



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Health Comparative Survey User Manual

Version 1.1

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1. Introduction

This user manual addresses the processes necessary to perform Survey & Certification (S&C) Health Comparative Survey functions in iQIES. It is necessary to be familiar with the [LTC Manage a Survey: Nursing Homes User Manual](#) to complete the processes in this manual.

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*.

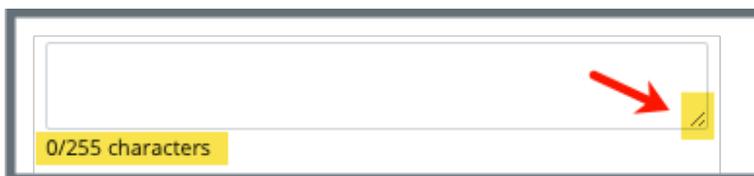


Figure 1: Expandable Field

- 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.

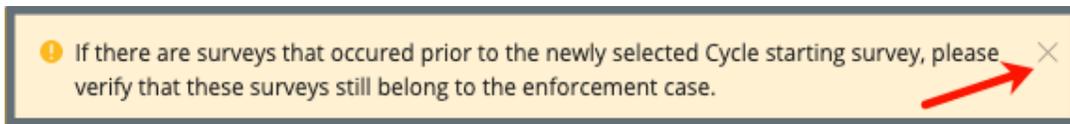


Figure 2: Notification Banner

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*.

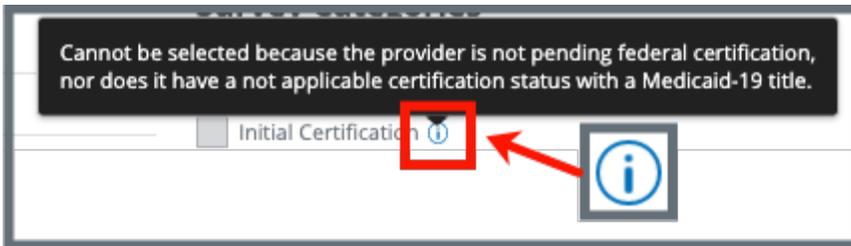


Figure 3: Tool Tip Icon

- Below are the only 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 Security Official (SO) for your organization

Technical Support: Contact the iQIES Service Center:
Phone: 888-477-7876 (select Option 1)
Email: iQIES@cms.hhs.gov

CCSQ Support Central: Create a new ticket or track an existing ticket:
https://cmsqualitysupport.servicenowservices.com/ccsq_support_central

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 Centers for Medicare & Medicaid Services (CMS) General User (CMSGU) 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 [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

2. Health Comparative Overview

Purpose: A Health Comparative is a full survey conducted by federal surveyors in the same facility, after a standard survey is conducted by the state agency, to monitor and evaluate state agency performance.

Notes:

- **FMS Details** link does not appear on the left menu until an FMS has been set.
- Health comparatives must be a Health survey and an FMS survey.
- The health survey must be linked to a state survey
- The health comparative survey must be completed within 60 days of the original survey.
- Survey information from the original survey is populated in the comparative survey, once the surveys are linked.
- This manual focuses on the Health Comparative survey. Other types are:

Health

- Resource and Support Survey
- Focused Concern Survey
- Health Comparative

Life Safety Code

- LSC Comparative
- Resource and Support Survey
- LSC Desk Audit
- LSC Revisit Comparative
- LSC Revisit Resource and Support Survey

3. Add a Federal Monitoring Survey (FMS)

Notes:

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

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

Note: The FMS can also be added directly from the survey to be linked. Click **Create Federal Monitoring Survey** under **Survey** action on the **Provider History** page in the **Survey** section. See *Figure 5, Create Federal Monitoring Survey from Action Drop-Down Menu*.

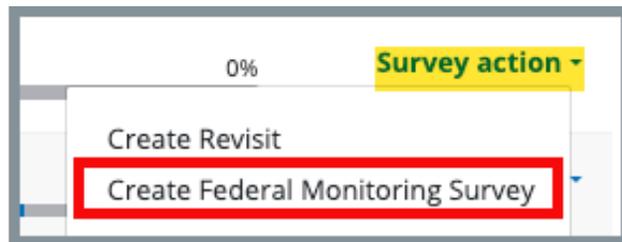


Figure 5: Create Federal Monitoring Survey from Action Drop-Down Menu

3.2 Select **Federal Monitoring Survey**. See *Figure 6, Federal Monitoring Survey*.

3.3 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 *

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

Figure 6: Federal Monitoring Survey

3.4 Fill out the rest of the information.

3.5 Verify that **FMS Details** is now a selection on the left menu. See Figure 7, *FMS Details*.

SPECIAL FOCUS STATUS
Active

Basic Information

Responsible Staff

Manage Tasks

Teams

LTCSP

Survey Prep ▾

Initial Pool ▾

Investigation ▾

Resources ↓

Citations

FMS Details

Statement of Deficiencies

ePOC ⓘ

Basic Information
Manage the basic information for thi

Survey Type

Enforcement Case ID

Survey Categories

Federal Categories

State Categories

Survey Extents

Survey Extents

Regulation Sets

Federal Regulation Sets

State Regulation Sets

Survey Status

Figure 7: FMS Details

4. Link a Survey

Purpose: The health survey must be linked to a state survey prior to starting the comparative process.

It is possible to link health survey to either a state survey or to a life safety code survey. Select the option:

[Link State Survey](#)

[Link Life Safety Code Survey](#)

4.1 Link State Survey

4.1.1 Go to the **Basic Information** page for the survey.

4.1.2 Click **Edit**.

4.1.3 Scroll to **Linked State Survey** section at the bottom of the page. See *Figure 8, Link State Survey*.

4.1.4 Select desired survey.

	Survey ID	Survey Category	Survey Status	Exit Date
<input checked="" type="radio"/> ⓘ	1CDF52-H1	Recertification	Writing complete	11/06/2024
<input type="radio"/>	1CDF52-L1	Recertification	Writing in progress	11/06/2024
<input checked="" type="radio"/> ⓘ	1DF843-H1	Recertification, Complaint	Statement of Deficiencies sent	11/07/2024

Figure 8: Link State Survey

Note: Some surveys may not be available to link. Check the Tool Tip next to the survey to see why. See *Figure 9, Survey Not Available To Link*.

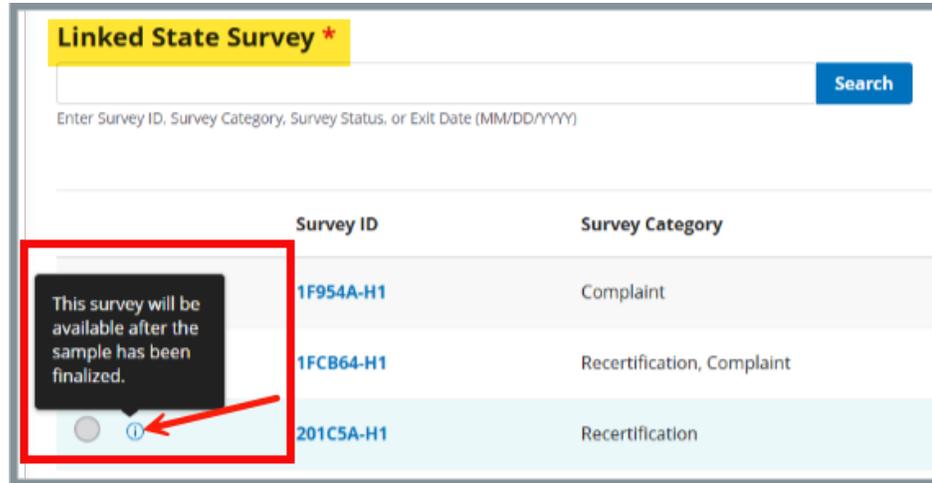


Figure 9: Survey Not Available To Link

Note: If there is an existing linked survey, the linked survey will show in **Linked State Survey**. Click **Edit Linked Survey** to change the survey. See *Figure 10, Linked State Survey*.

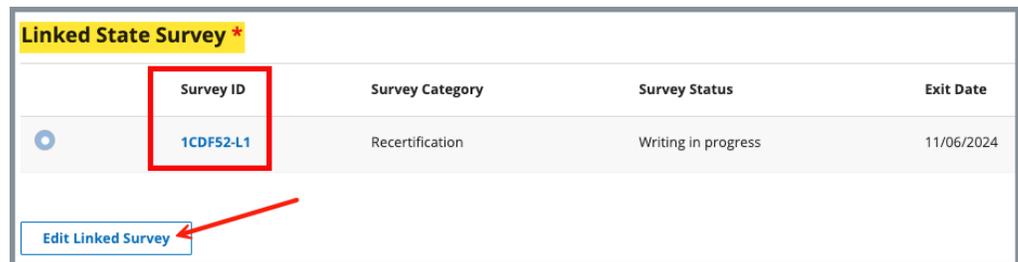


Figure 10: Linked State Survey

4.1.5 Click **Save Basic Information** at the bottom of the form. The page returns to **Survey Basic Information**.

4.1.6 Verify the linked survey is correct and fill out the information. Some information is prepopulated. See *Figure 11, Linked State Survey Basic Information*.

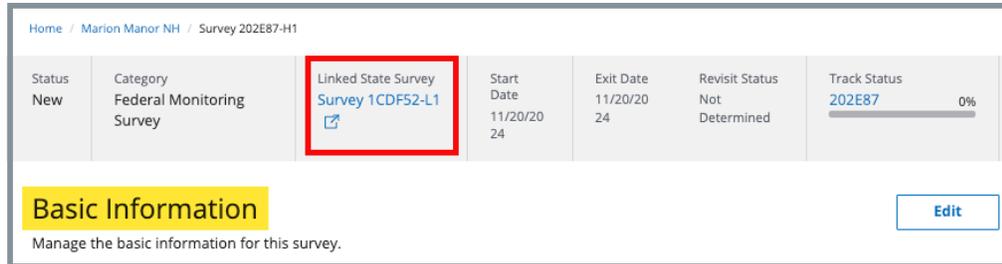


Figure 11: Linked Health Survey Basic Information

Note: Both the Health and LSC surveys have the same survey prefix ID. The same ID helps locate the surveys. See *Figure 12, 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 12: Linked Survey IDs

4.2 Link Life Safety Code 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.

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

4.2.2 Click **Create Life Safety Code Survey** under the **Survey** action menu on the survey line. See *Figure 13, Create Life Safety Code Survey*. The **New Survey Basic Information** page opens.

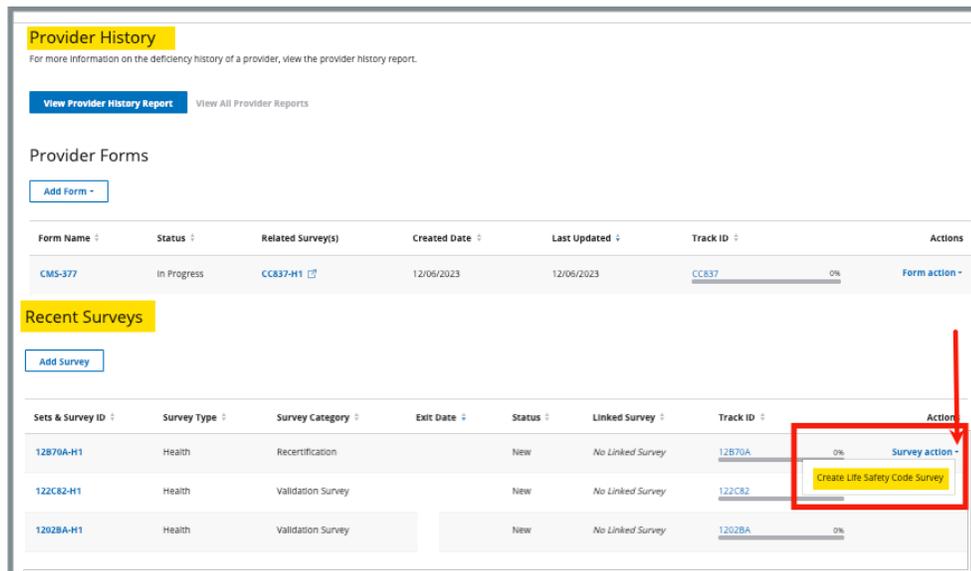


Figure 13: Create Life Safety Code Survey

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

4.2.3 Verify the linked survey is correct and fill out the information. Some information is prepopulated. See *Figure 14, 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 14: Linked Health Survey Basic Information

4.2.4 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 15, 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
<input checked="" type="checkbox"/> EFC36-L1	Life Safety Code	Recertification		New	EFC36-H1	
<input checked="" type="checkbox"/> EFC36-H1	Health	Recertification		New	EFC36-L1	
<input type="checkbox"/> EFC0C-H1	Health	Recertification		New	No Linked Survey	Survey action
<input type="checkbox"/> EFC1E1-H1	Health	Recertification		New	No Linked Survey	Survey action

Figure 15: Linked Survey IDs

5. Add Team Coordinator

There must be a Team Coordinator (TC) in order to make any edits or updates to this survey.

Notes:

- If no TC is selected, then the first staff member on the list is designated TC.
- When a specific role is required to be on the team, an orange warning message appears on the top of the screen. This does not apply to FMS. Click the **X** to remove the notice.

5.1 Click **Teams** on the left menu. See *Figure 16, Teams*. The **Teams** window opens.

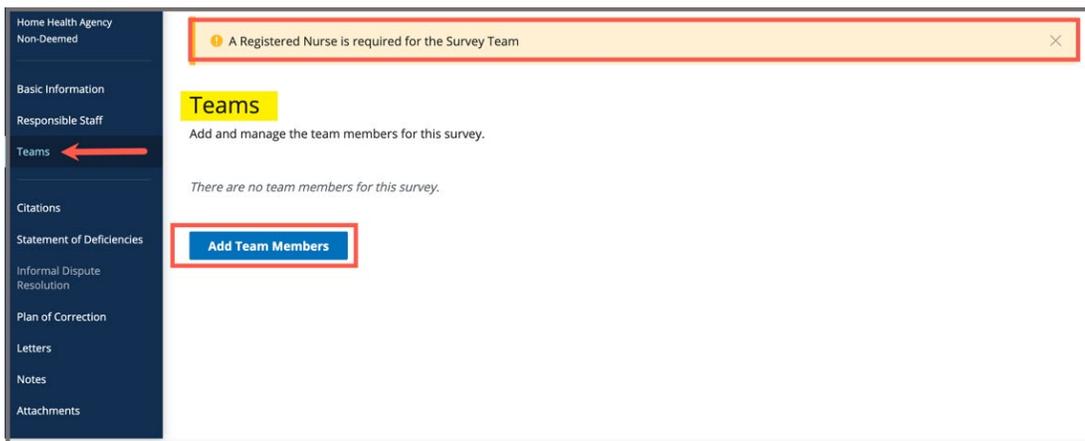


Figure 16: Teams

5.2 Click **Add Team Members** to add a new person to the team. The **Add Teams** window opens. See *Figure 17, Add Teams*.

Figure 17: Add Teams

5.3 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.

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

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

5.6 Click **Save**. A green notification banner appears at the top of the screen, verifying the member was successfully added. See *Figure 18, Survey Team Member Successfully Added Popup*.

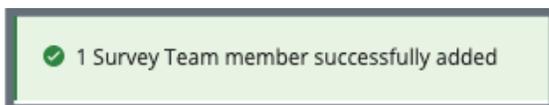


Figure 18: Survey Team Member Successfully Added Popup

5.7 Click **Delete** under **Actions** to delete a team member. See *Figure 19, Delete a Team Member*. A confirmation pop-up window opens. See *Figure 20, 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 19: Delete a Team Member

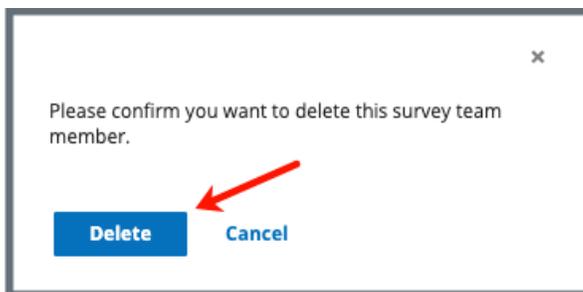


Figure 20: Deletion Confirmation Popup

5.8 Click **Delete**.

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

6. Complete the Survey Process

Complete the survey process. Refer to the [LTC Manage a Survey: Nursing Homes User Manual](#) to complete the survey process.

The following pages show specific FMS details for comparative surveys, in addition to the information found in the user manual. Click on any link to go to the section in this manual that clarifies specific comparative details.

[Offsite Prep](#)

[Team Meeting: Initial Pool](#)

[Team Meeting: Investigation](#)

[Resident Manager: Initial Pool](#)

[Finalize Sample](#)

[Facility Tasks](#)

[Investigations](#)

[Potential Citations](#)

Note: The following areas require no FMS-specific details.

- **Entrance Conference**
- **Investigation Assignments**

6.1 Offsite Prep

Purpose: View information that was entered by the previous survey team.

6.1.1 Go to the **State Agency** section of **Offsite Prep**. See *Figure 21, Offsite Prep State Agency Section*.

Note: The **State Agency** section is only available for FMS.

Offsite Prep In Progress

Facility Information

Administrator
Doohan, Howie ⓘ

Previous Recertification Survey Date
11/07/2024 ⓘ

Last Updated by
NH_CMSGU_Singy, Pat
at 11/20/2024 5:39 PM

State Agency

Did the SA inappropriately exclude any offsite selected residents in the initial pool?

No

✓ All applicable residents were included

SA Administrator	SA Survey Date	Event ID	SA Facility Census	SA Team Size	Recommended Team Size	SA IP Size	Target IP Size
No Information	2024-11-06	1CDF52-HI	0	0	0	0	0

Is there a concern with the size of the SA's Initial Pool? Yes No

If yes, please explain.

Figure 21: Offsite Prep State Agency Section

6.1.2 Click the **Event ID** to view the original survey.

Note: The original survey opens in the same window.

6.1.3 Click **Yes** if there are any concerns with the size of the SA's Initial Pool.

Note: If yes, type any details into the empty field below.

6.1.4 Scroll down to the **Active Intakes** section.

Note: **Active Intakes** is editable for the CMS General User.

6.1.5 Update Resident, if necessary. See *Figure 22, Offsite Active Intakes Section.*

Intake ID	Allegations	Person(s) Affected	Resident (ID), Room
Incident 1077102	None	None	Nutt, Hazel (11), N-8
Complaint 1078501	None	None	Legge, Peg (12), F-1

Resident (ID), Room	Care Areas	Investigations	Facility Tasks	Intake Closed Records	D/C Location	Offsite	In Pool	Edit
Nutt, Hazel (11), N-8	Food Hospitalizations Falls	Accidents Food	Dining Observation	None	None		<input checked="" type="checkbox"/>	Edit
Legge, Peg (12), F-1	Abuse Food Accident Hazards	Abuse	Dining Observation	None	None		<input checked="" type="checkbox"/>	Edit

Figure 22: Offsite Active Intakes Section

6.1.6 Click **Edit** to update any care areas, investigations, facility tasks, or Intake Closed Record, if necessary. The **Identify LTCSP Areas** pop-up window opens. See *Figure 23, Identify LTCSP Areas Pop-Up Window.*

Identify LTCSP Areas

Intake ID: Complaint 677743 Resident (ID), Room: 624 (take 2), SNOOP (40)

* indicates required field

Care Areas ⓘ
Select all that apply

Investigations ⓘ
Abuse X Select all that apply

Assigned Surveyor
test2.csbunker2

Facility Tasks ⓘ
Kitchen X Select all that apply

Intake Closed Record ⓘ
Select

Description
[Empty text area]

Update Resident's Closed Record to Intake Closed Record ⓘ

Cancel Save

Figure 23: Identify LTCSP Areas Pop-Up Window

6.1.7 Click **Save** to save changes.

6.2 Team Meeting: 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.
- Only the TC can update the text entry fields in Team Meeting.
- 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.
- 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 24, Initial Pool Information, part 1 of 2*, and *Figure 25, Initial Pool Information, part 2 of 2*.

Team Meeting

Initial Pool

Investigation

If the SA discharged any of their offsite selected residents, the names and discharge location will be listed below.

🔒 No applicable residents

If the SA failed to include any offsite selected resident in their initial pool, excluding any offsite selected resident who was discharged, the names will be listed below.

✓ All applicable residents were included

Review the list below and ensure at least one of the SA's residents were included in the SOG team's initial pool for dialysis, hospice, ventilator and smoking, and three of the SA's residents for transmission-based precautions, if applicable.

🔒 There are no applicable residents selected.

Confirm the residents listed are in the RO's initial pool. If a resident is listed who shouldn't be in the initial pool, change the IP indicator to No or unassign your name from the resident on the Resident Manager screen. For any unassigned resident who was also in the SA's initial pool, you must complete any unassigned resident or discharge them.

Surveyor ↕	Resident(s) ↕	SA ↕
NH_CMSGU_Singy	<ul style="list-style-type: none"> • Booke, Rita (1) • Dover, Eileen (2) • Cade, Barry (3) • Foldes, Bill (4) • Pitts, Cheri (5) 	

How much work does each RO surveyor have left to do?

Surveyor ↕	Resident(s) ↕	Task
NH_CMSGU_Singy	<ul style="list-style-type: none"> • Booke, Rita (1) • Dover, Eileen (2) • Cade, Barry (3) • Foldes, Bill (4) • Pitts, Cheri (5) 	<ul style="list-style-type: none"> • Unfinished RRI, RI, RR, RO

Figure 24: Initial Pool Information, part 1 of 2

Any harm or IJ concerns for the RO team?

No applicable residents

Display number of SA and RO completed RRI/family interviews.

RO/RRI Family Interviews 0

No applicable residents

SA/RRI Family Interviews 0

No applicable residents

If the SA did not complete at least three RRI/family interviews, was it feasible for the SA to have completed at least three RRI/family interviews (e.g., the RO team was able to complete the minimum with interviewees who visit daily)?

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

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

No applicable results

Figure 25: Initial Pool Information, part 2 of 2

6.3 Team Meeting: Investigation

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

Notes:

- Only the TC can update the text entry fields in Team Meeting.
- Only active **Facility Tasks, Investigations, or Potential Citations** are shown. Once a task is complete, it no longer shows on the page.
- 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**.
- Select **Yes** to the last question: **Are there concern(s) regarding unethical, criminal, civil or administrative violations of the Social Security Act by the facility?** when there are concerns. A pop-up window opens to remind the TC to initiate the F895. See *Figure 26, Initiate F895 Reminder*.

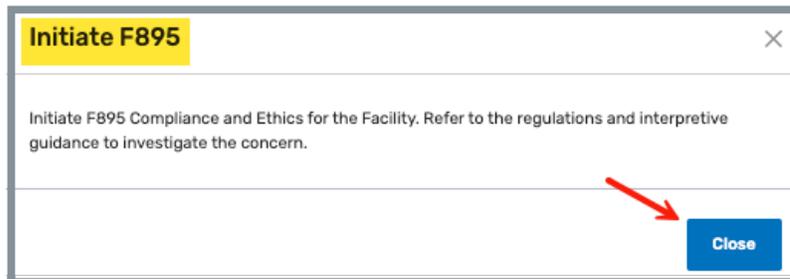


Figure 26: Initiate F895 Reminder

Click the **Investigation** tab to view **Investigations**. See *Figure 27, Investigation Information, page 1 of 3*, *Figure 28, Investigation Information, page 2 of 3*, and *Figure 29, Investigation Information, page 3 of 3*.

Team Meeting

Initial Pool Investigation

Did the SA include complaints/FRIs in the sample appropriately? Yes. No. If not, explain.

Did the SA appropriately include residents in the sample to cover abuse, dialysis, hospice and ventilator as appropriate? Yes, No.
No

Areas not sampled by SA with FI or NI marked:
✓ All Residents were included in the SA Sample.

Based on the initial pool concerns identified by the SA, should the SA have included any other residents in the sample excluding the areas covered above for dialysis, hospice, etc.? Yes, No. If so, explain
No results entered for this question

Are there newly identified harm or IJ concerns?
No applicable residents

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

Figure 27: Investigation Information, page 1 of 3

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)?

How much work does each surveyor have left to complete?

Surveyor	Resident(s)	Investigation
NH_CMSGU_Singy	• Facility, Facility (0)	• Accidents

FACILITY TASKS

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

Display number of SA and RO completed RRI/family interviews.

RO/RRI Family Interviews 0

i No applicable residents

SA/RRI Family Interviews 0

i No applicable residents

Figure 28: Investigation Information, page 2 of 3

Do you need to adjust the workload?

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.

No applicable results

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

Yes No

Figure 29: Investigation Information, page 3 of 3

6.4 Resident Manager- Initial Pool

Notes:

- The Resident Manager page has two additional columns: **SA?** and **RRI?**
- **SA Initial Pool** residents are residents that were selected by the original survey team. These residents are shown in the **SA** column.
- Resident Representative Interview Information or the **RRI?** column. Click **Yes** and a pop-up window opens with the resident’s RRI information.
- The default filter is **SA Initial Pool Residents**.

6.4.1 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 30, Resident Manager*.

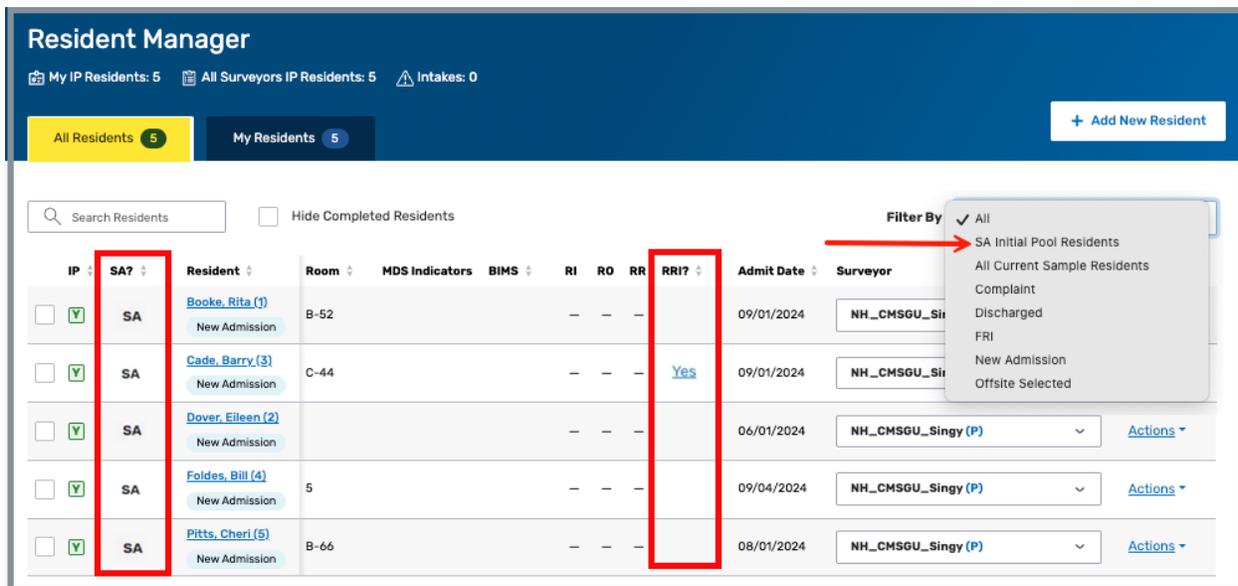


Figure 30: Resident Manager

6.4.2 Click resident name to review. The **Resident** page opens. See *Figure 31, Resident Page*.

Notes:

- An additional question is shown when **Further Investigation (FI)** is selected.
- Select **Further Investigation** in the care area for a resident and a **Missed FI** badge is shown throughout the process (Investigations, Finalize Sample, Potential Citations).

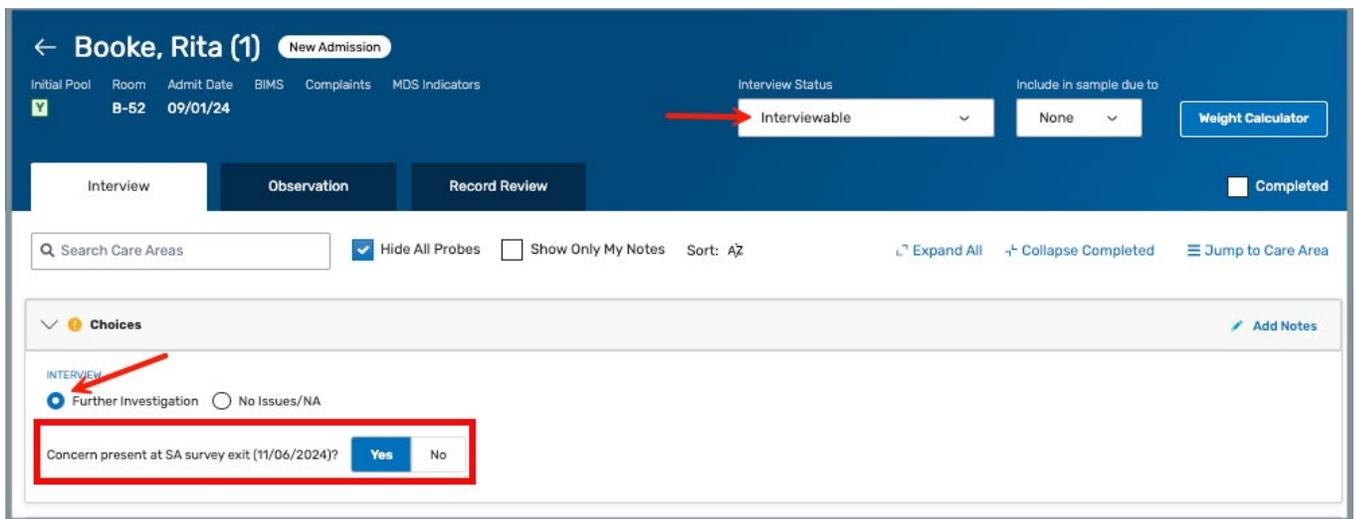


Figure 31: Resident Page

6.5 Update Initial Pool Status

- 6.5.1 Click Initial Pool status to change the initial pool status for a resident. See *Figure 32, 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 32: Initial Pool Status

- 6.5.2 Select the radio button next to the correct response. See *Figure 33, Initial Pool Status Change*.

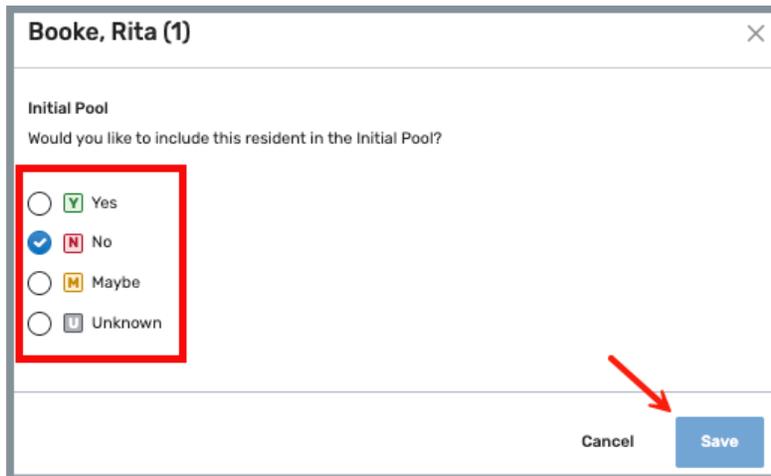


Figure 33: Initial Pool Status Change

Note: Offsite-selected residents show MDS indicators. See *Figure 34, Initial Pool Status Change with MDS Indicators*.

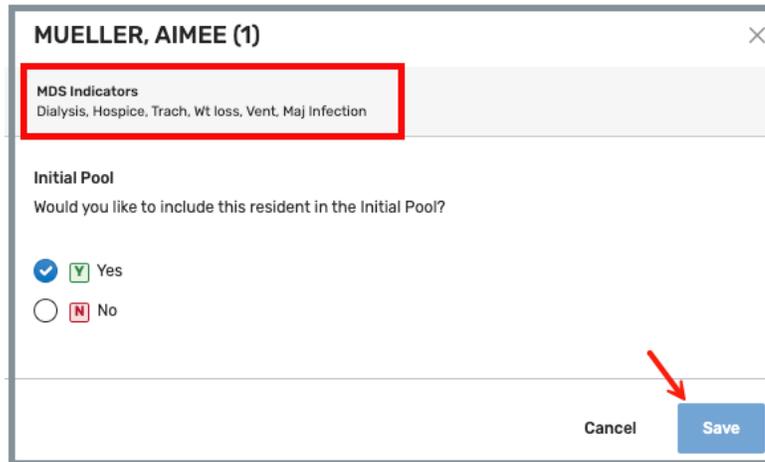


Figure 34: Initial Pool Status Change with MDS Indicators

6.5.3 Click **Save**. Another pop-up window opens. See *Figure 35, Was the Resident Correctly Included in the Initial Pool?*

Note: Select **Yes** to **Should the SA have included [resident] in the initial pool** and an **SA Missed** badge is shown throughout the process (Investigations, Finalize Sample, Potential Citations).

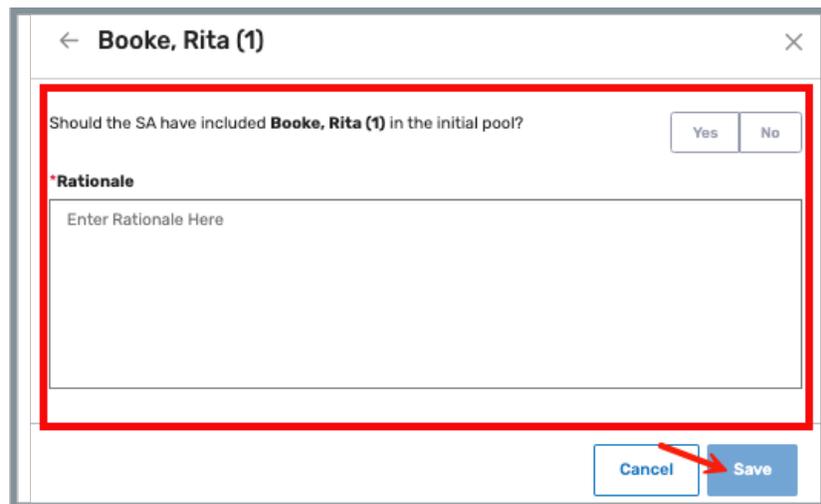


Figure 35: Was the Resident Correctly Included in the Initial Pool?

6.5.4 Answer the question and fill out the rationale.

6.5.5 Click **Save**.

6.5.6 Verify the initial pool status was updated.

6.6 Finalize Sample

Notes:

- The **Finalize Sample** page has two additional columns: **SA IP?** and **SA Sample**.
- **SA IP** residents are residents that were selected by the original survey team. These residents are shown in the **SA** column.
- The **SA Sample** column shows residents that were in the original survey’s finalized sample.

6.6.1 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 36, Finalize Sample Candidates*.

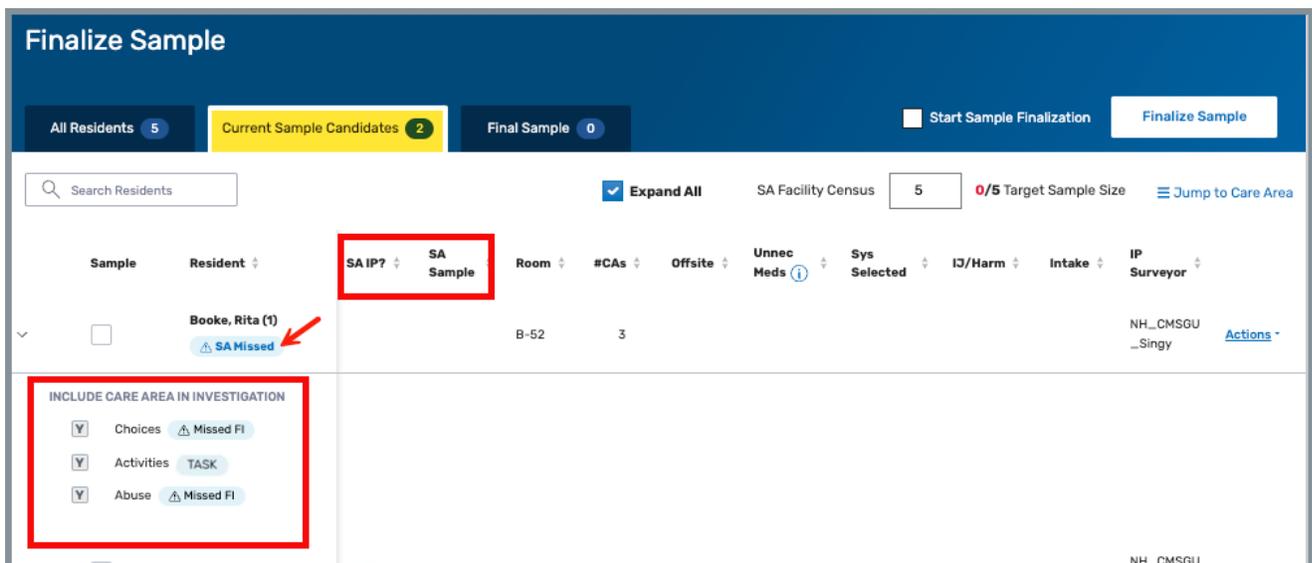


Figure 36: Finalize Sample Candidates

6.6.2 Click **SA Missed** to view the **SA Missed Details**. The **SA Missed Details** pop-up window opens. See *Figure 37, SA Missed Details Pop-Up Window*.

Note: **SA Missed** is selected on the [Resident Manager page](#).

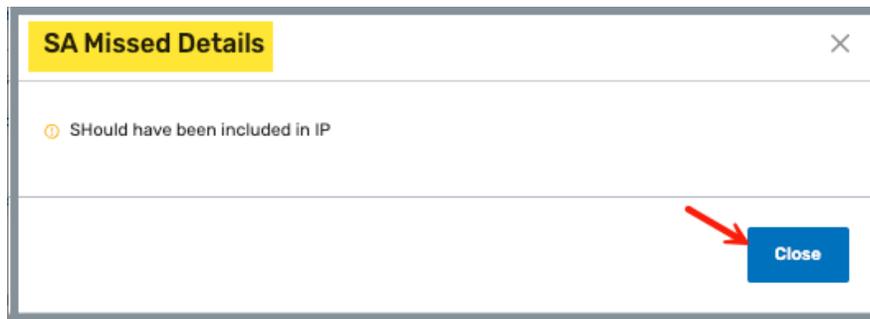


Figure 37: SA Missed Details Pop-Up Window

- 6.6.3 Verify that there is a green notification banner that states the SA team sampled residents from all required areas. See *Figure 38, SA Team Sampled Residents Green Notification Banner*



Figure 38: SA Team Sampled Residents Green Notification Banner

Note: A blue notification banner indicates that there was a failure in the SA team. See *Figure 39, SA Team Failure Blue Notification Banner*.

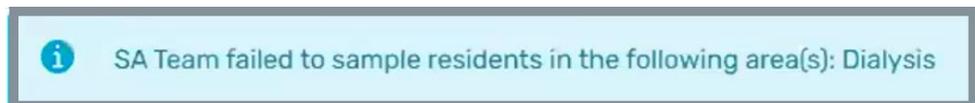


Figure 39: SA Team Failure Blue Notification Banner

6.7 Facility Tasks

- The **Facility Tasks** page has one additional column: **SA?**. See *Figure 40, Sample Facility Task Page*.
- **SA** residents are residents that were selected by the original survey team. These residents are shown in the **SA** column.

The screenshot shows the 'Dining Observation' page with a table of residents. The table has the following columns: Resident, Notes, Room, Admit Date, SA?, Originating Initial Pool Area, and Added By. The 'SA?' column and the 'Added by SA' text are highlighted with red boxes.

Resident	Notes	Room	Admit Date	SA?	Originating Initial Pool Area	Added By
Booke, Rita (1)		B-52	09/01/2024	SA		Initiated by NH_CMSGU_Singy
Cade, Barry (3)		C-44	09/01/2024	SA		Initiated by NH_CMSGU_Singy
Dover, Eileen (2)			06/01/2024	SA		Added by SA
Foldes, Bill (4)		5	09/04/2024	SA		Initiated by NH_CMSGU_Singy
Pitts, Cheri (5)		B-66	08/01/2024	SA		Initiated by NH_CMSGU_Singy

Figure 40: Sample Facility Task Page

6.8 Investigations

6.8.1 Click **Investigations** on the left menu on the drop-down left menu under **Investigation**. The **Investigations** window opens. See *Figure 41, Investigations*.

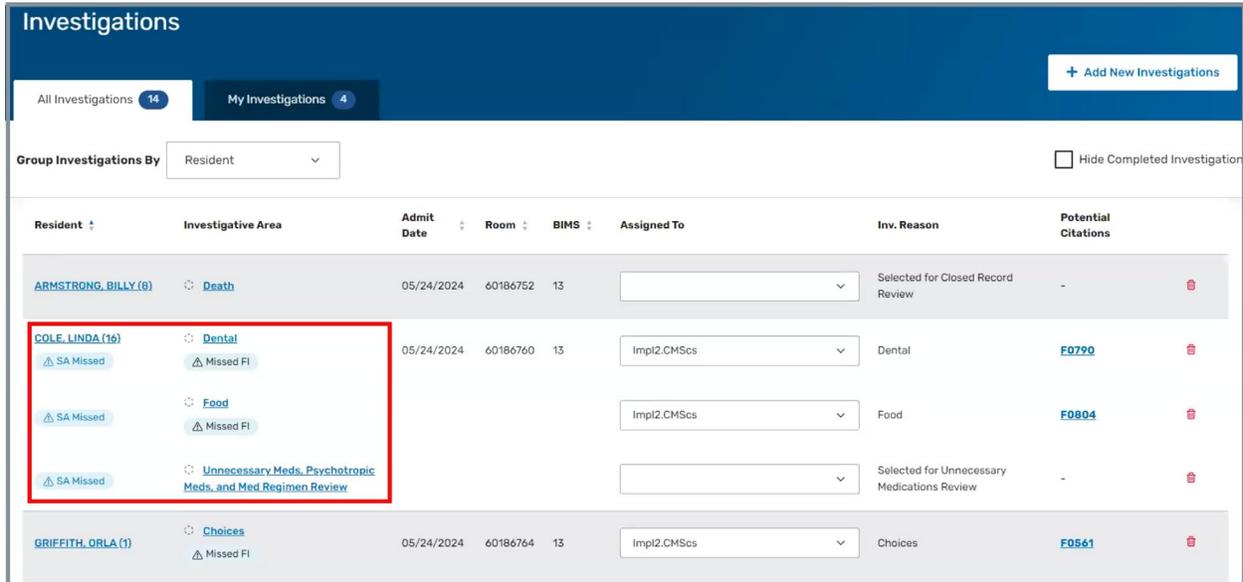


Figure 41: Investigations

6.8.2 Click **SA Missed** to view the **SA Missed Details**. The **SA Missed Details** pop-up window opens. See *Figure 42, SA Missed Details Pop-Up Window*.

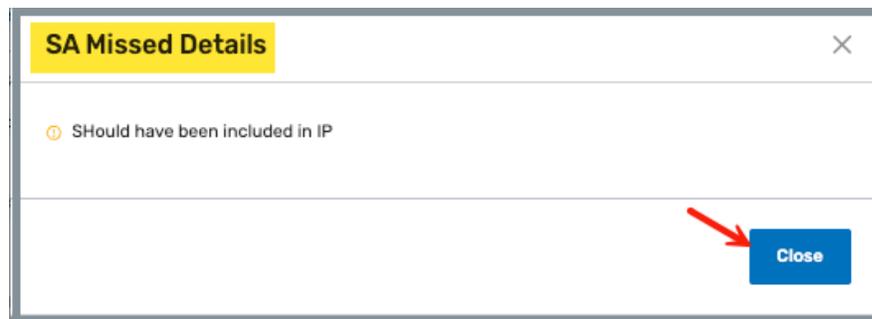


Figure 42: SA Missed Details Pop-Up Window

6.8.3 Review for missed information.

6.9 Potential Citations

Click **Potential Citations** on the left menu to view **Potential Citations**. See *Figure 43, Potential Citations*.

Note: Click **SA** to view [SA Missed Details](#).

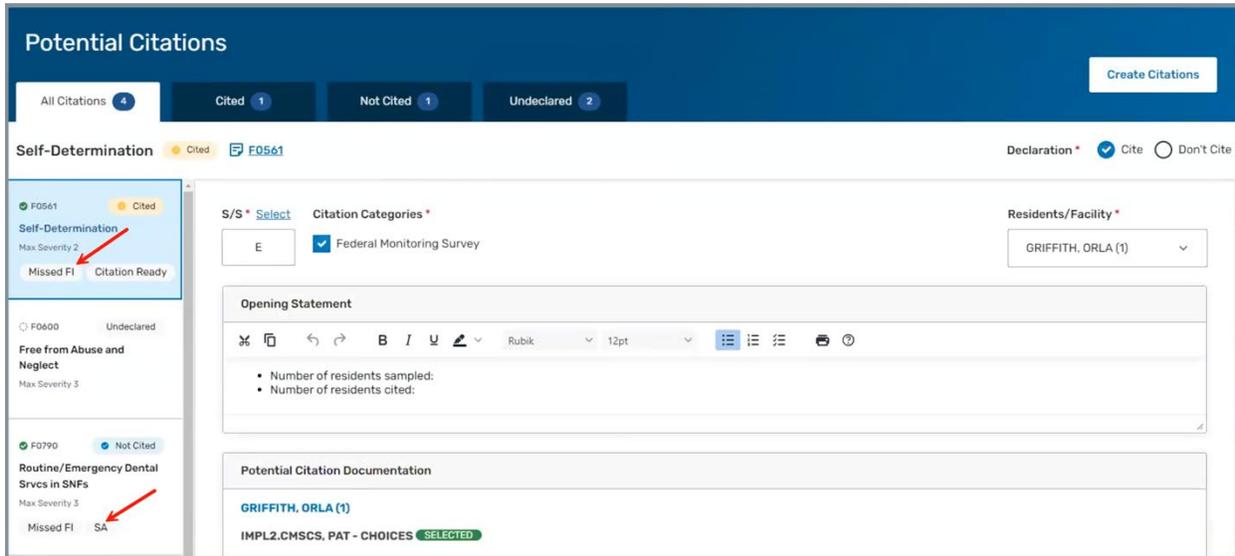


Figure 43: Potential Citations