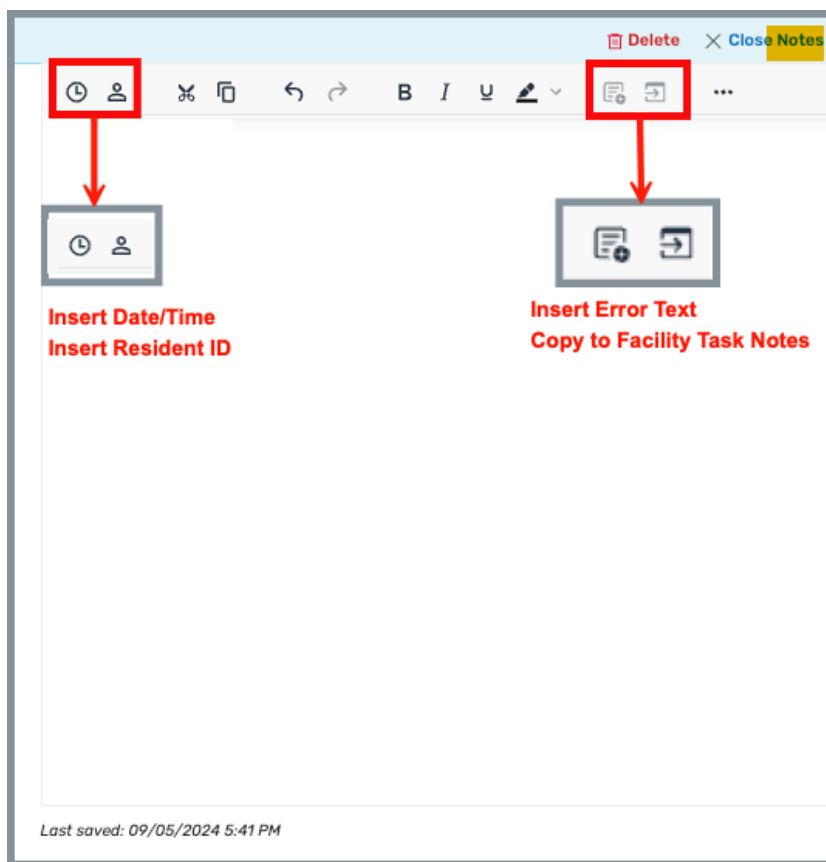


Figure 196: Medication Observation Notes Custom Toolbar

[Insert Date/Time \(a\)](#)

Insert the current date/time at the cursor placement.

[Insert Resident ID \(a\)](#)

Select **Resident ID** to insert resident ID into the Medication Observation.

[Insert Error Text](#)

Click the Insert Error Text icon to insert error text into medication observation notes. The text inserts automatically. See *Figure 197, Insert Error Text into Observation Notes*.

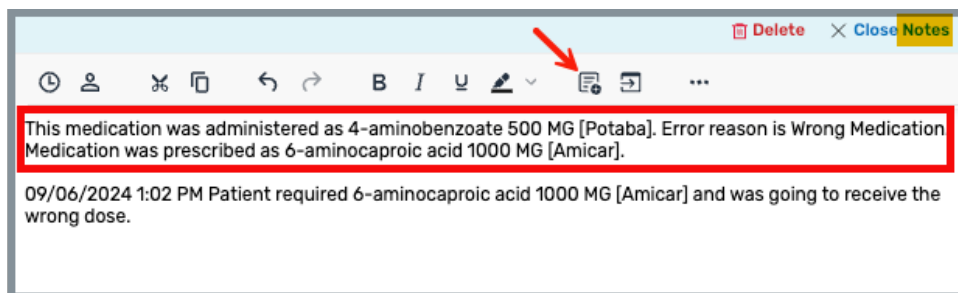


Figure 197: Insert Error Text into Observation Notes

[Copy Medication Observation Notes to Facility Tasks Notes](#)

- Click the Copy to Facility Tasks icon to copy all the medication observation notes into the facility task notes. See *Figure 198, Copy to Facility Tasks*.

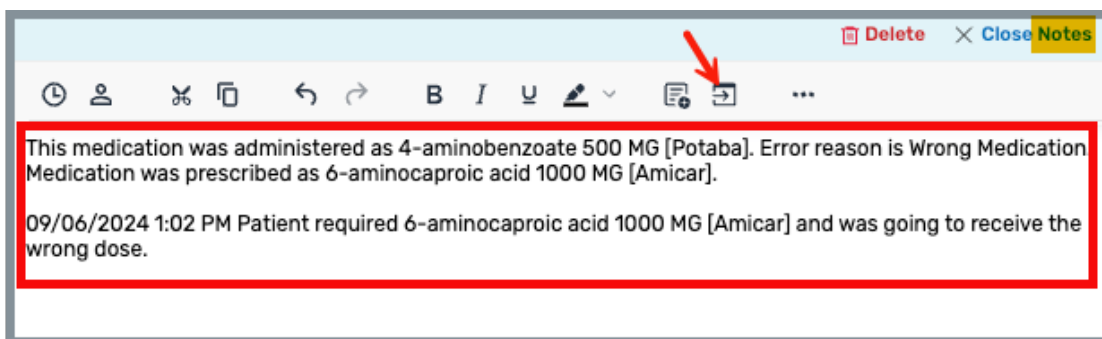


Figure 198: Copy to Facility Tasks

- b. The medication observation notes are automatically copied into the facility task notes. There is no need to do anything. See *Figure 199, Medication Observation Notes Automatically Copied to Facility Task Notes*.

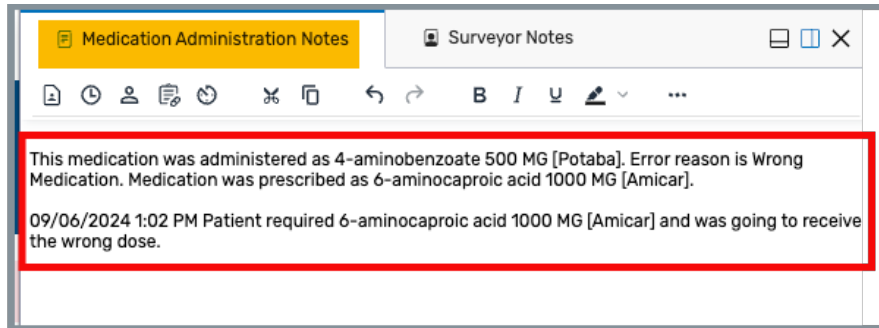


Figure 199: Medication Observation Notes Automatically Copied to Facility Task Notes

22. Investigations

Purpose: To investigate the following:

- Residents included in the final sample
- Residents included in the final closed record sample
- Residents selected as unnecessary meds candidates
- Any investigations created by a surveyor or created due to a linked intake in Offsite Prep

Note: Survey team members can assign themselves to an investigation.

22.1 Investigations Overview

Click **Investigations** on the left menu on the drop-down left menu under **Investigation**. The **Investigations** window opens to the **My Investigations** tab. See *Figure 200, Investigations* and *Table 30, Investigations Detailed Callout*.

Investigations

Survey 1DF843-H1
Marion Manor NH
CCN 015651
Nursing Home
SPECIAL FOCUS STATUS
Active

Basic Information
Teams
LTCSP
Survey Prep
Initial Pool
Investigation
Assignments
Facility Tasks
Investigations
Potential Citations
Resources
Citations
Statement of Deficiencies
CMS-670
CMS-671
Notes
Attachments

All Investigations 35 My Investigations 25 + Add New Investigations

Group Investigations By Resident

Resident Investigative Area Admit Date Room BIMS Assigned To Inv. Reason Potential Citations

Booko, Rita (15)	Care Planning	10/01/2024	B-52		NHCS_Singy	Initiated by NHCS_Singy	-	
Clyde, Bonnie-Ann (14)	Abuse	10/01/2024	BC-12		NHCS_Singy	Abuse	-	
	Accidents				NHCS_Singy	Initiated by NHCS_Singy	-	
	Advance Directives				NHCS_Singy	Advance Directives	-	
	Dialysis				NHCS_Singy	Dialysis	-	
	Nutrition				NHCS_Singy	Dialysis	-	
	Physical Restraints				NH_Singy_Contract_Surveyor, NHC...	Initiated by NHCS_Singy	F0604	
	Unnecessary Meds, Psychotropic Meds, and Med Regimen Review				NHCS_Singy	Selected for Unnecessary Medications Review	-	

Figure 200: Investigations

Table 30: Investigations Detailed Callout

No.	Name	Description
a	All Investigations	Investigations with no assignee or those assigned to other survey team members
b	My Investigations	Defaults to My Investigations tab. Shows the user's investigations.
c	Add New Investigations	Click to add a new investigation. See Add New Investigations .
d	Group Investigations By	Select Resident or Investigative Area . The selection then shows either the Resident or the Investigative Area in the first column.
e	Hide Completed Investigations	Check this box to hide all completed investigations
f	Resident	Name of the resident and their ID. Click the resident's name to find out further details and make compliance decisions.
g	Investigative Area	The area of investigation for the resident. Click the link to make compliance decisions for that area.
h	Admit Date	Resident admittance date
i	Room	Resident room number
j	BIMS	The Brief Interview for Mental Status score
k	Assigned To	Surveyor assigned to an investigation. More than one surveyor can be assigned to an investigation. A surveyor cannot be unassigned from an investigation when there is associated data with the investigation.

No.	Name	Description
l	Inv Reason	How the investigation (Inv) was created.
m	Potential Citations	Potential Citations are shown. Tags are displayed in bold text if cited by the surveyor.
n	Remove	<p>Only the TC or the assignee (when they are the only assignee) can remove an investigation and only investigations with no data can be removed.</p> <p>Click the trashcan. The Enter Investigation Removal Rationale pop-up window opens.</p> <p>Fill out Rationale and Description.</p> <p>Click Save. The investigation is removed.</p>

22.2 Add New Investigations

- 22.2.1 Click **+ Add New Investigations** to add a new investigation. The **Add New Investigation** pop-up window opens. See *Figure 201, Add New Investigation Pop-Up Window*.

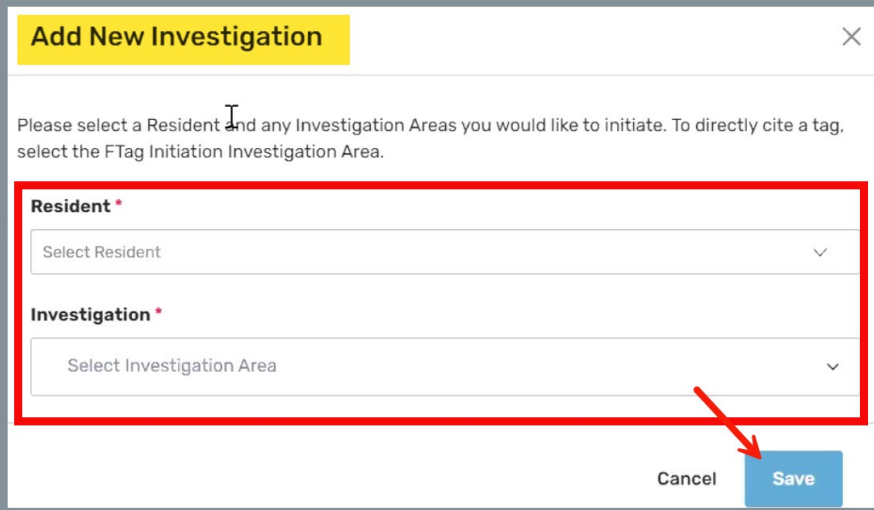
A screenshot of a pop-up window titled "Add New Investigation" with a yellow header bar and a close button (X) in the top right corner. Below the header, there is a text instruction: "Please select a Resident and any Investigation Areas you would like to initiate. To directly cite a tag, select the FTag Initiation Investigation Area." Below this instruction are two dropdown menus. The first is labeled "Resident *" and has a placeholder text "Select Resident". The second is labeled "Investigation *" and has a placeholder text "Select Investigation Area". Both dropdown menus are enclosed in a red rectangular box. At the bottom right of the window are two buttons: "Cancel" and "Save". A red arrow points from the "Save" button towards the bottom right corner of the red box.

Figure 201: Add New Investigation Pop-Up Window

- 22.2.2 Select **Resident** from the drop-down menu.
- 22.2.3 Select **Investigation Area** from the drop-down menu.
- 22.2.4 Click **Save**. The investigation information populates for the resident under **Investigative Area**. See *Figure 202, Resident Investigation Information*.

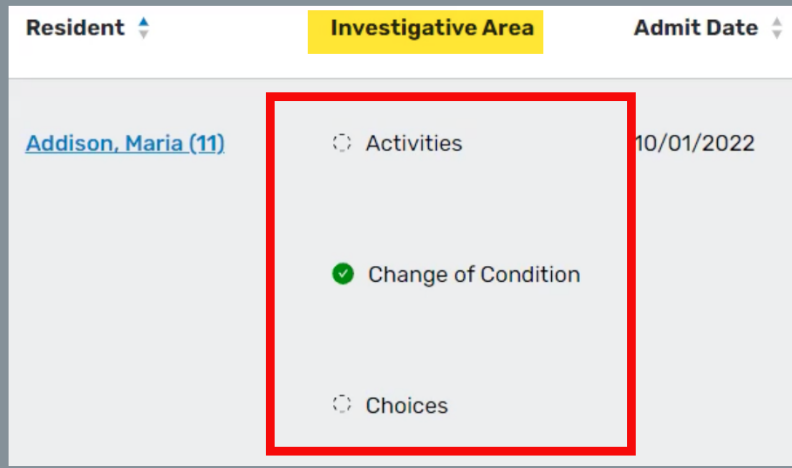
A screenshot of a web interface showing a table with three columns: "Resident", "Investigative Area", and "Admit Date". The "Resident" column contains the text "Addison, Maria (11)". The "Investigative Area" column is highlighted with a yellow background and contains a list of three items: "Activities", "Change of Condition", and "Choices". The "Change of Condition" item is preceded by a green checkmark icon. The "Admit Date" column contains the date "10/01/2022". A red rectangular box highlights the "Investigative Area" column.

Figure 202: Resident Investigation Information

22.2.5 Verify the green notification banner indicates the new investigation has been successfully added. See *Figure 203, New Investigation Green Notification Banner*.

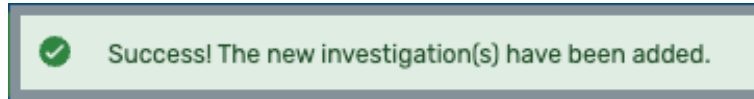


Figure 203: New Investigation Green Notification Banner

22.3 Remove an Investigation

Notes:

- The TC can remove any investigation.
- Survey team members can remove an investigation that does not have associated data where they are the only assignee.

22.3.1 Click the trashcan icon next to the investigation. See *Figure 204, Investigation Trashcan Icon*. The **Remove Investigation** pop-up window opens.

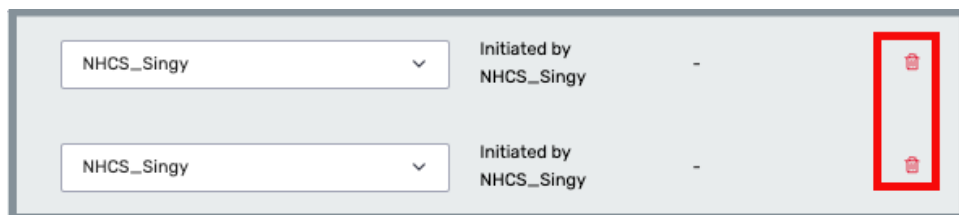


Figure 204: Investigation Trashcan Icon

22.3.2 Type a rationale in the **Rationale** field. See *Figure 205, Remove Investigation Rationale*.

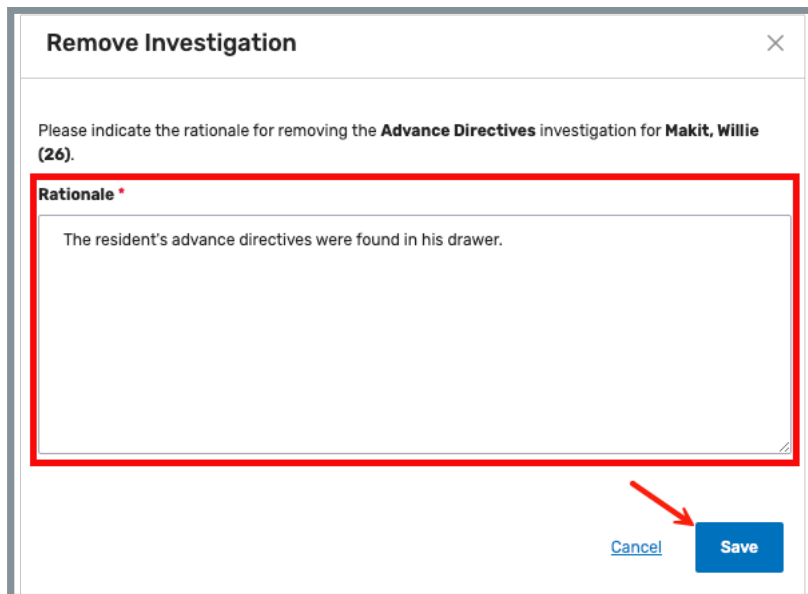


Figure 205: Remove Investigation Rationale

22.3.3 Click **Save**.

22.3.4 Verify the **Investigation deleted successfully** green notification banner is shown. See *Figure 206, Investigation Deleted Successfully Green Notification Banner*.

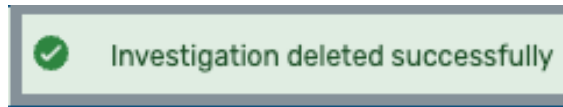


Figure 206: Investigation Deleted Successfully Green Notification Banner

22.4 Open an Investigation

Note: When a surveyor is assigned to the investigation, the investigation is editable. Otherwise, the investigation is read-only.

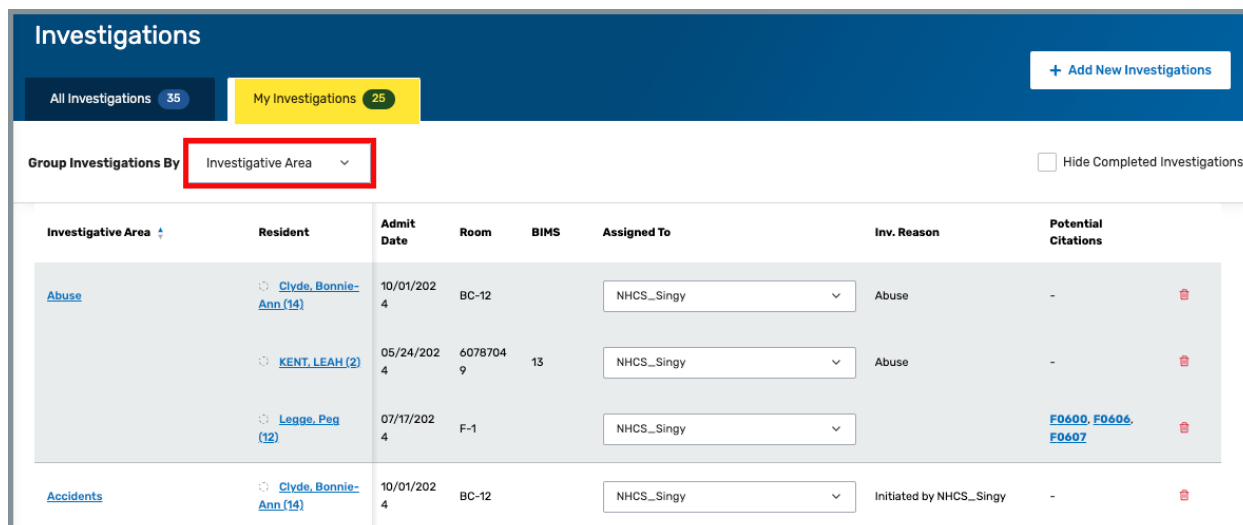
Click the name of the resident to open the investigation details. See *Figure 207, Resident Investigation Details Landing Page* Review each of the tabs below.

Notes:

- Select either the resident or the investigative area. See *Figure 208, Group Investigations by Resident* and *Figure 209, Group Investigations by Investigation*.

Resident	Investigative Area	Admit Date	Room	BIMS	Assigned To	Inv. Reason	Potential Citations
Booze, Rita (15)	Care Planning	10/01/2024	B-52		NHCS_Singy	Initiated by NHCS_Singy	-
Clyde, Bonnie-Ann (14)	Abuse	10/01/2024	BC-12		NHCS_Singy	Abuse	-
	Accidents				NHCS_Singy	Initiated by NHCS_Singy	-
	Advance Directives				NHCS_Singy	Advance Directives	-

Figure 207: Group Investigations by Resident



Investigations

All Investigations 35 My Investigations 25 + Add New Investigations

Group Investigations By **Investigative Area** ☐ Hide Completed Investigations

Investigative Area	Resident	Admit Date	Room	BIMS	Assigned To	Inv. Reason	Potential Citations
Abuse	Clyde, Bonnie-Ann (14)	10/01/2024	BC-12		NHCS_Singy	Abuse	-
	KENT, LEAH (2)	05/24/2024	60787049	13	NHCS_Singy	Abuse	-
	Legge, Peg (12)	07/17/2024	F-1		NHCS_Singy		F0600 , F0606 , F0607
Accidents	Clyde, Bonnie-Ann (14)	10/01/2024	BC-12		NHCS_Singy	Initiated by NHCS_Singy	-

Figure 208: Group Investigations by Investigation

- Click the arrow next to the resident's name to return to the **Investigations** page.

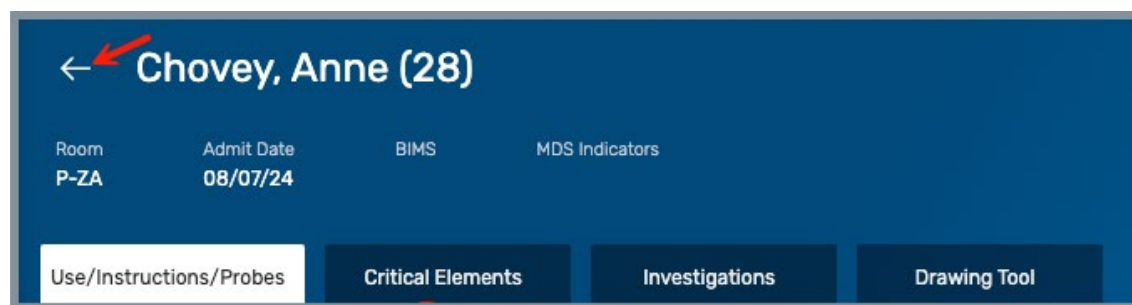


Figure 209: Resident Investigation Details Landing Page

22.5 MDS Information

Note: The MDS information can be accessed on the following three LTCSP pages when there is data on the MDS assessment. This section shows access from **Investigations** grouped by resident.

- [Resident Manager](#) - specific resident
- [Investigations](#) (grouped by resident) - specific resident
- [Investigations](#) (grouped by area) - specific area with specific resident selected

22.5.1 Click the resident name on the **Investigations** page. The **Investigations** resident page opens. See *Figure 210, Investigations Resident Page*.



Figure 210: Investigations Resident Page

22.5.2 Click **MDS Assessment**. The resident **Patient Information** and **Assessments** page opens in a different tab.

Notes:

- **Investigations:** The **MDS Assessment** link, when available, is located under the resident's name on the **Investigations Resident** page.
- **Resident Manager:** The **MDS Assessment** link, when available, is located to the right of the tabs on the **Resident Manager Resident** page. See *Figure 211, Resident Manager MDS Link*.

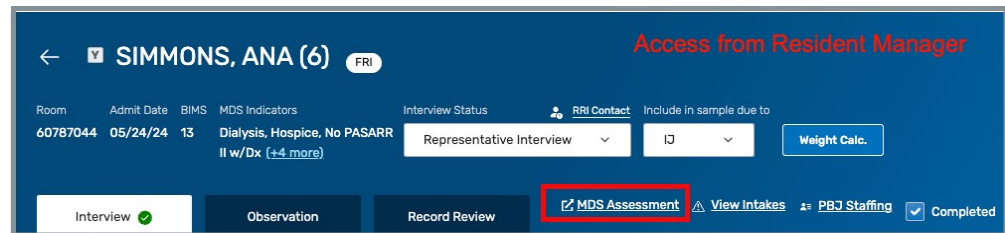


Figure 211: Resident Manager MDS Link

[View an MDS Assessment](#)

[Save/Print an MDS Assessment](#)

View an MDS Assessment

- a. Click **View** to view the assessment. See *Figure 212, Resident Patient Information and Assessments*. The **Assessments** page opens in a different tab.

Home / Create/Manage Assessments / ANA SIMMONS

ANA SIMMONS

123 Test Provider
Test, AL 41232

Patient Information

Social Security Number: [Redacted]
Date of Birth: [Redacted]
Medicare ID: [Redacted]
Medicaid ID: No information
Gender: male

Assessments

1 Assessment



Type	Created By	Admission Date	HIPPS Code	State	Status	Actions
Comprehensive	Pat test.tong.so	05/24/2024	JDAA1	Original	Accepted 07/12/2024 2:15 PM UTC	View Print


Figure 212: Resident Patient Information and Assessments

- b. Click each *section* on the left menu to view information about that section. See *Figure 213, Assessment Information*.

Notes:

- The assessment acceptance date is noted in the green notification banner.
- It may be necessary to scroll to view all the information in the section.
- Section A is shown.

[Return to Patient](#) 
 [Print](#)

 This assessment was accepted on 07/12/2024 UTC

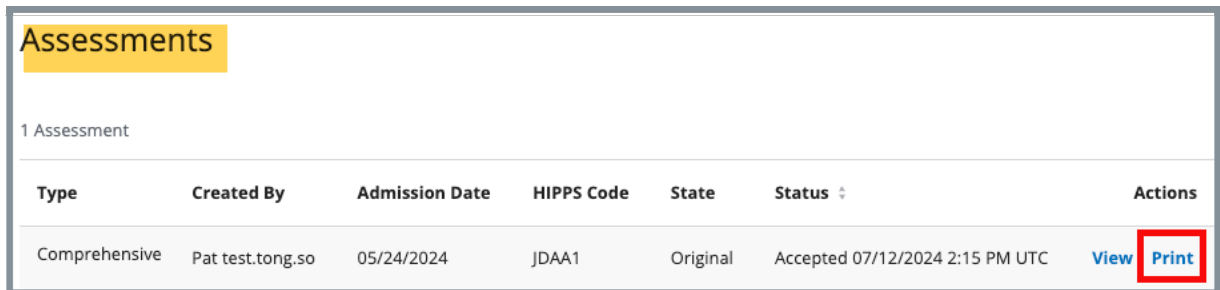
Section A Identification Information	Section A: Identification Information
Section B Hearing, Speech, and Vision	A0100. Facility Provider Numbers National Provider Identifier (NPI) (A0100A) ^
Section C Cognitive Patterns	CMS Certification Number (CCN) (A0100B) 015651
Section D Mood	State Provider Number (A0100C) ^
Section E Behavior	Type of provider (A0200) 1 - Nursing home (SNF/NF)
Section F Preferences for Customary Routine and Activities	A0310. Type of Assessment Federal OBRA Reason for Assessment (A0310A) 01 - Admission assessment (required by day 14)
Section GG Functional Abilities and Goals	PPS Assessment (A0310B) 01 - 5-day scheduled assessment
Section H Bladder and Bowel	Is this assessment the first assessment (OBRA, Scheduled PPS, or Discharge) since the most recent admission/entry or reentry? (A0310E) 0 - No
Section I Active Diagnoses	Some sections may require scrolling to view all information
Section J Health Conditions	
Section K Swallowing/Nutritional Status	
Section L Oral/Dental Status	

Figure 213: Assessment Information

- c. Click **Return to Patient** to return to the resident information or [Print](#), to view a printable version of the assessment.

Save/Print a Complete MDS Assessment

- Click **Print** on the assessment page or on the resident page. See *Figure 214, Print*. A printable version of the assessment opens.



Assessments						
1 Assessment						
Type	Created By	Admission Date	HIPPS Code	State	Status ▾	Actions
Comprehensive	Pat test.tong.so	05/24/2024	JDA1	Original	Accepted 07/12/2024 2:15 PM UTC	View Print

Figure 214: Print

Note: The printable assessment is very large. Scroll to view it in its entirety, if desired. The **Top** button is shown on the bottom right of the screen during scrolling. Click **Top** to go to the top of the assessment. See *Figure 215, Top Button*.



Figure 215: Top Button

- Click the vertical ellipsis (hamburger or three dots) at the top right of the screen. A drop-down menu opens.

Note: Browsers look different. Be sure to review the figure for the appropriate browser.

Chrome See *Figure 216, Chrome Vertical Ellipsis Options Menu*

Microsoft Edge See *Figure 217, Edge Horizontal Options Menu*

Note: The options menu is a vertical ellipsis in Chrome.
The options menu is three horizontal lines Edge.

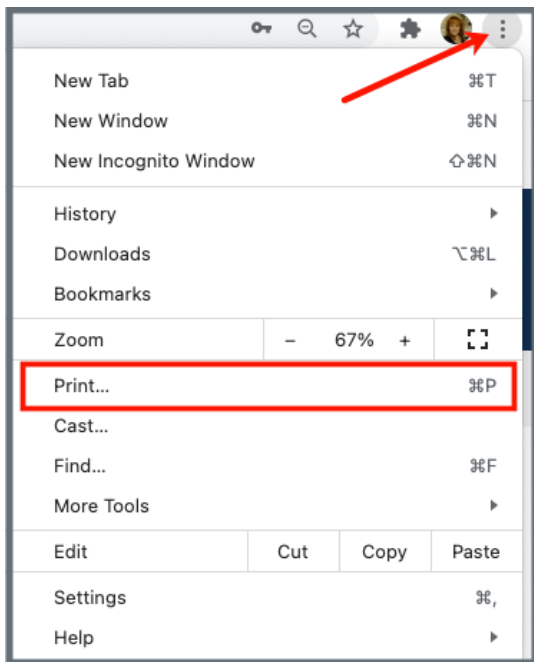


Figure 216: Chrome Vertical Ellipsis Options Menu

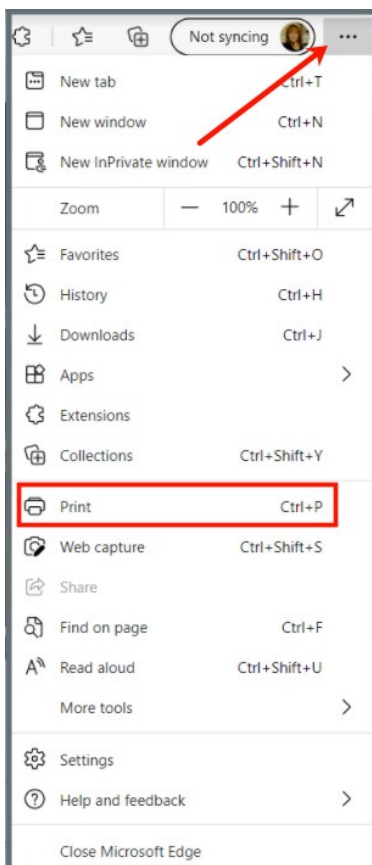


Figure 217: Edge Horizontal Options Menu

- c. Select **Print**. The **Print** menu opens.
- d. Select **Save as PDF** from the drop-down menu next to **Destination**. See *Figure 218, Print Menu*.

Note: Save as PDF is usually the default choice.

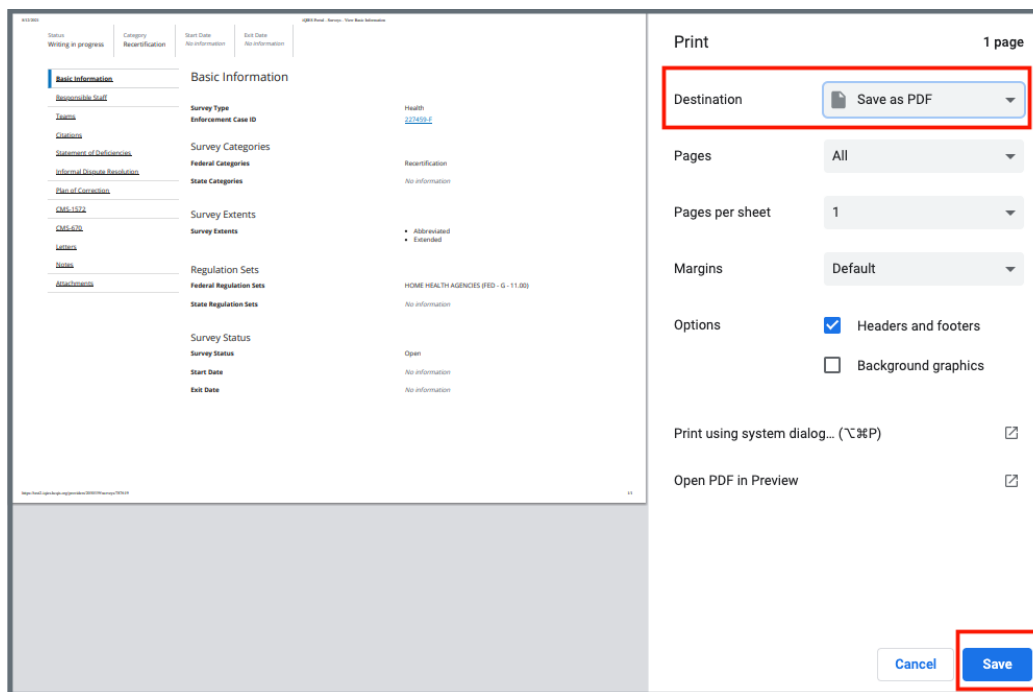


Figure 218: Print Menu

Note: The figure above is a Google Chrome print menu. Other print menus may look slightly different.

- e. Click **Save**. The **Save As** popup window opens. See *Figure 219, Save As Popup Window*.

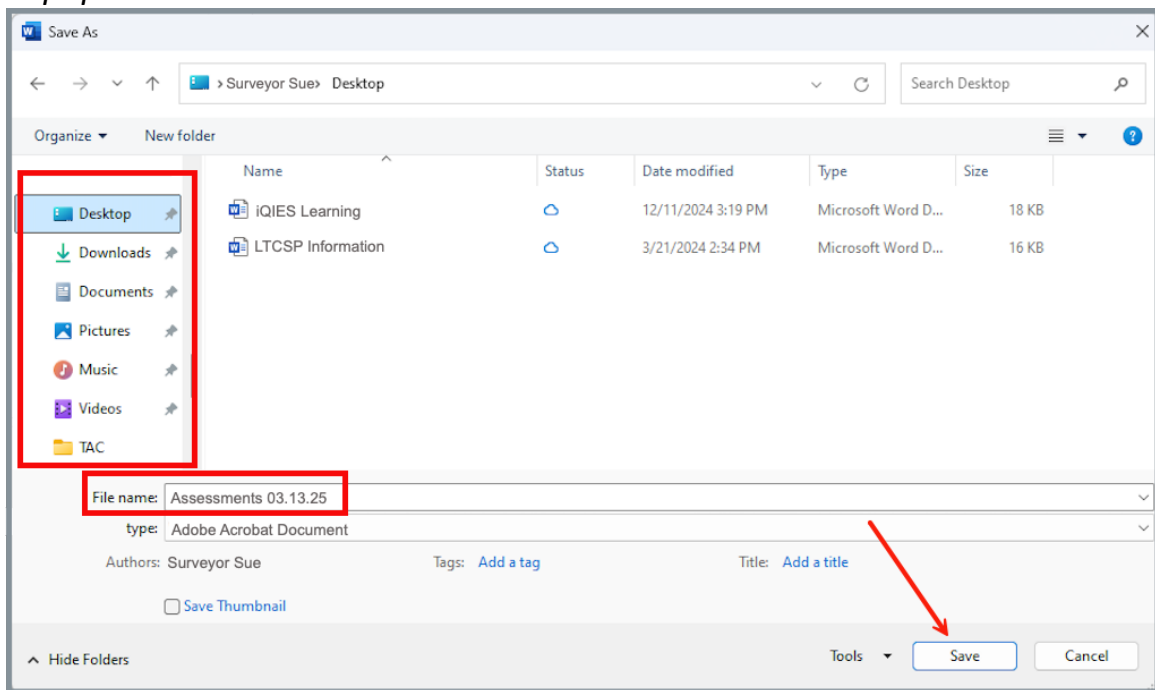
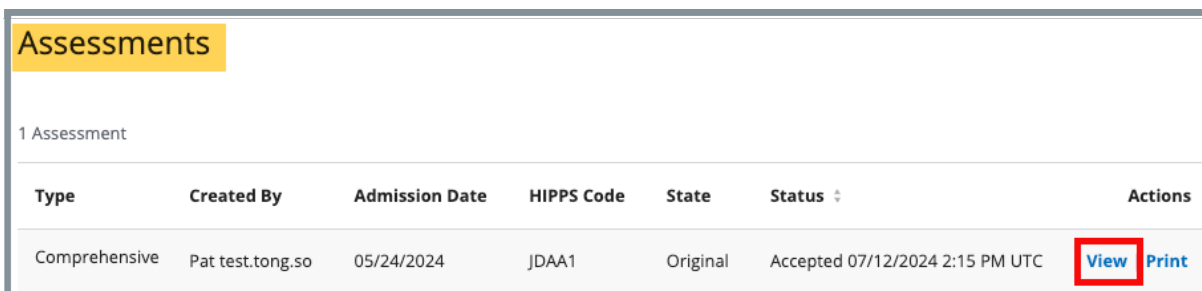


Figure 219: Save As Popup Window

- f. Select the destination folder on the left.
- g. Type the desired file name next to **File name**.
- h. Click **Save**.
- i. Open the .pdf from the destination folder selected.

Save/Print a Single Section of an MDS Assessment

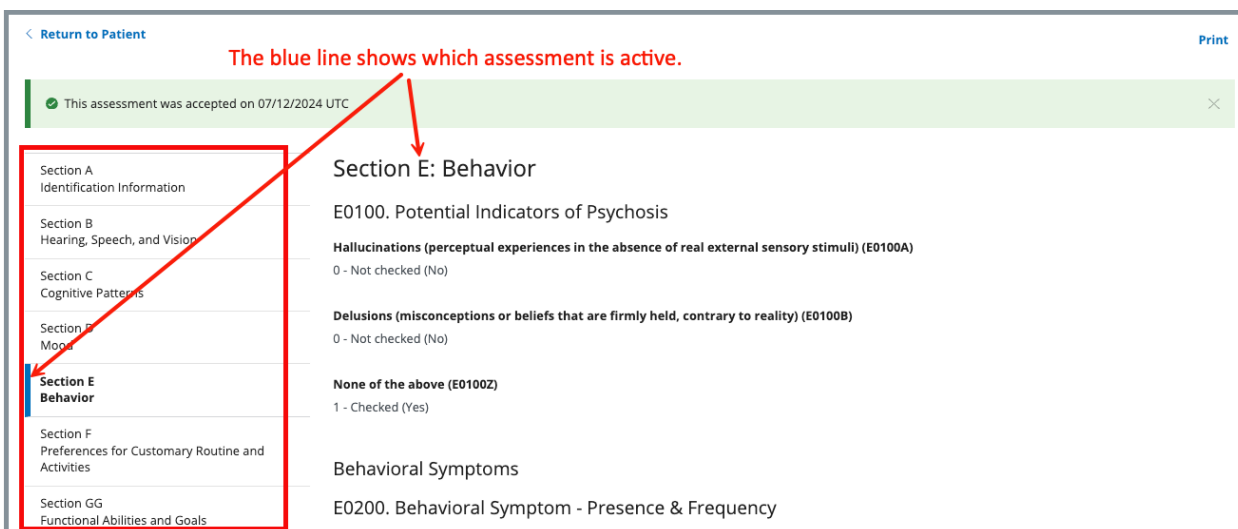
- Click **View** on the assessment page or on the resident page. See *Figure 220, View*. The **Assessments** section opens.



Assessments						
1 Assessment						
Type	Created By	Admission Date	HIPPS Code	State	Status	Actions
Comprehensive	Pat test.tong.so	05/24/2024	JDA1	Original	Accepted 07/12/2024 2:15 PM UTC	View Print

Figure 220: View

- Select the section to be printed on the left menu. See *Figure 221, MDS Single Section Print*.



[Return to Patient](#) Print

✓ This assessment was accepted on 07/12/2024 UTC

The blue line shows which assessment is active.

Section A
Identification Information

Section B
Hearing, Speech, and Vision

Section C
Cognitive Patterns

Section D
Mood

**Section E
Behavior**

Section F
Preferences for Customary Routine and Activities

Section GG
Functional Abilities and Goals

Section E: Behavior

E0100. Potential Indicators of Psychosis

Hallucinations (perceptual experiences in the absence of real external sensory stimuli) (E0100A)

0 - Not checked (No)

Delusions (misconceptions or beliefs that are firmly held, contrary to reality) (E0100B)

0 - Not checked (No)

None of the above (E0100Z)

1 - Checked (Yes)

Behavioral Symptoms

E0200. Behavioral Symptom - Presence & Frequency

Figure 221: MDS Single Section Print

- c. Right click on the mouse. A pop-up window opens. See *Figure 222, Right Click Menu*.

Notes:

- Be sure to be in the middle of the desired section.
- Do not have any words highlighted.

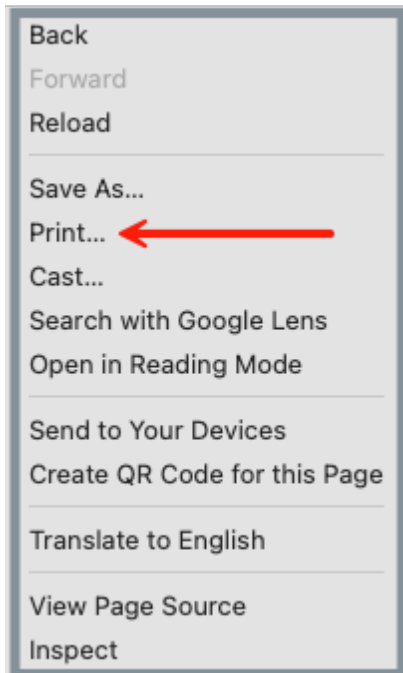


Figure 222: Right Click Menu

- d. Select **Print**. The **Print** menu opens.
- e. Select **Save as PDF** from the drop-down menu next to **Destination**. See *Figure 223, Print Menu*.

Note: Save as PDF is usually the default choice.

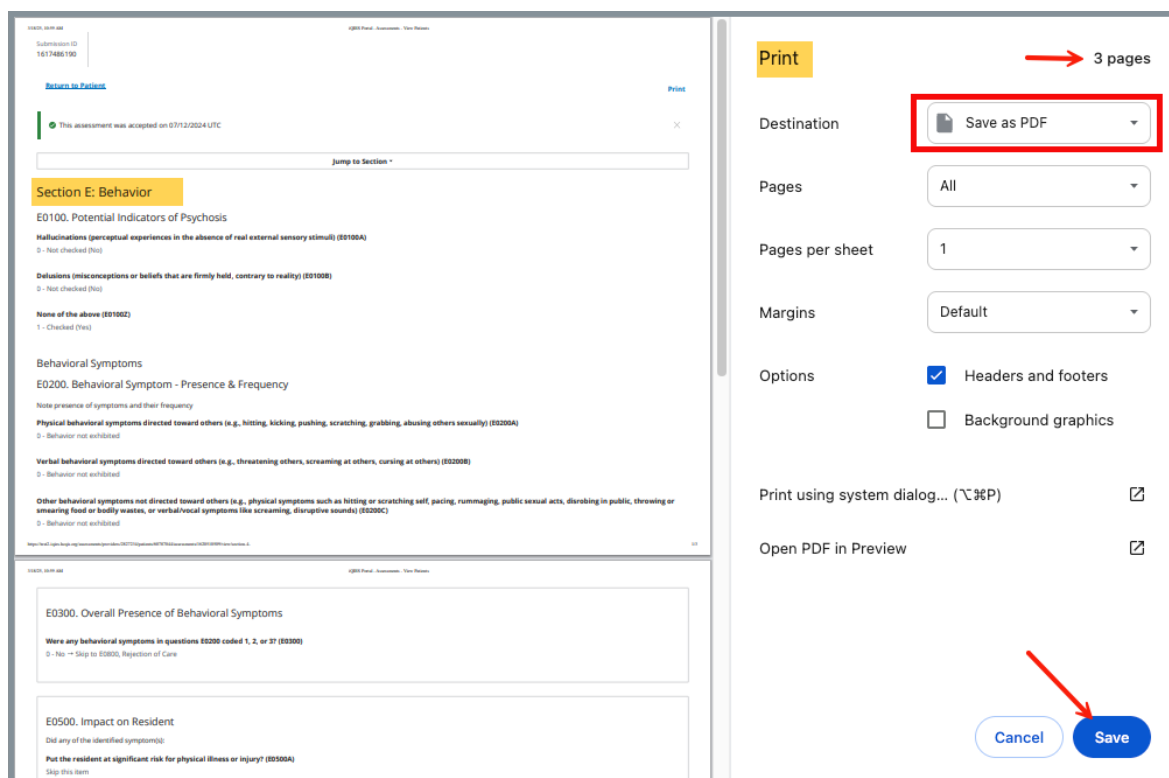


Figure 223: Print Menu

Note: The figure above is a Google Chrome print menu. Other print menus may look slightly different.

- f. Click **Save**. The **Save As** popup window opens. See *Figure 224, Save As Popup Window*.

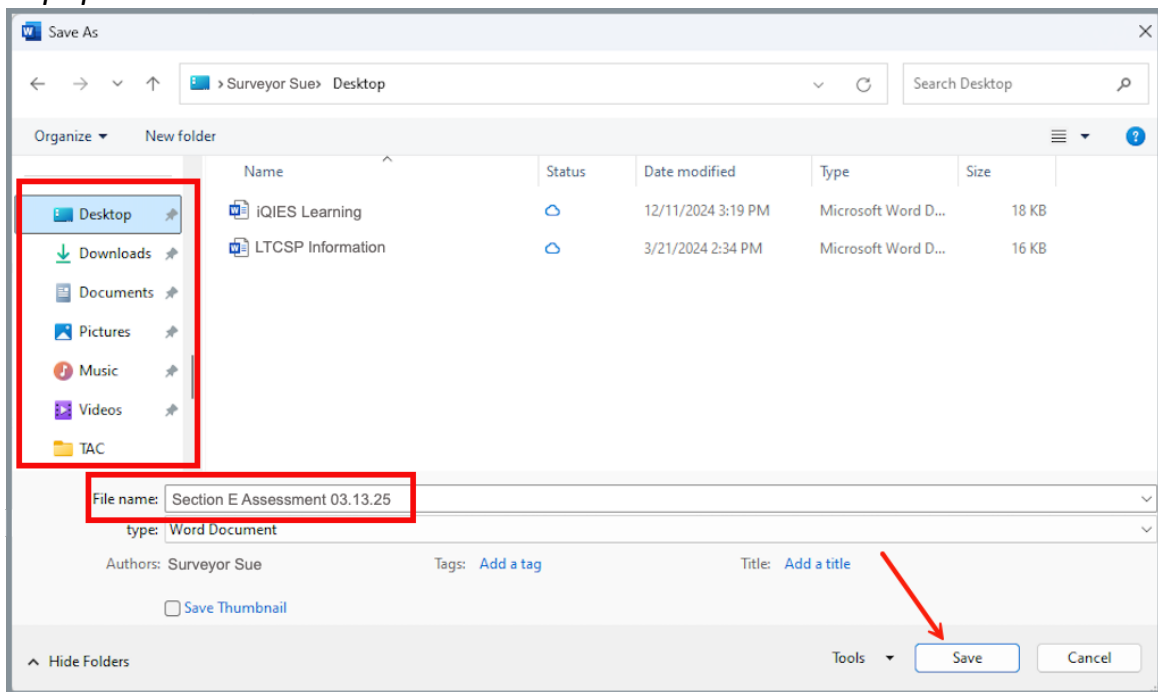


Figure 224: Save As Popup Window

- g. Select the destination folder on the left.
- h. Type the desired file name next to **File name**.
- i. Click **Save**.
- j. Open the .pdf from the destination folder selected.

Use/Instructions/Probes Tab

Notes:

- All investigative areas have the **Use/Instructions/Probes** tab.
- The **Use/Instructions/Probes** tab is the default landing tab when the resident is selected in **Investigations**. See *Figure 225, Use/Instructions/Probes Details Landing Page* and *Table 31, Use/Instructions/Probes Details Landing Page Detailed Callout*.
- This **Use/Instructions/Probes** tab shows **Pressure Ulcer**. Each **Use/Instructions/Probes** tab may look slightly different for different investigative areas.
- Some **Use/Instructions** tabs may have links to additional documentation. Those links are on the top right menu.

← Chovey, Anne (28)

Room: P-2A Admit Date: 08/07/24 BIMS MDS Indicators

Use/Instructions/Probes Critical Elements Investigations Drawing Tool [View Pathway PDF](#)

Pressure Ulcer/Injury Reason: Initiated by NHCS_Singy Next Investigation >

Use

Use this pathway for a resident having, or at risk of developing, a pressure ulcer (PU) or pressure injury (PI) to determine if facility practices are in place to identify, evaluate, and intervene to prevent and/or heal pressure ulcers.

Instructions

Review the following in Advance to Guide Observations and Interviews:

- The most current comprehensive and most recent quarterly (if the comprehensive isn't the most recent) MDS/CAAs for Sections C, GG, H, J, K, and M.
- Physician's orders (e.g., wound treatment) and treatment record (TAR).
- Pertinent diagnoses.
- Care plan (e.g., pressure relief devices, repositioning schedule, treatment, scheduled skin/wound inspection, or pressure injury history).

Observations

Interviews

Record Review

Other Considerations

Figure 225: Use/Instructions/Probes Details Landing Page

Table 31: Use/Instructions/Probes Details Landing Page Detailed Callout

No.	Name	Description
a	View Pathway PDF	This is the pathway document for the investigative area. The pdf document opens in a new tab. Not all investigative areas have pathway documents.
b	Investigative Area	The investigative area for the resident
c	Reason	<p>Shows how the investigation was initiated.</p> <p>Investigations can be:</p> <ul style="list-style-type: none"> • Manually initiated by a surveyor • Created for a linked intake in Offsite Prep • Created when the sample is finalized for residents included in the final sample • Created for an unnecessary meds candidate • Created for residents included in the finalized closed record sample <p>For Unnecessary Medications Review:</p> <p>Click the link under Reason to open a pop-up window with Unnecessary Meds Calculation Details.</p>
d	Next Investigation	The link becomes active when there is more than one investigative area to investigate for a resident
e	Use	Review use of investigative area
f	Instructions	Review investigative area instructions
g	Observations	Review investigative area observations. Not all Use/Instructions have Observations .
h	Interviews	Review investigative area interview questions. Not all Use/Instructions have Interviews .

No.	Name	Description
i	Record Review	Review investigative area record. Not all Use/Instructions have Record Review .
j	Other Considerations	Review other tags that may help with the investigative area. Not all Use/Instructions have Other Considerations .

Critical Elements tab

Notes:

- All investigative areas have the **Critical Elements** tab.
- The **Critical Elements** tab is the default landing tab when the resident is selected in **Investigations**. See *Figure 226, Critical Elements Details Landing Page* and *Table 32, Critical Elements Details Landing Page Detailed Callout*.
- This **Critical Elements** tab shows **Pressure Ulcer**. Each **Critical Elements** tab may look slightly different for different investigative areas.
- Surveyors assigned to the investigation can make compliance decisions on this tab.

← Chovey, Anne (28)

Room: P-ZA Admit Date: 08/07/24 BIMS MDS Indicators

Use/Instructions/Probes **Critical Elements** Investigations Drawing Tool [View Pathway PDF](#)

Pressure Ulcer/Injury Reason: Initiated by NHCS_Singy Next Investigation >

Search Probes / CE Filter All Questions View All Surveyors ? 2/9 ANSWERED

Question	In Compliance?	Tag	
<p>1. Did the facility ensure that a resident:</p> <ul style="list-style-type: none"> o Receives care, consistent with professional standards of practice, to prevent pressure ulcers; and o Does not develop pressure ulcers unless the resident's clinical condition demonstrates that they were unavoidable; and o Receives necessary treatment and services to promote the healing of a pressure ulcer, prevent an infection, and prevent new ulcers from developing? <p>If No, cite F686</p>	<p>Yes No</p>	F0686	✓
<p>2. Did the physician evaluate and assess medical issues related to the resident's skin status and supervise the management of all associated medical needs, including participation in the comprehensive assessment process, development of a treatment regimen consistent with current standards of practice, monitoring, and response to notification of change in the resident's medical status related to pressure ulcers?</p> <p>If No, cite F710</p>	<p>Yes No</p>	F0710	✓

Figure 226: Critical Elements Details Landing Page

Table 32: Critical Elements Details Landing Page Detailed Callout

No.	Name	Description
a	View Pathway PDF	This is the pathway document for the investigative area. The pdf document opens in a new tab. Not all investigative areas have pathway documents.
b	Investigative Area	The investigative area for the resident
c	Reason	<p>Shows how the investigation was initiated.</p> <p>Investigations can be:</p> <ul style="list-style-type: none"> Manually initiated by a surveyor Created for a linked intake in Offsite Prep Created when the sample is finalized for residents included in the final sample Created for an unnecessary meds candidate Created for residents included in the finalized closed record sample <p>For Unnecessary Medications Review:</p> <p>Click the link under Reason to open a pop-up window with Unnecessary Meds Calculation Details.</p>
d	Next Investigation	The link becomes active when there is more than one investigative area to investigate for a resident
e	Search	Search questions in list to filter to questions with the search criteria
f	Filter	Filter on All Questions, Answered and Unanswered questions.
g	View All Surveyors	Check this box to view answers for other investigation assignees at the highest level of noncompliance. Critical Elements tab is read-only when viewing all surveyor answers.

No.	Name	Description
h	Questions ANSWERED	Shows a count of questions answered next to total questions. The progress bar illuminates in green with each answered question.
i	Question	Each CE question for the investigative area
j	In Compliance	<p>Allows investigation assignees to make compliance decisions for CE questions. When the response is No, a severity level drop-down menu opens. Select the severity level from 1 to 4.</p> <p>Level 1 No actual harm with potential for minimal harm</p> <p>Level 2 No actual harm with a potential for more than minimal harm that is not immediate jeopardy</p> <p>Level 3 Actual harm that is not immediate jeopardy</p> <p>Level 4 Immediate jeopardy to resident health or safety</p>
k	Tag	Click the tag and the Regulation Text/Interpretive Guidance window pops up. Select Regulation or Interpretive Guidance tabs.
l	✓	A white check mark in a green circle is shown in the far right column when the question has been answered.

Investigations tab

Notes:

- The **Investigations** tab is only available when going into an investigation by resident. See *Figure 227, Investigations Tab* and *Table 33, Investigations Tab Detailed Callout*.
- The **Investigations** tab shows all investigative areas assigned to the resident.
- This **Investigations** tab shows **Pressure Ulcer**. Each **Investigations** tab may look slightly different for different investigative areas.

Figure 227: Investigations Tab

Table 33: Investigations Tab Detailed Callout

No.	Name	Description
a	View Pathway PDF	Click link to view specific investigations area. The form opens in a separate tab.
b	Investigative Area	The investigative area for the resident
c	Reason	<p>Shows how the investigation was initiated.</p> <p>Investigations can be:</p> <ul style="list-style-type: none"> Manually initiated by a surveyor Created for a linked intake in Offsite Prep Created when the sample is finalized for residents included in the final sample Created for an unnecessary meds candidate Created for residents included in the finalized closed record sample <p>For Unnecessary Medications Review:</p> <p>Click the link under Reason to open a pop-up window with Unnecessary Meds Calculation Details.</p>
b	Investigative Area	<ul style="list-style-type: none"> Click resident to see Investigations tab, which shows all investigative areas assigned to the resident. Click investigative area to see the Residents tab, which shows all residents assigned to the investigative area.
c	Assigned To	Surveyor assigned to investigation. More than one surveyor can be assigned to an investigation.
d	Inv. Reason	How the investigation (Inv) was created.
e	Potential Citations	Shows potential citations

Drawing Tool tab

- All investigative areas have the **Drawing Tool** tab.
- This **Pressure Ulcer** and the **Abuse Drawing Tool** tabs are the only drawing tools that are different than the other investigative areas. Those tabs show four images of a body on which to place the ulcer or abuse. See *Figure 228, Drawing Tool Tab*. All other **Drawing Tool** tabs will be blank for free drawing.
- The **Drawing Tool** tab works exactly like the facility tasks drawing tool. Please review [Facility Tasks Drawing Tool](#) for details on how to use the drawing tool.

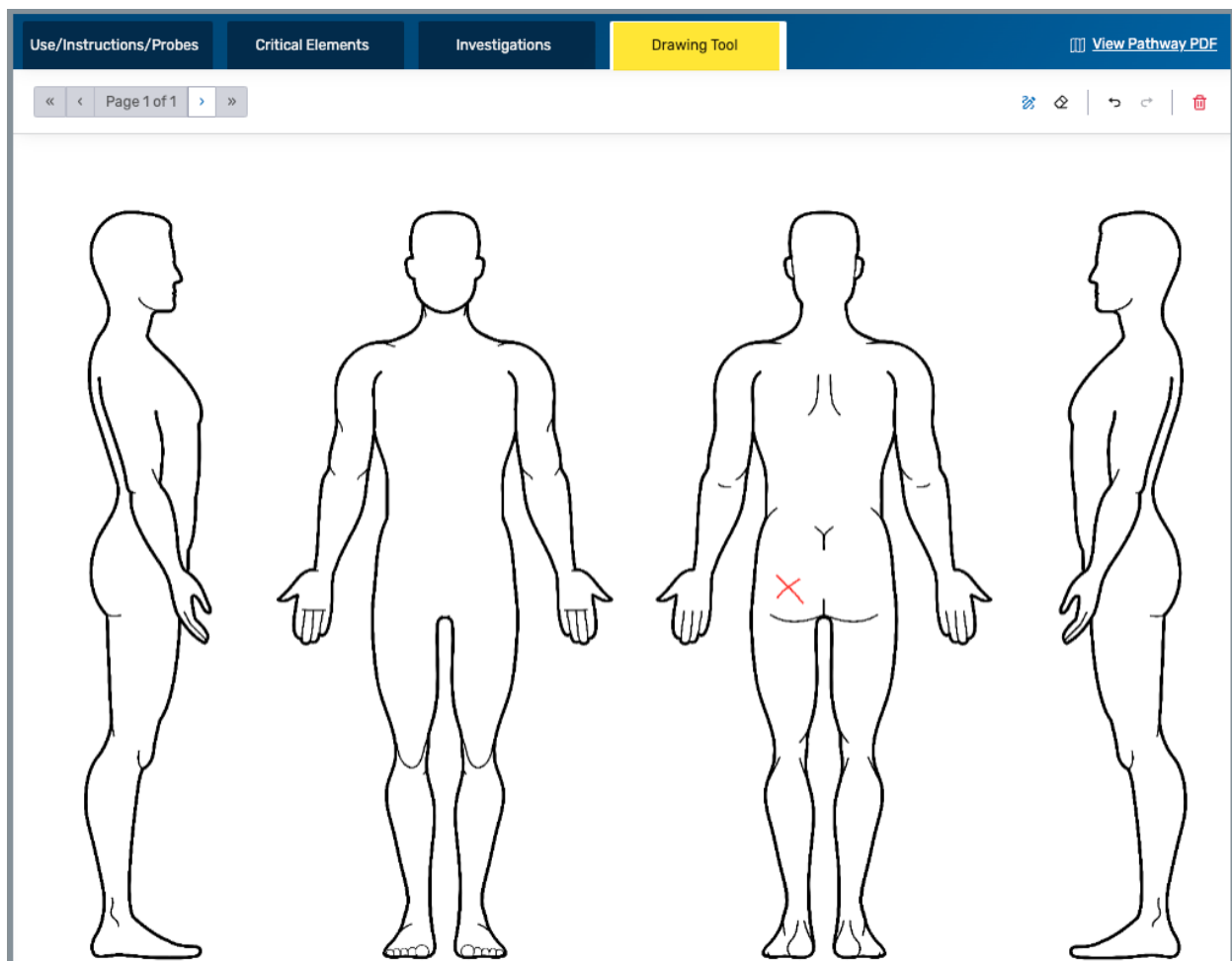


Figure 228: Drawing Tool Tab

Investigations Residents tab

Note: The **Investigations Residents** tab is only available when going into an investigation by investigative area.

Click the investigative area on **Investigations** landing page to see a list of all residents who fall under that specific investigative area. See *Figure 229, Investigations Residents Tab*.

Resident	Room	Admit Date	BIMS	Assigned To	Inv. Reason	Potential Citations
Aardvark, Alex (23)	GH-17	2022-10-20		NHCS_Singy	Initiated by NHCS_Singy	-
Aubergine, Alex (20)	BV-10	2022-08-01		NHCS_Singy	Initiated by NHCS_Singy	-
Toucan, Sam (22)	AQ-10	2020-07-23		NHCS_Singy	Initiated by NHCS_Singy	-

Figure 229: Investigations Residents Tab

22.6 Investigation and Resident Notes

Purpose: To document notes for each investigation during the survey.

General Notes

- Investigation and Resident Notes are not the same as Surveyor Notes and are in addition to Surveyor Notes. Refer to [Surveyor Notes](#) in this document for further details on those notes.
- Investigation notes are specific to the resident and investigative area.
- Resident notes display for all investigative areas for the resident.
- Any survey team member assigned to the investigation can add, edit, delete, or view Investigation and Resident Notes.
- Surveyors who are not assigned to the investigation, but are on the survey team, can view the Investigation and Resident Notes.
- Some roles that cannot be added to the Survey Team are able to view Investigation Notes and Resident Notes as read-only.

Navigate to Investigation and Resident Notes

- Click the Notes icon on the top right of the screen to open all Notes. The icon is located directly under the user name. See *Figure 230, Notes Icon*.



Figure 230: Notes Icon

- Investigation and Resident Notes open in combination with Surveyor Notes. Click on any tab to leave a note for that specific area. See *Figure 231, Facility Notes View*.

Note: The note area that is in use has a white background.

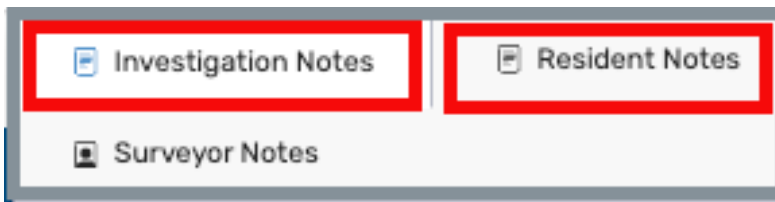


Figure 231: Facility Notes View

- The Investigation and Resident Notes default to opening on the right. Click either the Investigation or the Resident Notes bottom menu icon to open the Facility Notes on the bottom of the page. See *Figure 232, Investigation and Resident Notes Bottom Screen Icon*.



Figure 232: Facility Notes Bottom Screen Icon

- Notes can be resized on the screen by dragging the left line (when the notes are on the left) or the top line (when the notes are on the bottom) of the Notes panel. Hover over line until the directional arrows are shown, then drag the line in either direction.

Create an Investigation or a Resident Note

- When there are Care Area Notes for the Care Area linked to the investigative area, the Care Area Notes will be copied into the Investigation Notes for the investigation assignee at the time it was created. The surveyor assigned to the investigation can keep the copied notes or delete them from their Investigation Notes.
- The Care Area Notes are not copied for any surveyors subsequently assigned to the investigation. The copied Care Area Notes can be viewed by all Surveyors in the **View All Surveyors** view for Investigation Notes.
- Click in either the Investigation or Resident Notes text area to create a note.
- A date/time stamp is automatically inserted when the surveyor starts to type in the text area when the text area is blank. Click Date/Time Stamp icon to insert date for additional notes.
- Type notes. See *Figure 233, Sample Investigation Note*.

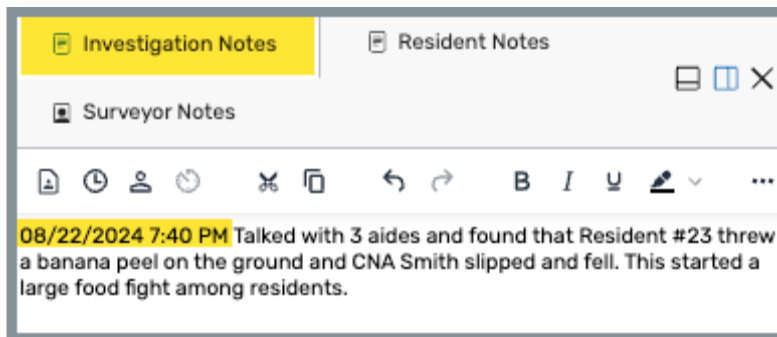


Figure 233: Sample Investigation Note

- Notes are autosaved.
- The **Last saved** date and time shows at the bottom of the Notes. See *Figure 234, Notes Last Saved Date and Time*.

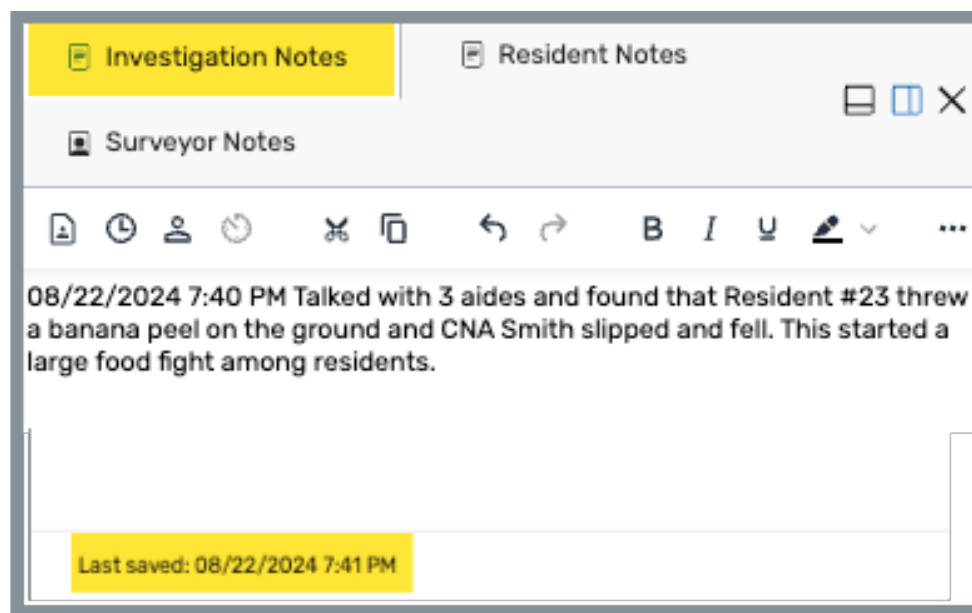


Figure 234: Notes Last Saved Date and Time

Custom Toolbar Functions

There are 4 custom toolbar options among the normal standard formatting options. See *Figure 235, Notes Custom Toolbar Functions*.

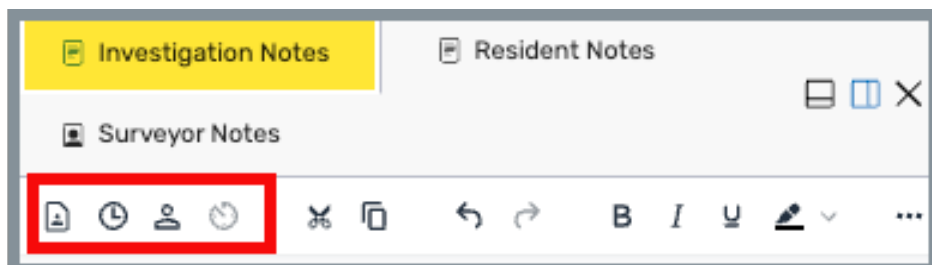


Figure 235: Notes Custom Toolbar Functions

From left to right they are:

- [View All Surveyor Notes](#)
- [Insert Date/Time Stamp](#)
- [Insert Resident ID](#)
- [Notes History](#)

Note: Hover over the icon to see the name of the icon.

- **View All Surveyor Notes**

View all team member's Surveyor Notes. See *Figure 236, View All Surveyor Notes*. Click any name to view the note.

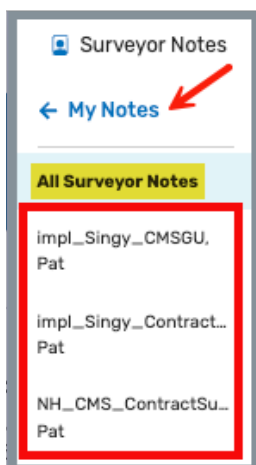


Figure 236: View All Facility Notes

Click **My Notes** to return to the user's Notes.

- **Insert Date/Time Stamp**

Insert the current date/time at the cursor placement.

- **Insert Resident ID**

Select **Resident ID** to be inserted into the Notes. The resident ID of the investigation resident is inserted.

- **Notes History**

View a history of all autosaved Notes entries. If a previously saved entry is deleted in error, it can be accessed from the Notes History and copied and pasted into the current Notes.

- **Help**

There is also a help icon on the toolbar which can be accessed for additional information as well as keyboard shortcuts. See *Figure 237, Notes Formatting Menu*.

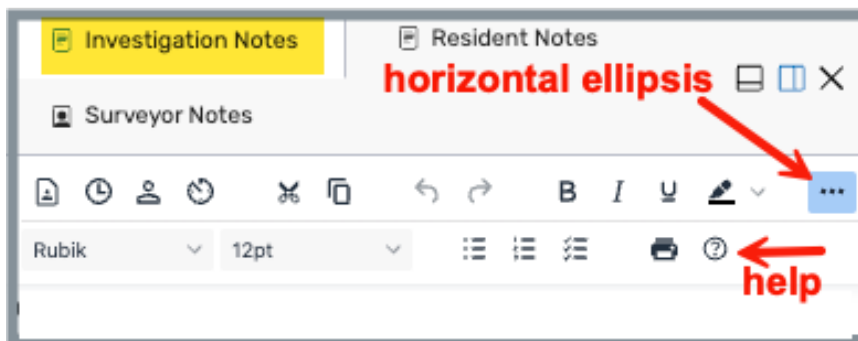


Figure 237: Notes Formatting Menu

Note: Click the horizontal ellipsis to view the second row of formatting options.

22.7 Complete an Investigation

Note: An investigation is completed when at least one assigned surveyor has answered all of the CE questions for an investigation. See *Figure 238, Completed Investigation*.

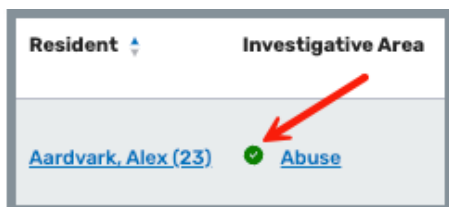


Figure 238: Completed Investigation

Check the **Hide Completed Investigations** checkbox to filter completed investigations. See *Figure 239, Hide Completed Investigations*.

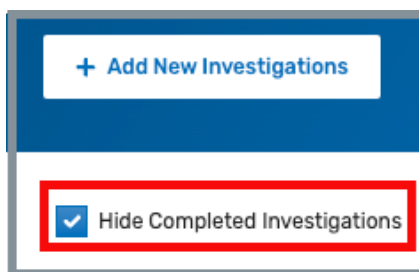


Figure 239: Hide Completed Investigations

23. Potential Citations

Purpose: To review all tags from investigations and facility tasks marked as not in compliance and to evaluate survey data and determine whether or not to cite each tag.

Notes:

- Only the TC can edit potential citations.
- The highest noncompliance level is selected when a tag has multiple surveyors citing noncompliance, but all notes are included.
- The four tabs organize citations by **All Citations**, **Cited**, **Not Cited** and **Undeclared**. The numbers next to the tab titles shows how many tags there are.
- When a surveyor removes their notes or changes their compliance answers, it reflects immediately in Potential Citations.

23.1 Click **Potential Citations** on the left menu on the drop-down left menu under Investigation. The **Potential Citations** window opens to the **All Citations** tab. See *Figure 240, Potential Citations*.

The screenshot displays the 'Potential Citations' interface. At the top, there's a blue header with the title 'Potential Citations' and a 'Create Citations' button. Below the header, there are four tabs: 'All Citations' (5), 'Cited' (2), 'Not Cited' (0), and 'Undeclared' (3). The 'All Citations' tab is active, showing a list of citations on the left. The first citation is 'Free from Abuse and Neglect' (F0600), which is 'Cited'. Below it are 'Right to be Free from Physical Restraints' (F0604), 'Develop/Implement Abuse/Neglect Policies' (F0607), and 'Nutritive Value/Appear, Palatable/Prefer Temp' (F0604). The right side of the interface shows a detailed view of the selected citation. It includes fields for 'S/S' (Select), 'Singular Event' (checkbox), 'Citation Categories' (Complaint, Recertification), and 'Residents/Facility' (Legge, Peg (12)). There's an 'Opening Statement' section with a text area and a 'Potential Citation Documentation' section with a list of citations. The first citation in the list is 'LEGGE, PEG (12)' with a 'SELECTED' status. Below it is a detailed note: '11/19/2024 8:38 PM Resident #12 complained that someone was, stealing her prosthetic leg. There were other confirmed complaints that a resident was using the leg to beat other residents with.' The second citation in the list is 'LEGGE, PEG (12)' with a 'SELECTED' status. Below it is a detailed note: '11/19/2024 8:39 PM Resident was not able to move about without her fake leg.'

Figure 240: Potential Citations

23.2 Review citations.

Note: Click citation number link to review citation regulation text and interpretive guidance.

23.3 Review notes.

Note: Potential Citation documentation comes from Investigation Notes, Resident Notes, and Facility Notes that are relevant to the F-tag. The area is always cited. See [Citation Cited figure](#).

23.4 Select [Cite](#) or [Don't Cite](#).

[Cite](#)

a. Select the F-tag to update.

Note: F-tag is highlighted in blue.

b. Select the radio button next to **Cite**.

c. Add the **Scope/Severity (S/S)** level. See *Figure 241, F-Tag Cited*.

Notes:

- Click **Select** to review scope and severity levels.
- IJ date fields open when **S/S** is a **J** or higher. **IJ Start** and **End Dates** must be added, along with whether it was a singular event. See *Figure 242, IJ Start/End Dates*.
 - IJ scope/severity levels of **J, K, or L** trigger the IJ start/end date.
 - IJ scope/severity levels of **G or J** trigger singular events
 - IJ scope/severity levels of **F, H, I, J, K, or L** for an SQC tag trigger the Extended Survey Facility Task.

The screenshot shows a form with the following elements:

- S/S * Select**: A dropdown menu with the value 'K' selected.
- IJ Start Date**: An input field with the date '01/10/2025'.
- IJ End Date**: An input field with the date '02/10/2025'.
- Citation Categories ***: Two checkboxes, 'Complaint' and 'Recertification', both of which are checked.

A red rectangular box highlights the 'IJ Start Date' and 'IJ End Date' input fields.

Figure 241: IJ Start/End Dates

- When **Citation Categories** is automatically checked, it can be changed by the TC.

Note: **Citation Categories** is dependent on the survey category as well as whether the investigation or facility task is associated to an intake.

The screenshot displays the CMS iQIES Survey & Certification interface. The main form is titled "Nutritive Value/Appear, Palatable/Prefer Temp" and is marked as "Cited". The form includes a sidebar with a list of survey items, including "Free from Abuse and Neglect", "Right to be Free from Physical Restraints", "Develop/Implement Abuse/Neglect Policies", and "Nutritive Value/Appear, Palatable/Prefer Temp". The "Nutritive Value/Appear, Palatable/Prefer Temp" item is highlighted with a red box. The main form area contains sections for "Opening Statement" and "Potential Citation Documentation". The "Opening Statement" section includes a text area with a red box around it. The "Potential Citation Documentation" section includes a list of citations, with one citation highlighted by a red box and a red arrow pointing to it. The citation text is: "LEGGE, PEG (12) The area in which the notes were written NHCS_SINGY, PAT - ABUSE SELECTED 11/19/2024 8:38 PM Resident #12 complained that someone was stealing her prosthetic leg. There were other confirmed complaints that a resident was using the leg to beat other residents with." Below this, another citation is visible: "LEGGE, PEG (12) NHCS_SINGY, PAT - RESIDENT NOTE SELECTED 11/19/2024 8:39 PM Resident was not able to move about without her fake leg." The "Residents/Facility" dropdown menu is located in the top right corner of the form, and is set to "Facility". The "S/S" dropdown menu is located in the top left corner of the form, and is set to "Singular Event". The "Citation Categories" section is located in the top right corner of the form, and includes checkboxes for "Complaint" and "Recertification".

Figure 242: F-Tag Cited

d. Add the **Residents/Facility** from the drop-down menu.

Note: The **Residents/Facility** drop-down menu shows either the resident or the facility, along with the surveyor name and severity level. See *Figure 243, Residents/Facility Drop-Down Menu*.

The screenshot shows the "Residents/Facility" drop-down menu. The menu is open, displaying two options: "Facility" and "Facility". The "Facility" option is selected, indicated by a blue checkmark. The "Facility" option is highlighted with a red box. A red arrow points to the dropdown arrow.

Figure 243: Residents/Facility Drop-Down Menu

e. Update the **Opening Statement**.

Notes:

- The automatic text in the **Opening Statement** field is there to help. It can be changed.
- The field automatically saves and shows the last saved date on the bottom of the field.

f. Review the **Potential Citation Documentation**.

Note: Only the selected **Potential Citation Documentation** notes become the **Citation Findings**. In the example in the [F-Tag Cited figure](#), the selected notes match the selected facility choice and severity.

[Don't Cite](#)

a. Select the F-tag to update.

Note: F-tag is highlighted in blue.

b. Select the radio button next to **Don't Cite**. The **Reason Not Cited** drop-down menu opens. See *Figure 244, Reason Not Cited*.

Note: Type **A citation can be moved to another tag** when **Other, Explain** is the reason.

The screenshot displays the CMS iQIES interface for the 'Right to be Free from Physical Restraints' section. The F0604 tag is selected and highlighted in blue. The 'Reason Not Cited' dropdown menu is open, showing a list of reasons. The 'Don't Cite' radio button is selected. The 'Reason Not Cited' dropdown menu is highlighted with a red box. The menu options are:

- ✓ Select one
- Move to another tag
- Facility provided additional information
- Evidence did not support deficient practice
- Medication error rate less than 5%
- Separate survey investigating or citing
- Marked in error
- Other, explain

The 'Other, explain' option is selected, and the text '11/19/2024 8:38 PM Resident #12 complained that someone was stealing her prosthetic leg. There were other confirmed complaints that a resident was using the leg to beat other residents with.' is entered in the text field below the dropdown menu.

Figure 244: Reason Not Cited

- c. Verify the F-tag has a white checkmark in a blue circle for the tag and white checkmark in a blue circle for **Not Cited**. See *Figure 245, F-Tag Updates*.

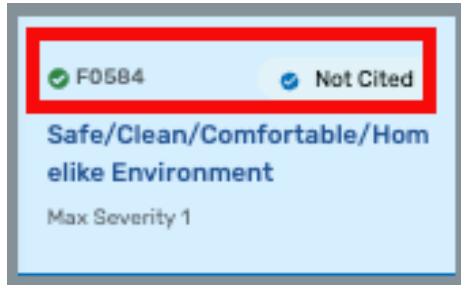


Figure 245: F-Tag Updates

[Move to Another Tag](#)

An F-tag can be moved to another F-tag.

Notes:

- Any F-tag that has been moved is automatically set to **Cited**.
 - The notes from the original citation are moved and can be reviewed.
 - An F-tag cannot be moved to an F-tag that has already been moved.
- a. Select **Move to Another Tag** from the **Reason Not Cited** menu. See [Reason Not Cited](#) figure.
 - b. Type new F-tag number in **New Tag** field. The tag must be cited or undeclared to move the new citation.
 - c. Click **Save**.

Note: The citation now notes **Moved from [tag]** on citation. See *Figure 246, Move a Citation Tag*.

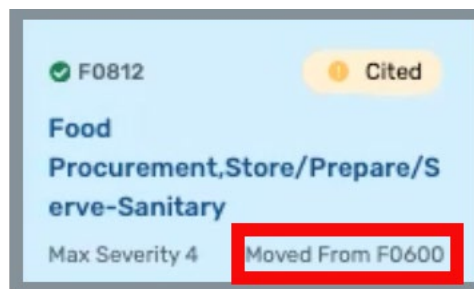


Figure 246: Move a Citation Tag

[Create Citation](#)

- a. The **Create Citation** button is disabled until all tags have been reviewed and completed.

Notes:

- The tag cannot already exist as a citation
 - Citations cannot be locked
- b. Click **Create Citation**. A pop-up window opens.

24. Resources

Purpose: Survey protocols and interpretive guidelines serve to clarify and/or explain the intent of the regulations. All surveyors are required to use them in assessing compliance with federal requirements. Deficiencies are based on violations of the regulations, which are to be based on observations of the nursing home's performance or practices.

Notes:

The resources provide additional information about the background and overview of the final rule, frequently asked questions, and other related resources.

Click **Resources** on the left menu. See *Figure 247, Resources*. The resources automatically download.

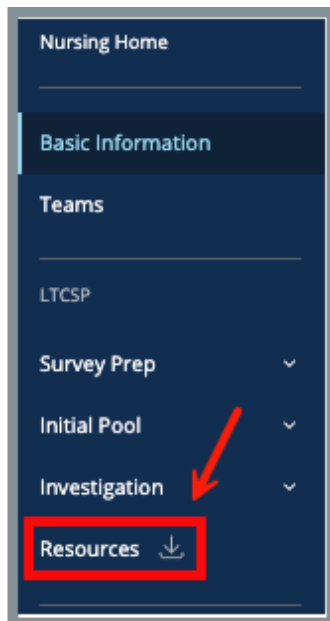


Figure 247: Resources

25. Search for a Survey

Purpose: To search for a survey.

25.1 Go to **Survey & Certification** at the top of the iQIES home page. Click the arrow to open the drop-down menu.

25.2 Click **Search**. The **Search** screen opens. See *Figure 248, S&C Search*.

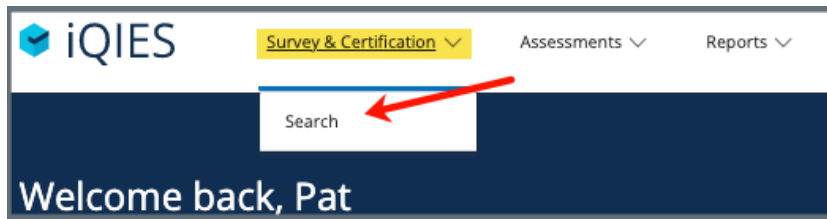


Figure 248: S&C Search

25.3 Click **Surveys** tab.

25.4 Select **Provider** or **DBA** (Doing Business As), **CCN** (CMS Certification Number) or **Survey ID** from the drop-down menu under **Search for Surveys**. See *Figure 249, Search*.

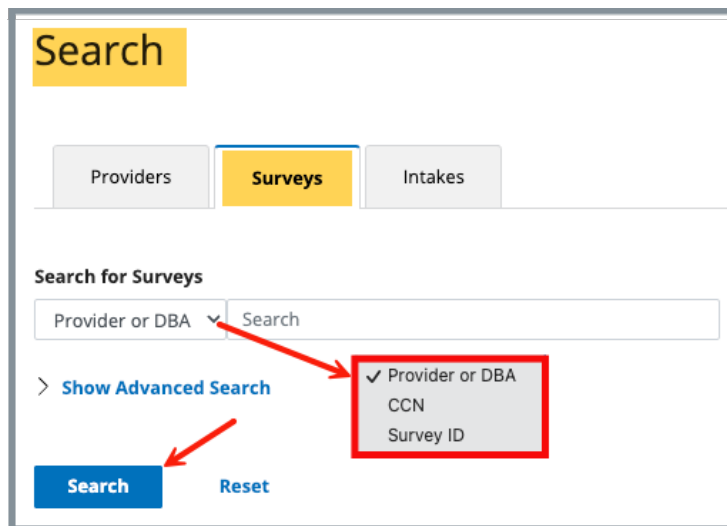


Figure 249: Search

25.5 Type search criteria.

25.6 Click **Search**. The survey information shows below. See *Figure 250, Survey Search Results*.

Note: Click **Show Advanced Search** for a more detailed search.

Search

Providers **Surveys** Intakes

Search for Surveys

Provider or DBA

> [Show Advanced Search](#)

Search [Reset](#)

State: Florida

1 - 10 of 22 Surveys

Provider	Survey	Survey Category	Survey Status	Citations	Exit Date
House of the Rising Sun 1 Main St, Anytown, FL 87960 FACID IQ00000002521599	Health D2308-H1	Initial Certification	Writing in progress	4	01/05/2022
House of the Rising Sun 1 Main St, Anytown, FL 87960 FACID IQ00000002521599	Health E7E27-H1	Focused Infection Control	Closed	1	03/29/2022
House of the Rising Sun 1 Main St, Anytown, FL 87960 FACID IQ00000002521599	Health 1051FD-H1	Complaint	Closed	1	09/07/2022

Figure 250: Survey Search Results

25.7 Click the survey number to view basic information. The **Basic Information** window opens. See *Figure 251, Survey Basic Information*. The top gray menu bar shows:

- Survey status
- Survey category
- Start and exit dates
- Revisit status
- [Track status](#)
- Survey actions drop-down menu

The survey basic information shows:

- Survey Type
- Enforcement Case ID
- Survey Categories
- Survey Extents
- Regulation Sets
- Survey Status

Status New	Category <ul style="list-style-type: none"> Complaint Re-Licensure +1 more 	Start Date 07/11/2020	Exit Date <i>No information</i>	Revisit Status Not Determined	Track Status 13C27C 25%	Survey action -
---------------	---	--------------------------	------------------------------------	----------------------------------	----------------------------	-----------------

Basic Information

Manage the basic information for this survey.

Survey Type

Enforcement Case ID

Health

No information

Survey Categories

Federal Categories

- Complaint
- Recertification

State Categories

Re-Licensure

Intakes to Include in Complaint Survey

[Complaint 715229](#)

Survey Extents

Survey Extents

No information

Regulation Sets

Federal Regulation Sets

Long Term Care Facilities (FED - F - 07.02)

State Regulation Sets

- State: Nursing Facilities (ST - N - 4.1)
- NF State Licensing (ST - C - 2.5)
- Core Licensure (ST - C - 2.14)

Survey Status

Survey Status

Open

Start Date

07/11/2020

Exit Date

No information

Survey Due Date

No information

Edit

Figure 251: Survey Basic Information

26. Citations

Purpose: Add, delete, edit, or review a citation for long term care facilities outside the long term care survey process.

Notes:

- The citations process works the same regardless of the provider type.
- Use [Potential Citations](#) to add a new citation when the survey is part of the LTCSP.
- Citation findings, memo text, and deficient practice statements are automatically saved as they are entered into iQIES.
- Only the team member who created a citation can delete that citation.
- QA team members can act on behalf of surveyors and have the same privileges as a survey team member does.
- Click **Return to Citations** to get to the **Citations** screen, if desired.
- Notifications are shown in yellow boxes. Refer to *Figure 252, Citation Notification Example*. Read the notification and follow the directions, if necessary.

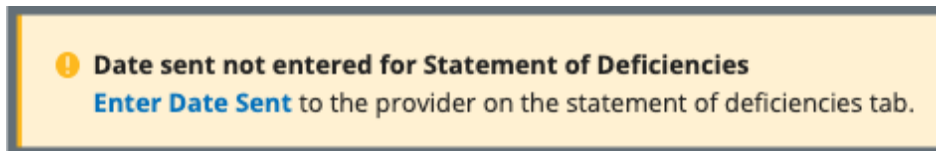


Figure 252: Citation Notification Example

Click any of the following links to go directly to the process:

[Citation Overview](#)

[Manage Survey Categories](#)

[Add a Citation to a Health Survey](#)

[Add a Citation to an LSC Survey](#)

[Delete a Citation](#)

[Add a Deficient Practice Statement](#)

[Add Findings to a Citation](#)

[Content Library](#)

[Add an Attachment](#)

[Conditions Needed to Lock a Citation](#)

[Lock/Unlock a Citation](#)

[Merge Citation Findings](#)

[Create a Revisit Survey](#)

[Create a Revisit Survey for Specific Citations](#)

[View Older Revisit Surveys](#)

[Immediate Jeopardy](#)

26.1 Citation Overview

Notes:

- Citation Statuses are:
 - **Not Started**
 - **In Progress**
 - **Ready for Merge**
 - **Merged – In Progress**
 - **Writing Complete**
 - **Corrected**
- The **Actions** menu has the following choices: **Add New Findings**, **Edit Findings**, **Delete Citation**, **View Findings**. The selection is dependent on the citation status.

26.1.1 Click **Citations** on the left menu. The **Citations** window opens. See *Figure 253, Citations*.

Citations
Add and manage citations tags for this survey.

[Add Citation](#) [Manage Survey Categories](#) [Lock Citations](#) ⓘ

2 Citations Filter by: LONG TERM CARE FACILITIES (FED - F - 20.00) All Tag Types All Authors

Citation ID	Regulation	Tag Type	Severity/Scope	Citation Status	Authors	Actions
F0554 Resident Self-Admin Meds- Clinically Approp	LONG TERM CARE FACILITIES (FED - F - 20.00)	Requirement		Writing Complete	Pat NH_CMSGU_Sin BY	Actions
F0558 Reasonable Accommodations Needs/Preferences	LONG TERM CARE FACILITIES (FED - F - 20.00)	Requirement		In Progress	Pat NH_CMSGU_Sin BY	Actions

Figure 253: Citations

- 26.1.2 Click the citation to open **Citation Overview**. The Citation Overview window opens. See *Figure 254, Citation Overview*.

Figure 254: Citation Overview

Note: The **Edit** button is only viewable if the citation contains editable fields.

- 26.1.3 Click **Edit** to edit the Overview. The **Edit Citation Overview** window opens. See *Figure 255, Edit Citation Overview*.

Figure 255: Edit Citation Overview

Note: Click the grid next to **Severity/Scope** to view the **Severity and Scope Grid**. The drop-down menu displays **Severity/Scope** letters.

- 26.1.4 Click **Save**. The screen returns to the **Citation Overview**.

26.2 Manage Survey Categories

Note: Citations that are associated with a complaint survey category can only be removed after the allegation is removed from the citation page.

26.2.1 Click **Manage Survey Categories**. See *Figure 256, Manage Survey Categories*. The **Manage Survey Categories** window opens.

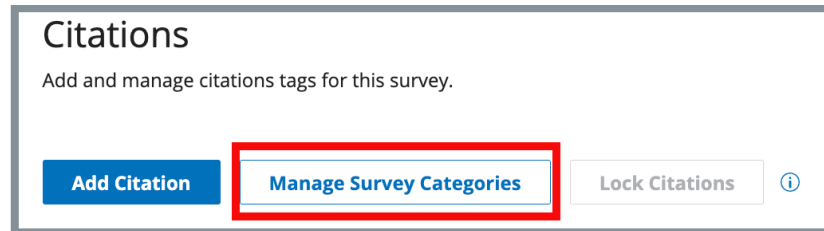


Figure 256: Manage Survey Categories

26.2.2 Check the box next the correct survey category. See *Figure 257, Manage Survey Categories Window*.

Note: More than one category can be checked.

A screenshot of the "Manage Survey Categories" window. The title "Manage Survey Categories" is highlighted in yellow. Below it is the text "Manage the survey categories for each citation. Citations that are associated with a complaint survey category can only be removed after the allegation is removed from the citation page." and "All required fields are marked with an asterisk (*)". Under "Federal Citations", there are two entries. The first entry is "F0554 - Resident Self-Admin Meds-Clinically Approp" with a "Tag" column. The second entry is "F0558 - Reasonable Accommodations Needs/Preferences". To the right of these entries is a "Federal Survey Category *" column. For the first entry, "Recertification" is checked (blue box) and "Complaint" is unchecked (white box). For the second entry, "Recertification" is checked (blue box) and "Complaint" is unchecked (white box). At the bottom, there are "Save" and "Cancel" buttons. A red arrow points to the "Save" button.

Figure 257: Manage Survey Categories Window

26.2.3 Click **Save**.

26.3 Add a Citation for a Health Survey

- 26.3.1 Click **Add Citation** in the **Citations** window to add a citation to the survey. The **Add Citations** window opens. See *Figure 258, Add Citation Window*.

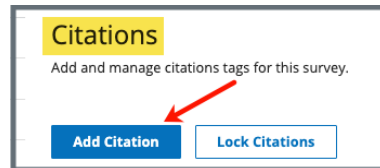


Figure 258: Add Citation Window

Notes:

- Search for citations in the **Search by citation tag number, title, or keyword** text box. Click the magnifying glass icon to search.
- Filter citations by **Regulation Sets** and **Tag Types**, if desired.

- 26.3.2 Click **Add** next to any citation to add it. The citation will be added to the **Added Citations** list on the right. See *Figure 259, Added Citations* and *Table 34, Added Citations Detailed Callout*.

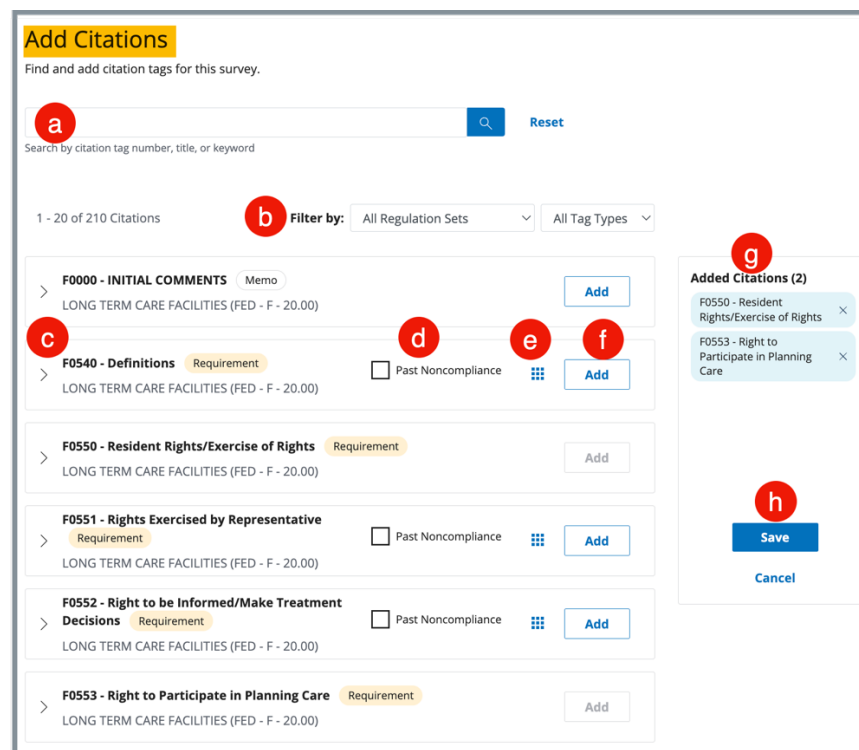


Figure 259: Added Citations

Table 34: Added Citations Detailed Callout

No.	Name	Description
a	Search	Search for a citation by tag number, title or keyword.
b	Filter by	Filter by regulation sets and tag types (Conditions, Standard, Licensure, Element, Memo, Requirement).
c	F-tag	The federal tag and title. Click the caret to view regulation text and interpretive guidelines.
d	Past Noncompliance	Click checkbox next to Past Noncompliance when facility is noncompliant. Checkbox is available when applicable.
e	Severity/Scope grid	Click the grid to view the severity/scope grid to select a severity/scope.
f	Add	Click Add to add the F-tag to the citation.
g	Added Citations [#]	Added citations appear on this list. The number next to Added Citations is the number of citations added.
h	Save	Click to add citation tags.

26.3.3 Click **Save** to save citation tags to the survey. The screen returns to the **Citations** window.

26.4 Add a Citation for an LSC Survey

Note: Citations are associated with a building for Life Safety Code Surveys.

26.4.1 Click **Add Citation** in the **Citations** window to add a citation to the survey. The **Add Citations** window opens. See *Figure 260, Add LSC Citation Window*.

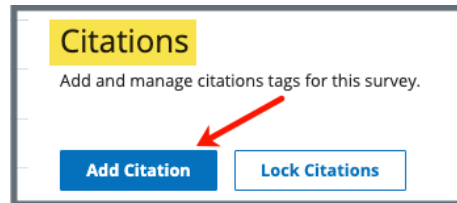


Figure 260: Add LSC Citations Window

26.4.2 Click the radio circle next to the desired building. See *Figure 261, Add LSC Citations Step 1*.

Note: Each citation must be associated with a building. This process must be repeated to add a citation to a different building. If the building is not in the building list, add the building. Review [Locations](#) for details on how to add a building.

26.4.3 Click **Save Building & Continue** to go to **Step 2** to complete adding the citation.

A screenshot of a web application window titled "Add Citations" in a yellow header. Below the header, it says "Step 1 of 2" and "Select a building or the Emergency Preparedness category for this new citation. New buildings can be added in the [Locations](#) section of Provider Details." Below this is a label "Select Building or Category *". There are two radio button options: "Building 1 Existing Indicator" (selected) and "Building 2 New Indicator". Each option has a details line: "B1 | Building | Active | No effective date" and "B2 | Building | Active | No effective date" respectively. A red box highlights these two options. At the bottom, there are two buttons: "Save Building & Continue" (blue) and "Cancel" (white with blue border). A red arrow points to the "Save Building & Continue" button.

Figure 261: Add LSC Citations Step 1

26.4.4 Click **Add** next to any citation to add it. The citation will be added to the **Added Citations** list on the right. See *Figure 262, Add LSC Citations, Step 2*.

Add Citations

Step 2 of 2
Find and add citation tags for this selected building or category

Selected Building or Category

Change Building

> **Building 1 Existing Indicator**
B1 | Building | ● Active | No effective date

Search by citation tag number, title, or keyword

1 - 20 of 100 Citations

Filter by: All Regulation Sets | All Tag Types

Click on any arrow to view citation details

Click **Add** to add a citation

Added citations appear here

Added Citations (2)

- K0131 - Multiple Occupancies
- K0211 - Means of Egress - General

Save

Cancel

Figure 262: Add LSC Citations, Step 2

Notes:

- Click any citation to view details about the citation.
- Click the **X** next to the tag number under **Added Citations** to remove a citation before saving, if desired.

26.4.5 Click **Save** to save citations to the survey. The screen returns to the **Citations** window.

26.5 Delete a Citation

Note: The citation cannot be deleted by the user if another team member has added findings. A TC or a QA Teams member can delete the findings when findings are merged.

- 26.5.1 Click **Delete Citation** under the **Actions** menu on the Citations page. See *Figure 263, Actions Delete Citation Drop-Down Menu*. A confirmation pop-up window appears.

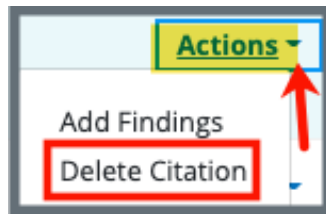


Figure 263: Actions Delete Citation Drop-Down Menu

- 26.5.2 Click **Confirm**. See *Figure 264, Delete Citation Confirmation Pop-up Window*. The citation has been deleted.

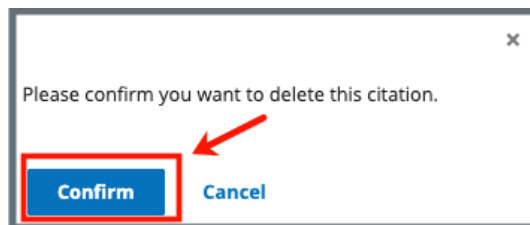


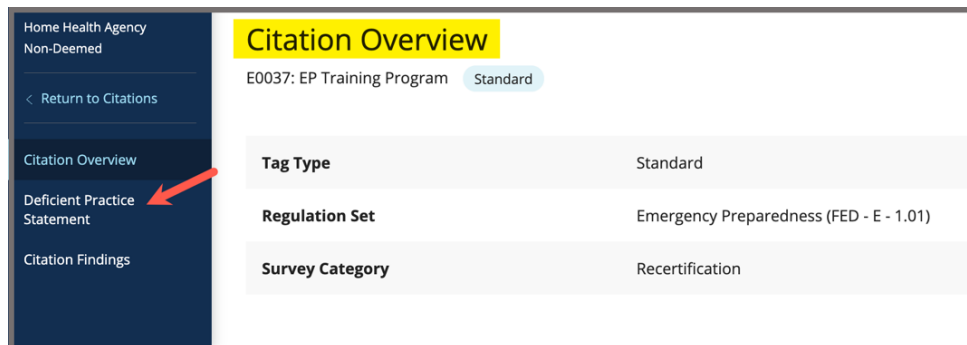
Figure 264: Delete Citation Confirmation Pop-up Window

26.6 Add a Deficient Practice Statement

Note: The Content Library stores reusable content. Refer to [Content Library](#), for more information.

26.6.1 Click the **Citation ID**. The **Citation Overview** window opens.

26.6.2 Click **Deficient Practice Statement** on the left menu. See *Figure 265, Deficient Practice Statement*. The **Deficient Practice Statement** window opens.

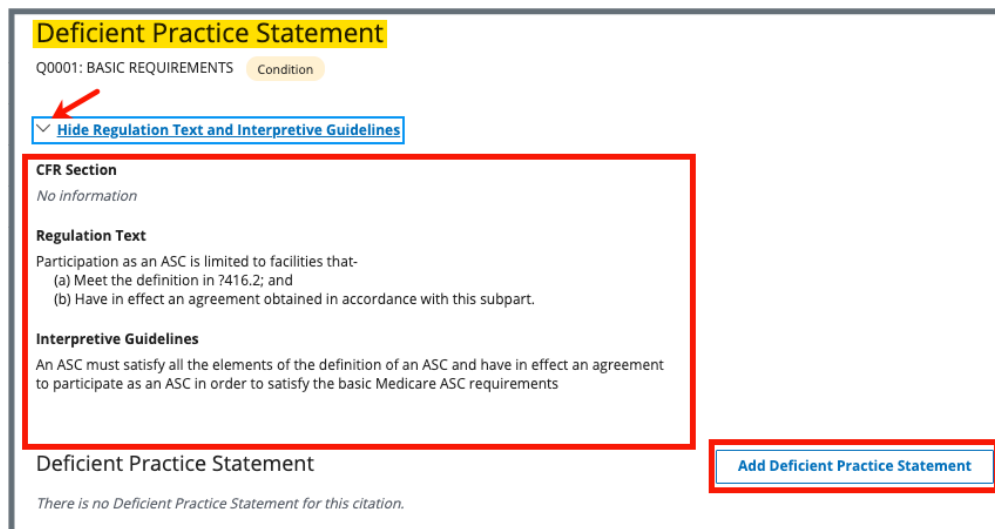


Citation Overview	
E0037: EP Training Program Standard	
Tag Type	Standard
Regulation Set	Emergency Preparedness (FED - E - 1.01)
Survey Category	Recertification

Figure 265: Deficient Practice Statement

26.6.3 Click the caret to review the **Regulation Text and Interpretive Guidelines**. See *Figure 266, Regulation Text and Interpretive Guidelines*.

Note: The **Regulation Text and Interpretive Guidelines** are helpful to write the **Deficient Practice Statement**.



Deficient Practice Statement

Q0001: BASIC REQUIREMENTS Condition

▼ Hide Regulation Text and Interpretive Guidelines

CFR Section
No information

Regulation Text
Participation as an ASC is limited to facilities that-
(a) Meet the definition in ?416.2; and
(b) Have in effect an agreement obtained in accordance with this subpart.

Interpretive Guidelines
An ASC must satisfy all the elements of the definition of an ASC and have in effect an agreement to participate as an ASC in order to satisfy the basic Medicare ASC requirements

Deficient Practice Statement
There is no Deficient Practice Statement for this citation.

Add Deficient Practice Statement

Figure 266: Regulation Text and Interpretive Guidelines

26.6.4 Click **Add Deficient Practice Statement**.

26.6.5 Type the Deficient Practice Statement in the text box. See *Figure 267, Deficient Practice Statement Text Box*.

Note: Click **Show Regulation Text and Interpretive Guidelines** for helpful text and guidelines in filling out the Deficient Practice Statement. Click again to hide the text.

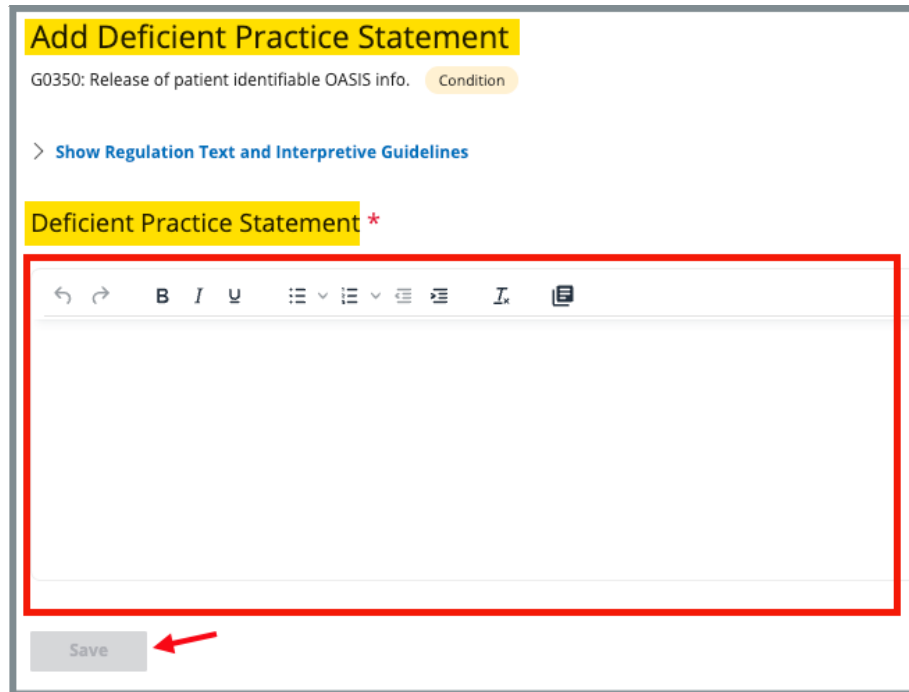


Figure 267: Deficient Practice Statement Text Box

Note: Be aware that two users can be in **Edit** mode in the **Deficient Practice Statement** at the same time. See *Figure 268, Concurrent Editor Notification*.

One user will overwrite the other person's data.

- Exit **Edit** mode if either of these notifications appears: [Concurrent Editor Notification](#) or [DPS Pencil Icon](#).
- Carefully verify that any input has been saved correctly. Be sure to refresh the screen, if necessary.

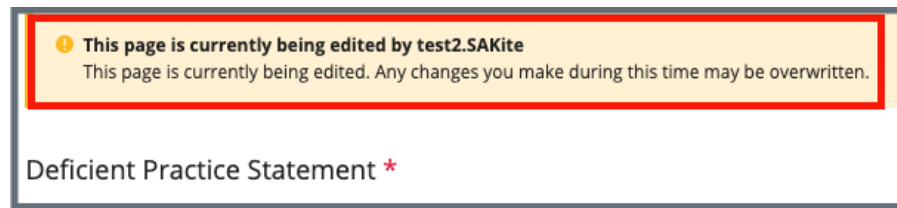


Figure 268: Concurrent Editor Notification

- A pencil icon is shown next to **Deficient Practice Statement** on the left menu when another user is editing the text area.
- Click the pencil and an explanatory text shows the name of the user who is editing the **Deficient Practice Statement**. See *Figure 269, DPS Pencil Icon*.

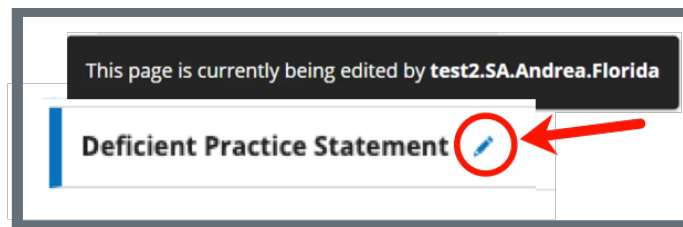


Figure 269: DPS Pencil Icon

26.6.6 Click **Save**.

26.7 Add Findings to a Citation

Note: The Content Library stores reusable content. Refer to [Content Library](#), for more information.

- 26.7.1 Click **Add Findings** in the **Actions** menu next to the correct citation on the **Citations** window. See *Figure 270, Citation Add Findings*. The Citation Findings window opens.

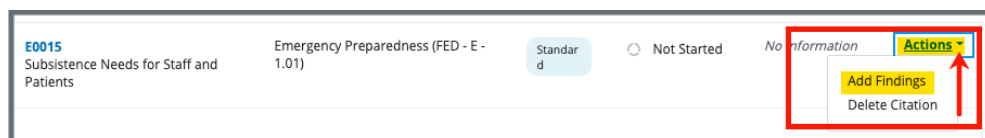


Figure 270: Citation Add Findings

Note: To view findings, edit comments, or delete memo for an existing citation, click the **Actions** drop-down menu in the **Citations** window. See *Figure 271, Actions Drop-Down Menu*. The respective window opens, and the specific action can be performed.

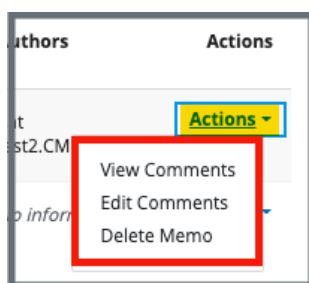


Figure 271: Actions Drop-Down Menu

26.7.2 Click **Add Findings**. The **Add Citation Findings** window opens. See *Figure 272, Add Citation Findings*.

Figure 272: Add Citation Findings

Note: Be aware that two users can be in **Edit** mode in **Findings** at the same time. See *Figure 273, Concurrent Editor Notification*.

One user will overwrite the other person's data.

- Exit **Edit** mode if either of these notifications appears: [Concurrent Editor Notification](#) or [DPS Pencil Icon](#).
- Carefully verify that any input has been saved correctly. Be sure to refresh the screen, if necessary.

Figure 273: Concurrent Editor Notification

- A pencil icon is shown next to **Citation Findings** on the left menu when another user is editing the text area.
- Click the pencil and an explanatory text shows the name of the user who is editing the **Findings**. See *Figure 274, Findings Pencil Icon*.

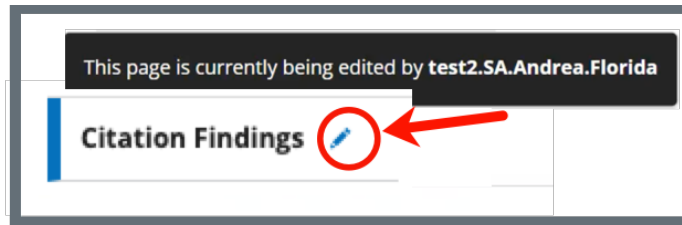


Figure 274: Findings Pencil Icon

26.7.3 Type details in the **Findings** fields. Once writing starts, the **Citation Findings Status** opens below.

Note: It is possible to copy existing text and paste it in the citation field. Copy the text (right click or **Ctrl + C**) and use **Ctrl + V** on the keyboard to paste.

26.7.4 Select **In Progress** or **Writing Complete** for the status.

26.7.5 Click **Save**. The **Citation** window opens. Citation details are shown.

26.8 Content Library

Purpose: The Content Library is a place where reusable text content can be stored.

Note: The Content Library can be accessed from both the **Deficient Practice Statement Edit** window and the **Citations Findings** or **Edit** window. See *Figure 275, Content Library Icon*.

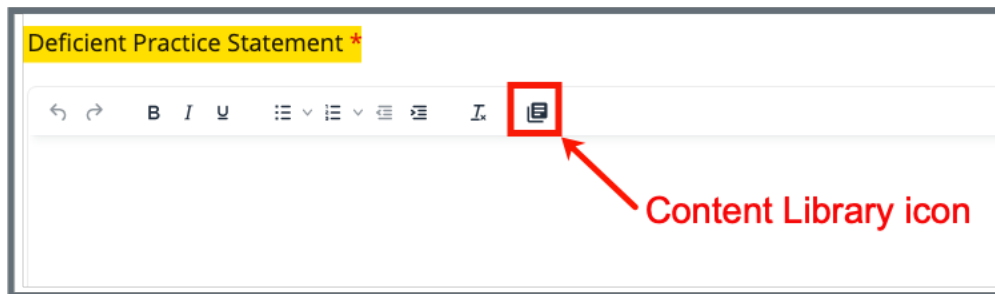


Figure 275: Content Library Icon

26.8.1 Click the **Content Library** icon. The **Content Library** pop-up window opens. See *Figure 276, Content Library Pop-up Window* and *Table 35, Content Library Popup Window Detailed Callout*.

Notes:

- The Content Library is optional.
- Once opened, some fields in the Content Library are required.

Content Library

13 x

1

Search Content Library

Enter author, tag, regulation set title, description, or keyword

2

Hide Advanced Search

3

REGULATION SET

Regulation Sets

Select...

4

Type

Select...

5

CONTENT

Last Modified Date

From

To

Category

Select...

7

Search

Reset

8

My Content

All Content

9

10	Tag	Regulation Set	Author	Description	Published	Last Modified	12
	G0000	HOME HEALTH AGENCIES (ST - G - 12.01)	test2.SA.Annie.Florida2	Test Content	No	09/06/2022	<div>Actions</div> <div>Insert</div> <div>Edit</div> <div>Delete</div>

11

Add New

Figure 276: Content Library Pop-up Window

Table 35: Content Library Popup Window Detailed Callout

No.	Name	Description
1	Search Content Library	Type Author, Tag, Regulation Set Title, Description, Keyword
2	Show/Hide Advanced Search	Click Show Advanced Search to view additional selections. Click Hide Advanced Search to remove selections
3*	Regulation Set	Select from a list of regulation sets
4*	Type	Type options are State or Federal, not active reg sets
5*	Last Modified Date	The Last Modified Date is the date the content was initially created or last changed/modified. It shows the date, time, and author (user) of the last modification of the file
6*	Category	Search from All, Deficient Practice, Findings
7	Search	Click Search to search for the content
8	My Content	This tab has a list of all content created by the user
9	All Content	This tab has a list of all content that has been made available by all users
10	Table Headers	Content in My Content and All Content can be filtered by the headers. Click the upward and downward arrows to filter by any of the selections: Tag, RegSet, Content Type, Last Modified, Description, or Status.
11	Add New	Click Add New to add new content.
12	Actions	Click the Actions drop-down menu next to any content under My Content to Edit, Insert, or Delete content. The Actions drop-down menu under All Content only can be inserted or viewed.
13	X	Click to close the Content Library window

*These fields appear when **Show Advanced Search** is selected.

26.8.2 Click **Add New** in the **Content Library** window to add a new piece of content. The **New Content** window opens. See *Figure 277, New Content Pop-up Window* and *Table 36, New Content Popup Detailed Callout*.

The screenshot shows the 'New Content' pop-up window. At the top left is a link '< Return to Content Library' (1). At the top right is a close button 'x' (12). The title 'New Content' is centered. Below the title are two rows of dropdown menus: 'Provider Type' (2) with 'Home Health Agency' selected, and 'Survey Type' (3) with 'Health' selected. Below these are 'Regulation Set' (4) with 'Select one' and 'Tags' (5) with 'Select one'. There is a checkbox 'Publish Content' (6) which is unchecked. Below it is a 'Description' (8) text area. To the right of the checkbox is the 'Content for' (7) section with two radio buttons: 'Findings' and 'Deficient Practice Statement'. Below the description is a rich text editor toolbar (9) with icons for undo, redo, bold, italic, underline, bulleted list, numbered list, decrease indent, increase indent, and link. At the bottom are two buttons: 'Save' (10) and 'Save and Insert' (11).

Figure 277: New Content Pop-up Window

Table 36: New Content Popup Detailed Callout

No.	Name	Description
1	Return to Content Library	Return to the Content Library window and cancel New Content .
2*	Provider Type	Select the provider type from the drop-down menu.
3*	Survey Type	Select the survey type from the drop-down menu.
4*	Regulation Set	The regulation associated with the citation automatically appears. Click the caret to select a different regulation set from the drop-down menu.
5*	Tag	The tag associated with the citation automatically appears. Click the caret to select a different tag from the drop-down menu.
6	Publish Content	Check this box when the content created can be publicly accessed. This content will appear under All Content .
7	Content Category	Select Findings or Deficient Practice Statement .
8	Description	Type a description. This description is how the content can be found in the Content Library.
9	Text Box	The content goes here. It can be typed or pasted in the box.
10	Save	Click Save to save the content.
11	Save and Insert	Click to insert the information in the text box into the Deficient Practice Statement (DPS) or the Findings. Save and Insert saves any changes made to the content and inserts the content in the DPS or Citations Findings and closes the Content Library window.
12	X	Click to close the Content Library window.

*These fields are automatically generated but can be changed.

26.8.3 Insert, Edit, or Delete Information from the Content Library.

Note: Only content in **My Content** can be edited or deleted. Content from **All Content** can be viewed, inserted, or [duplicated](#).

- Open the Content Library.
- Click **Insert** under the **Actions** menu to insert existing content. See *Figure 278, Content Library: Insert, Edit, Delete*.
- Click **Edit** under the **Actions** menu to edit existing content.
- Click **Delete** under the **Actions** menu to delete existing content. A pop-up window opens and asks for confirmation to delete. Once deleted, the content is deleted from **My Content** and **All Content**.

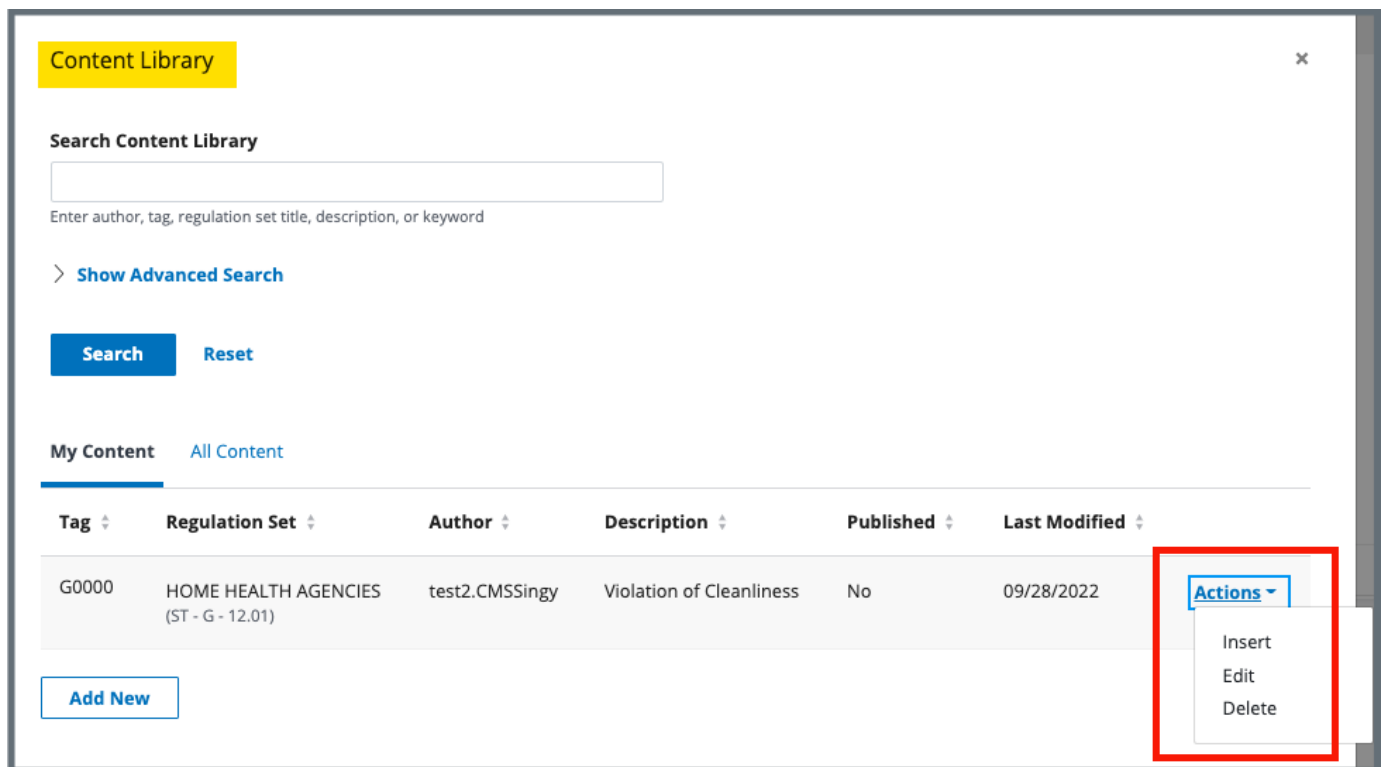


Figure 278: Content Library: Insert, Edit, Delete

26.8.4 Duplicate existing content

Purpose: Use **Duplicate** when there is existing content in **All Content** that you would like to use, but that may need to be edited.

- a. Click the **All Content** tab and search for content.
- b. Select **View** from the **Actions** drop-down menu. See *Figure 279, View Drop-Down Menu*.

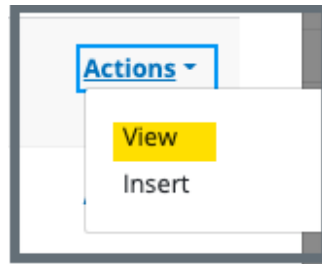


Figure 279: View Drop-Down Menu

- c. Click **Duplicate**. See *Figure 280, Duplicate*. The **Add New Content** window opens.

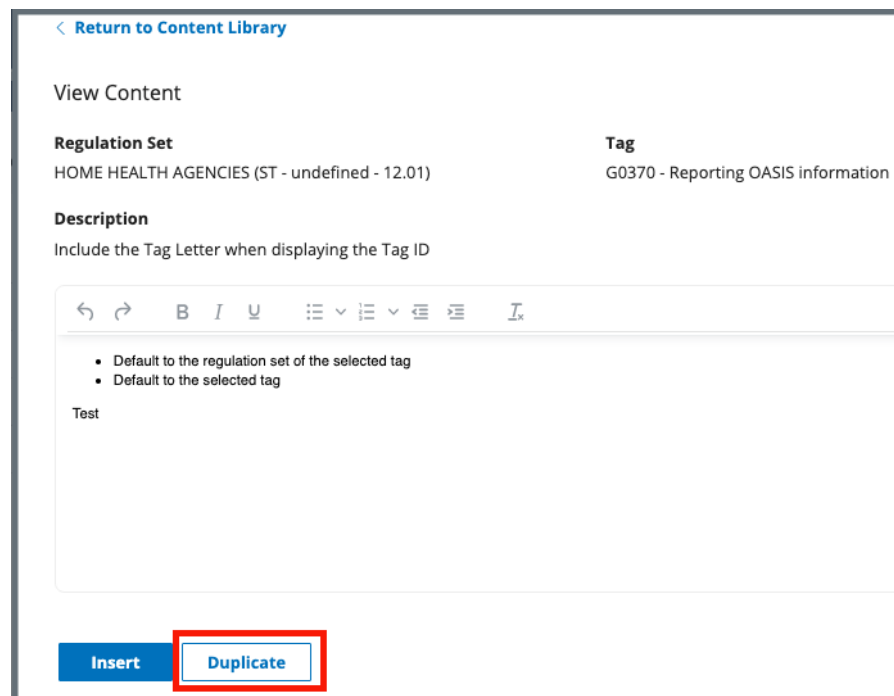


Figure 280: Duplicate

- d. Make any desired changes.

- e. Click **Save** to save the document to **My Content**. See *Figure 281, Edit Duplicated Content*.
- f. Click **Save and Insert** to save the documents to **My Content** and insert the content into the DPS or the Findings.

[Return to Content Library](#)

Add New Content

Provider Type *
Home Health Agency

Survey Type *
Health

Regulation Set *
HOME HEALTH AGENCIES (FED - G - 12.01)

Tag *
0370 - Reporting OASIS information

☒ Publish Content

Content Category *
☒ Findings ☐ Deficient Practice Statement

Description *
COPY - Include the Tag Letter when displaying the Tag ID

Rich text editor toolbar: Undo, Redo, Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink.

Rich text editor content:

- Default to the regulation set of the selected tag
- Default to the selected tag

Tests

Edit content, if desired

Save **Save and Insert**

Figure 281: Edit Duplicated Content

Note: Duplicated Content has **COPY** in the description. See *Figure 282, Duplicated Content with COPY in Description*. To remove the word **COPY** from the description, select **Edit** from the **Actions** drop-down menu and delete the word from the description.

<div>My Content All Content</div>						
Tag ▾	Regulation Set ▾	Author ▾	Description ▾	Published ▾	Last Modified ▾	
G0370	HOME HEALTH AGENCIES (ST - G - 12.01)	test2.CMSSingy	COPY - Include the Tag Letter when displaying the Tag ID	Yes	09/29/2022	Actions ▾
G0370	HOME HEALTH AGENCIES (ST - G - 12.01)	test2.CMSSingy	COPY - Include the Tag Letter when displaying the Tag ID	Yes	09/29/2022	Actions ▾
G0000	HOME HEALTH AGENCIES (ST - G - 12.01)	test2.CMSSingy	Violation of Cleanliness	No	09/28/2022	Actions ▾

Figure 282: Duplicated Content with COPY in Description

26.9 Add an Attachment

Note: Only one attachment can be added at a time.

- 26.9.1 Click **Attachments** on the left menu on either the **Citation Overview** or **Citations** page. The **Attachments** window opens. See *Figure 283, Attachments*.

The screenshot shows the 'Attachments' window with the following elements:

- Attachments** (Title bar)
- Add attachments for this citation and add a file description below.** (Instructional text)
- Select File** (Button, highlighted with a red box and an arrow pointing to it)
- Supported file formats** (Text): PDF (.pdf), Word (.doc, .docx), Excel (.xls, .xlsx, .csv), Text files (.txt, .rtf), Image files (.jpeg, .jpg, .png, .tif, .tiff), Video files (.mp4, .mov, .wmv, .3gp), Audio files (.mp3, .aac, .wav, .wma), and Message files (.msg, .eml).
- Attachment name** (Text): Findings for J. Doe.docx (highlighted with a yellow box, with a red arrow pointing to it) **Remove** (Link)
- File Description** (Text): Findings for J. Doe (highlighted with a red box, with a red arrow pointing to it)
- Optional: Type file description** (Text)
- 19/255 characters** (Text)
- Save** (Button, highlighted with a red box and an arrow pointing to it)

Figure 283: Attachments

- 26.9.2 Click **Select File**. The Windows Explorer window pops up. For Mac users, the Finder window pops up.
- 26.9.3 Select the file to be attached. Click **Open**. The file is attached and ready to be saved.
- 26.9.4 Type a file description in the **File Description** field, if desired.
- 26.9.5 Click **Save**. The file is attached to the Citation.

26.10 Conditions to Lock a Citation

The following conditions must be met to lock a citation:

- Refer to the [Immediate Jeopardy section](#) for locking citations with IJ
- All citation statuses are marked **Writing Complete**
- The survey has a start date and an exit date
- At least one survey extent (i.e., **Standard**, **Abbreviated**, or **Other**) is selected

Notes:

- The **Citations ready to be locked** notification banner appears when all citation writing has been marked complete.
- Unlock the citation to add a new citation or edit a locked citation.

26.11 Lock/Unlock a Citation

26.11.1 Click **Lock Citations** on the Citations page. See *Figure 284, Citations Ready to be Locked*. The **Survey Extents** popup opens.

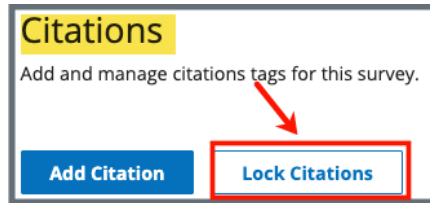


Figure 284: Citations Ready to be Locked

26.11.2 Click **View Survey Extents** to review or edit survey extents. See *Figure 285, Survey Extents Popup*.

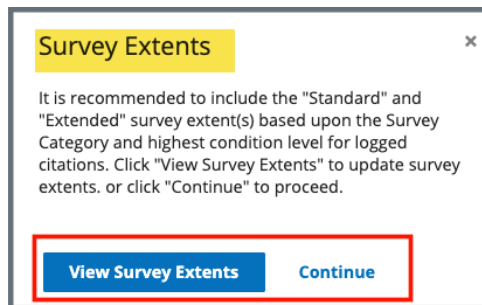


Figure 285: Survey Extents Popup

26.11.3 Click **Continue**, to lock citations. The **Lock Citations** popup opens. See *Figure 286, Lock Citations*.

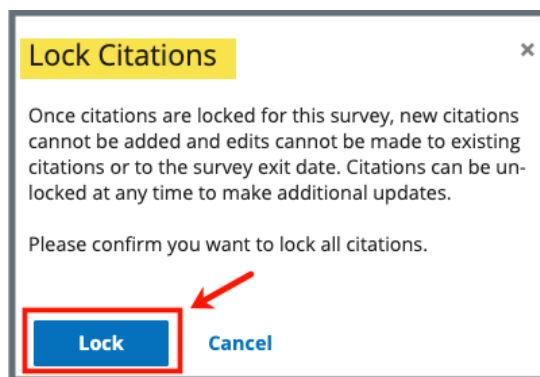


Figure 286: Lock Citations

26.11.4 Click **Lock** to lock citations. The **Citations** window opens and citations are locked.

26.11.5 Click **Unlock Citations** on the **Citations** window to unlock citations. See *Figure 287, Unlock Citations Pop-Up Window*. The **Unlock Citations** popup opens.

Note: A citation cannot be unlocked once a Revisit Survey has been started.



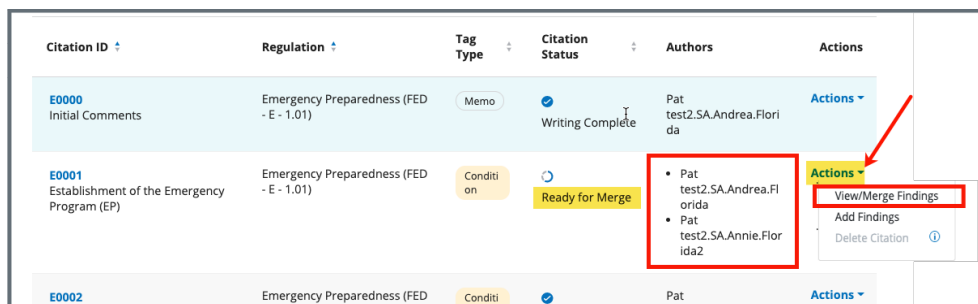
Figure 287: Unlock Citations Pop-Up Window

26.11.6 Click **Unlock Citations**. The **Citations** window opens, and citations are unlocked.

26.12 Merge Citation Findings

Note: Only the TC can merge citations.

26.12.1 Go to **Citations**. Verify that the **Citation Status** is **Ready for Merge**. See *Figure 288, Ready for Merge*.



Citation ID	Regulation	Tag Type	Citation Status	Authors	Actions
E0000 Initial Comments	Emergency Preparedness (FED - E - 1.01)	Memo	Writing Complete	Pat test2.SA.Andrea.Florida	Actions
E0001 Establishment of the Emergency Program (EP)	Emergency Preparedness (FED - E - 1.01)	Condition	Ready for Merge	<ul style="list-style-type: none"> Pat test2.SA.Andrea.Florida Pat test2.SA.Annie.Florida2 	Actions <ul style="list-style-type: none"> View/Merge Findings Add Findings Delete Citation
E0002	Emergency Preparedness (FED)	Condition		Pat	Actions

Figure 288: Ready for Merge

26.12.2 Click **View/Merge Findings** on the drop-down menu under **Actions**. The **Findings** window opens. See *Figure 289, Findings*.

Note: Click arrows next to findings to rearrange the order of the findings. Once findings are merged, the order cannot be changed.

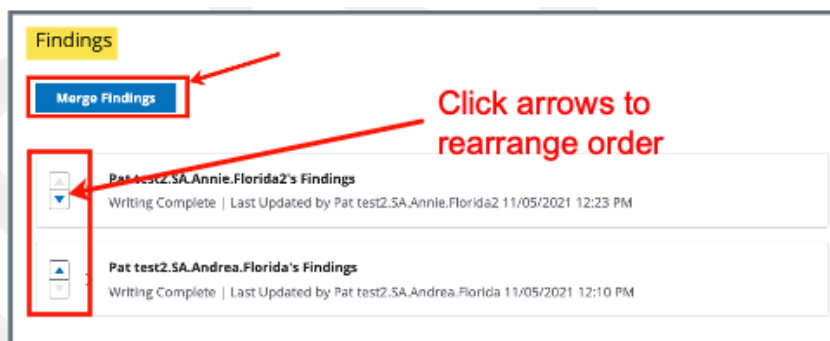


Figure 289: Findings

26.12.3 Click **Merge Findings**. The **Merge Findings** pop-up window opens. See *Figure 290, Merge*.

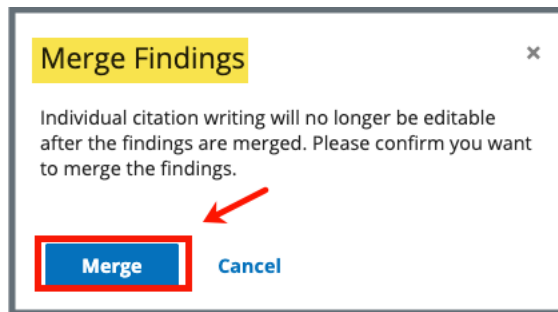


Figure 290: Merge

26.12.4 Click **Merge**. The **Findings** window opens with the merged findings. See *Figure 291, Ready for Merge*.

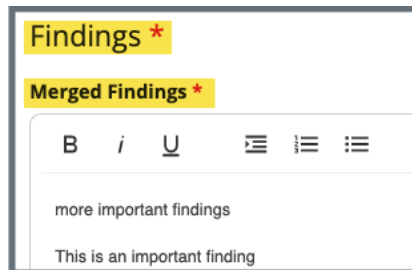


Figure 291: Ready for Merge

26.12.5 Update or edit findings, if desired. See *Figure 292, Findings*.

26.12.5.1 Click **Edit Findings** to edit the findings. The **Citations Findings Status** automatically changes to **In Progress**.

26.12.5.2 Click **Save Status** to save the edits. The **Citation Status** on the top menu is updated to **In Progress**.

26.12.6 Click **Save**.

Notes:

- View **Merged Findings** under **Citation Findings**. Click **Show Original Findings** and the original findings open. Click **Hide Original Findings** to hide original findings.
- Only a TC or a QA Teams member can delete a merged citation.
- A merged citation can be edited to remove one of the merged citations.

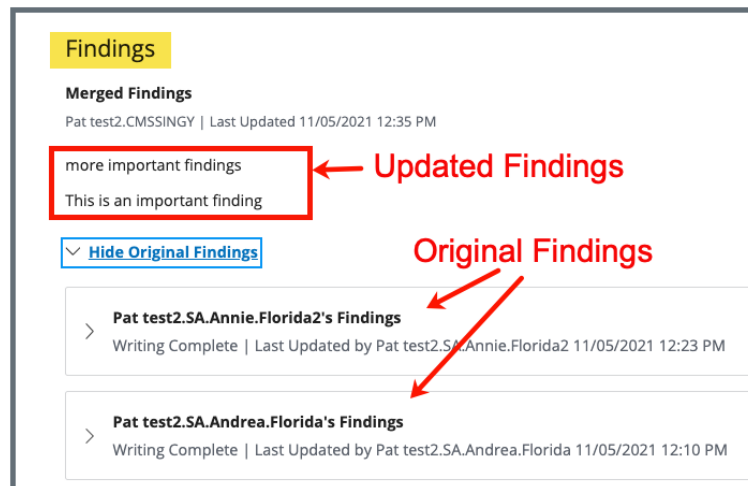


Figure 292: Findings

26.13 Create a Revisit Survey

Notes:

- A revisit is required when there are federal condition level deficiencies.
- A revisit is recommended when there are federal standard level deficiencies or state licensure deficiencies.
- At least one citation with a scope/severity level of **D** or higher
- The revisit can be set to **Not Required** on the [Plan of Correction](#) for any non-condition level citations to override the revisit recommendation for standard or licensure deficiencies. The revisit survey is then updated so that the citations that are marked **No Revisit Needed** in the original survey do not carry over to the revisit survey.
- **No Revisit Needed** cannot be unchecked for federal standard level deficiencies associated with condition level citations that remain open.
- A follow up visit can be scheduled as necessary until all deficiencies are corrected.
- Confirm the following before creating a revisit survey:
 - All citations and findings have been added
 - The survey has an exit date
 - Citations are locked
 - The Plan of Correction (POC) information is complete
- Once a revisit survey is created, it cannot be deleted. Contact the [iQIES Service Center](#) for help, if necessary.
- If carried-over citations have been corrected during the follow up visit, go to the [Plan of Correction](#) on the revisit survey and add the corrected dates.
- A revisit may not be necessary for all citations. Review [Create a Revisit Survey for Specific Citations](#) for what to do when all citations do not need to have a revisit survey created.
- All revisits can be seen back to the previous survey. See [View Older Revisit Surveys](#).

26.13.1 Click **Survey action** on the gray survey bar and select **Create Revisit** from the drop-down menu. See *Figure 293, Create Revisit Drop-Down Menu*. The **Basic Information** page opens.

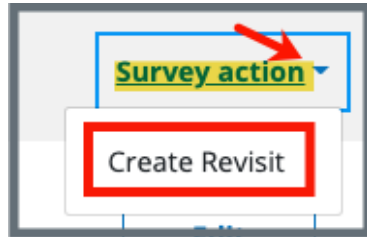


Figure 293: Create Revisit Drop-Down Menu

Note: When citations are issued, a notification message appears in **Citations** and states: **A revisit is required for this survey.** A link to create a revisit survey is in the notification.

26.13.2 Update the page as necessary. Be sure to click **Save Basic Information**.

26.14 Create a Revisit Survey for Specific Citations

Purpose: To create a revisit survey for some, but not all, of the citations on a survey.

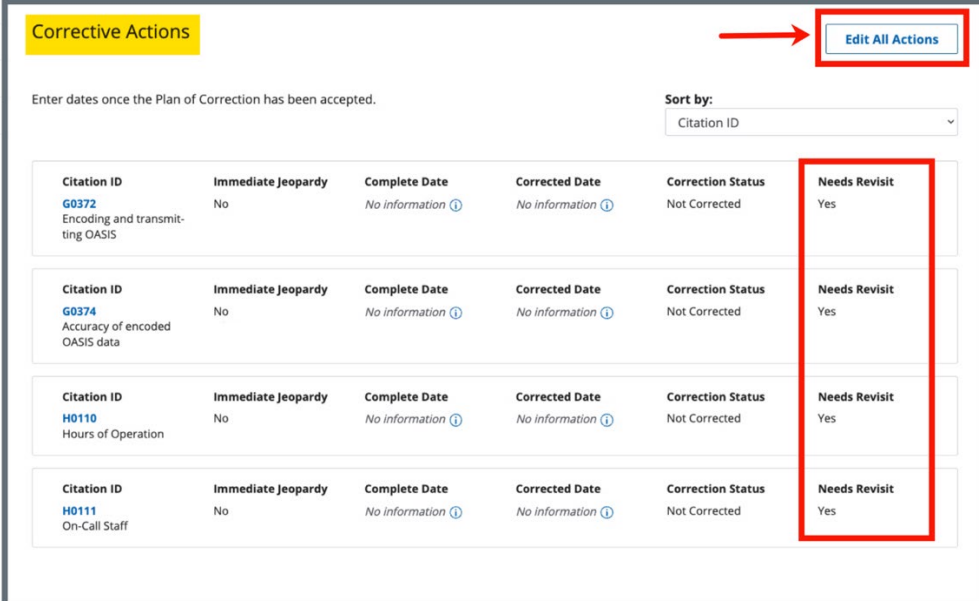
Notes:

- Once a revisit survey is created, it cannot be deleted. Contact the [iQIES Service Center](#) for help, if necessary.
- If a survey contains federal citations with condition-level tags, then all citations in the survey are carried over to the revisit survey. When this happens, all the **Needs Revisit** checkboxes will be checked and disabled (grayed out).
- Once a revisit survey is created, all the **Needs Revisit** checkboxes in the survey prior to the revisit survey are disabled and cannot be edited.

26.14.1 Go to the **Plan of Correction** page and scroll to **Corrective Actions**.

26.14.2 Each citation has a **Needs Revisit** column. See *Figure 294, Needs Revisit Column*.

Note: The default response to **Needs Revisit** is **Yes**.



Corrective Actions					
Enter dates once the Plan of Correction has been accepted.					
Sort by: Citation ID					
Citation ID G0372 Encoding and transmitting OASIS	Immediate Jeopardy No	Complete Date No information ⓘ	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes
Citation ID G0374 Accuracy of encoded OASIS data	Immediate Jeopardy No	Complete Date No information ⓘ	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes
Citation ID H0110 Hours of Operation	Immediate Jeopardy No	Complete Date No information ⓘ	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes
Citation ID H0111 On-Call Staff	Immediate Jeopardy No	Complete Date No information ⓘ	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes

Figure 294: Needs Revisit Column

26.14.3 Click **Edit All Actions**. The fields are now editable. See *Figure 295, Needs Revisit Editable Fields*.

Corrective Actions

Enter dates once the Plan of Correction has been accepted.

Citation ID	Immediate Jeopardy	Complete Date (XS)	Corrected Date	Correction Status	Needs Revisit
CZ800 Applicability; Definitions	No	<input type="text"/>	No information ⓘ	Not Corrected	<input type="checkbox"/> ⓘ
G0372 Encoding and transmitting OASIS	No	<input type="text"/>	No information ⓘ	Not Corrected	<input checked="" type="checkbox"/> ⓘ
H0103 Accreditation	No	<input type="text"/>	No information ⓘ	Not Corrected	<input checked="" type="checkbox"/> ⓘ

Save **Cancel**

Figure 295: Needs Revisit Editable Fields

26.14.4 Uncheck the boxes under **Needs Revisit** for each citation that does not need to be corrected in a follow up visit.

26.14.5 Click **Save**.

26.15 View Older Revisit Surveys

26.15.1 Go to the latest revisit survey and click **Plan of Correction** on the left menu. Scroll down to **Corrective Actions**. See *Figure 296, Revisits Corrective Actions*.

Corrective Actions					
Enter dates once the Plan of Correction has been accepted.				Sort by: Citation ID	
Citation ID G0372 Encoding and transmitting OASIS	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date No information ⓘ	Correction Status Accepted	Needs Revisit Yes
Citation ID G0374 Accuracy of encoded OASIS data	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes
Citation ID H0104 HHA Operational	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes
Citation ID H0105 Unlicensed Activity	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date No information ⓘ	Correction Status Not Corrected	Needs Revisit Yes

Figure 296: Revisits Corrective Actions

26.15.2 Click **Edit All Actions**.

26.15.3 Add the **Corrected Date** to any citations that have been corrected.
See *Figure 297, Citation Corrected Dates*.

Corrective Actions

Enter dates once the Plan of Correction has been accepted.

Citation ID	Immediate Jeopardy	Complete Date (X5)	Corrected Date	Correction Status	Needs Revisit
G0372 Encoding and transmitting OASIS	No	03/01/2022 ⓘ	<input type="text" value="03/03/2022"/>	Accepted	<input checked="" type="checkbox"/> ⓘ
G0374 Accuracy of encoded OASIS data	No	03/01/2022 ⓘ	<input type="text"/>	Not Corrected	<input checked="" type="checkbox"/> ⓘ
H0104 HHA Operational	No	03/01/2022 ⓘ	<input type="text" value="03/03/2022"/>	Not Corrected	<input checked="" type="checkbox"/> ⓘ
H0105 Unlicensed Activity	No	03/01/2022 ⓘ	<input type="text"/>	Not Corrected	<input checked="" type="checkbox"/> ⓘ

Figure 297: Citation Corrected Dates

26.15.4 Click **Save**. The **Corrective Actions** are updated with a link to the original survey. See *Figure 298, Revisits Linked in Corrective Actions*.

26.15.5 Click the link to view details about the revisit survey.

Corrective Actions					
Enter dates once the Plan of Correction has been accepted.			Sort by: Citation ID		
Citation ID G0372 Encoding and transmitting OASIS	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date 03/03/2022 ⓘ Survey 105A94-H2	Correction Status Corrected	Needs Revisit Yes
Citation ID G0374 Accuracy of encoded OASIS data	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date No information ⓘ	Correction Status Accepted	Needs Revisit Yes
Citation ID H0104 HHA Operational	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date 03/03/2022 ⓘ Survey 105A94-H2	Correction Status Corrected	Needs Revisit Yes
Citation ID H0105 Unlicensed Activity	Immediate Jeopardy No	Complete Date 03/01/2022	Corrected Date No information ⓘ	Correction Status Accepted	Needs Revisit Yes

Figure 298: Revisits Linked in Corrective Actions

27. Immediate Jeopardy

Purpose: IJ is a situation in which the provider's noncompliance with one or more requirements of participation has caused or is likely to cause serious injury, harm, impairment, or death to a patient. Refer to the [Immediate Jeopardy Job Aid](#) for detailed information, including the IJ workflow.

Note: See also [Add Immediate Jeopardy](#) button to add IJ in the LTCSP.

27.1 Add IJ to a citation.

27.1.1 Add a citation. See [Citations](#) for more details.

27.1.2 Click the Scope/Severity grid. See *Figure 299, Add IJ to a Citation*.

Add IJ to a Citation

The screenshot shows the 'Add Citations' interface. A modal window titled 'Severity and Scope Grid' is open, displaying a 3x3 grid. The top row (Scope) contains J, K, and L, which are highlighted with a red box. The bottom two rows (Severity) contain G, H, I; D, E, F; and A, B, C. A red arrow points from the grid to the 'Add' button at the bottom right of the modal. The background window shows a list of citations with details like 'F0610 - Investigate/Prevent/Correct Alleged Violation' and 'F0895 - Compliance and Ethics Program'.

Figure 299: Add IJ to a Citation

27.1.3 Select **J**, **K**, or **L**.

27.1.4 Click **Add**.

27.1.5 Click **Save**. The **Citations** window opens.

Note: A Statement of Deficiency can be generated with IJ, but the date sent, and a revisit survey cannot be created. **Lock IJs** bypasses this requirement and allows the citations not associated with IJ to move forward. All other citations must be updated.

27.2 Update any citations not associated with IJ. See [Add Findings](#), if necessary.

27.3 Click **Lock IJs**. See *Figure 300, Lock IJs*. The **Lock IJ Citations** window opens.

Notes:

- The **Lock IJs** box highlights in solid red when all conditions have been met.
- All citations associated with the survey are locked. They can be unlocked once the SOD is generated with **Date Sent**.

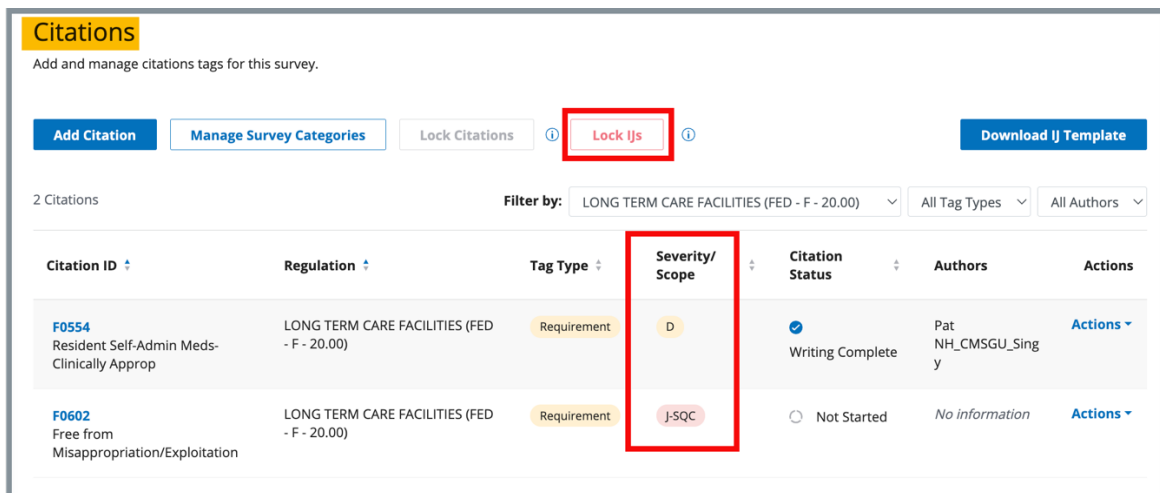


Figure 300: Lock IJs

27.4 Click **Lock as IJ**. See *Figure 301, Lock IJ Citations Popup Window*. The **Citations** page opens, and a Statement of Deficiencies can now be generated with **Date Sent**.

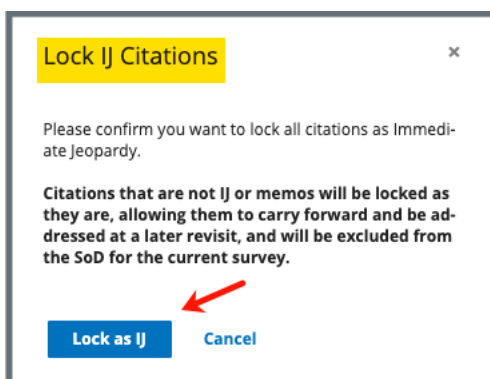


Figure 301: Lock IJ Citations Popup Window

- 27.5** Click **Statement of Deficiencies** on the left menu. The **Statement of Deficiencies** page opens.
- 27.6** Click **Generate Form**.
- 27.7** Check the **CMS-2567 – Federal Statement of Deficiencies** box. The **Statement of Deficiencies** page expands to show additional fields. See *Figure 302, IJ Citation Check Box*.

Figure 302: IJ Citation Check Box

- 27.8** Click the box next to **Include only IJ citations and memos** on the **Statement of Deficiencies** page. Only IJ citations are included on the SOD.

Notes:

- When an IJ citation is locked, an SOD can be generated with **Date Sent** when the non-IJ citation status is **Citation Status** is **Not Started**.
- An SOD can be created, but it cannot be generated with **Date Sent** prior to locking citations.

28. Statement of Deficiencies

Purpose: To issue CMS-2567 form when the survey or investigation identifies violations of federal regulations.

Note: Citations must be complete, merged, and locked before CMS-2567 is completed.

28.1 Create the CMS-2567 form.

28.1.1 Click **Statement of Deficiencies** on the left menu. The **Statement of Deficiencies** screen opens. See *Figure 303, Statement of Deficiencies*.

Note: **Edit** is not active for Statements of Deficiencies until the survey has an exit date.

The screenshot shows the 'Statement of Deficiencies' interface. On the left, a dark sidebar contains a menu with items like 'Basic Information', 'Responsible Staff', 'Manage Tasks', 'Teams', 'LTCSF', 'Survey Prep', 'Initial Pool', 'Investigation', 'Resources', 'Citations', and 'Statement of Deficiencies' (which is highlighted with a red box and an arrow). The main content area has a yellow header 'Statement of Deficiencies' and a sub-header 'Generate the statement of deficiencies and enter the date sent once the form has been sent to the provider.' Below this is a blue 'Generate Form' button (highlighted with a red box). A table follows with three columns: 'Due to Provider' (value: No information), 'Date Sent' (value: No information), and 'Due Back from Provider' (value: No information). An 'Edit' button with a help icon is in the top right corner (highlighted with a red box).

Figure 303: Statement of Deficiencies

28.1.2 Click **Generate Form**.

28.1.3 Check the **CMS-2567 – Federal Statement of Deficiencies** box. The **Statement of Deficiencies** page expands to show additional fields. See *Figure 304, Statement of Deficiencies: CMS-2567 Selection*.

Notes:

- The **LONG TERM CARE FACILITIES** check box is automatically checked.
- Review the [Immediate Jeopardy](#) section prior to checking the **Immediate Jeopardy** check box.

Figure 304: Statement of Deficiencies: Preferred Options

28.1.4 Click **Download Form**. The **Statement of Deficiencies** form downloads.

Notes:

- If the form does not show at the bottom of the screen, go to the **Downloads** folder on the computer.
- See [CMS-2567](#) example.

28.2 Edit the statement of deficiencies dates.

Note: The **Statement of Deficiencies** can only be edited when a survey has an exit date.

28.2.1 Click **Edit**. See *Figure 305, Statement of Deficiencies*.

Figure 305: Statement of Deficiencies

28.2.2 Type dates under **Date Sent** and **Due Back from Provider**, in a **MM/DD/YYYY** format. See *Figure 306, Statement of Deficiencies Edit Screen*.

Note: The **Due to Provider** date is automatically set to ten (10) days after the survey exit date.

Statement of Deficiencies

Generate the statement of deficiencies and enter the date sent once the form has been sent to the provider.

Generate Form

Due to Provider	Date Sent	Due Back From Provider
08/04/2024	08/04/2024	08/14/2024
MM/DD/YYYY	MM/DD/YYYY	MM/DD/YYYY

Save **Cancel**

Figure 306: Statement of Deficiencies Edit Screen

28.2.3 Click **Save**.

DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES		PRINTED: 09/14/2022 FORM APPROVED OMB NO. 0938-0391	
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING
(X3) DATE SURVEY COMPLETED			
NAME OF PROVIDER OR SUPPLIER House of the Rising Sun		STREET ADDRESS, CITY, STATE, ZIP CODE 1 Main St , Anytown, Florida, 87960	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)
G0000	INITIAL COMMENTS	G0000	
G0370	Reporting OASIS information CFR(s): 484.45 Condition of participation: HHAs must electronically report all OASIS data collected in accordance with §484.55. This CONDITION is NOT MET as evidenced by: This is for MichelleThis is for AndreaMichelle didn't start this citation, but she can edit the Deficient Practice Statement including deleting what Andrea wrote here. (I deleted, "Wow. I can edit!") First findings recorded here by Michelle Second findings recorded here by Michelle after modifying the Deficient Practice Statement above. I cannot edit Andrea's findings below. We'll add more findings here. More findings here. This is Michelle, a member of the QA Team, writing Findings on behalf of Andrea, The Team Coordinator, who is the only person on the Survey Team list. I deleted the findings.	G0370	
Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See reverse for further instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.			
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(X6) DATE
FORM CMS-2567 (02/99) Previous Versions Obsolete		Event ID: E7E26-H1 Facility ID: IQ00000002521599	If continuation sheet Page 1 of 1

Figure 307: CMS-2567

29. Informal Dispute Resolution

Purpose: To add or manage any informal dispute resolutions (IDR) in response to citations and to view the current survey citation status.

Note: To create an IDR, the survey must have a status of Statement of Deficiencies Sent.

- 29.1** Click **Survey action** on the gray status bar and select **Create Informal Dispute Resolution** from the drop-down menu. See *Figure 308, Create Informal Dispute Resolution Drop-Down Menu*. The **Informal Dispute Resolution** page opens.

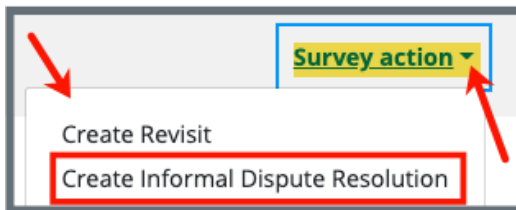


Figure 308: Create Informal Dispute Resolution Drop-Down Menu

- 29.2** Fill out the information.

Note: Click **Select** under List of Attendees for attendees.

- 29.3** Click **Create Informal Dispute Resolution**. The **Informal Dispute Resolution** page updates.

30. Independent Informal Dispute Resolution

Purpose: To add or manage any independent IDRs (IIDR) in response to citations and to view the current survey citation status and is conducted by a third party.

Notes:

The survey must have the following to have an IIDR:

- A status of **Statement of Deficiencies Sent**
- A scope/severity level of **D** or higher
- An enforcement case linked to the survey with a CMP that is in effect

30.1 Click **Survey action** on the gray status bar and select **Create Independent Informal Dispute Resolution** from the drop-down menu. See *Figure 309, Create Independent Informal Dispute Resolution Drop-Down Menu*. The **Independent Informal Dispute Resolution** page opens. See *Figure 310, Independent Informal Dispute Resolution*.

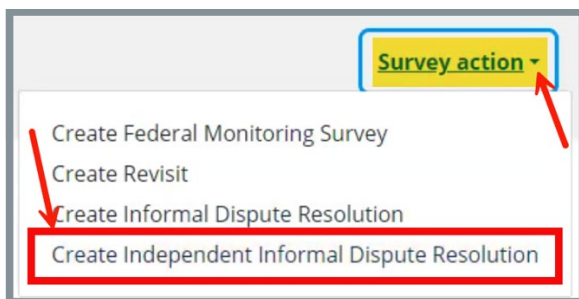


Figure 309: Create Independent Informal Dispute Resolution Drop-Down Menu

Figure 310: Independent Informal Dispute Resolution

30.2 Click **Edit** to update the information. The fields become editable. See *Figure 311, Independent Informal Dispute Resolution Editable Fields*.

Independent Informal Dispute Resolution

Add and manage any Independent Informal dispute resolutions (IIDRs) in response to citations.

Save IIDR and View Citations
Save IIDR and View Allegations
Save IIDR and View Enforcements

Survey reverts citations to unlocked state following any changes or additions to Citations. Citations, Enforcements, and Allegations should be updated and Citations locked again.

Request for IIDR Received *

08/09/2024

Date Scheduled

08/09/2024

Expiration Date

08/23/2024

IIDR Status

☒ Requested
☐ Conducted
☐ Withdrawn

Additional Doc Rec'd from Provider

Revised 2567 Date

☐ POC Required

List of Attendees

CMS Representative(s) ×

Resident/Family Member/Advocate ×

Surveyor ×

Administrator ×

Select...

IIDR Notes

Survey Citation IIDR Status

Filters

Add Citation

Citation	IIDR Status	Request Reason	Decision Reason	Action
F0540	01-None ▾	00-Not Selected... ▾	01-No Change ▾	Undo Changes
E0001	01-None ▾	00-Not Selected... ▾	01-No Change ▾	Undo Changes

Save Independent Informal Dispute Resolution

Cancel

Figure 311: Independent Informal Dispute Resolution Editable Fields

30.3 Update the information.

Note: Click **Filters** to view IDR citation statuses by **None, IIDR Request, No Change, Citation Added** and **Citation Changed**. See *Figure 312, IIDR Citation Filter*.

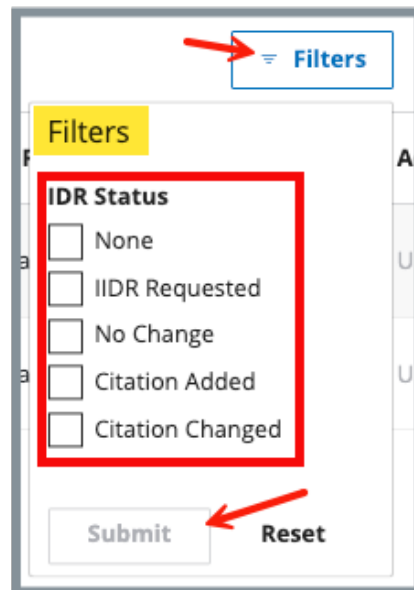


Figure 312: IIDR Citation Filter

30.4 Click **Save Independent Informal Dispute Resolution**. The **Independent Informal Dispute Resolution** page updates.

31. Plan of Correction (POC)

Purpose: To identify steps that must be taken, and time required to comply with regulation.

Notes:

- For accepted POCs – Both the **Provider Sign-off Date (X6)** and the **Received Date** are required.
- For rejected POCs – New POCs can be entered until the status is **Accepted**. Only the most recent POC is available for viewing.
- Click **Edit** on the **Plan of Correction** page to make edits, if necessary.
- POC information is kept for the life of the survey.
- Citations must be locked before creating a POC.
- The **Due Date** is automatically populated to ten (10) days after the sent date as long as the Statement of Deficiencies **Date Sent** has been entered.

31.1 Plan of Correction

Note: Citations must be added and locked before a plan of correction can be added.

31.1.1 Click **Plan of Correction** on the left menu. The **Plan of Correction** screen opens. See *Figure 313, Plan of Correction*.

The screenshot shows the 'Plan of Correction' screen. On the left sidebar, the 'Plan of Correction' option is highlighted. The main content area has a title 'Plan of Correction' and a subtitle 'Add and manage the status and dates for the Plan of Correction (POC)'. Below this, it says 'All required fields are marked with an asterisk (*)'. The form contains the following fields:

- Statement of Deficiencies Sent Date:** 08/02/2024
- Due Date:** 08/12/2024 (format: MM/DD/YYYY)
- Provider Sign-off Date (X6):** 08/07/2024 (format: MM/DD/YYYY)
- Received Date:** 08/07/2024 (format: MM/DD/YYYY)
- Status:** Pending Review (selected), Accepted, Not Accepted
- Pending Review Date:** 08/07/2024 (format: MM/DD/YYYY)

At the bottom, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button.

Figure 313: Plan of Correction

31.1.2 Fill out the information.

Note: The **Provider Sign-off Date (X6)** and the **Received Date** are not required when the status is **Not Accepted**.

31.1.3 Click **Save**. The **Plan of Correction** page updates.

31.2 Waivers

Notes:

- Waivers are for Life Safety Code surveys only.
- Only a CMSGU can change the decision on the waiver.
- Once a Waiver has been requested by the SAGU, an automatic email notification is sent to the CMS Responsible Staff to notify CMS staff of the waiver request. If there is no CMS Responsible Staff, no email will be sent.
- After the waiver decision is made in iQIES by CMS, an automatic email is sent to the SAGU stating a waiver decision has been made. If there is no SAGU staff, no email will be sent.
- Be sure to have a CMS Responsible staff and a State Agency Responsible staff.
- A waiver cannot be added to a citation with the **Immediate Jeopardy** tag.

31.2.1 Click the caret next to the **Citation ID & Building ID** on the **Plan of Correction** page under **Corrective Actions** to view waiver details. See *Figure 314, Citation ID & Building ID*.

<div><div><div></div></div><div></div></div>	<div><div>Citation ID & Building ID</div><div>K0131 - 12</div><div>Multiple Occupancies</div></div>	<div><div>Severity/Scope</div><div>E</div></div>	<div><div>Complete Date</div><div>12/21/2023</div></div>	<div><div>Corrected Date</div><div>No information ⓘ</div></div>	<div><div>Correction Status</div><div>Accepted</div></div>	<div><div>Needs Revisit</div><div>Yes</div></div>
<div><div>Waiver</div><div>Temporary</div></div>						
<div><div>Type</div><div>Federal</div></div>		<div><div>Request Date</div><div>10/04/2023</div></div>		<div><div>Sent to CMS</div><div>10/04/2023</div></div>		
<div><div>Last Day in Effect</div><div>12/20/2023</div></div>		<div><div>Decision</div><div>Pending</div></div>		<div><div>Decision Date</div><div>No information</div></div>		
<div><div>Building Waiver Detail</div></div>						

Figure 314: Citation ID & Building ID

- 31.2.2 Click **Edit All Actions** on the **Plan of Correction** page to enter corrective action information, including waiver details. See *Figure 315, Edit All Actions*.

Figure 315: Edit All Actions

- 31.2.3 Click the drop-down menu under **Waiver** to change the waiver status. See *Figure 316, Waiver Selections*.

Note: Grayed out areas can only be updated by a CMS General User.

Figure 316: Waiver Selections

- 31.2.4 Add building details, if desired.
- 31.2.5 Click **Save**.

Note: A revisit survey can now be made for the LSC survey.

32. Letters

Purpose: To add, upload, generate a letter from an existing template, edit a Letter Overview, delete a letter, or add recipients to a letter. Nonstandardized templates can be edited in the Letters section of the applicable S&C area (providers, surveys, intakes, enforcements).

Note: Letter templates are created in the Letter Template Management section. Review [S&C User Manual: Letter Template Management](#) for more information.

32.1 Add/Upload a letter

32.1.1 Click **Letters** on the left menu to go to **Letters**. See *Figure 317, Surveys Letters*.

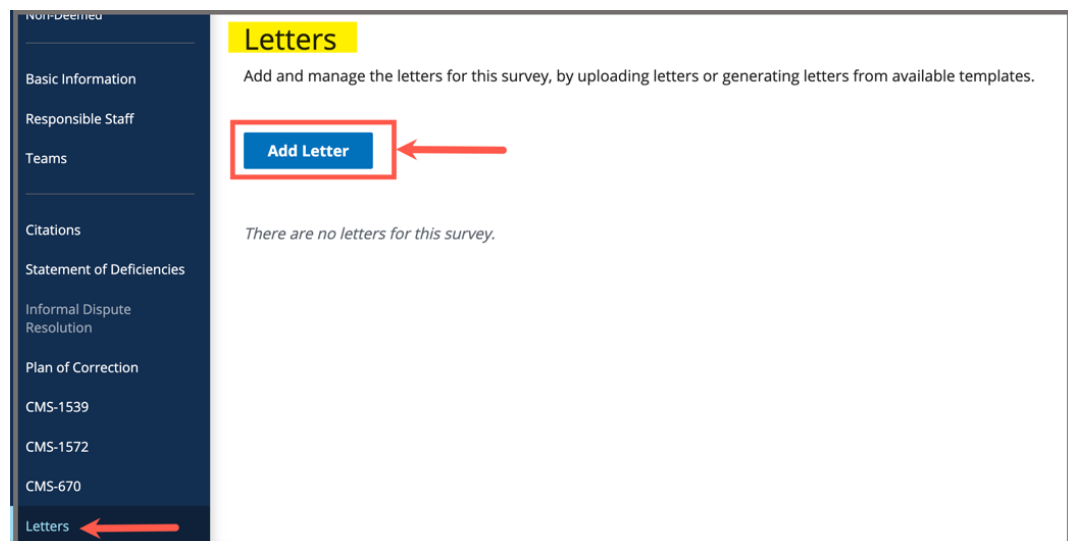
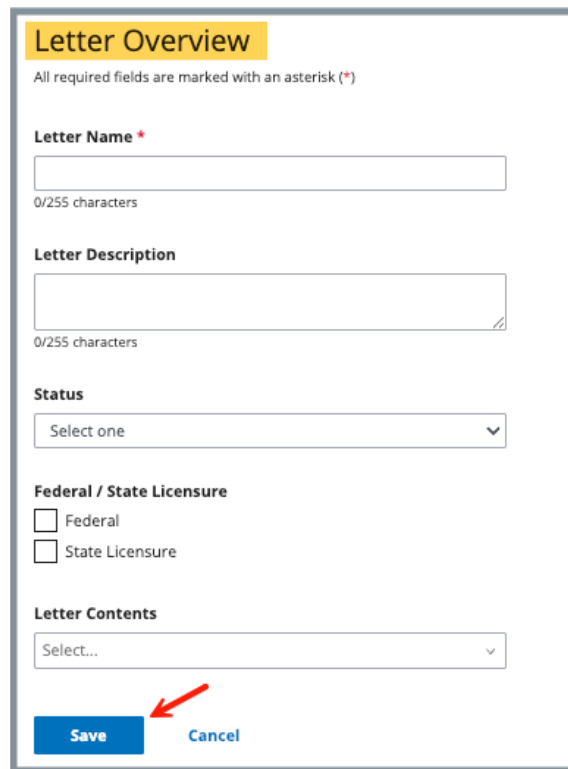


Figure 317: Surveys Letters

32.1.2 Click **Add Letter**. The **Letter Overview** window opens. See *Figure 318, Surveys Letter Overview*.



The screenshot shows a web form titled "Letter Overview" with a yellow header. Below the title, a note states: "All required fields are marked with an asterisk (*)". The form contains the following fields:

- Letter Name ***: A text input field with a "0/255 characters" character count below it.
- Letter Description**: A text input field with a "0/255 characters" character count below it.
- Status**: A dropdown menu currently showing "Select one".
- Federal / State Licensure**: Two radio button options: "Federal" and "State Licensure".
- Letter Contents**: A dropdown menu currently showing "Select...".

At the bottom of the form are two buttons: a blue "Save" button and a "Cancel" link. A red arrow points to the "Save" button.

Figure 318: Surveys Letter Overview

32.1.3 Fill out the information.

32.1.4 Click **Save**. The information updates in a new screen. See *Figure 319, Letter Attachment and Recipient*.

< Return to Letters

Letter: Test Letter 2 ← Letter Name Edit

Overview

Description	Request POC
Status	Draft
Federal/State Licensure	Federal
Letter Contents	Request POC
Date Created	06/29/2025 8:32 PM

Attachments

Upload Attachment Generate from template

There are no attachments for this letter.

Recipients

Add Recipient

There are no recipients for this letter.

Delete Letter

Figure 319: Letter Attachment and Recipient

32.1.5 Scroll down to **Attachments**.

32.1.6 Click **Upload Attachment** to upload a letter from the computer.

32.1.7 Click **Select File**. The Windows Explorer window pops up. For Mac users, the Finder window pops up.

32.1.8 Select the file to be attached. Click **Open**. The file is attached and ready to be saved.

32.1.9 Type a file description in the **File Description** field, if desired.

32.1.10 Click **Save**. The letter is attached to the survey.

32.2 Generate a letter from an existing template

32.2.1 Click **Add Letter**. The **Letter Overview** page opens.

Note: If there is already an existing letter that can be reused, click **Generate from template** under the **Actions** drop-down menu and go to step 32.2.5.

32.2.2 Type the letter name under **Letter Name**. Add additional information, if desired.

32.2.3 Click **Save**. The **Letter: [Template Name]** page opens.

32.2.4 Click **Generate from template** under **Attachments**. See *Figure 320, Generate from Template*. The **Add Letter** page opens.



Figure 320: Generate from Template

32.2.5 Click the circle next to the desired template. See *Figure 321, Select a Template*.

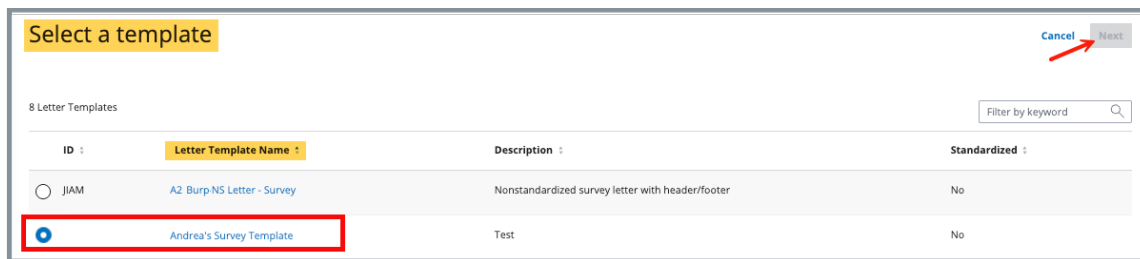


Figure 321: Select a Template

32.2.6 Click **Next**. The **Create attachment** page opens.

Note: **Next** is disabled until a selection is made.

32.2.7 Update the template as desired. See *Figure 322, Letter Template*.

Notes:

- Only nonstandardized templates can be modified. Textholders can be removed, words can be edited and updated. Refer to [Appendix B, Survey Textholder Text](#) for a list of textholders. Be aware that the text changes apply only to the current letter and not to the template. Refer to the [Letter Template Management User Manual](#) on QTSO to edit the original template.
- Standardized templates cannot be modified in the Letters section of any S&C area (providers, surveys, intakes, enforcements). To modify a standardized template, the template owner must edit the template in Letter Template Management.

Create attachment
Edit and preview letter.

Andrea's Survey Template

a **Print Preview**

b **File Name ***
Andrea's Survey Templat

c **Description**

d [Rich text editor toolbar with icons for undo, redo, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and font settings (Rubik, 14px)]

e [Letter content: CMS logo, June 30, 2025, House of the Rising Sun54, 1 Main St, Anytown, FL 87960, Dear Dr. Frank N. Stein, We are sorry to inform you that the above-noted provider did not meet the requirements for Medicaid care because of the following: We will revisit this facility 15 days from today's date. Sincerely, Dr. Henry Jekyll, Medical Director]

Figure 322: Letter Template

- a. **Print Preview:** Click **Print Preview** to preview the .pdf version of the letter. The letter can be downloaded from **Print Preview**, if desired.
- b. **File Name:** Edit the name, if desired.
- c. **Description:** Enter keywords, if desired. Keywords are descriptive words that help the user find the content. For example, the template title might be “Unsubstantiated Claim,” and the key words could be federal, minor. Separate the keywords with a comma.

- d. **Formatting:** The format menu allows content to be edited, including formatting, bulleting, etc. See [Appendix B, Tips and Tricks for Working in a Template](#), for up-to-date details on each icon in the menu.
- e. **Letter:** Shows how the letter looks. Verify inputs. Make any changes for nonstandardized templates, if desired.
- f. **Create attachment:** Click **Create attachment** to create a .pdf that attaches to provider/survey/intake/enforcement record.

32.2.8 Click **Create Attachment** to attach the letter to the record.

32.2.9 Verify the letter is attached under **File Name**. See *Figure 323, Letter Attachment*.

Note: Click the file name to automatically download the letter to the user's computer.

Attachments

Upload Attachment

Generate from template

1 Letter Attachment

File Name	Date Uploaded	Last Modified	Description	Actions
Andrea's Survey Template	06/29/2025 9:30 PM	06/29/2025 9:30 PM by Pat SAGU_Admin_Singy	No information	Actions

Figure 323: Letter Attachment

32.3 Add Recipients to a letter

32.3.1 Click **Add Recipient** to add a recipient. The Add Recipient page opens. See *Figure 324, Add Recipient*.

Add Recipient
All fields are optional. Complete at least one field to save.

Name ☒ Primary Recipient

Address 1 Address 2

City State ZIP Code

Email

Letter Information

Date Sent

Sender

Method

Tracking ID

☐ Receipt acknowledged

Figure 324: Add Recipient

32.3.2 Fill out the information.

Notes:

- **Primary Recipient** is automatically checked for the first recipient of the letter. It is grayed out for subsequent recipients.
- **Letter Information** is not automatic and must be filled out manually.
- **Date Sent** is the date the letter was sent.

32.3.3 Click **Save**. The **Recipient Information** updates. See *Figure 325, Recipient Information*.

Note:

- Click **Return to Letter** to return to the Letter Overview page.
- Click **Add Recipient** under the **Actions** menu on the Letter Overview page to add additional recipients.

< Return to Letter

Recipient Information

Recipient Name Frank N. Stein	Recipient Email ingelstadt@frankscastle.com
Recipient Address 123 Main St Nowhereville, FL 89890	

Letter Information

Date Sent 06/30/2025	Method Email
Sender Name Surveyor Sam	Tracking ID B12345
Receipt Acknowledged No	

Edit

Figure 325: Recipient Information

32.4 Edit a Letter Overview

- 32.4.1 Click **Edit Overview** from the **Actions** drop-down menu to edit a Letter Overview. See *Figure 326, Edit a Letter Overview*. The **Edit Letter Overview** opens. See *Figure 327, Edit Letter Overview*.

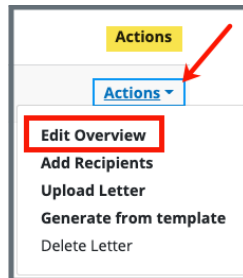


Figure 326: Edit a Letter Overview

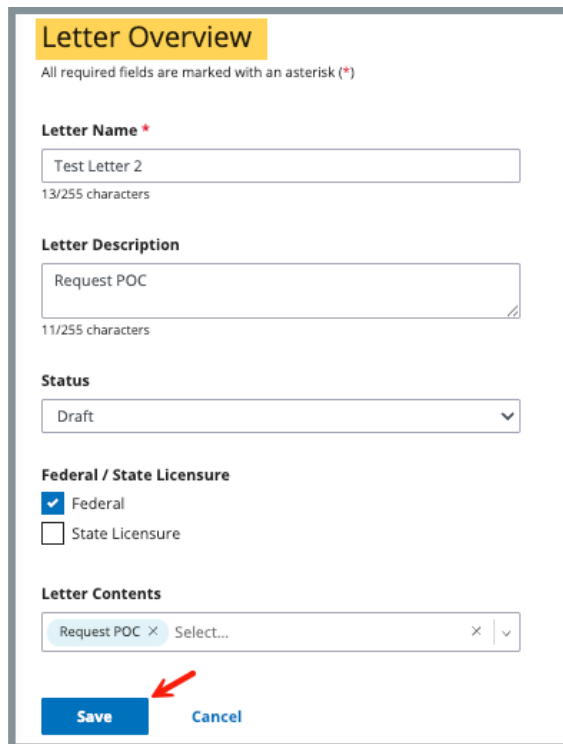
A screenshot of a web form titled 'Letter Overview'. Below the title, a note states 'All required fields are marked with an asterisk (*)'. The form contains several fields: 'Letter Name *' with a text input containing 'Test Letter 2' and a character count '13/255 characters'; 'Letter Description' with a text area containing 'Request POC' and a character count '11/255 characters'; 'Status' with a dropdown menu set to 'Draft'; 'Federal / State Licensure' with two radio buttons, 'Federal' (checked) and 'State Licensure' (unchecked); and 'Letter Contents' with a tag-based input showing 'Request POC' and a 'Select...' button. At the bottom, there are two buttons: a blue 'Save' button and a grey 'Cancel' button. A red arrow points to the 'Save' button.

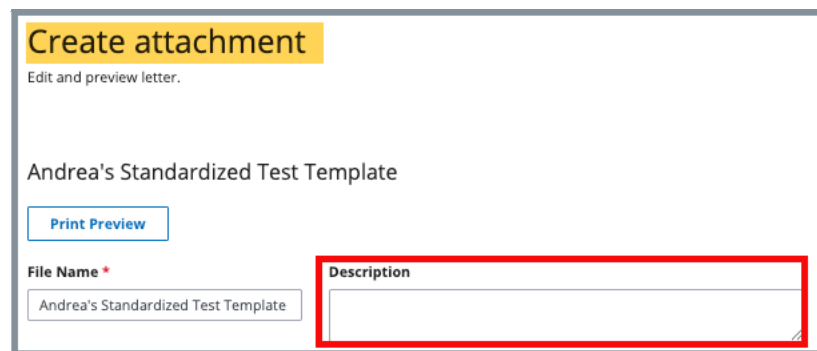
Figure 327: Edit Letter Overview

- 32.4.2 Update fields.
- 32.4.3 Click **Save**.

32.5 Edit a Standardized Letter Attachment Description

Note: Standardized letters cannot be edited or changed. Only the **Description** can be updated.

- 32.5.1 Select a standardized template. The **Create attachment** page opens.
- 32.5.2 Edit or add a description in the **Description** field. See *Figure 328, Standardized Letter Description*.



The screenshot shows a web interface titled "Create attachment" in a yellow header. Below the header, it says "Edit and preview letter." The main content area displays "Andrea's Standardized Test Template" with a "Print Preview" button. At the bottom, there are two input fields: "File Name *" and "Description". The "File Name" field contains the text "Andrea's Standardized Test Template". The "Description" field is empty and is highlighted with a red rectangular border.

Figure 328: Standardized Letter Description

- 32.5.3 Click **Create Attachment**.

32.6 Edit a Nonstandardized Letter Attachment

Notes:

- Only letters generated from nonstandardized templates can be edited after the .pdf is created.
- Finalized letters cannot be edited.

32.6.1 Click the letter name on the **Letters** page. See *Figure 329, Click Letter Name*. The letter detail page opens with **Overview**, **Attachments**, and **Recipients** sections. See *Figure 330, Letter Details Page*.

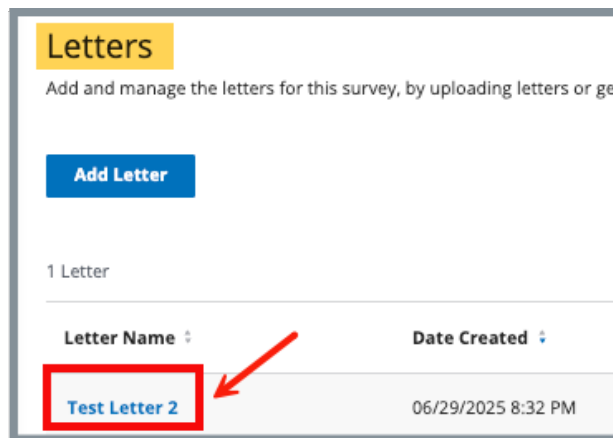


Figure 329: Click Letter Name

[Return to Letters](#)

Letter: Test Letter 2 [Edit](#)

Overview

Description	Request POC
Status	Draft
Federal/State Licensure	Federal
Letter Contents	Request POC
Date Created	06/29/2025 8:32 PM

Attachments

[Upload Attachment](#) [Generate from template](#)

1 Letter Attachment

File Name	Date Uploaded	Last Modified	Description	Actions
Andrea's Survey Template	06/29/2025 9:30 PM	06/29/2025 9:30 PM by Pat SAGU_Admin_Singy	No information	Actions

Recipients

[Add Recipient](#)

1 Recipient

Recipient Name	Date Sent	Sender	Actions
Frank N. Stein Primary	06/29/2025	No information	View Edit Delete

Figure 330: Letter Details Page

32.6.2 Scroll to the **Attachments** section.

32.6.3 Select **Edit** from the drop-down list under **Actions**. See *Figure 331, Edit*. The **Edit Attachment** page opens.

Note: **Last Modified** shows the date, time, and author (user) of the last modification of the file. **Last Modified** is updated each time the file is modified.

Attachments

Upload Attachment

Generate from template

1 Letter Attachment

File Name	Date Uploaded	Last Modified	Description	Actions
Andrea's Survey Template	06/29/2025 9:30 PM	06/29/2025 9:30 PM by Pat SAGU_Admin_Singy	No information	<div>Actions</div> <div> <div>Delete</div> <div>Edit</div> <div>Finalize</div> </div>

Figure 331: Edit

32.6.4 Make any necessary changes. See *Figure 332, Edit Attachment Page*.

Note: See [Appendix A](#) for tips and tricks for working in a template.

Edit attachment

Edit and preview letter.

CancelSave

Print Preview


File Name *

Andrea's Survey Template

Description

<> [Icons] ↶ ↷ [Icons] B I U T A [Icons] [List Icons]

[List Icons] Rubik 14px ?



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

June 30, 2025

House of the Rising Sun54
1 Main St
Anytown, FL 87960

Dear Dr. Frank N. Stein,

We are sorry to inform you that the above-noted provider did not meet the requirements for Medicaid care because of the following:

We will revisit this facility 15 days from today's date.

Sincerely,

Dr. Henry Jekyll
Medical Director

Figure 332: Edit Attachment Page

32.6.5 Click **Save**.

Notes:

The letter can now be regenerated with these changes.

32.7 Finalize a Letter Attachment

Note: No changes can be made once a letter is finalized.

- 32.7.1 Select **Finalize Letter** from the **Actions** drop-down menu to finalize a letter attachment. A pop-up window opens. See *Figure 333, Finalize Letter Pop-Up Window*.

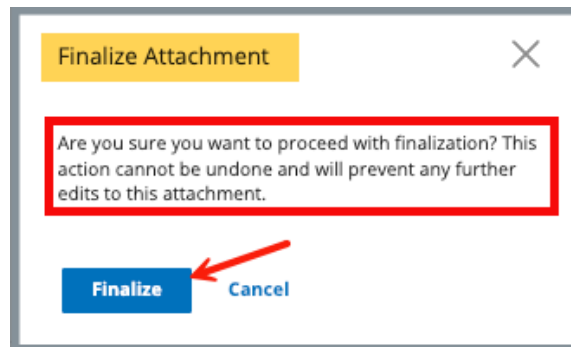


Figure 333: Finalize Letter Pop-Up Window

- 32.7.2 Click **Finalize**. The letter overview opens.
- 32.7.3 Verify that the letter states **Finalized** under the **Actions** menu. See *Figure 334, Finalized*.

Attachments				
<div>Upload Attachment</div> <div>Generate from template</div>				
1 Letter Attachment				
File Name	Date Uploaded	Last Modified	Description	Actions
Andrea's Survey Template	06/29/2025 9:30 PM	06/30/2025 6:41 PM by Pat SAGU_Admin_SINGY	Missing Requirements	Finalized

Figure 334: Finalized

32.8 Delete a Letter Attachment

Note: Letters can only be deleted when no attachments are finalized.

- 32.8.1 Select **Delete** from the **Actions** drop-down menu to delete a letter. A pop-up window opens. See *Figure 335, Delete Letter Pop-Up Window*.

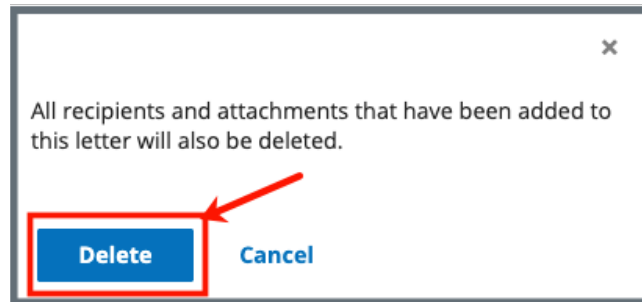


Figure 335: Delete Letter Pop-Up Window

- 32.8.2 Click **Delete**. The letter is removed from the list.

33. Notes

Purpose: To add or review any notes.

Note: Notes added here are intended for the survey in general. Please see Surveyor Notes, Initial Pool Notes, Facility Task Notes, Observation Notes, Resident Notes for detailed information about those notes.

33.1 Click **Notes** on the left menu to view existing notes or add a note. See *Figure 336, Add Note*.

The screenshot displays the 'Add Note' interface within the CMS iQIES system. On the left, a dark sidebar menu contains various navigation options, with 'Notes' highlighted at the bottom. The main content area features a header with survey information: 'Survey 1A6456-H1', 'La Maison Suisse Deux', 'CCN 10A518', and 'Nursing Home'. Below this, a table shows survey status: 'Status: Writing in progress', 'Category: Initial Certification', 'Start Date: 05/14/2024', 'Exit Date: 05/14/2024', 'Revisit Status: Not Determined', and 'Track Status: 1A6456 0%'. A 'Survey action' dropdown is on the right. The central part of the interface is a large text editor with a red border, containing a toolbar with icons for bold, italic, underline, bulleted list, numbered list, and link. Below the editor is a 'Save' button, indicated by a red arrow. The text editor is powered by Froala.

Figure 336: Add Note

33.2 Type notes in blank field.

33.3 Click **Save**. The **Notes** window opens with note information. See *Figure 337, Notes*.

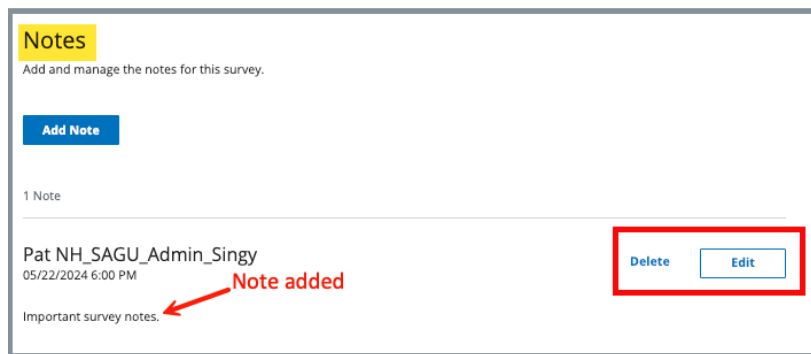


Figure 337: Notes

Note: Click **Edit** to edit information, if desired. It is not possible to edit or delete a note created by another user.

33.4 Click **Delete** to delete a note. A pop-up note opens. See *Figure 338, Delete Note Pop-Up Window*.

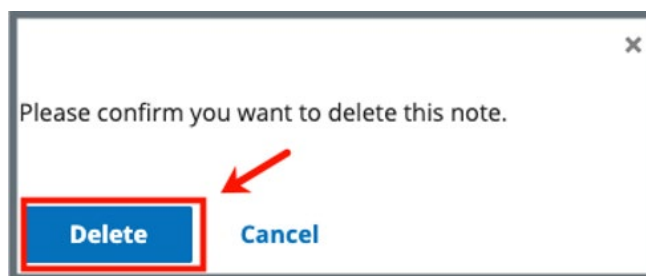


Figure 338: Delete Note Pop-Up Window

33.5 Click **Delete**. The updated **Notes** page opens.

34. Attachments

Purpose: To add copies of images and letters to a survey.

Notes:

- Only one attachment can be added at a time.
- Attachments cannot be deleted. Contact the [iQIES Service Center](#) to delete any attachments.

34.1 Click **Attachments** on the left menu. The **Attachments** window opens. See *Figure 339, Attachments*.

Home / La Maison Suisse Deux / Survey 1A6456-H1

Status	Category	Start Date	Exit Date	Revisit Status	Track Status	Survey action
Writing in progress	Initial Certification	05/14/2024	05/14/2024	Not Determined	1A6456 0%	

Attachments

Add attachments for this survey and add a file description below.

[Select File](#)

Supported file formats PDF (.pdf), Word (.doc, .docx), Excel (.xls, .xlsx, .csv), Text files (.txt, .rtf), Image files (.jpeg, .jpg, .png, .tif, .tiff), Video files (.mp4, .mov, .wmv, .3gp), Audio files (.mp3, .aac, .wav, .wma), and Message files (.msg, .eml).

Special Characters Allowed, all unsupported characters will be replaced with a " " \$ < > . % & " ' () , + - _ ? ! @ # ^ = []

Attachment Name

CMSlogrebr2colCMYKplain.tif [Remove](#)

File Description

Optional: Type file description in blank field

0/255 characters

[Save](#)

Figure 339: Attachments

- 34.2** Click **Select File**. The Windows Explorer window pops up. For Mac users, the Finder window pops up.
- 34.3** Select the file to be attached. Click **Open**.
- 34.4** Type a file description in the **File Description** field, if desired.
- 34.5** Click **Save**. The file is attached to the survey. See *Figure 340, Attachment*.

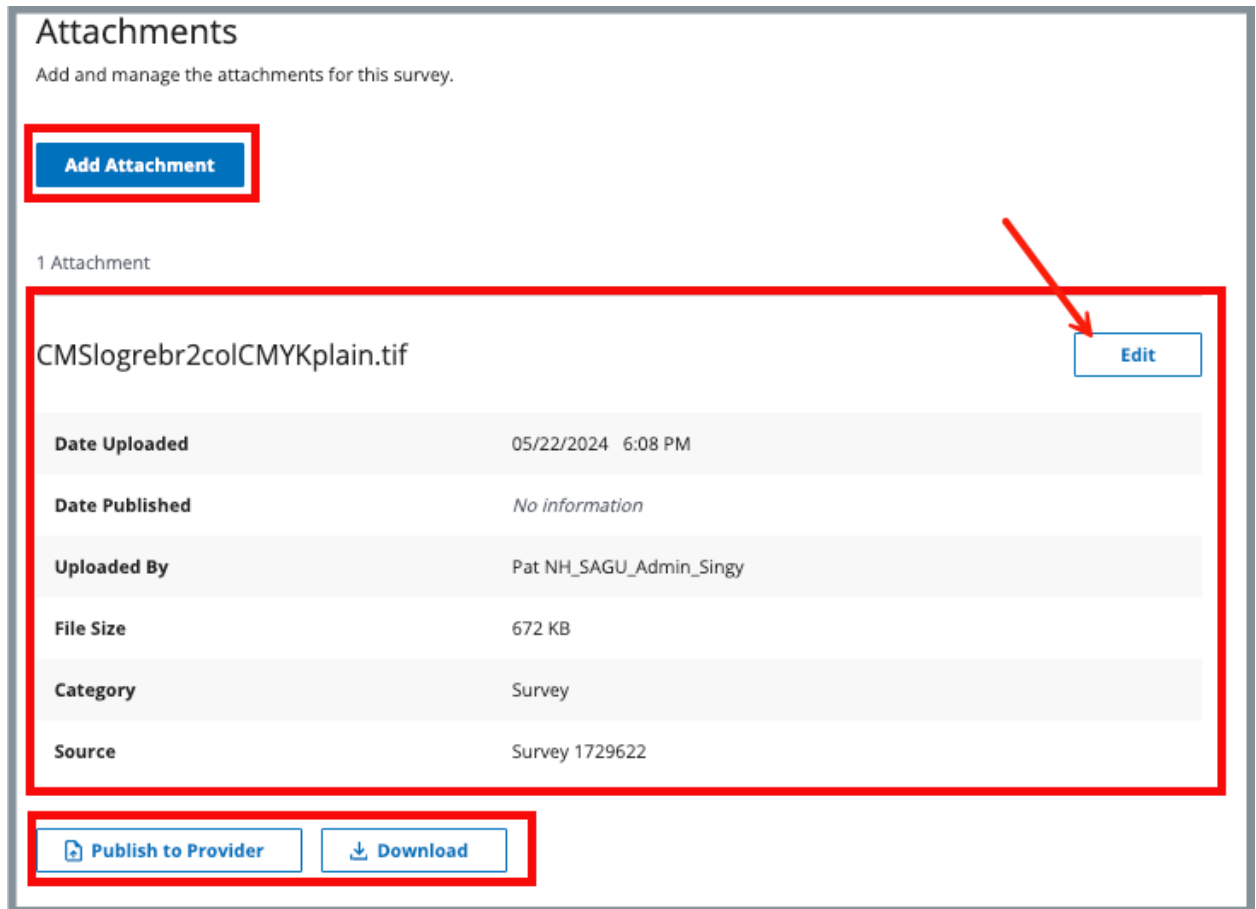


Figure 340: Attachment

- 34.6** Click **Add Attachment** to add additional attachments.
- 34.7** Click **Edit** to edit the attachment. The file can be deleted, or the description can be edited.
- 34.8** Click **Publish to Provider** to publish to the provider. The **Publish to Provider** link then shows as **Unpublish to Provider**. See *Figure 341, Unpublish To Provider*. Click again to toggle.

1 Attachment

CMSlogrebr2colCMYKplain.tif

Date Uploaded	05/22/2024 6:08 PM
Date Published	05/22/2024 6:24 PM
Uploaded By	Pat NH_SAGU_Admin_Singy
File Size	672 KB
Category	Survey
Source	Survey 1729622

[× Unpublish to Provider](#) [↓ Download](#)

Figure 341: Unpublish To Provider

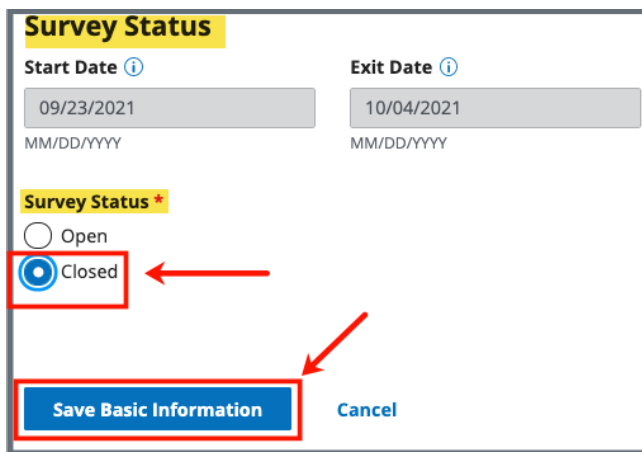
34.9 Click **Download** to download the attachment.

35. Survey Closed Status

Purpose: To close the survey once it is completed and all necessary corrections have been made.

35.1 Go to **Basic Information** page. Click **Edit**. The **Basic Information** page can now be edited.

35.2 Click **Closed** under Survey Status. See *Figure 342, Survey Status*.



The screenshot shows a form titled "Survey Status" with a yellow header. It contains two date fields: "Start Date" with the value "09/23/2021" and "Exit Date" with the value "10/04/2021", both in MM/DD/YYYY format. Below these is a "Survey Status" section with two radio buttons: "Open" and "Closed". The "Closed" radio button is selected and highlighted with a red box and a red arrow. At the bottom of the form, there are two buttons: "Save Basic Information" (highlighted with a red box and a red arrow) and "Cancel".

Figure 342: Survey Status

Note: Be sure the **Exit Date** is completed.

35.3 Click **Save Basic Information**. The **Basic Information** page updates.

35.4 Verify that **Survey Status** is **Closed**.

Appendix A: Tips and Tricks for Working in a Template

The letters template is very similar to working in Google Docs or Microsoft Word. See *Figure 343, Letter Template Format Menu* for a few tips and tricks to help.

Template Menu

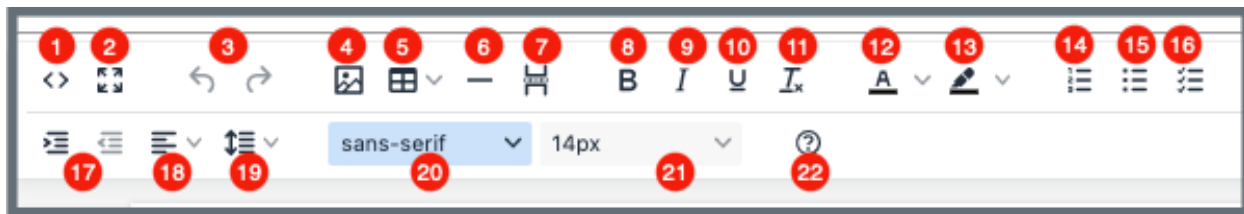


Figure 343: Letter Template Format Menu

1. Show HTML code
2. Put document in full screen (make it bigger)
3. Undo/Redo
4. Insert an image. A small **Drop image** box opens. Drag and drop a file or click the box and search for the file.
5. Insert a table
6. Insert a horizontal line
7. Insert a page break
8. Highlight text and click to make **bold**
9. Highlight text and click to *italicize*
10. Highlight text and click to underline
11. Clear formatting
12. Highlight text and click to change text color
13. Highlight text and click to **highlight text**
14. Create a numbered list
15. Create a bulleted list
16. Insert a checklist
17. Indent/Remove indent
18. Alignment: Left, Center, Right, Justified
19. Adjust the line height
20. Select a font
21. Select a font size
22. Help: shows handy shortcuts, keyboard navigation, plugins, and version

Appendix B: Survey Textholder Text

Each provider, survey, intake, and enforcement area has area-appropriate textholders. See *Table 37, Survey Textholders*.

Table 37: Survey Textholders

Survey Textholders		
Accrediting Organization (AO)	IDR Conducted By	Provider Type Full Description
Admin 1 st Name	IDR Conducted Date	Provider Zip
Admin Full Name	IJ Citations	Revisit-Corrected Tags
Admin Last Name	Letter Sent Date	Revisit-List New Tags
Admin Salutation	List Intakes For This Survey	Revisit-List Repeat Tags
Admin Short with Salutation	List Level A Cites (Disabled for HHA)	SQC Highest Grid Text
Admin Title	List Survey Team	SQC Notification
Administrator Email	List Tag Numbers Only	Start Date (Numbers)
Building ID List	List Tag/Surveyor Test	Start Date (Words)
Buildings List	List Tags Cited	State Survey Categories
Buildings List Open	Medicaid ID Number	Survey All Tags IDR Status
Custom Text Prompt	Observation Text (9999)	Survey Extent(s)
Date # Days after Exit Date (Numbers)	POC Due Date	Survey High Citations
Date # Days after Exit Date (Words)	POC Due Date in Words	Survey Purpose
Date # Days after Start Date (Numbers)	Provider Address 1 (Street)	Survey Regulation Type

Survey Textholders		
Date # Days after Start Date (Words)	Provider Address 2	Survey Revisits
Date CMS-2567 Issued	Provider CCN	Survey Revisits – Dates Only
Date IDR Request Received	Provider City	Survey Team Leader
Event ID	Provider Doing Business As Name	Survey Type
Exit Date (Numbers)	Provider Fax Number	Tags above S/S C
Exit Date (Words)	Provider Full Address	Tags with SQC
Exit Date + 6 Months (Numbers)	Provider Legal Name	Third Visit Date
Exit Date + 6 Months (Words)	Provider Mailing Address	Title (Mapped from Provider Certification & Licensure tab)
Federal Survey Categories	Provider State	Today's Date
First Revisit High Citations	Provider State ID (FACID)	Today's Date Full
First Revisit High Cite S/S	Provider State License Number	Waived Tags of Survey
Highest Grid Text	Provider Telephone	
Highest Scope/Severity (Disabled for Home Health Agencies (HHA))	Provider Type Abbrev	