

**Centers for Medicare & Medicaid Services** 

## Internet Quality Improvement & Evaluation System (iQIES)

# Survey and Certification (S&C)

## Dashboards

**User Manual** 

Version 3.0 February 1, 2024

iQIES S&C User Manual

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## 1. Introduction

This user manual addresses how to access dashboards in iQIES. The Acute and Continuing Care Survey and Certification (ACC S&C), the Nursing Home Survey and Certification (NH S&C), and the Top Ten Submission Errors Dashboard are the only available dashboards at present, but additional dashboards related to Survey and Certification will be released in iQIES over the next few months.

For information on other modules, refer to <u>Reference & Manuals</u> 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 <u>https://iqies.cms.gov/</u> with Health Care Quality Information Systems (HCQIS) Access Roles and Profile (<u>HARP</u>) login credentials. Refer to the <u>iQIES Onboarding Guide</u> 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*.

0/255 characters	

Figure 1: Expandable Field

• iQIES times out after 15 minutes of nonuse and reverts to the login page. Be sure to save data regularly. iQIES remains up and active as long as it is in use.

• Below are the supported browsers for access to iQIES. **Do not use Internet Explorer.** It is not supported. Be sure to keep your browser updated.

For best results, please use the latest version of these browsers: <u>Chrome</u> <u>Firefer</u>

<u>Firefox</u>

The latest versions of the browsers below are also supported: <u>Microsoft Edge</u> <u>Safari</u>

### 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 Security Official (SO) for your organization	
Technical Support:	Contact the iQIES Service Center:	
	Phone: 888-477-7876 (select Option 1) Email: <u>iQIES@cms.hhs.gov</u>	
CCSQ Support Central:	Create a new ticket or track an existing ticket: <u>CCSQ Support Central</u>	
Idea Portal:	Feedback for future iQIES software development: <u>CCSQ Support Central</u> . Click Idea Portals.	
More information on iQIES:	Refer to the <u>QIES Technical Support Office</u> (QTSO) and the <u>Quality, Safety, &amp; Education</u> <u>Portal</u> (QSEP). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP.	
	iQIES reference materials include:	
	<ul> <li>Links to Training Videos for providers</li> <li>Assessment Management User Manual</li> <li>Quick Reference Guides</li> <li>Onboarding Guide</li> <li>Managing User Information</li> <li>Other helpful iQIES material</li> </ul>	
	iQIES training materials on QSEP include S&C	

Foundation Series Videos

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## 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 State Agency S&C General User role 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 SO for your organization or the iQIES Service Center for issues relating to access and permissions. Refer to the <u>iQIES User Roles Matrix</u> for detailed information on roles.

For additional help, refer to <u>https://iqies.cms.gov/iqies/help</u> or click the help icon in the top right corner of the screen, see *Figure 2, Help Icon*, for further information.

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Figure 2: Help Icon

## 2. Access Dashboards

- **Purpose**: This section explains how to access dashboards in iQIES.
- Note: Use a full-screen monitor to open the dashboards. The dashboards must be expanded when opened. They will not work correctly if they are sized small.
- 2.1 Go to **Dashboards** at the top of the iQIES home page. Click the arrow to open the drop-down menu.
- 2.2 Click **Dashboards Main**. The **Dashboards** window opens. *See Figure 3, Dashboards Main Page.* This page lists all dashboards available to your user role.

🕏 iQIES	Survey & Certification $\checkmark$	Assessments $\lor$ F	Reports 🗸	Dashboards 🗸	Ad ninistration $\checkmark$	0	Andrea S. 🗸
Home / Dashboards Dashboards Access and view your ava	llable dashboards.			Dashboards Mair			
All Dashboards Top Ten Submissio	on Errors A	Acute and Continuing Car Certification Survey Outcome KPIs and	re Survey and 1 Id Trends	N	ursing Home Survey and C Survey Outcome KPIs and T	Certification Trends	
	View		Viev	1		Viev	N

Figure 3: Dashboards Main Page

2.3 Click **View** to select any dashboard.

Note: Most dashboards contain multiple tabs.

## 3. How to Use Dashboards

3.1 Scroll down to view all sections on each dashboard tab.

**Note:** No Data appears in the graph when there is no data that meets current filtering. Update filters to view data.

- 3.2 Hover over information to view tips or detailed information.
- 3.3 Double click on information points in both line and bar graphs to discover further ways to view the information. See *Figure 4, Additional Information*.



Figure 4: Additional Information

3.4 Select how to view data. See *Figure 5, View Data*.



Figure 5: View Data

- a. Maximize screen
- b. Drill down or drill up
- c. Click vertical ellipsis (menu) to select summary data or to export information to a CSV

## 4. Download or Print Dashboard Information

There are two ways to download or print information on the dashboards.

## 4.1 Download or print entire dashboard

Click the down arrow icon on the top right of the page. See *Figure 6, Download Dashboard*.



Figure 6: Download Dashboard

## 4.2 Download or print one section of the dashboard

4.2.1 Hover over the top right corner of any section. The maximize and menu buttons show. Click the vertical ellipsis (menu) to open a menu. See *Figure 7, Export to CSV.* 



Figure 7: Export to CSV

4.2.2 Select Export to CSV.

## 5. Top Ten Submission Errors Dashboard

Purpose: This dashboard provides an overview of patient assessment submission errors encountered by Home Health Agency (HHA), Inpatient Rehabilitation Facility (IRF), and Long-Term Care Hospital (LTCH) providers.

The Top Ten Submission Errors dashboard has the following tabs:

- Home Health Agencies
- Inpatient Rehabilitation Facilities
- Long-Term Care Hospitals

#### Notes:

- The **Controls** menu can be accessed from all tabs except **Overview**.
- Each tab has its own **Controls** menu. Details about each **Controls** menu are shown in each section below.
- Any changes made on any tab are valid for each tab. For example, if the **Provider Type** chosen is **Home Health Agency**, each tab then only shows **Home Health Agency** data.

### 5.1 Home Health Agencies

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 8, Home Health Agencies Controls Menu.* The **Home Health Agencies Tab Controls** menu opens.

Overview	Home Health Agencies	Inpatient Rehabilitation Fa	acilities   Long-Term Care Ho	spitals		
Controls						^
CMS Locatio	on a	State b		Provider C		
All		▼ All	•	047011: MERCY HOME HEALTH (A	AR)	•
Start Date	0		End Date		Severity f	
2019/01/01			2022/09/30		Any	<b>▼</b> ]

Figure 8: Home Health Agencies Tab Controls Menu

Table 1:	Home	Health	Agencies	Callout	Detail
----------	------	--------	----------	---------	--------

Callout	Control Title	Action
а	CMS Location	Select <b>City</b> or <b>Select all</b>
b	State	Select State or Select all
С	Provider	Type provider name. Click <b>SEARCH</b> . A drop-down menu opens with a list of providers. Select the box next to the correct provider. The name is added under <b>Provider Name</b> . <b>Note</b> : It is not necessary to click <b>Search</b> again.

Callout	Control Title	Action
d	Start Date	Type the start date or select from the calendar picker.
u		<b>Note</b> : Date format automatically adjusts to YYYY/MM/DD
	e End Date	Type the end date or select from the calendar picker.
е		<b>Note</b> : Date format automatically adjusts to YYYY/MM/DD
f	Severity	Select Any, Fatal, or Warning

### 5.2 Inpatient Rehabilitation Facilities

#### Controls Tab

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 9, Inpatient Rehabilitation Facilities Controls Menu.* The **Inpatient Rehabilitation Facilities Controls** menu opens.

Overview Home Health Agencies	Inpatient Rehabilitation Facilitie	Long-Term Care H	ospitals		
Controls					^
CMS Location	State b		Provider C		
All	▼ All	•	All		•
Start Date d	End Da	te 😑		Severity	
2019/01/01	2022/0	9/30		Any	<b>~</b>

Figure 9: Inpatient Rehabilitation Facilities Controls Menu

Callout	Control Title	Action
а	CMS Location	Select <b>City</b> or <b>Select all</b>
b	State	Select <b>State</b> or <b>Select all</b>
	Provider	Type provider name. Click <b>SEARCH</b> . A drop-down menu opens with a list of providers.
с		Select the box next to the correct provider. The name is added under <b>Provider Name</b> .
		Note: It is not necessary to click Search again.

Table 2: Inpatient Rehabilitation Facilities Controls Callout Detail

Callout	Control Title	Action				
d	Start Data	Type the start date or select from the calendar picker.				
u	d Start Date	<b>Note</b> : Date format automatically adjusts to YYYY/MM/DD				
e End Date	End Data	Type the end date or select from the calendar picker.				
		<b>Note</b> : Date format automatically adjusts to YYYY/MM/DD				
f	Severity	Select Any, Fatal, or Warning				

## 5.3 Long-Term Care Hospitals

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 10, Long-Term Care Hospitals Controls Menu.* The **Long-Term Care Hospitals Controls** menu opens.

Overview Home Health Agencies	Inpatient Rehabilitation Facilities	s Long-Term Care Hospitals	
Controls			^
CMS Location	State b	Provider c	
All	▼ All	▼ All	•
Start Date d	End D	Date 😝 Severity 🕇	
2019/01/01	2022	2/09/30 Any	Ψ.

Figure 10: Long-Term Care Hospitals Controls Menu

Callout	Control Title	Action
а	CMS Location	Select <b>City</b> or <b>Select all</b>
b	State	Select <b>State</b> or <b>Select all</b>
c <b>Provider</b>		Type provider name. Click <b>SEARCH</b> . A drop-down menu opens with a list of providers.
	Provider	Select the box next to the correct provider. The name is added under <b>Provider Name</b> .
		Note: It is not necessary to click Search again.

Table 3: Long-Term Care Hospitals Controls Callout Detail

Callout	Control Title	Action				
d	Start Data	Type the start date or select from the calendar picker.				
u	d Start Date	<b>Note</b> : Date format automatically adjusts to YYYY/MM/DD				
e End Date	End Data	Type the end date or select from the calendar picker.				
		<b>Note</b> : Date format automatically adjusts to YYYY/MM/DD				
f	Severity	Select Any, Fatal, or Warning				

## 6. ACC S&C Dashboard

**Purpose**: This dashboard displays S&C data for all provider types excluding Nursing Homes and CLIA.

The ACC S&C dashboard has the following tabs:

- <u>Overview</u>
- Providers
- <u>Surveys</u>
- <u>Citations</u>
- Intakes
- Provider Last Completed Survey

#### Notes:

- The **Controls** menu can be accessed from all tabs except **Overview**.
- Each tab has its own **Controls** menu. Details about each **Controls** menu are shown in each section below.
- Any changes made on any tab are valid for each tab. For example, if the **Provider Type** chosen is **Home Health Agency**, each tab then only shows **Home Health Agency** data.
- Data is obtained from iQIES for all migrated providers.
- Data is imported from CASPER for non-migrated providers who are not in iQIES database. Each tab shows the CASPER **Data Refresh Date** and **Time** alongside the iQIES **Data Refresh Date** and **Time**. See *Figure 11, CASPER Data Refresh*. A full list of migrated and non-migrated providers are shown on the **Overview** tab.

iQIES Data Refresh Date	iQIES Data Refresh Time (EST)	CASPER Data Refresh Date	CASPER Data Refresh Time (EST)
Jan 17, 2024	2:08AM	Jan 14, 2024	1:19PM

Figure 11: CASPER Data Refresh

### 6.1 Overview Tab

#### **Purpose**: Shows an overview of the dashboard.

The ACC S&C dashboard opens on the **Overview** tab. See *Figure 12, ACC S&C Dashboard*.

Overview Providers Surveys Citations Intakes Provider Last Completed Survey							
Acute and Continuing Care Survey and Certification							
Description of Workbook This dashboard displays surveys and certification (S&C) information for both providers to iQIES. By interacting with the filters, the user can interactively explore the data. Di interacting former on the formed in the cubilitie of the object. Deckharder	n migrated and non-migrated	Tabs           A summary of each tab is listed below along with some key metrics that can be obtained from the tab. Filters can be applied to increase the diversity of report metrics obtained           Providers - This tab contains provider data including active, deemed, terminated, and new providers.					
parameters in the control force/odwn banner or clicking on filter-enabled ch how to interact in the chart subtitle.	an de intered by selecting iarts. Interactive charts will explain	retremages and counts on demned vs hor-beened active providers by location     retries provider its     Terminated provider list with termination reasons     Surveys - This bab includes survey data such as counts and trends with survey status and survey categories. The data can be     filtered based on location and date. A detailed table at the bottom of this tab that has specific filters to provide the user a     heters earch expression.					
Dashboard Provider Types The list of migrated and non-migrated providers to iQIES system and the dis providers including active, terminated, and deemed or non-deemed.	stinct provider counts shows all the	Survey counts by survey type over time     Survey counts by survey status over time     Overall survey counts by survey type and survey status     Survey detail. List including calated complaint/fincident_details when applicable					
Provider Types	Distinct Provider Count	Citations and Deficiencies - This tab has the data for citations and deficiency tags. The information about tag type, tag level,					
Migrated Providers	32,401	and citations frequency by location can be extracted from this tab. For the detailed data, users can see the table at the bottom of the tab					
Ambulatory Surgical Center	7,446	Citation counts over time					
Home Health Agency	16,487	Top 10 cited tags over time					
Hospice 8,468		Overall cited tag counts by tag type and citation level     Percentages of cited tag counts by tag type and citation level					
Non-migrated Providers	49,356	Count of surveys and providers with tags cited					
Community Mental Health Center	443	Citation details list					
Comprehensive Outpatient Rehab Facility	257	Complaints/incidents - This tab has information about complaints and incidents. A detailed table is provided at the end of the tab.					
End Stage Renal Disease Facility	8,673	Intake to triage completion time month over month					
Federally Qualified Health Center	12,778	Count of intakes over time     Count of intakes by status, prioritization, and triage action over time					
Hospital	9,326	Intake details list					
Intermediate Care Facility/Individuals with Intellectual Disabilities	6,879	Provider Last Completed Survey - This tab shows last survey completed per filter selections. While this tab has all the survey categories the user can limit it to their calculations curb as recentifications only. The details are included in the first table.					
Outpatient Physical Therapy/Speech Pathology	2,835	visuals provide a broader picture.					
Portable X-Ray Supplier	718	Details list and graphs to show the years since last survey to determine when an upcoming survey may be due					
Psychiatric Residential Treatment Facility	478						
Rural Health Clinic	6,969						
Total	81,757	Source Data <ul> <li>Migrated Providers Data - iQIES (Data is refreshed <u>daily</u>)</li> <li>Non-migrated Providers Data - CASPER (Data is refreshed <u>weekly</u>)</li> </ul>					
		Data Nuances					

Figure 12: ACC S&C Dashboard

#### **Dashboard Provider Types**

The dashboard reflects data for both migrated and non-migrated providers, excluding Nursing Homes and CLIA.

**Migrated Providers**: Provider records that are in the iQIES system.

Non-migrated Providers: Provider records that have not moved to iQIES.

### 6.2 Providers

**Purpose**: Shows the active and terminated provider counts and details.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 13, Provider Tab Controls Menu.* The **Provider Tab Controls** menu opens.



Figure 13: Provider Tab Controls Menu

#### Table 4: Provider Tab Callout Detail

Callout	Control Title	Action	
a	Provider Type	<ul> <li>Select from the following provider types from the drop-down menu:</li> <li>Ambulatory Surgical Center</li> <li>Community Mental Health Center</li> <li>Comprehensive Outpatient Rehab Facility</li> <li>End State Renal Disease Facility</li> <li>Federally Qualified Health Center</li> <li>Home Health Agency</li> <li>Hospice</li> <li>Hospital</li> <li>Intermediate Care Facility/Individuals with Intellectual Disabilities</li> <li>Outpatient Physical Therapy/Speech Pathology</li> </ul>	
b	Provider Status	Select Active or Inactive	
с	Deemed Status	Select Deemed, Deemed-Under SA Jurisdiction, Non-Deemed, or Select all	
d	Group by Location, State or State Region	Select CMS Location, State, or State Region	
е	CMS Location	Select City or Select all	
f	State	Select <b>State</b> or <b>Select all</b>	
g	State Region	Select state, region or Select all	
h	Original Participation Date Range	Type range. Use pop-up calendar, if desired.	

### 6.3 Surveys Tab

**Purpose**: Shows survey activity and citations by survey type.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 14, Surveys Controls Menu*. The **Survey Controls Menu** opens.

Overview   Providers Surveys   Citations   Intakes	Provider Last Completed Survey		
Controls			^
Provider Type a Ambulatory Surgical Center	Group by Location, State, or State Region b CMS Location	CMS Location C	State d
State Region e	Provider Status	Deemed Status g	Survey Exit Date h
Survey Type	Survey Category	Federal Regulation Set	Tag Type
Code of Federal Regulation (CFR) m	Revisit (IQIES Providers Only)		

Figure 14: Survey Controls Menu

#### Table 5: Survey Controls Callout Detail

Callout	Control Title	Action			
		Action Select from the following provider types from the drop-down menu: • Ambulatory Surgical Center • Community Mental Health Center • Comprehensive Outpatient Rehab Facility • End State Renal Disease Facility • Federally Qualified Health Center • Home Health Agency • Hospice • Hospital • Intermediate Care Facility/Individuals with Intellectual Disabilities			
а	Provider Type	<ul> <li>Ambulatory Surgical Center</li> <li>Community Mental Health Center</li> <li>Comprehensive Outpatient Rehab Facility</li> <li>End State Renal Disease Facility</li> <li>Federally Qualified Health Center</li> <li>Home Health Agency</li> <li>Hospice</li> <li>Hospital</li> <li>Intermediate Care Facility/Individuals with Intellectual Disabilities</li> <li>Outpatient Physical Therapy/Speech Pathology</li> </ul>			
b	Group by Location, State or State Region	Select CMS Location or State			
С	CMS Location	Select City or Select all			
d	State	Select State or Select all			
е	State Region	Select state, region or Select all			
f	Provider Status	Select Active, Inactive, or Select all			
g	Deemed Status	Select Deemed, Deemed-Under SA Jurisdiction, Non-Deemed, or Select all			
h	Survey Exit Date	Select the survey exit date range. Use pop-up calendar, if desired.			

Callout	Control Title	Action
h	Survey Type	Select Health, Life Safety, or Select all
i	Survey Category	Select from the following survey categories from the drop-down menu: Select all Complaint Initial Certification Initial Licensure Licensure Complaint Re-Licensure Recertification Sample Validation State Licensure
j	Federal Regulation Set	Select from one of the federal regulation sets or <b>Select all</b>
k	Тад Туре	Select IJ, Condition, Standard, Element, or Select all
I	Code of Federal Regulation (CFR)	Select the code of federal regulations or <b>Select all</b>
m	Revisit (iQIES Providers Only)	Select <b>N</b> (no), <b>Y</b> (yes) or <b>Select all</b> <b>Note:</b> This filter is for providers in the iQIES system only.

#### Survey Details for [Provider Type]

There are survey details for each provider type shown. The details can be filtered by **CCN**, **Provider Name**, **Event ID**, and **Survey ID**. See *Figure 15*, *Survey Details*.

These filters apply only to the table below		-	Provider Name	•	Event ID C	-	Survey ID d	-
Survey Details for <b>[Provider Type]</b> This table contains survey details for Outpatient Physical Therapy For iQIES providers, click a row of interest to open the iQIES I	/Speech Pathology providers. For sui <b>rovider History Report or Survey l</b>	irveys Detail	that were the result of a complaint or incident, s in a new tab. If you search for a provider t	intake hat do	details are provided. es not have any surveys on reco	ord, the	table will return no data.	

Figure 15: Survey Details

Table 6: Survey Details Callout Details

Callout	Control Title	Action
а	CCN	Type <b>CCN</b> and click <b>Search</b> . Check the radio box next the correct provider, or <b>Select all</b> to view results for the specified provider.
b	Provider Name	Type the whole or partial (at least 3 letters) provider name and click <b>Search</b> . Check the radio box next the correct provider, or <b>Select all results</b> to view results for the specified provider.
с	Event ID	Type <b>Event ID</b> and click <b>Search</b> . Check the radio box next the correct event ID, or <b>Select all results</b> to view all results.
d	Survey ID	Type <b>Survey ID</b> and click <b>Search</b> . Check the radio box next the correct survey ID, or <b>Select all results</b> to view all results.

Click the vertical ellipsis to reset or refresh the filters. See *Figure 16, Reset/Refresh Survey Details.* 



Figure 16: Reset/Refresh Survey Details

### 6.4 Citations Tab

**Purpose**: Shows provider data related to citations and deficiencies.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 17, Citations Controls Menu.* The **Citations Controls Menu** opens.

Overview Providers Surveys	Citations Intakes Provider Last Co	mpleted Survey			
Controls					^
Provider Type a Ambulatory Surgical Center 👻	CMS Location b	State C	State Region d	Survey Exit Date 0 01/01/2023 - 01/16/2024	
Provider Status f	Deemed Statu	Survey Type h	Survey Category	Federal Regulation Set	Y
Code of Federal Regulation (CFR)	Revisit m				

Figure 17: Citations Controls Menu

Table 7: Citations Controls Callout Detail

Callout	Control Title	Action
а	Provider Type	<ul> <li>Select from the following provider types from the drop-down menu:</li> <li>Ambulatory Surgical Center</li> <li>Community Mental Health Center</li> <li>Comprehensive Outpatient Rehab Facility</li> <li>End State Renal Disease Facility</li> <li>Federally Qualified Health Center</li> <li>Home Health Agency</li> <li>Hospice</li> <li>Hospital</li> <li>Intermediate Care Facility/Individuals with Intellectual Disabilities</li> <li>Outpatient Physical Therapy/Speech Pathology</li> </ul>

Callout	Control Title	Action	
b	CMS Location	Select city or <b>Select all</b>	
С	State	Select state or <b>Select all</b>	
d	State Region	Select state, region or <b>Select all</b>	
е	Survey Exit Date	Select the survey exit date range. Use pop- up calendar, if desired.	
f	Provider Status	Select Active, Inactive or Select all	
g	Deemed Status	Select Deemed, Deemed-Under SA Jurisdiction, Non-Deemed, or Select all	
h	Survey Type	Select Health, Life Safety, or Select all	
i	Survey Category	Select from the following survey categories from the drop-down menu: • Select all • Complaint • Initial Certification • Initial Licensure • Licensure Complaint • Re-Licensure • Recertification • Sample Validation • State Licensure	
j	Federal Regulation Set	Select from one of the federal regulation sets or <b>Select all</b>	
k	Тад Туре	Select IJ, Condition, Standard, or Select all	
I	Code of Federal Regulation (CFR)	Select the code of federal regulations or <b>Select all</b>	
m	Revisit	Select <b>N</b> (no), <b>Y</b> (yes) or <b>Select all</b>	

### 6.5 Intakes Tab

**Purpose**: Shows complaint and incident data for surveys.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 18, Intakes Controls Menu.* The **Intakes Controls Menu** opens.

Overview Providers Surveys	Citations Intakes Provider I	ast Completed Survey							
Controls		_		_				_	^
Provider Type a Ambulatory Surgical Center 👻	CMS Location b	State C All	Ŧ	State Region d	Ŧ	Provider Status e	Y	Deemed Status	Ŧ
Intake Start Date g	Complaint/Inciden h	Intake Statu.	Ŧ	Intake Subtype j	¥				

Figure 18: Intakes Controls Menu

Table 8: Intakes (	Controls	<b>Callout Detail</b>	
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Callout	Control Title	Action
Callout	Control Title Provider Type	Action Select from the following provider types from the drop-down menu: • Ambulatory Surgical Center • Community Mental Health Center • Comprehensive Outpatient Rehab Facility • End State Renal Disease Facility • Federally Qualified Health Center • Home Health Agency • Hospice • Hospital • Intermediate Care Facility/Individuals with Intellectual
		<ul> <li>Disabilities</li> <li>Outpatient Physical Therapy/Speech Pathology</li> </ul>

Callout	Control Title	Action
b	CMS Location	Select city or <b>Select all</b>
С	State	Select state or <b>Select all</b>
d	State Region	Select state, region or Select all
е	Provider Status	Select Active, Inactive or Select all
f	Deemed Status	Select Deemed, Deemed-Under SA Jurisdiction, Non-Deemed, or Select all
g	Intake Start Date	Select the intake start date range. Use pop- up calendar, if desired.
h	Complaint/Incident	Select NULL, Complaint, Entity Reported Incident, Incident or Select all.
i	Intake Status	Select intake status from the drop-down menu or <b>Select all</b> .
j	Intake Subtype	Select intake subtype from the drop-down menu or <b>Select all</b> .

### 6.6 Provider Last Completed Survey Tab

**Purpose**: Shows data for nondeemed, active providers and their last completed survey date.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 19, Provider Last Completed Survey Controls Menu.* The **Provider Last Completed Survey Controls Menu** opens.

ĺ	Overview Providers Surveys Citations Intakes	Provider Last Completed Survey			
l	Controls				^
	Provider Type a CMS Location b Home Health Agency All	State C	Survey Category d	Survey Type e	Relative Years Since Last Survey
	Revisit g				

Figure 19: Provider Last Completed Survey Controls Menu

Callout	Control Title	Action
а	Provider Type	<ul> <li>Select from the following provider types from the drop-down menu:</li> <li>Ambulatory Surgical Center</li> <li>Community Mental Health Center</li> <li>Comprehensive Outpatient Rehab Facility</li> <li>End State Renal Disease Facility</li> <li>Federally Qualified Health Center</li> <li>Home Health Agency</li> <li>Hospice</li> <li>Hospital</li> <li>Intermediate Care Facility/Individuals with Intellectual Disabilities</li> <li>Outpatient Physical Therapy/Speech Pathology</li> </ul>
b	CMS Location	Select <b>City</b> or <b>Select all</b>
с	State	Select <b>State</b> or <b>Select all</b>
d	Survey Category	Select from the following survey categories from the drop-down menu: Select all Complaint Initial Certification Initial Licensure Licensure Complaint Re-Licensure Recertification Sample Validation

#### Table 9: Provider Last Completed Survey Tab Callout Detail

Callout	Control Title	Action
		State Licensure
е	Survey Type	Select <b>Health</b> or <b>Select all</b>
f	Relative Years Since Last Survey	Select years, <b>No Surveys on Record</b> , or <b>Select all</b>
g	Revisit	Select <b>N</b> (no), <b>Y</b> (yes) or <b>Select all</b>

## 7. NH S&C Dashboard

**Purpose**: This dashboard displays S&C information for NH providers.

Notes:

- There are three NH tabs: **Overview**, **Certifications**, **Surveys**.
- The **Controls** menu can be accessed from all tabs except **Overview**.
- Each tab has its own **Controls** menu. Details about each **Controls** menu are shown in each section below.

## 7.1 Overview Tab

The NH S&C dashboard opens on the **Overview** tab. See *Figure 20, Acute and Continuing Care Survey and Certification Dashboard*.



Figure 20: NH S&C Dashboard

### 7.2 Certifications Tab

**Purpose**: Shows Nursing Homes certification and recertification history.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location or state. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 21, NH Certifications Tab Controls Menu.* The **Nursing Home Certifications Tab Controls** menu opens.

Overview Certifications	Surveys		
Controls			
CMS Location		State b	
All	•	All	▼

Figure 21: NH Certifications Tab Controls Menu

Table 10: NH Certifications Tab Callout Detail

Callout	Control Title	Action
а	CMS Location	Select City or Select all
b	State	Select State or Select all

### 7.3 Surveys Tab

**Purpose**: Shows information about completed surveys and citation trends.

#### **Controls Tab**

**Note**: Data can be filtered by CMS location, state, provider, and many other dimensions related to the S&C process. The data updates in real time.

Click the **Controls** on the top menu to open the **Controls** menu. See *Figure 22, NH Surveys Controls Menu.* The **Nursing Home Survey Controls Menu** opens.

I	Overview Certifications Survey	ys									
	Controls										~
	Group By		CMS Location		State		Date Range 👩	Survey Type 🛛 📵		Survey Category	
I	Surveys (Survey ID)	-	All	-	All		10/01/2018 - 10/03/2023	All	Ψ.	All	~
	Team Composition g	-	Provider Name h	¥	Bed Count	•	Scope / Severity Level 🧃 All		¥	Citation Tag k	•

Figure 22: NH Survey Controls Menu

Table 11: NH Survey Controls Callout Detail

Callout	Control Title	Action
а	Group By	Select from the <b>Citations (Tag ID),</b> <b>Providers (Surveyed),</b> or <b>Surveys (Survey</b> <b>ID)</b> from the drop-down menu
b	CMS Location	Select <b>City</b> or <b>Select all</b>
С	State	Select <b>State</b> or <b>Select all</b>
d	Date Range	Select date range
е	Survey Type	Select the <b>Survey Type</b> (e.g., <b>COMPLAINT</b> <b>SURVEY, FMS SURVEY</b> )
f	Survey Category	Select HEALTH SURVEY, LIFE SAFETY SURVEY, or Select all

Callout	Control Title	Action	
g	Team Composition	Select team composition, or Select all	
		Type provider name.	
		Click <b>SEARCH</b> . A drop-down menu opens with a list of providers.	
h	Provider Name	Select the box next to the correct provider. The name is added under <b>Provider Name</b> .	
		It is not necessary to click <b>Search</b> again.	
i	Bed Count	Select the number of beds	
j	Scope/Severity Level	Select the scope or severity level or <b>Select</b> all	
К	Citation Tag	Select tag or or <b>Select all</b>	