Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Risk-Based Surveys (RBS) User Manual

Version 1.1

August 13, 2026

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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*.

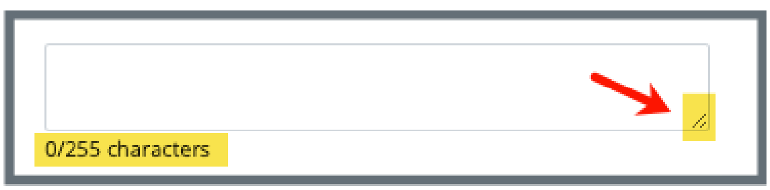


Figure 1: Expandable Field

- 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.

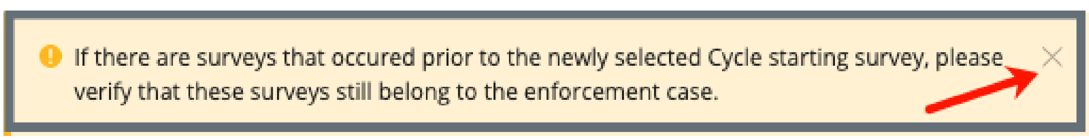


Figure 2: Notification Banner

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.

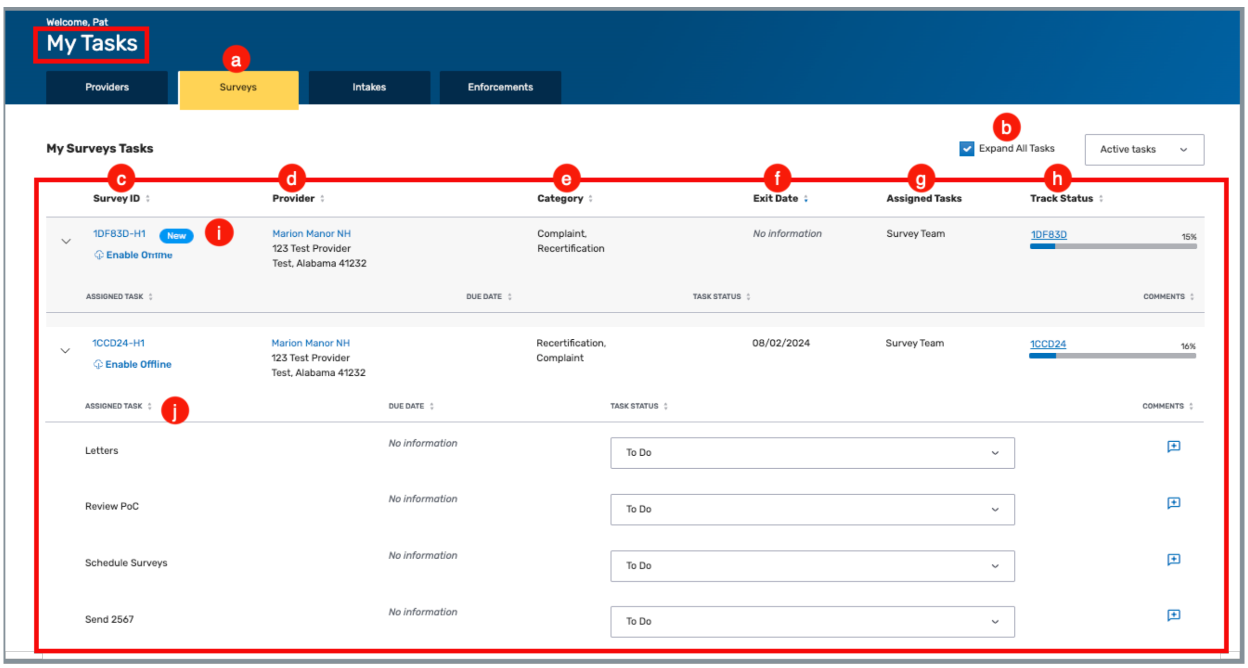


Figure 5: My Tasks Landing Page

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. See **Task Detail**.

1.4.2 Click **My Tasks** under **Survey & Certification** on the top menu to access **My Tasks** at any time. See *Figure 6, My Tasks Login*. **My Tasks** landing page opens.

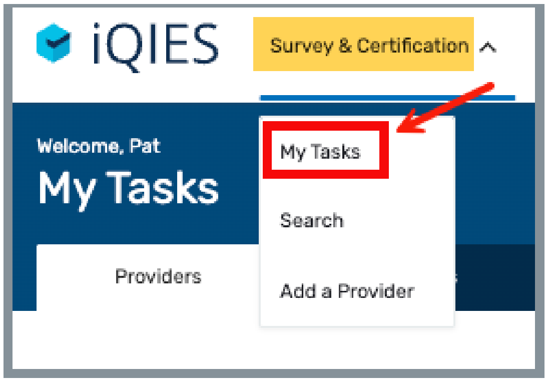


Figure 6: My Tasks Login

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 7, iQIES Logo*.

Figure 7: iQIES Logo

- If there are no tasks, then a message appears below the selected tab. See *Figure 8, No Active Tasks*, for an example from the **Surveys** tab.

Figure 8: No Active Tasks

1.4.3 **Task Detail**: Tasks are shown by default. See *Figure 9, Task Status Details* and *Table 3, Task Status Details Detailed Callout*.

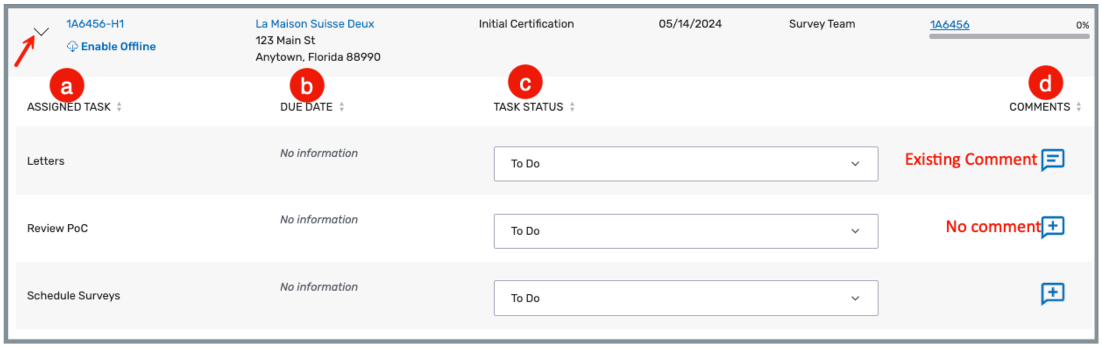


Figure 9: Task Status Details

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.

1.4.4 **Comments:** Click the **+** to leave a comment. The side menu opens. See *Figure 10, My Tasks Comments.*

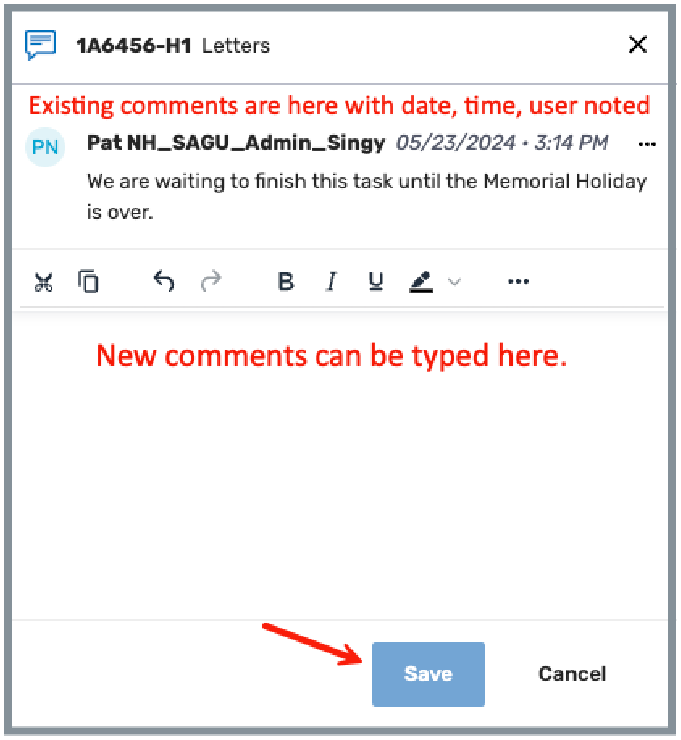


Figure 10: My Tasks Comments

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

2. Manage a Risk-Based Survey Overview

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

Important Note: This manual provides technical instruction on system functionality and does not replace CMS policy. Refer to official CMS guidance for policy requirements.

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 11, Survey Data Information Section*.

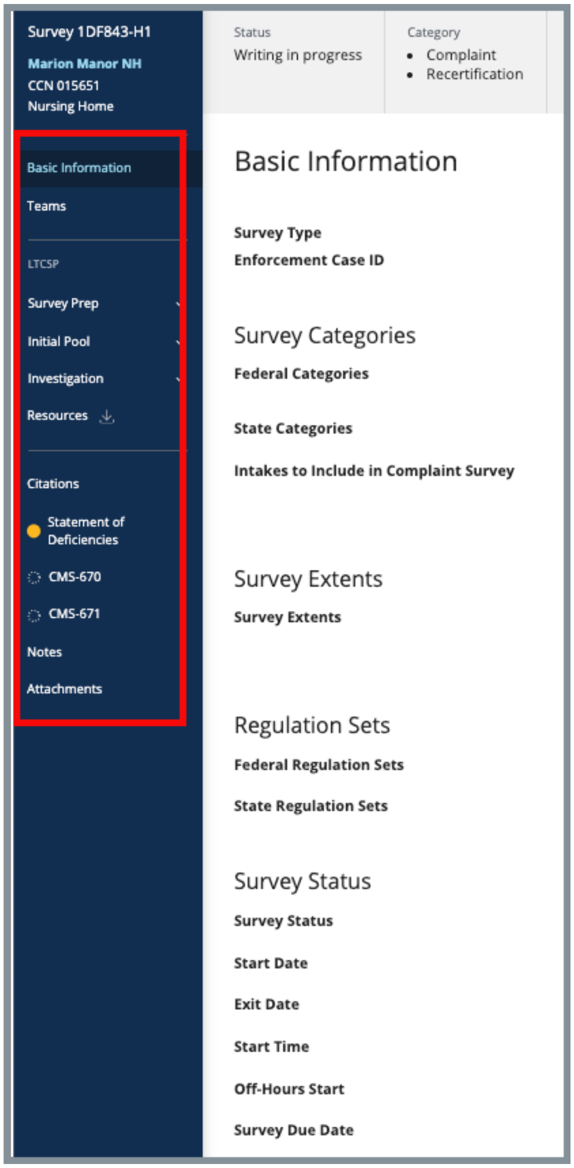


Figure 11: Survey Data Information Section

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.

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.

Notes:

- 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 12, Add Survey*. The Basic Information page opens.

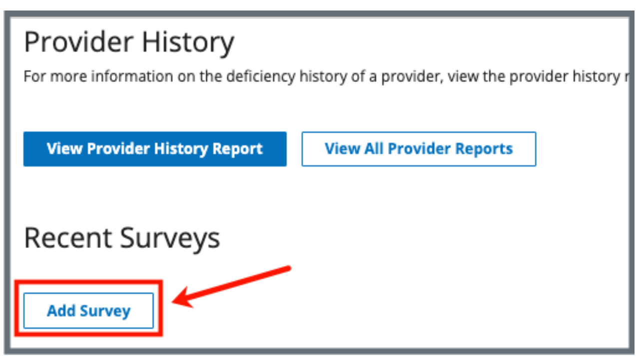


Figure 12: Add Survey

3.1.3 Select **Health**. See *Figure 13, Health Survey Type*.

Note: **Life Safety Code** is disabled when it cannot be selected.

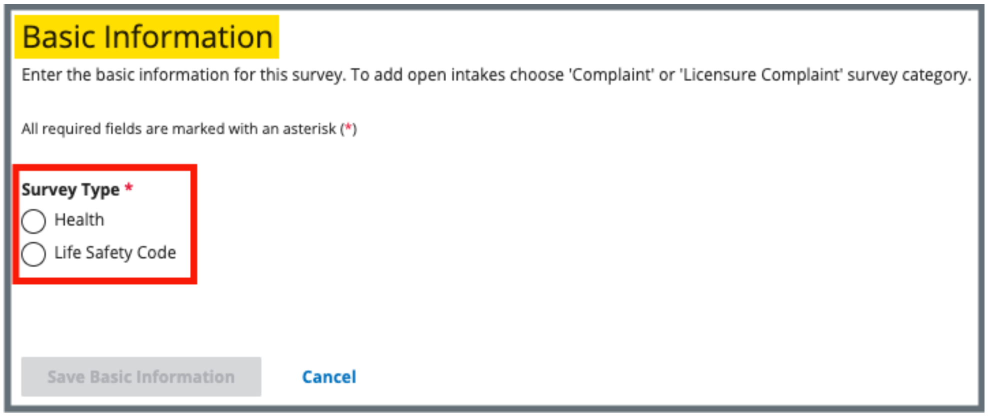


Figure 13: Health Survey Type

3.1.4 Select **Recertification** under **Federal Categories**. The **RBS** checkbox opens.

3.1.5 Click the **RBS** checkbox.

Note: **RBS** checkbox is disabled until **Recertification** is checked.

3.1.6 Check any other appropriate boxes.

3.1.7 Fill out the rest of the information. See *Figure 14, New RBS 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.
- Type a **Start Date** under **Survey Status** before saving the basic information.

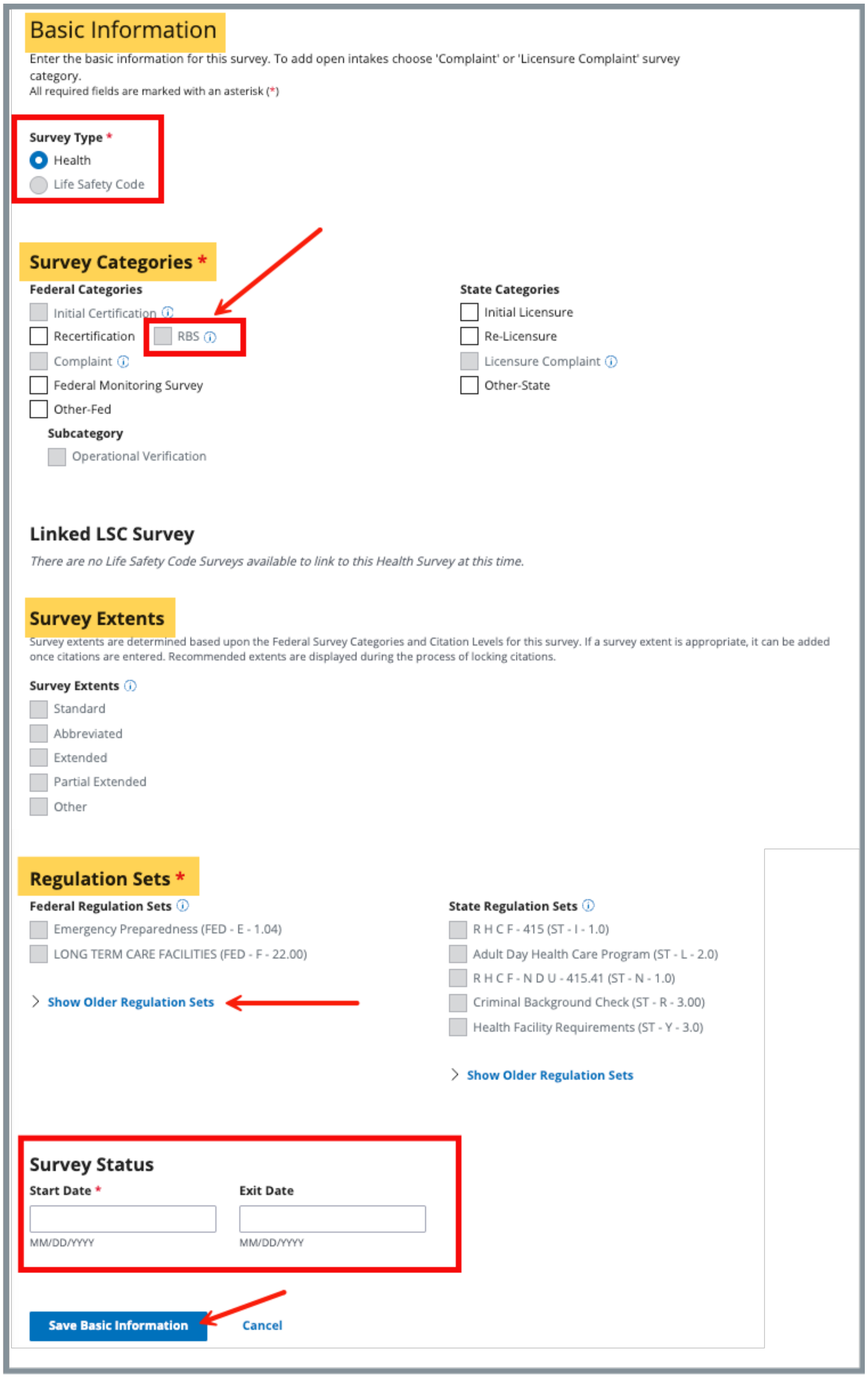


Figure 14: New RBS Survey Basic Information

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

Notes:

- Refer to Off Hours for off hours survey information.
- Once the survey is saved, a survey ID is generated.
- RBS is noted under the **Category** on the top menu and above the RBS section on the left menu. See *Figure 15, RBS Survey.*

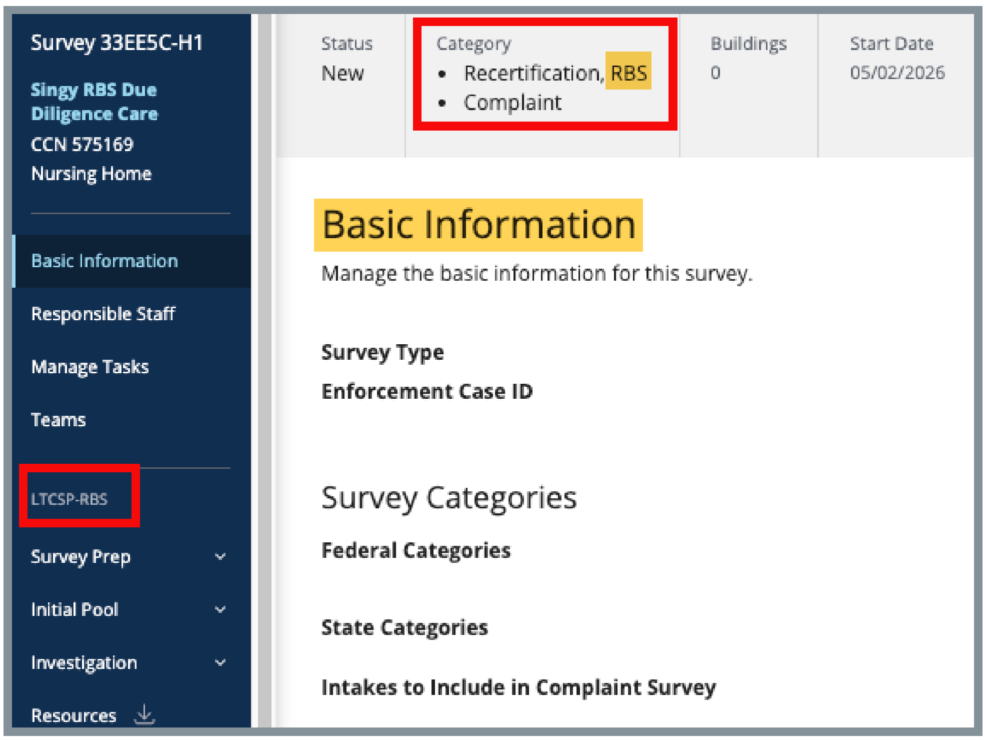


Figure 15: RBS Survey

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

3.2 Off-Hours Survey

Purpose: Document hours for standard health surveys conducted before 6:00AM, after 5:00PM local time on business days, or on weekends and holidays.

Note: Off-Hours is system-calculated based on the **Start Date/Start Time**, which are both required fields

3.2.1 Check **Recertification** for **Survey Categories**. The **Survey Status Start Time** field appears and the **Off-Hours Start** is shown with no information. See *Figure 16, Survey Status*.

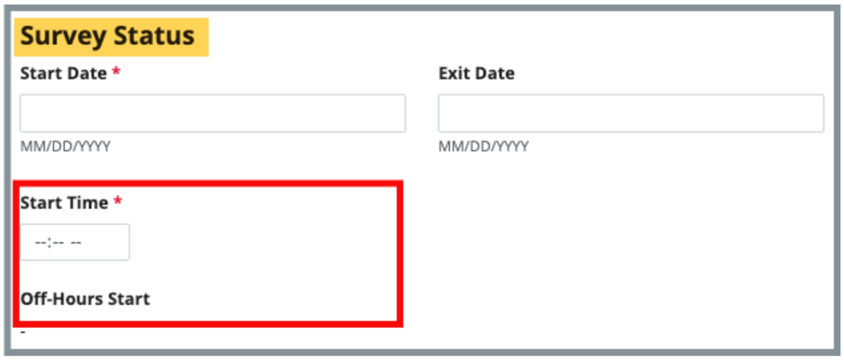


Figure 16: Survey Status

3.2.2 Fill out additional required information.

3.2.3 Type **Survey Start Date**.

3.2.5 Type **Survey Start Time**.

a. **Off-Hours Start** automatically populates to **No** when the start time is during business hours (8:00AM to 5:00PM local time). See *Figure 17, Off-Hours Start is No.*

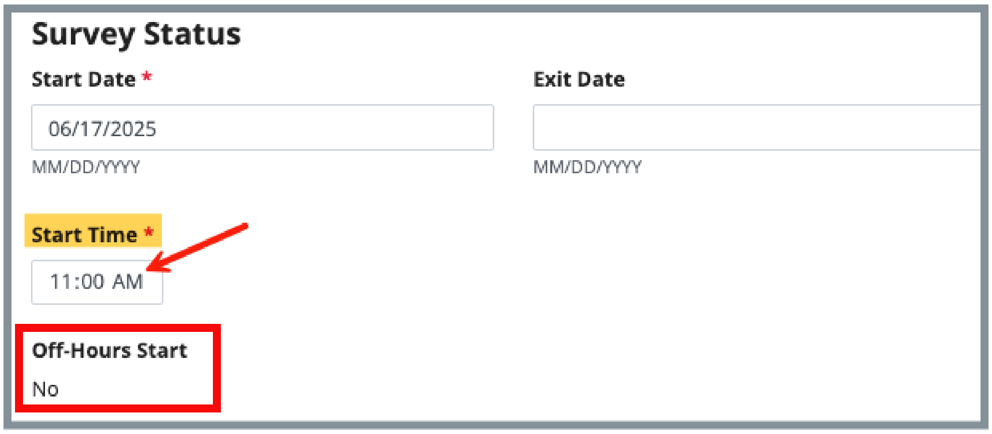


Figure 17: Off-Hours Start is No

b. **Off-Hours Start** automatically populates to **Yes** when the start time is after business hours (prior to 8:00AM and after 5:00PM local time, holidays, or weekends). See *Figure 18, Off-Hours Start is Yes.*

Figure 18: 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).
- An LSC survey can be linked to a health survey either during survey creation or after the survey is created.
    - Select a survey under **Linked Health Survey** to link an LSC survey to a health survey during the LSC survey creation.
    - Follow Link a Health Survey and an LSC Survey steps to link the surveys after an LSC has been created.

3.3.1 Click **Add Survey** on the **Provider History** page. See *Figure 19, Add Survey*. The survey **Basic Information** page opens.

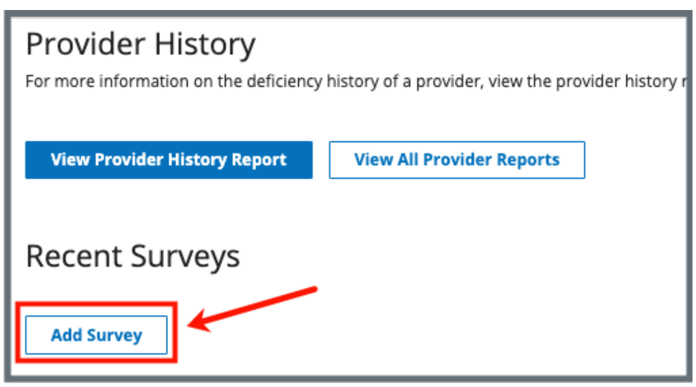


Figure 19: Add Survey

3.3.2 Select **Survey Type**. See *Figure 20, Survey Type*.

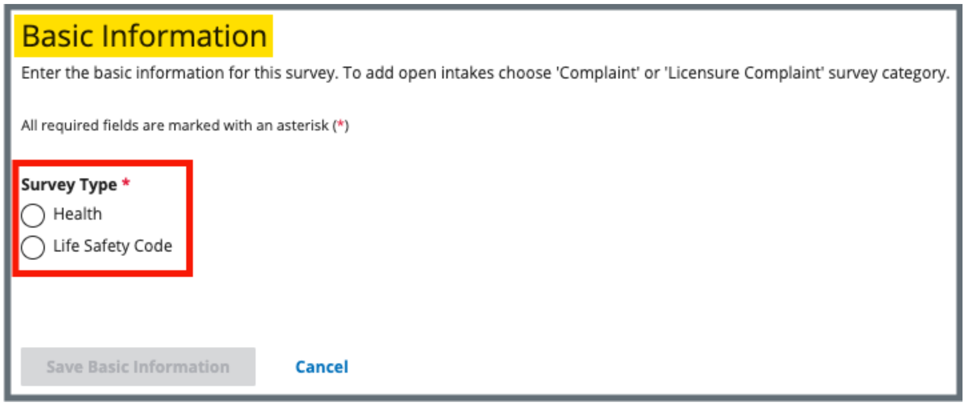


Figure 20: Survey Type

Note: Verify whether **Locations** is set up if **Life Safety Code** is disabled (grayed out). **Locations** is found on the provider **Basic Information** page.

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

Notes:

- Disabled 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 21, LSC Survey ID Explanation*.

Figure 21: 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.
- 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.
- A linked survey cannot be unlinked.

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

3.4.2 Click **Link Survey** under the **Survey action** menu on the survey line. See *Figure 22, Link Survey.* The **Link Survey** page opens.

Notes:

- The linked survey shows in the **Linked Survey** column if there is an existing linked survey.
- Only open, linkable surveys are displayed.

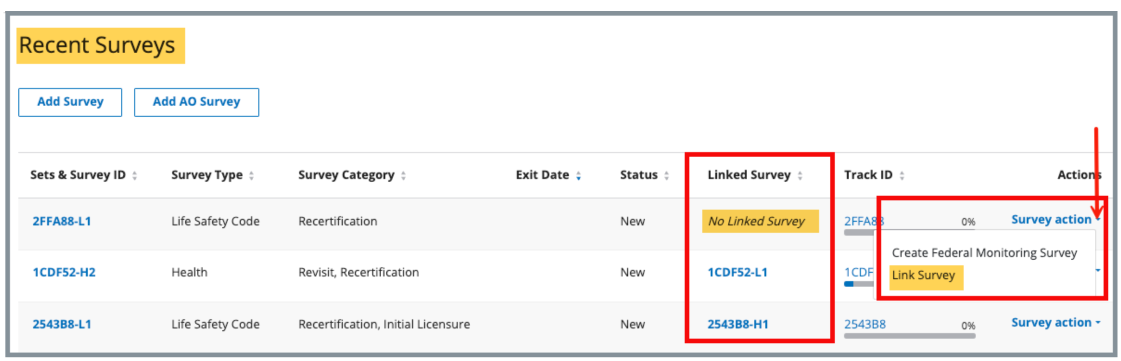


Figure 22: Link Survey

3.4.3 Select the radio button next to the correct survey to link. See *Figure 23, Link a Health Survey.*

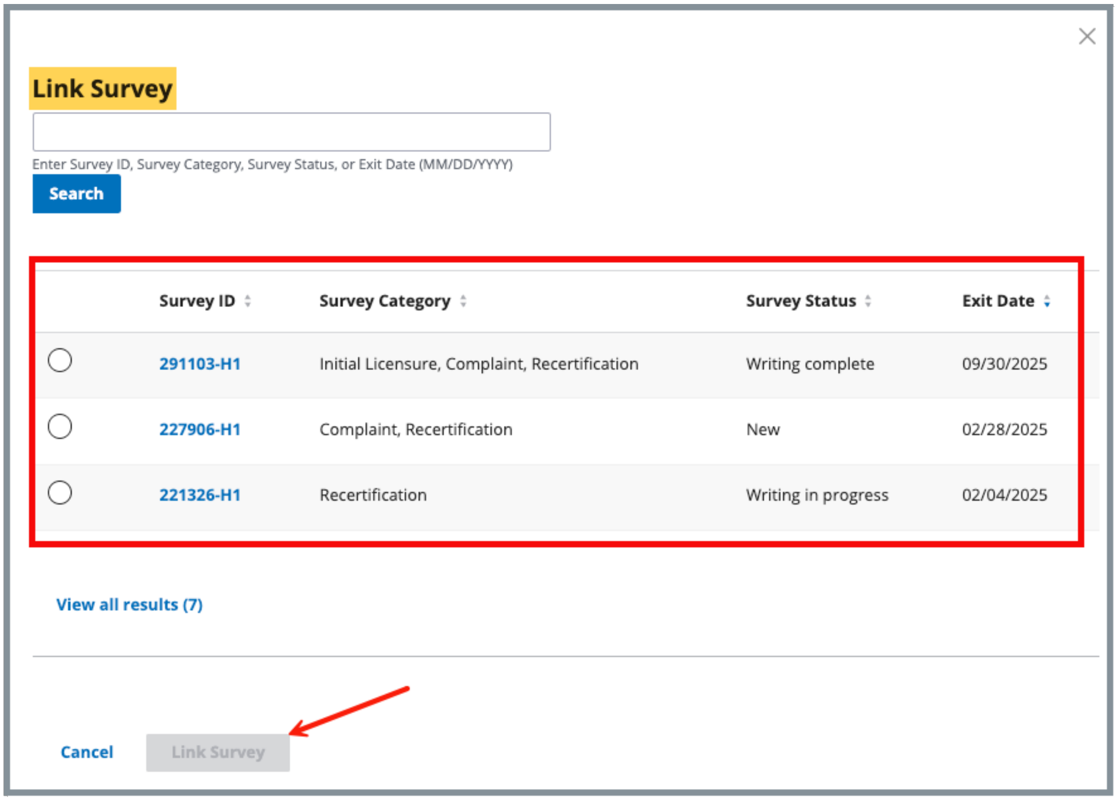


Figure 23: Link a Health Survey

3.4.4 Click **Link Survey**. A second, separate **Link Survey** pop-up window opens. See *Figure 24, Verify Linked Survey.*

Note: The **Link Survey** button is disabled until a selection is made.

3.4.5 Verify the correct survey is linked.

Notes:

- Surveys cannot be unlinked once linked.
- Click **Edit Linked Survey** to select a different survey to link.

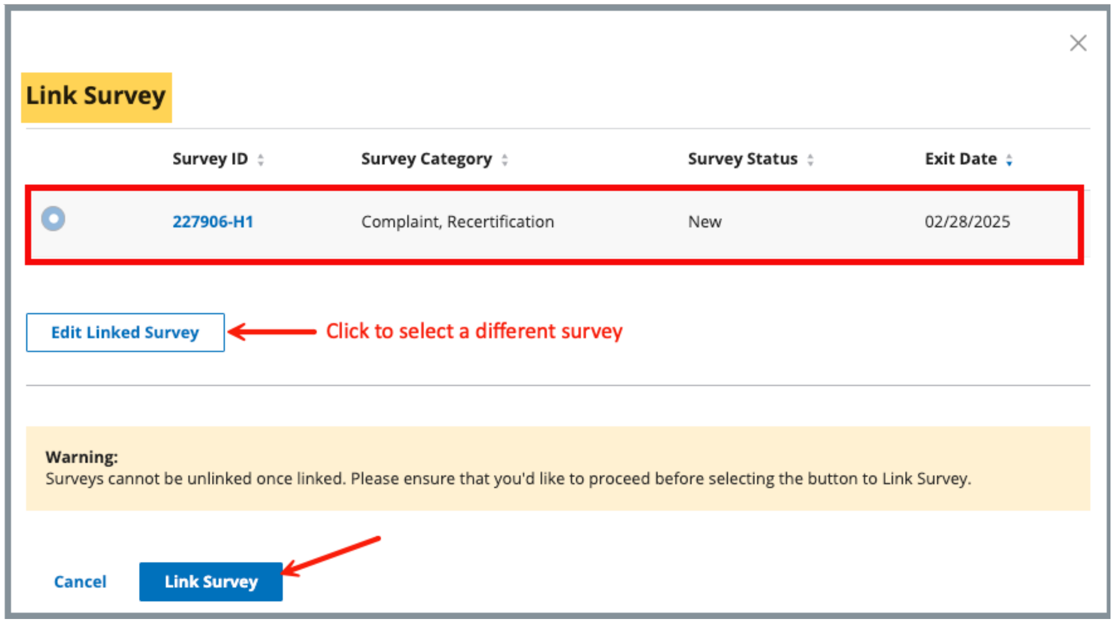


Figure 24: Verify Linked Survey

3.4.6 Click **Link Survey**. The **Provider History** page re-opens and the survey is now linked. See *Figure 25, Verify Linked Survey.*

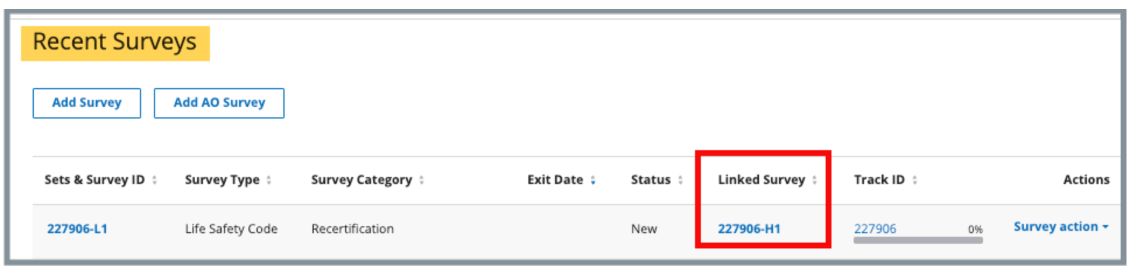


Figure 25: Verify Linked Survey

Note: Both the Health (**H**) and LSC (**L**) surveys have the same survey prefix ID. The same ID helps locate the surveys. See *Figure 26, Linked Survey IDs.*

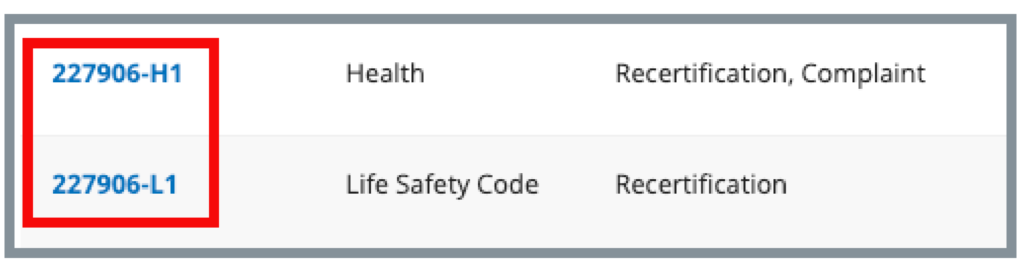


Figure 26: Linked Survey IDs

4. Delete a Survey

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

Notes:

- Only the State Agency Admin and Survey Admin user roles 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.**
- Contact the iQIES Service Desk to request the deletion of a survey created by CMS staff. 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 27, Delete a Survey*. The **Delete survey?** pop-up window opens.

Figure 27: Delete a Survey

Note: When a survey cannot be deleted, a red notification explains the reason why. See *Figure 28, Survey Cannot Be Deleted.* Click the link in the notification to review the specific citation or enforcement.

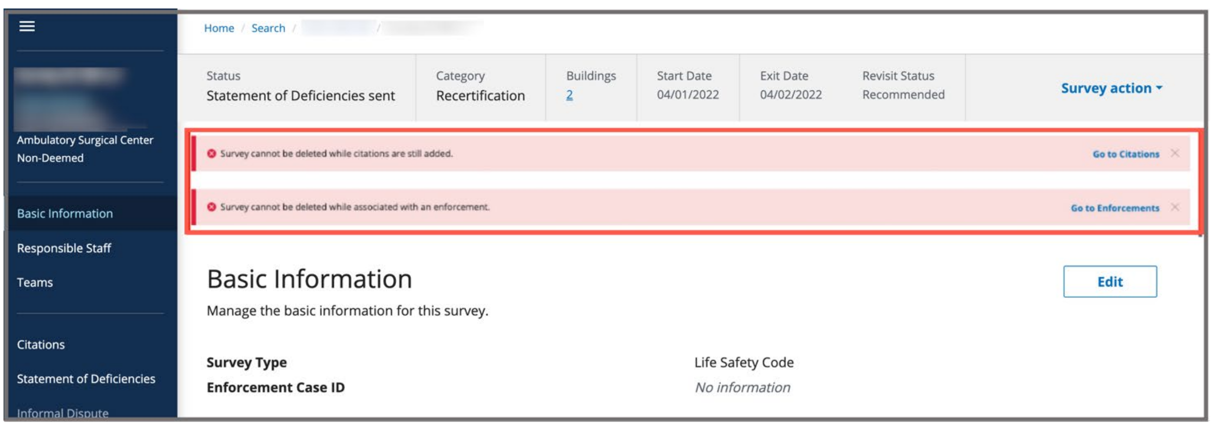


Figure 28: Survey Cannot Be Deleted

4.2 Click **Yes, delete**. See *Figure 29, Delete Survey? Pop-up Window*. The survey is deleted.

Figure 29: Delete Survey? Pop-up Window

5. Basic Information

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

Note: The left menu provides access to the **Basic Information** page.

5.1 Click **Edit** to edit **Basic Information**. The information shows the editable areas. See *Figure 30, Edit Button*.

Note: The system assigns the **Survey Due Date** based on the oldest linked intake due date.

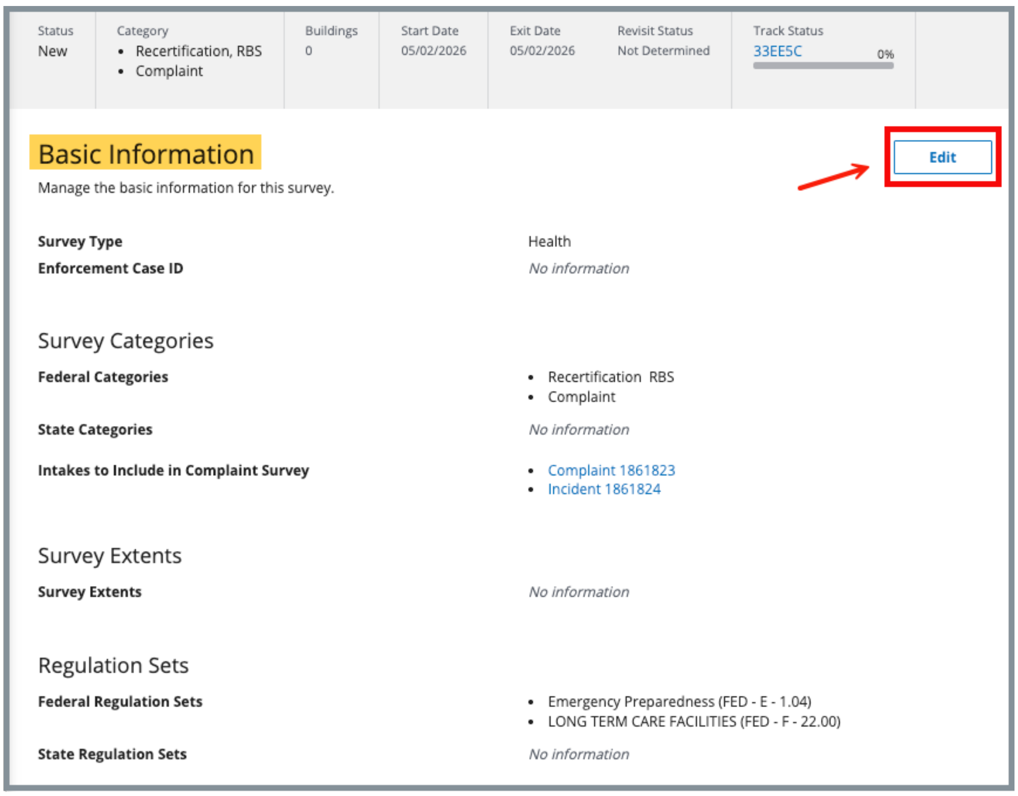


Figure 30: Edit Button

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

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 do not see this item on the left menu.

6.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens. See *Figure 31, Add Responsible Staff*.

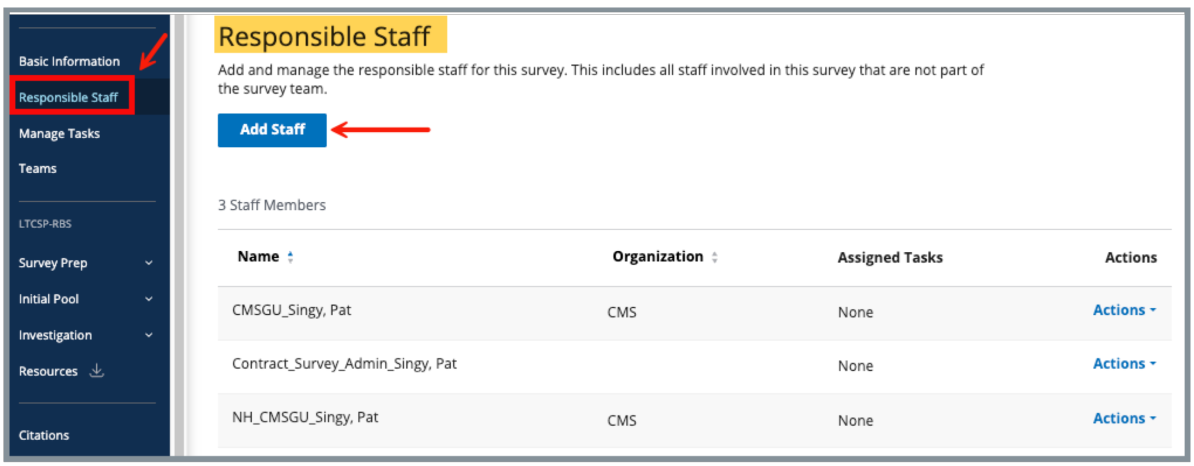


Figure 31: Add Responsible Staff

6.2 Click **Add Staff**. The **Add Responsible Staff** screen opens. See *Figure 32, Add Responsible Staff Screen.*

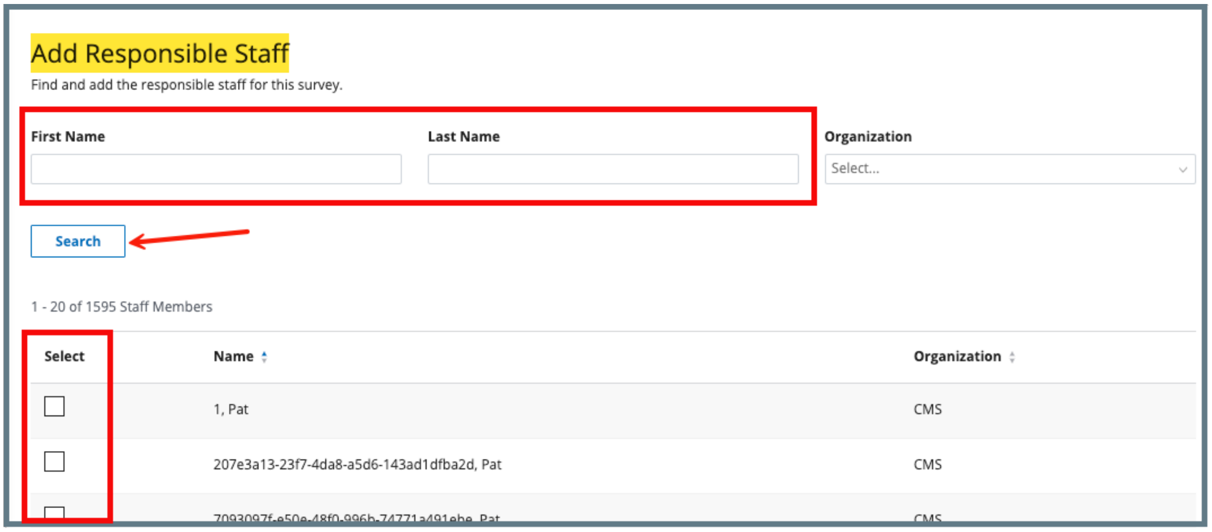


Figure 32: Add Responsible Staff Screen

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 33, Verify Responsible Staff*.

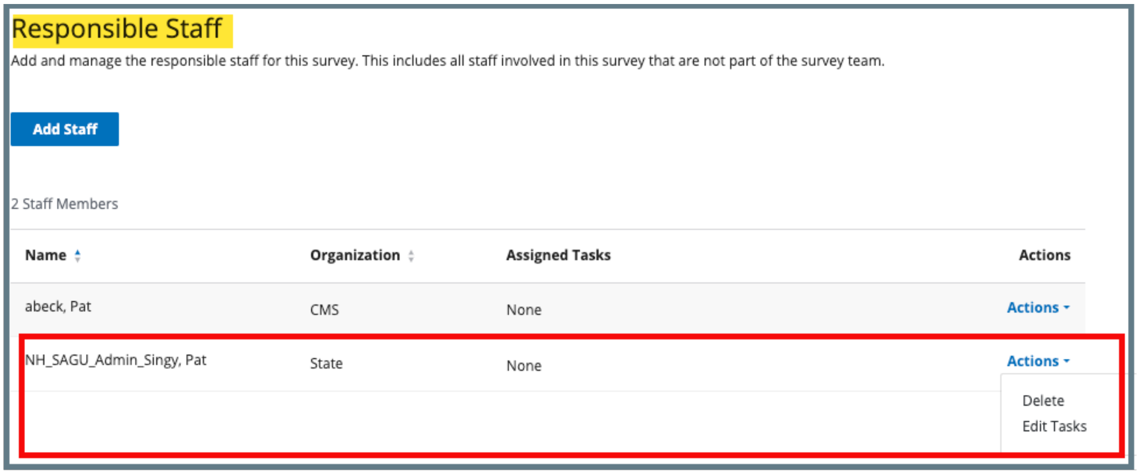


Figure 33: Verify Responsible Staff

6.7 Click **Edit Tasks** under the **Actions** menu to add or remove tasks for Responsible Staff. The Edit Tasks window opens. See *Figure 34, Edit a Responsible Staff*.

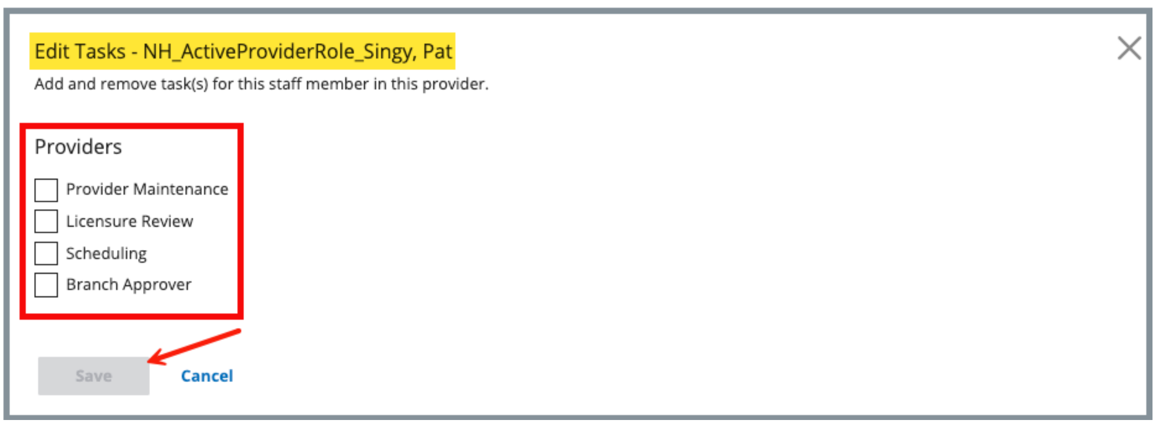


Figure 34: Edit a Responsible Staff

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 35, Delete a Responsible Staff*.

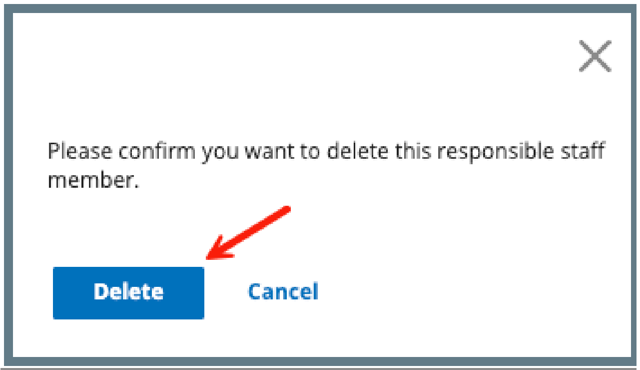


Figure 35: Delete a Responsible Staff

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 36, Manage Tasks.* See *Table 4, Manage Tasks Detailed Callout.*

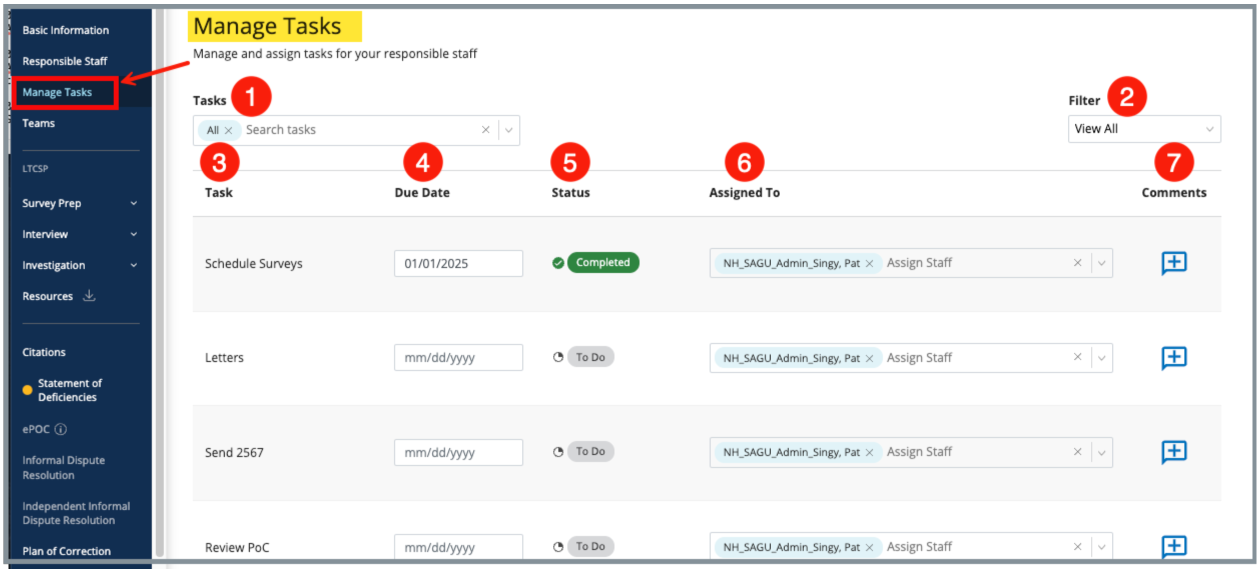


Figure 36: Manage Tasks

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.
- An orange warning message appears on the top of the screen when a specific role is required to be on the team. 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.

8.1 Click **Teams** on the left menu. See *Figure 37, Teams*. The **Teams** window opens.

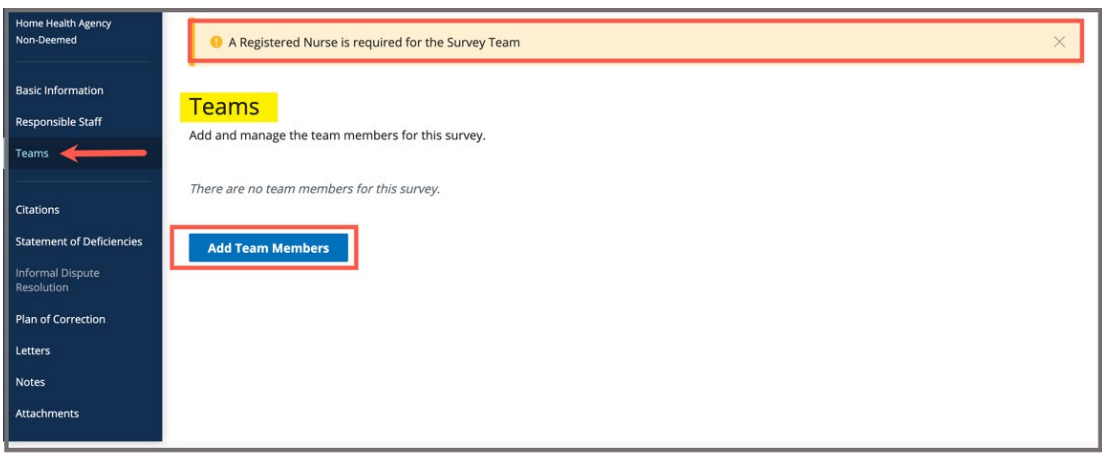


Figure 37: Teams

8.2 Click **Add Team Members** to add a new person to the team. The **Add Teams** window opens. See *Figure 38, 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.

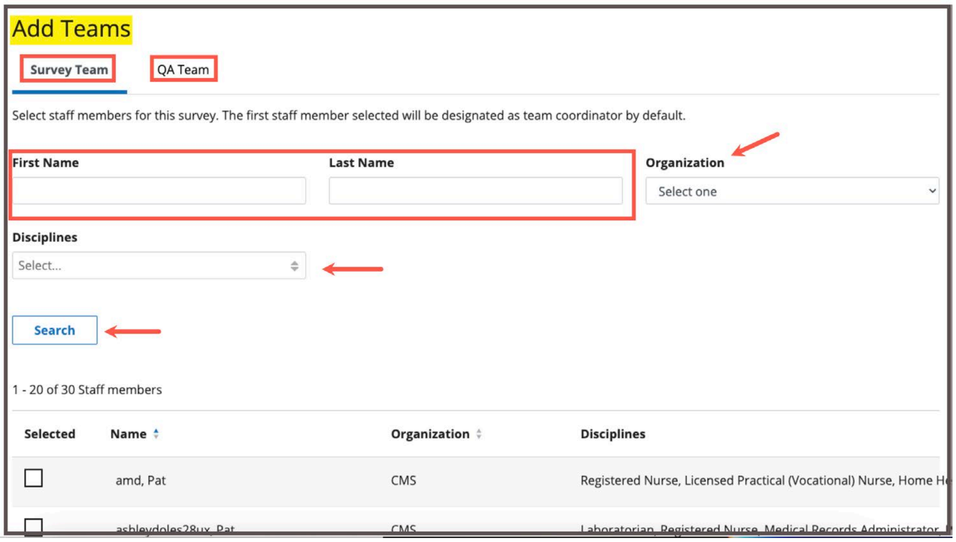


Figure 38: Add Teams

- QA Team members must have a team function. Click the team member, then choose from the drop-down menu under **Team Function**. See *Figure 39, Add a QA Member*.

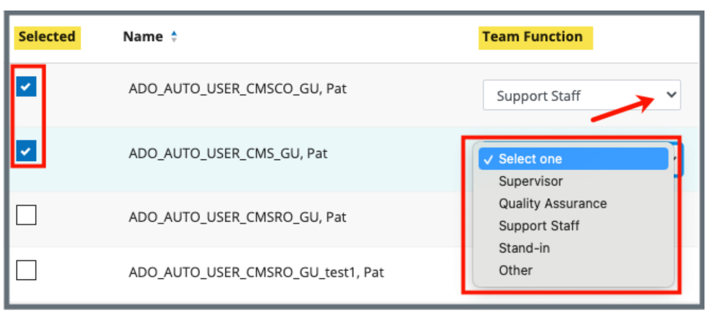


Figure 39: Add a QA Member

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 40, Survey Team Member Successfully Added Popup.*

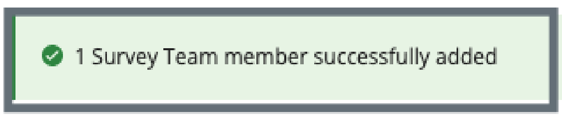
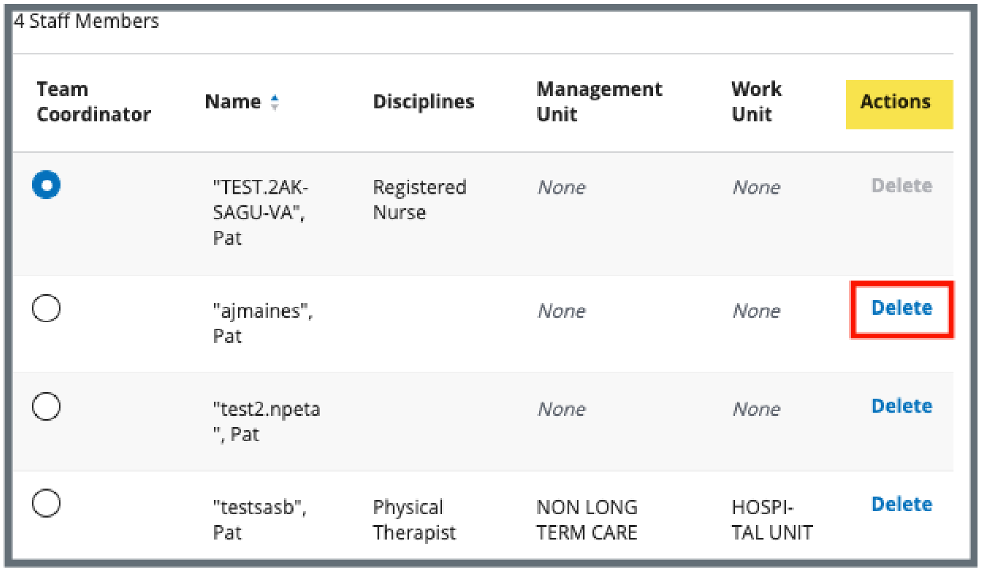


Figure 40: Survey Team Member Successfully Added Popup

8.7 Click **Delete** under **Actions** to delete a team member. See *Figure 41, Delete a Team Member*. A confirmation pop-up window opens. See *Figure 42, Deletion Confirmation Popup*.

Notes:

- 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.
- A Team member with associated data cannot be deleted.



4 Staff Members

Team Coordinator	Name	Disciplines	Management Unit	Work Unit	Actions
	"TEST.2AK-SAGU-VA", Pat	Registered Nurse	None	None	Delete
	"ajmaines", Pat		None	None	Delete
	"test2.npeta ", Pat		None	None	Delete
	"testsasb", Pat	Physical Therapist	NON LONG TERM CARE	HOSPI-TAL UNIT	Delete

Figure 41: Delete a Team Member

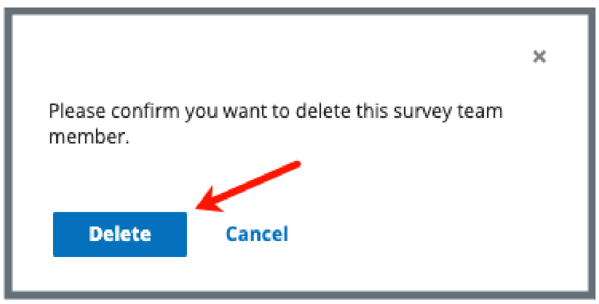


Figure 42: Deletion Confirmation Popup

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 43, My Tasks Track Status.*

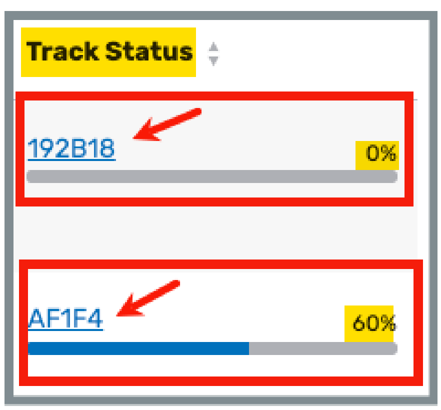


Figure 43: My Tasks Track Status

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 44, Detailed Certification Status.*

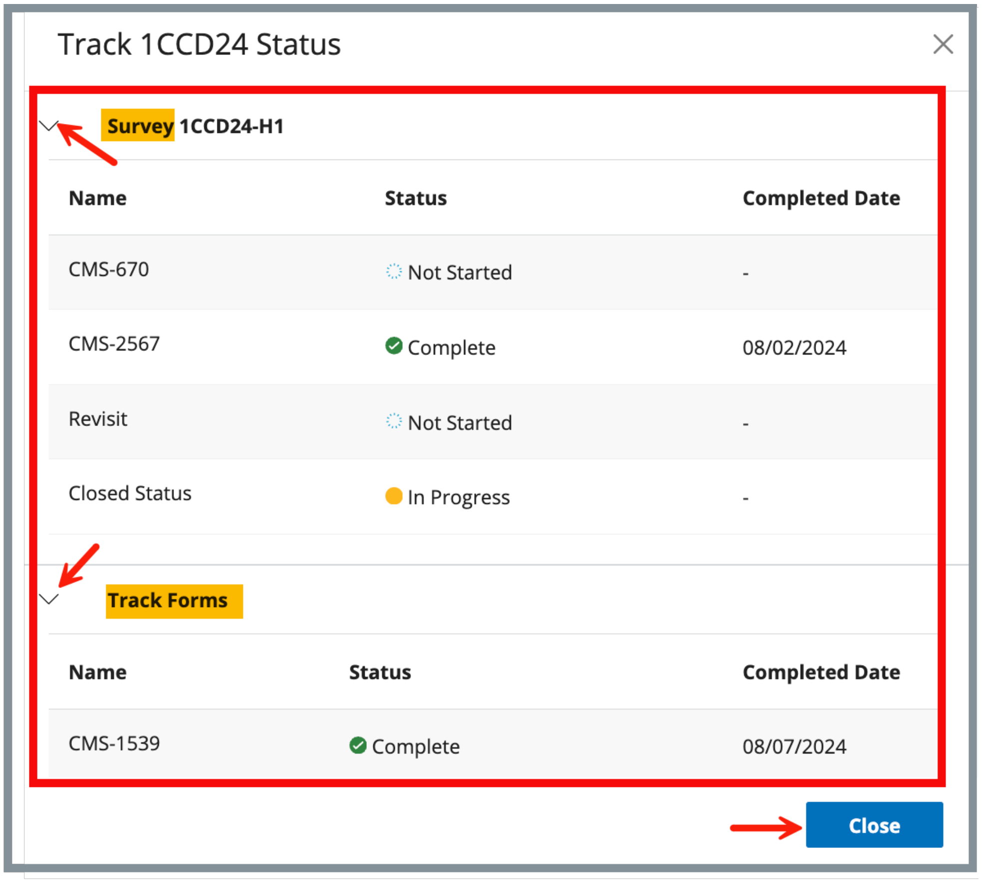


Figure 44: Detailed Certification Status

9.2 View Certification Progress in Survey

Go to the **Survey Basic Information** page. See *Figure 45, Survey Basic Information Page Certification Progress* and *Table 5, Survey Basic Information Page Certification Progress Detailed Callout.*

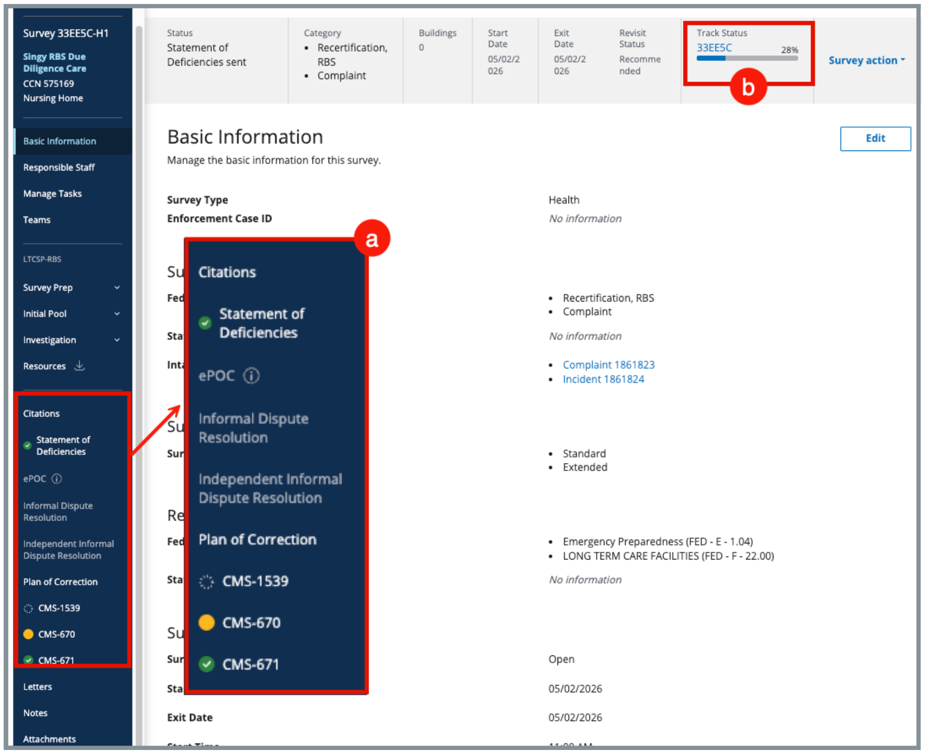


Figure 45: Survey Basic Information Page Certification Progress

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.	

Callout	Action
	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 46, Provider History Page Certification Progress*.

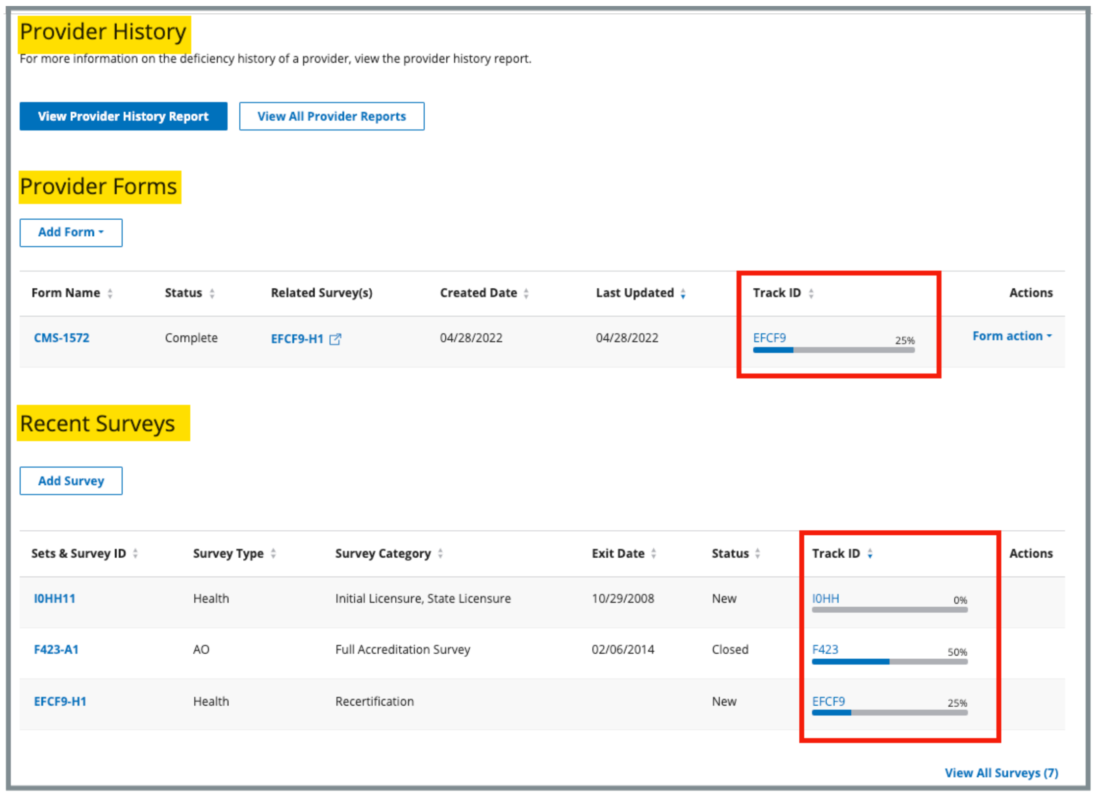


Figure 46: Provider History Page Certification Progress

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 RBS 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 47, Surveyor Notes Icon.*

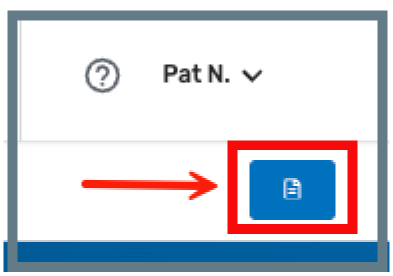


Figure 47: Surveyor Notes Icon

- 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 48, Surveyor Notes Bottom Screen Icon.*

Figure 48: 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 RBS 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 49, Sample Surveyor Note.*

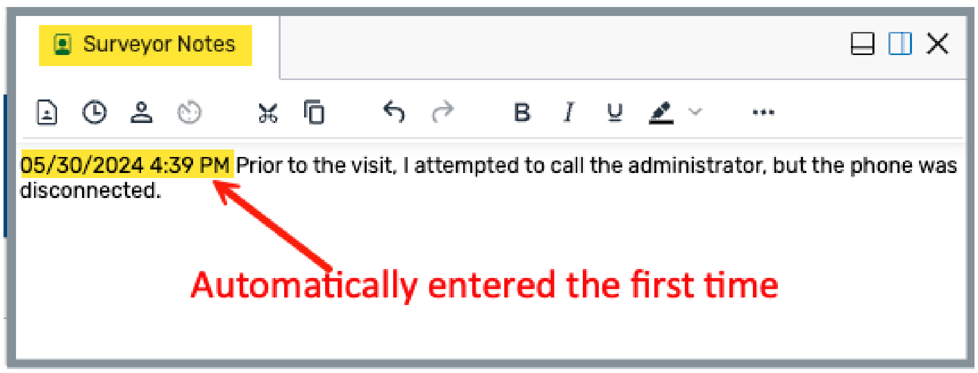


Figure 49: Sample Surveyor Note

- Surveyor Notes are autosaved.
- The **Last saved** date and time shows at the bottom of the Surveyor Notes. See *Figure 50, Surveyor Notes Last Saved Date and Time.*

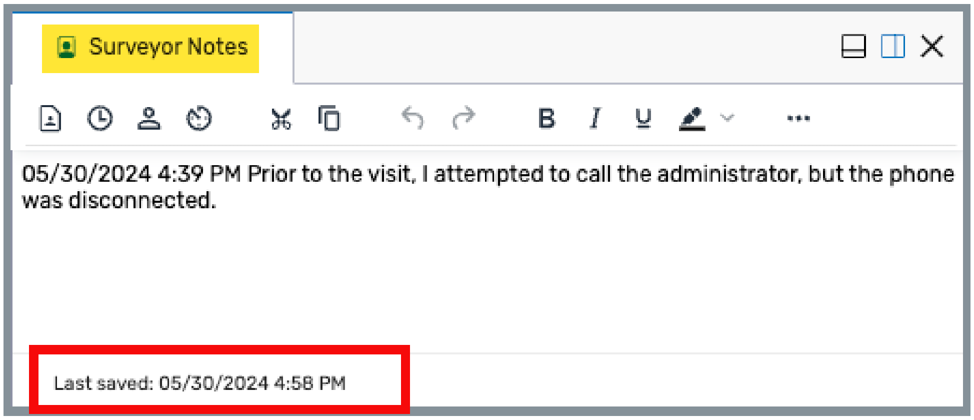


Figure 50: Surveyor Notes Last Saved Date and Time

Custom Toolbar Functions

There are 4 custom toolbar options among the normal standard formatting options. See *Figure 51, Surveyor Notes Custom Toolbar Functions.*

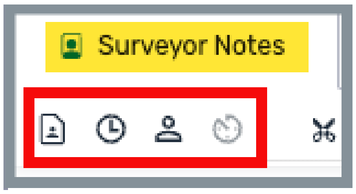


Figure 51: Surveyor Notes Custom Toolbar Functions

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 52, View All Surveyor Notes.* Click any name to view the Surveyor Note. Surveyor Notes are not editable.

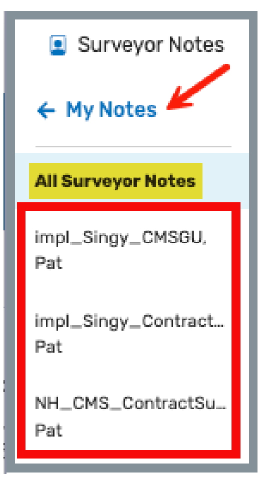


Figure 52: View All Surveyor Notes

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 53, Surveyor Notes Formatting Menu.*

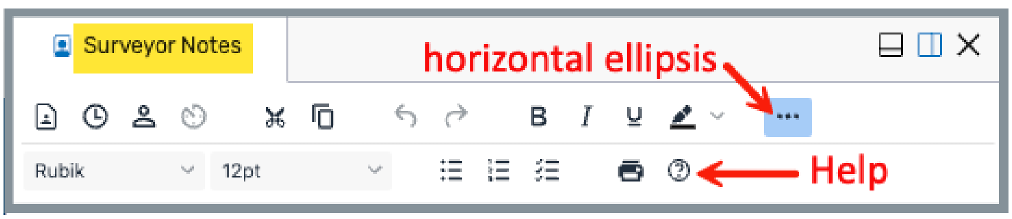


Figure 53: Surveyor Notes Formatting Menu

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 RBS screen.
- Any survey team member can add IJ and edit existing tags.

11.1 Click **IJ** icon on top right of screen. See *Figure 54, IJ Icon*. The **IJ Template** pop-up window opens. See *Figure 55, IJ Template Pop-Up Window* and *Table 6, IJ Template Pop-Up Window Detailed Callout*.

Figure 54: IJ Icon

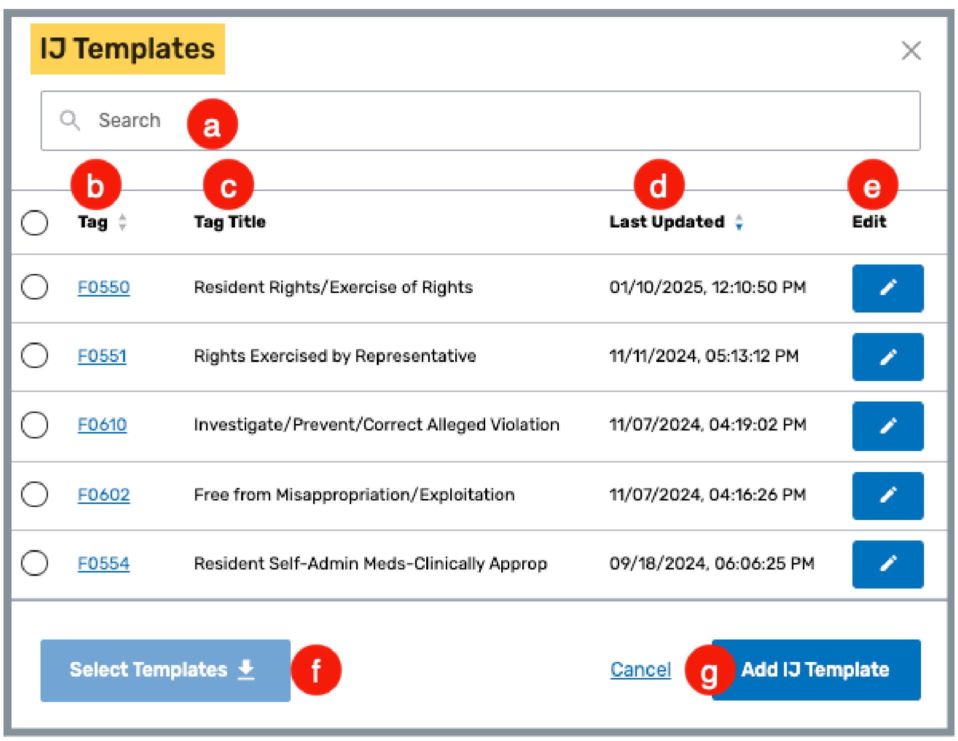


Figure 55: IJ Template Pop-Up Window

Table 6: IJ Template Pop-Up Window Detailed Callout

No.	Name	Description
a	**Search**	Search for a specific template
b	**Tag**	The tags that appear are tags that already have information added to them. Select the radio button next to **Tag** to select all the tags. Click the tag link for tag details including **Regulation Text** and **Interpretive Guidance**.
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**	**Select Template** is disabled until a **Tag** is selected. Once a tag is selected, **Download Templates** becomes active. **Note**: More than one tag can be selected. Click to download PDF.
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 56, 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.

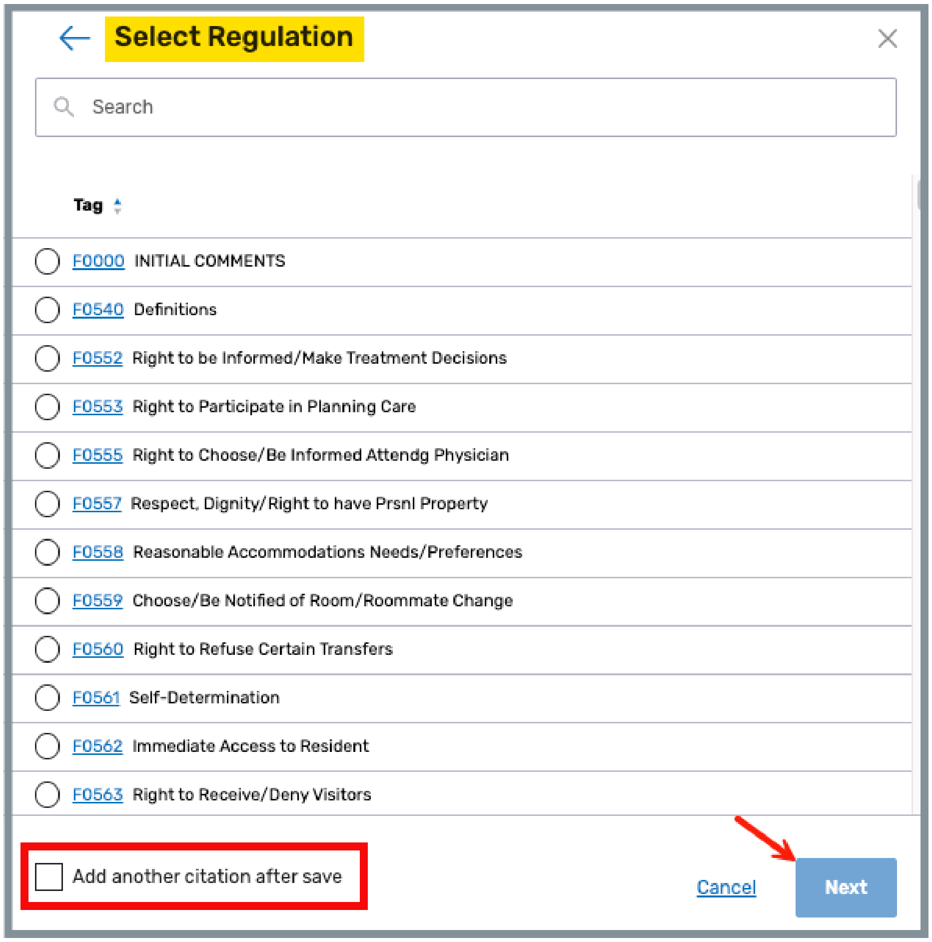


Figure 56: Select Regulation Pop-Up Window

11.5 Click Next. The Template Edit pop-up window opens and can be edited. See Figure 57, 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.

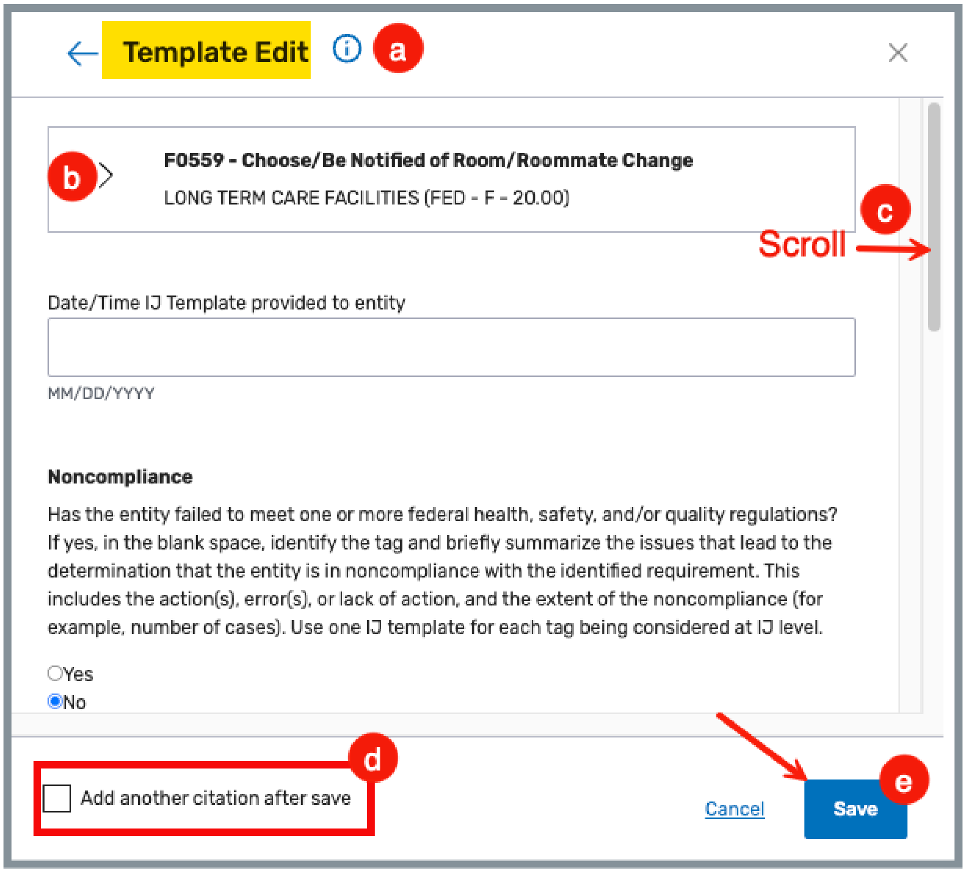


Figure 57: IJ Template Edit Pop-Up Window

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 58, Updated IJ Templates Pop-Up Window*.

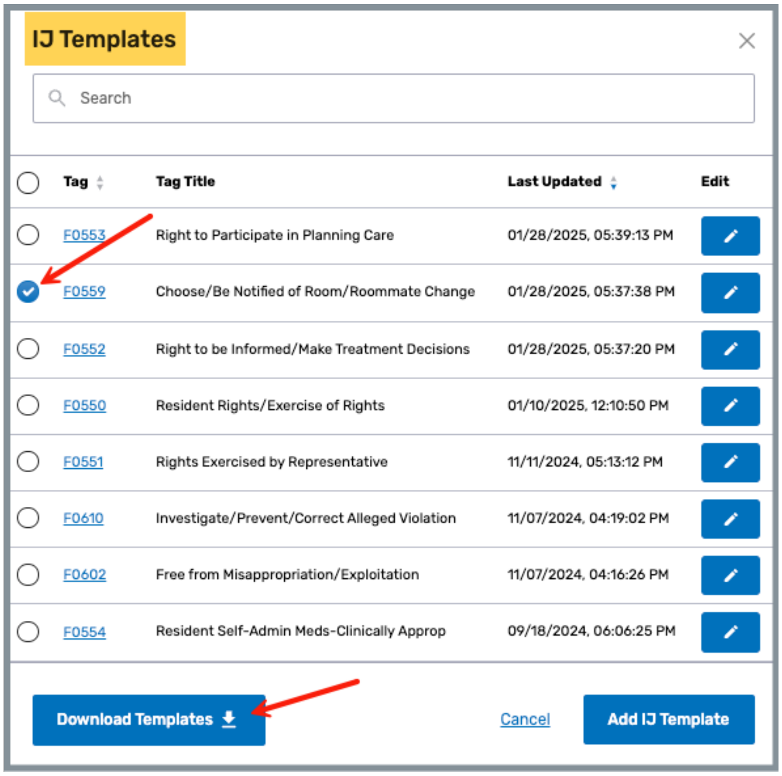


Figure 58: Updated IJ Templates Pop-Up Window

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 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 59, Add Residents to Sample List Icon*. The **Add Residents to Sample List** pop-up window opens. See *Figure 60, Add Residents to Sample List Pop-Up Window*.

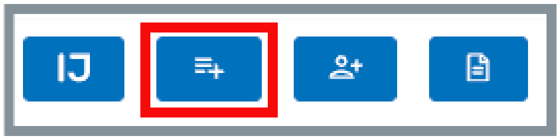


Figure 59: Add Residents to Sample List Icon

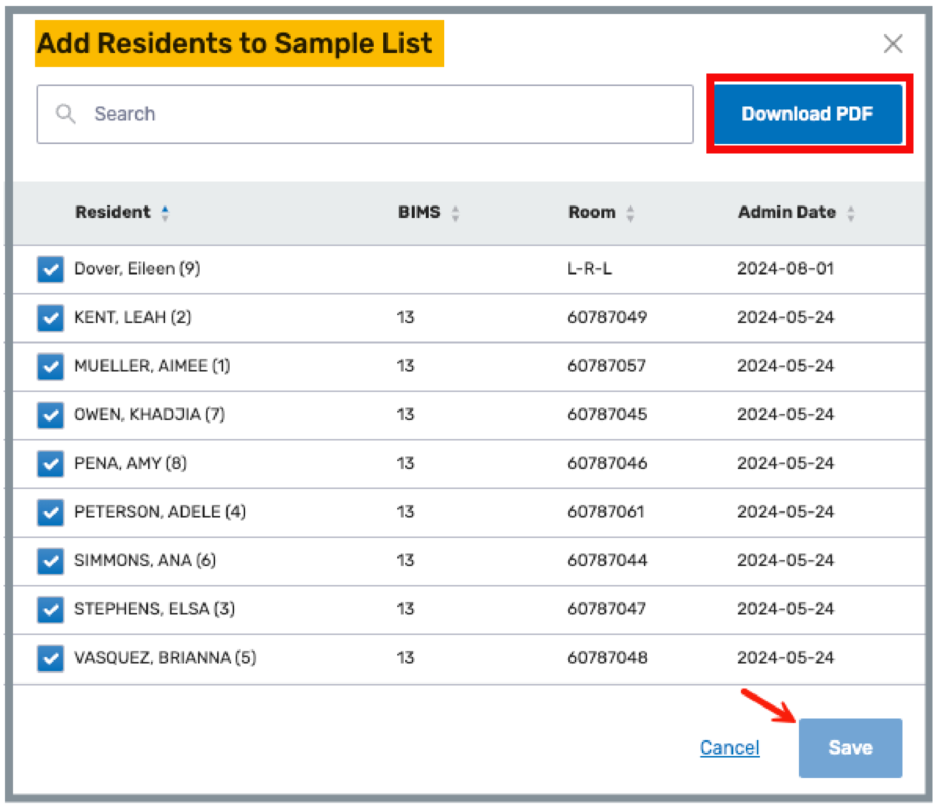


Figure 60: Add Residents to Sample List Pop-Up Window

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 an RBS. 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 61, Offsite Prep Badge.* Information may be edited when a badge says **In Progress**.

Figure 61: 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 62, Offsite Prep* and *Table 8, Offsite Prep Detailed Callout.*

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

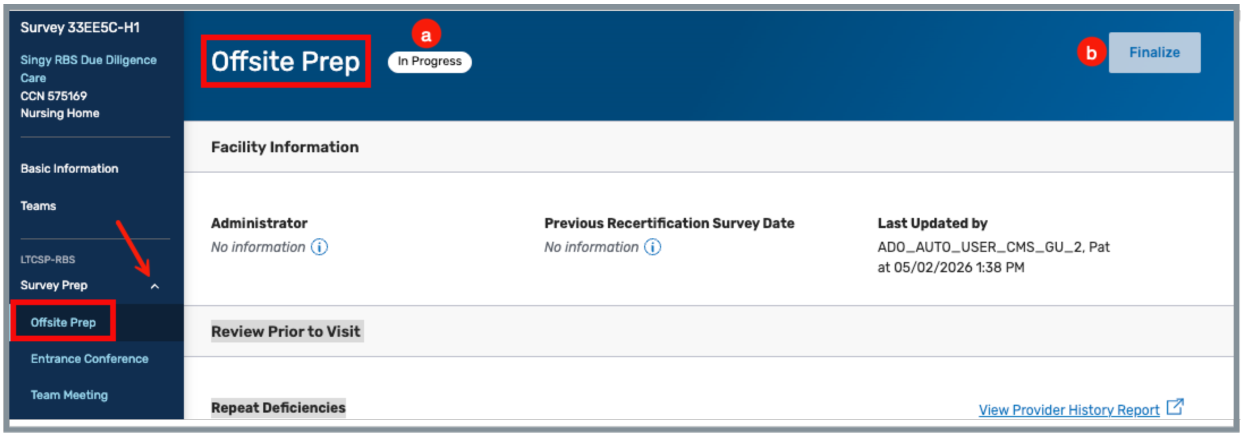


Figure 62: Offsite Prep

Table 8: Offsite Prep Detailed Callout

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

13.2 Facility Information

Review facility information. See *Figure 63, Offsite Prep: Facility Information* and *Table 9, Facility Information Detailed Callout.*

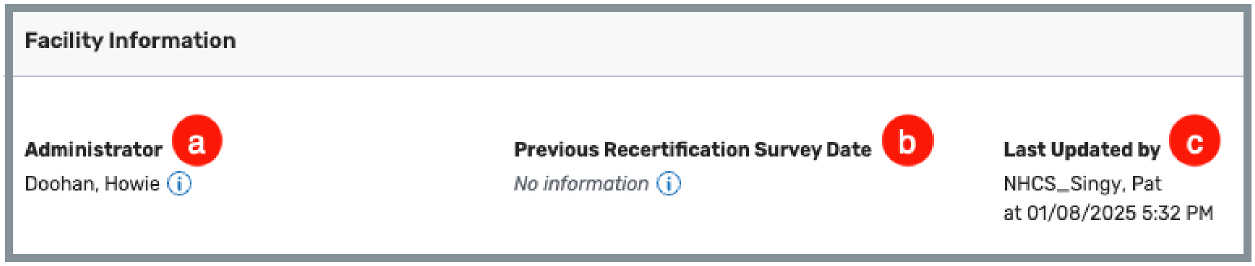


Figure 63: Offsite Prep: Facility Information

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 64, Offsite Prep: Review Prior to Visit* and *Table 10, Review Prior to Visit Detailed Callout.*

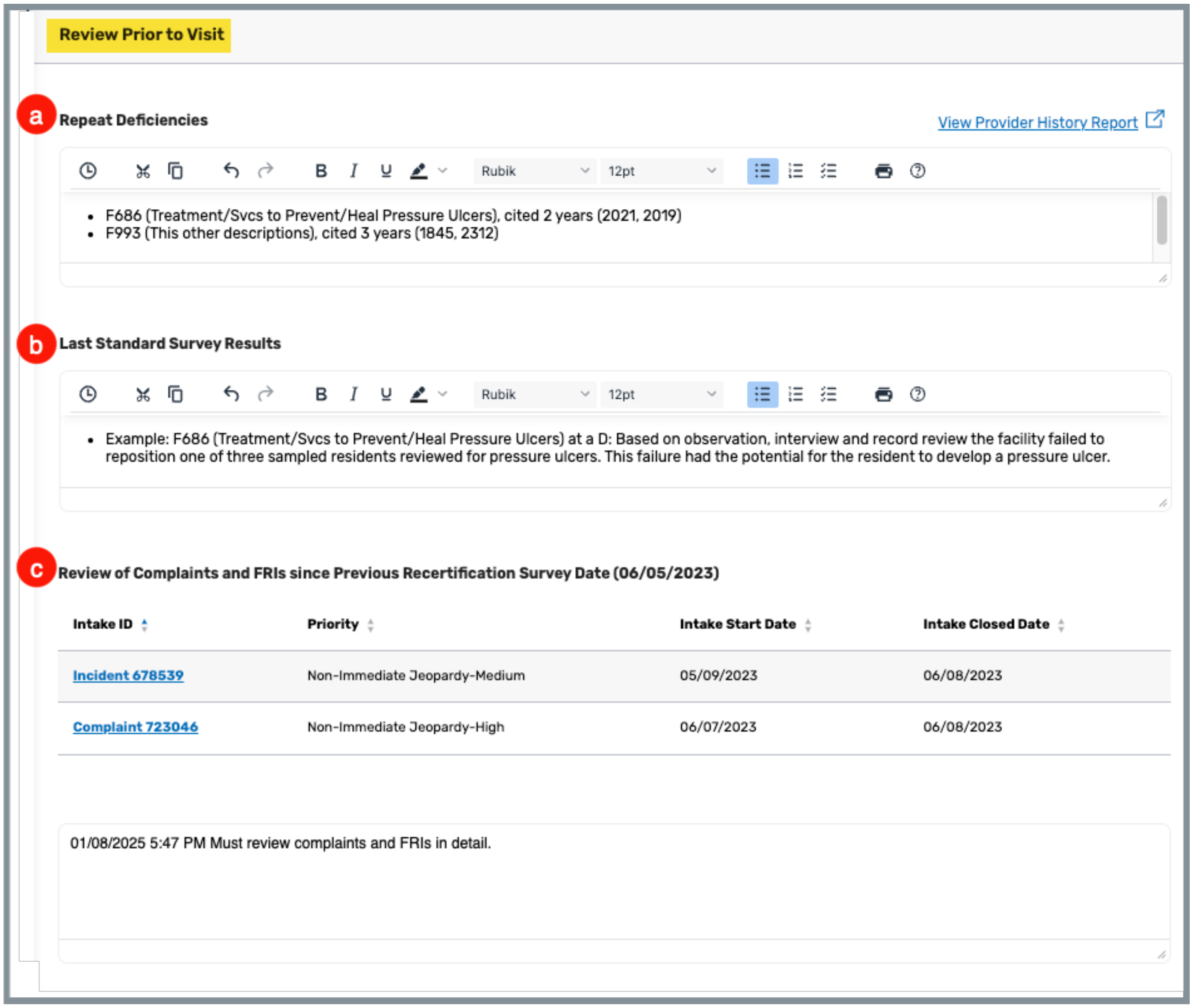


Figure 64: Offsite Prep: Review Prior to Visit

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 65, Offsite Prep: Staffing* and *Table 11, Staffing Detailed Callout.*

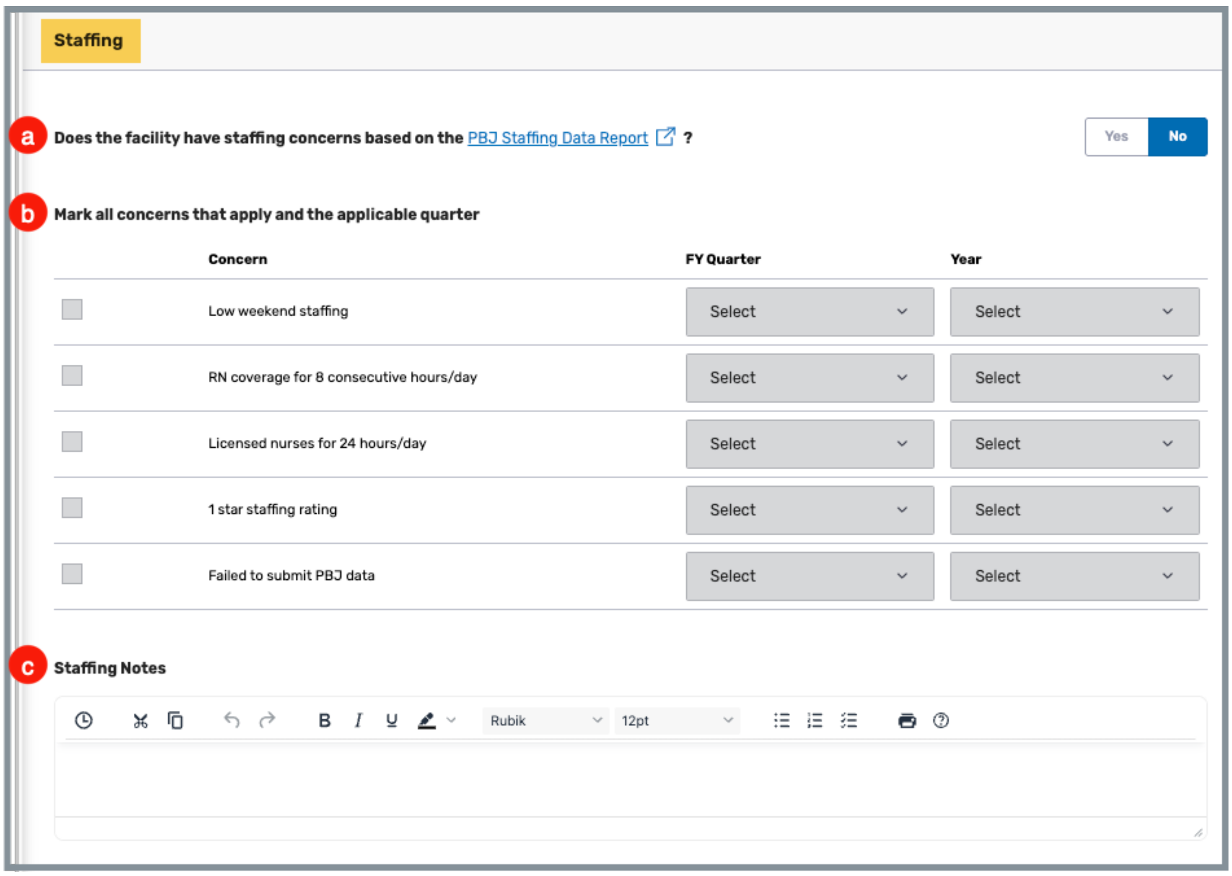


Figure 65: Offsite Prep: Staffing

Table 11: Staffing Detailed Callout

No.	Section Detail	Description
a	**Does the facility have staffing concerns …**	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. If the response to this question is **No**, then the list of staffing concerns is not enabled.

b	**Mark all concerns…**	Select from any combination of the following rows:
		• 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
		  ○ 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.
		Note any concerns along with applicable quarter and year. Be sure to fill out both quarter and year in separate fields.

c	**Staffing Notes**	Document any additional notes related to the decisions about the PBJ Staffing table.

13.5 Active Intakes

Purpose: To select the RBS 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.

Review the **Active Intakes** Table. See *Figure 66, 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.

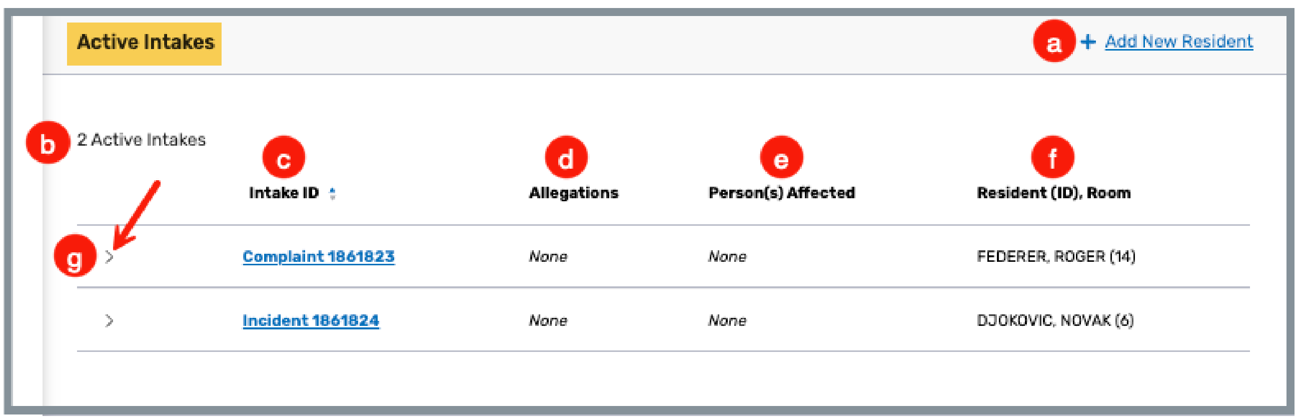


Figure 66: Active Intakes Table

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 and the Intake Notes pop-up window opens. Click **View [complaint/incident]** 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 67, Intake Notes Pop-Up Window.*

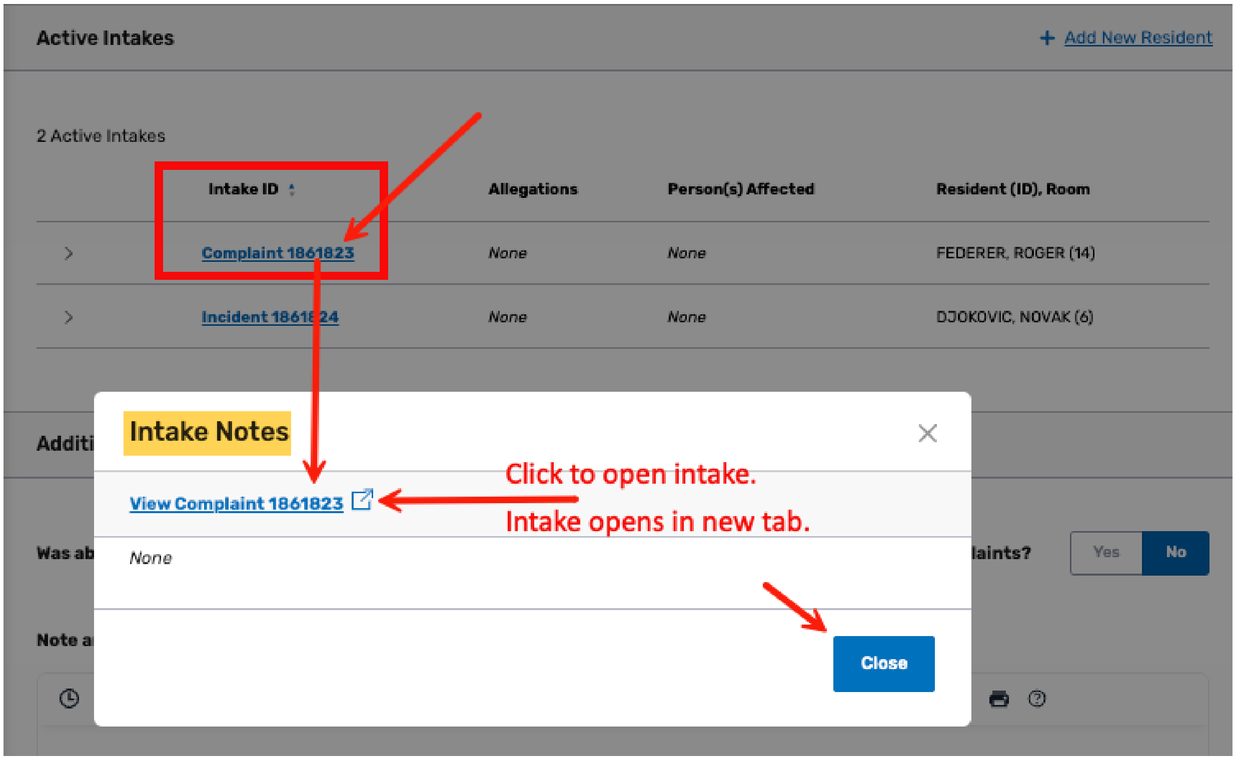


Figure 67: Intake Notes Pop-Up Window

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 68, Allegation Details.*

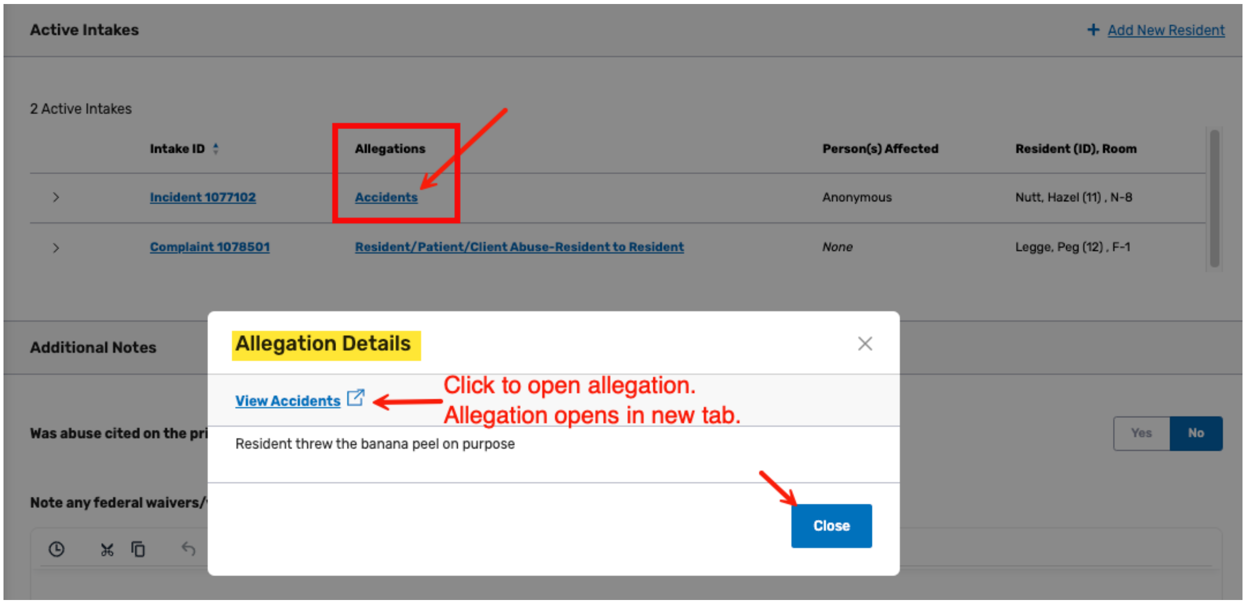


Figure 68: Allegation Details

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 69, Intake Details*.

Figure 69: Intake Details

Notes:

- The **Care Areas**, **Investigations**, and **Facility Tasks** are tied to the intake, not 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.

a. Click the caret next to the resident to switch residents.

b. 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.

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 **Screen** (**N**, **U**, **S**).
- A **Discharged** badge is shown when the resident is discharged, and the checkbox is removed.

+ Add Another Resident

a. 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 70, Add Another Resident.*

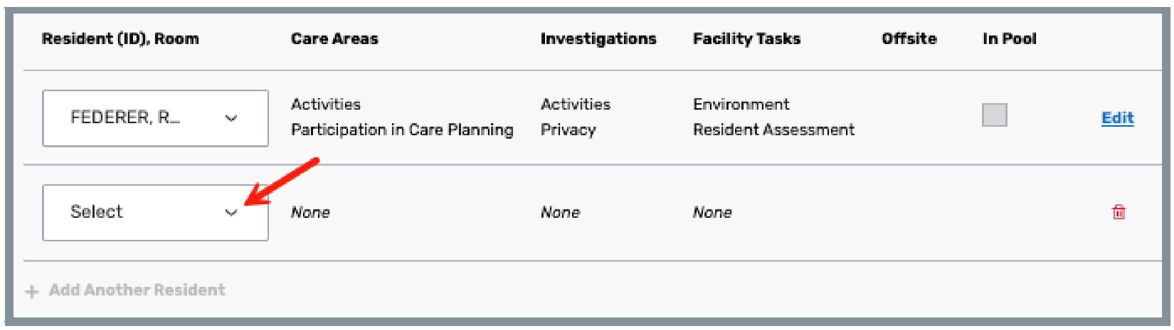


Figure 70: Add Another Resident

b. Select resident from drop-down menu of existing residents. See *Figure 71, Select Resident.*

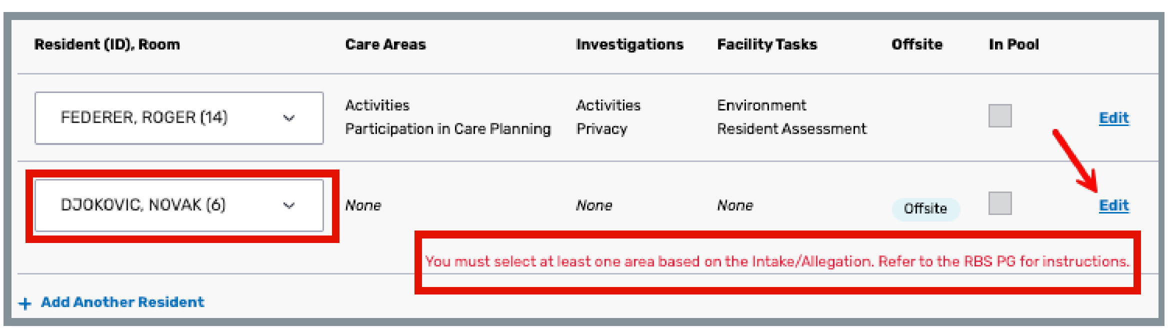


Figure 71: Select Resident

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 RBS Areas. The **Identify Areas** pop-up window opens. See *Figure 72, Identify Areas Pop-Up Window* and *Table 13, Identify 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.

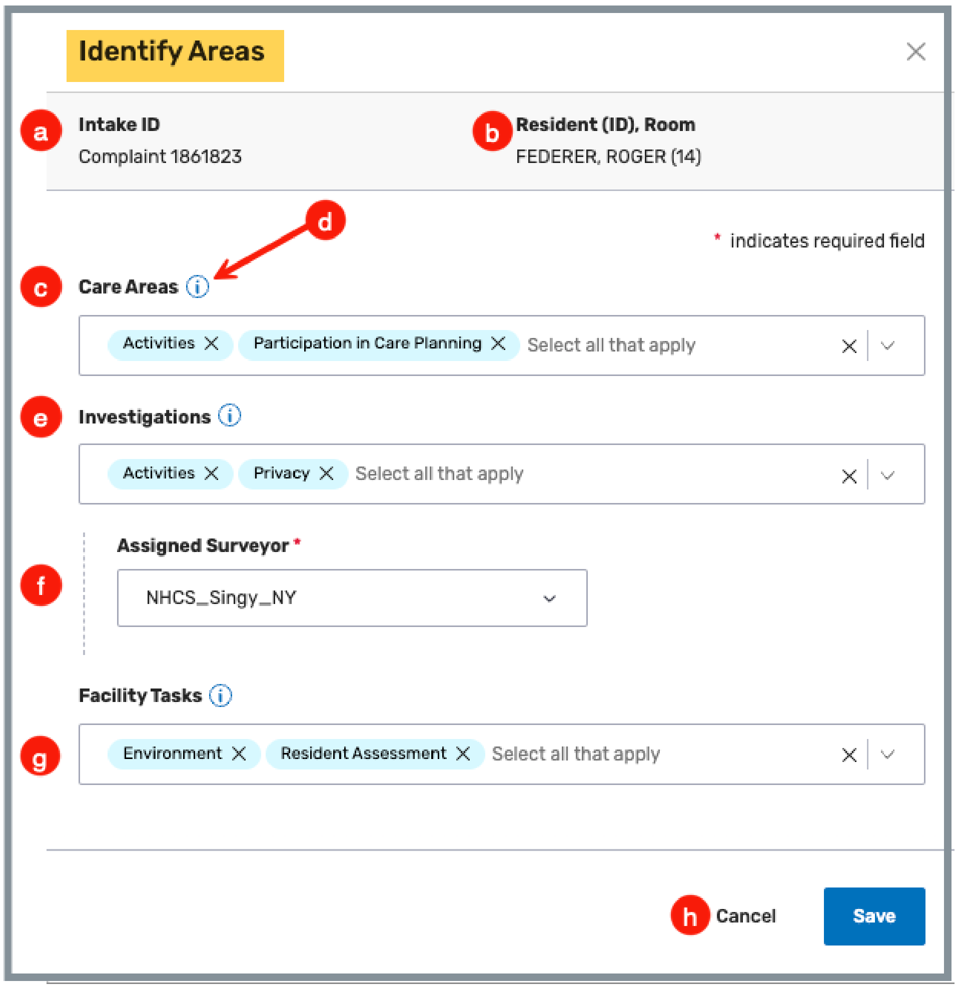


Figure 72: Identify Areas Pop-Up Window

Table 13: Identify 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**	Select a care area to force **In Pool = Y**. This applies to all intakes with which the resident is associated. Select a care area to set the IP Surveyor to the TC on Resident Manager, if one has not already been determined. Discharged residents cannot have care areas selected.
d	Information Button	Hover over the information button for details on how to edit/update each area.
e	**Investigations**	Select an Investigation to assign the Investigation to the selected resident with the required assigned surveyor. 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.
f	**Assigned Surveyor**	Only one surveyor can be assigned. A different surveyor from the survey team can be selected from the drop-down menu.
g	**Facility Tasks**	Select a facility task to trigger the task on the **Facility Tasks** page, if it is not already listed.
h	**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 73, Offsite Prep: Additional Notes*

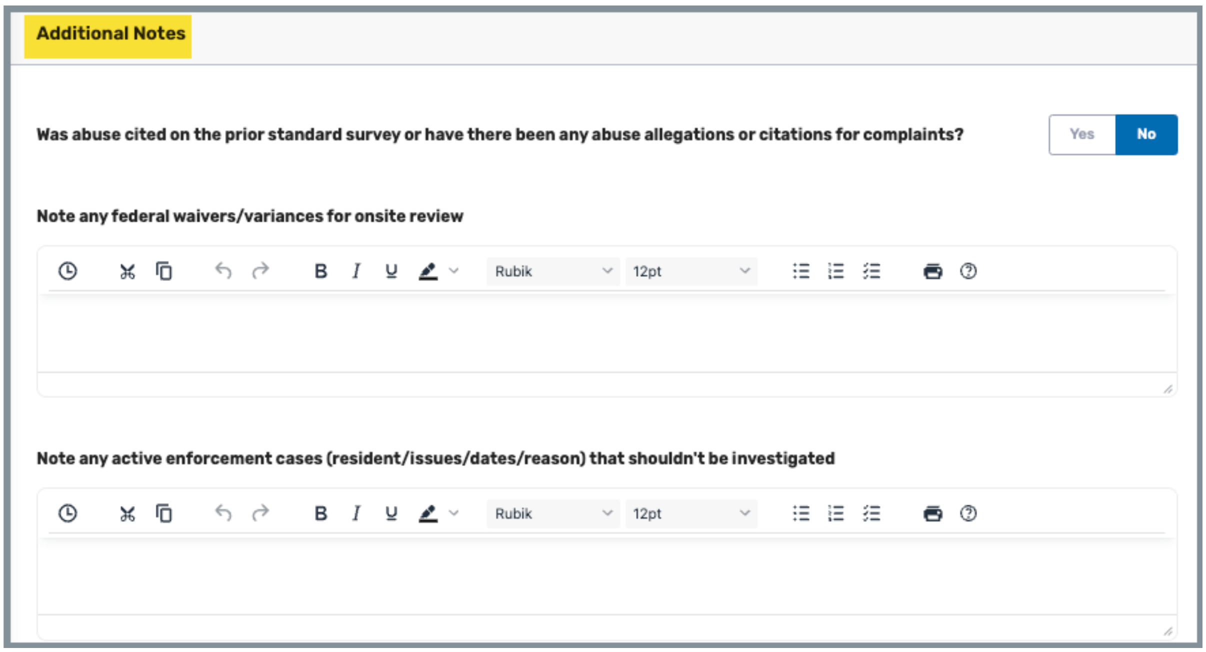


Figure 73: Offsite Prep: Additional Notes

13.7 Ombudsman

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

13.7.1 Answer the question: **Are there any Ombudsman concerns**? See *Figure 74, Offsite Prep: Ombudsman* and *Table 14, Offsite Prep: Ombudsman Detailed Callout.*

Note: Additional fields (shown in figure) open under **Areas of Concern** when the answer is **Yes**.

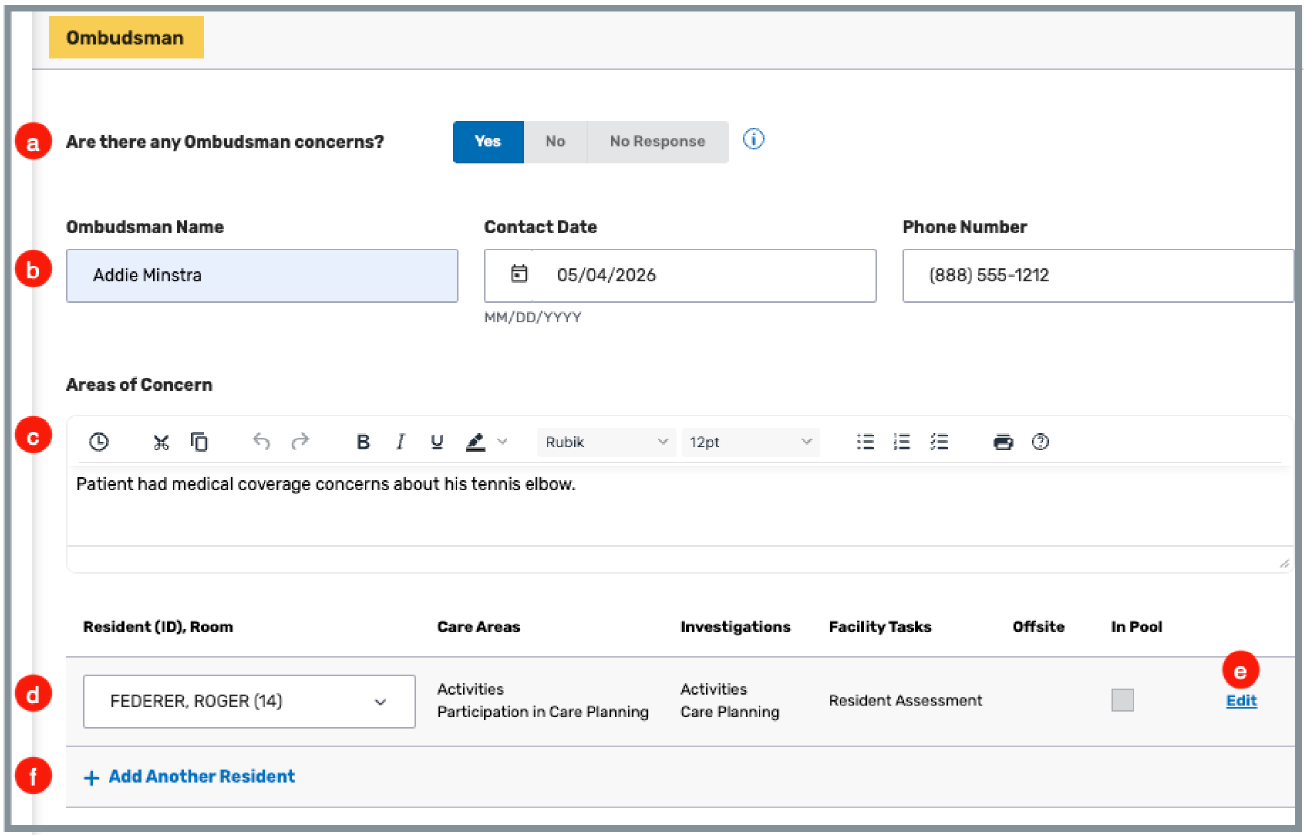


Figure 74: Offsite Prep: Ombudsman

Table 14: Offsite Prep: Ombudsman Detailed Callout

No.	Name	Description
a	Ombudsman concerns	Respond to the question. Additional fields open for a **Yes** response.
b	**Ombudsman Name, Contact Date, Phone Number**	The ombudsman name, date they were contacted, and phone number.
c	**Areas of Concern**	Type areas of concern.
d	**Resident (ID), Room**	Select resident from drop-down list.
e	**Edit**	Click **Edit** to open **Identify Areas** pop-up window. Refer to Identify Areas for more details.
f	**+Add Another Resident**	Add an additional resident

13.7.2 Fill out ombudsman name and information.

Note: Continue to Team Unit Assignments when there are no concerns; otherwise, continue with this step.

13.7.3 Type information in **Areas of Concern**.

13.7.4 Select a **Resident** from the drop-down menu under **Resident (ID), Room**.

13.7.5 Click **Edit** to identify areas. The **Identify Areas** pop-up window opens.

Notes:

- Refer to **Active Intakes Edit** for details on how to fill out the pop-up window.
- You must select at least one area related to the **Ombudsman Concerns**.

13.8 Covered Screening Categories

Purpose: To view Covered Screening Categories for Offsite or Ombudsman Selected Residents.

Review **Covered Screening Categories** and **MDS Indicator Counts**. See *Figure 75, Covered Screening Categories.*

Note: No changes can be made to this section.

Covered Screening Categories for Offsite or Ombudsman Selected Residents

Resident Screening Category Counts (MDS Indicators)

- Dialysis 5
- Hospice 5
- Ventilator 5

Screening Categories	Resident, ID	Room
Dialysis	ATKINS, RESIDENT (1) Offsite	
Dialysis	BOWEN, RESIDENT (2) Offsite	
Dialysis	BROWN, RESIDENT (3) Offsite	
Dialysis	CRUZ, RESIDENT (4) Offsite	
Dialysis	DAVIS, RESIDENT (5) Offsite	
Hospice	ATKINS, RESIDENT (1) Offsite	
Hospice	BOWEN, RESIDENT (2) Offsite	
Hospice	BROWN, RESIDENT (3) Offsite	
Hospice	CRUZ, RESIDENT (4) Offsite	
Hospice	DAVIS, RESIDENT (5) Offsite	
Ventilator	ATKINS, RESIDENT (1) Offsite	
Ventilator	BOWEN, RESIDENT (2) Offsite	
Ventilator	BROWN, RESIDENT (3) Offsite	
Ventilator	CRUZ, RESIDENT (4) Offsite	

Figure 75: Covered Screening Categories

13.9 Team Unit Assignments

Purpose: To note assigned surveyors and their assignments.

Fill out team unit assignments. See *Figure 76, Offsite Prep: Team Unit Assignments* and *Table 15, Team Unit Assignments Detailed Callout.*

Figure 76: Offsite Prep: Team Unit Assignments

Table 15: Team Unit Assignments Detailed Callout

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

13.10 Finalize Offsite Prep

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

13.10.1 Click **Finalize** in the top right to finalize Offsite Prep. The **Finalized** badge shows next to the **Offsite Prep** title. See *Figure 77, Finalize Offsite Prep Badge.*

Figure 77: 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**.

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

Note: An email is sent each time Offsite Prep is finalized.

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 78, Entrance Conference*. The **Entrance Conference** window opens.

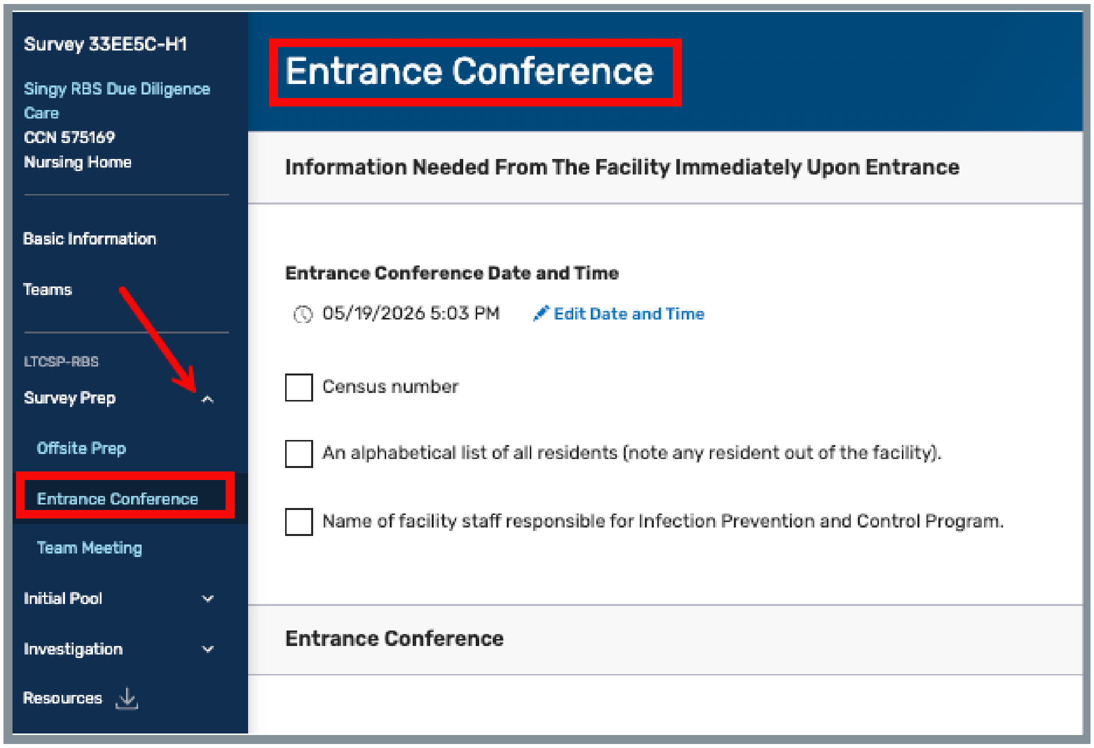
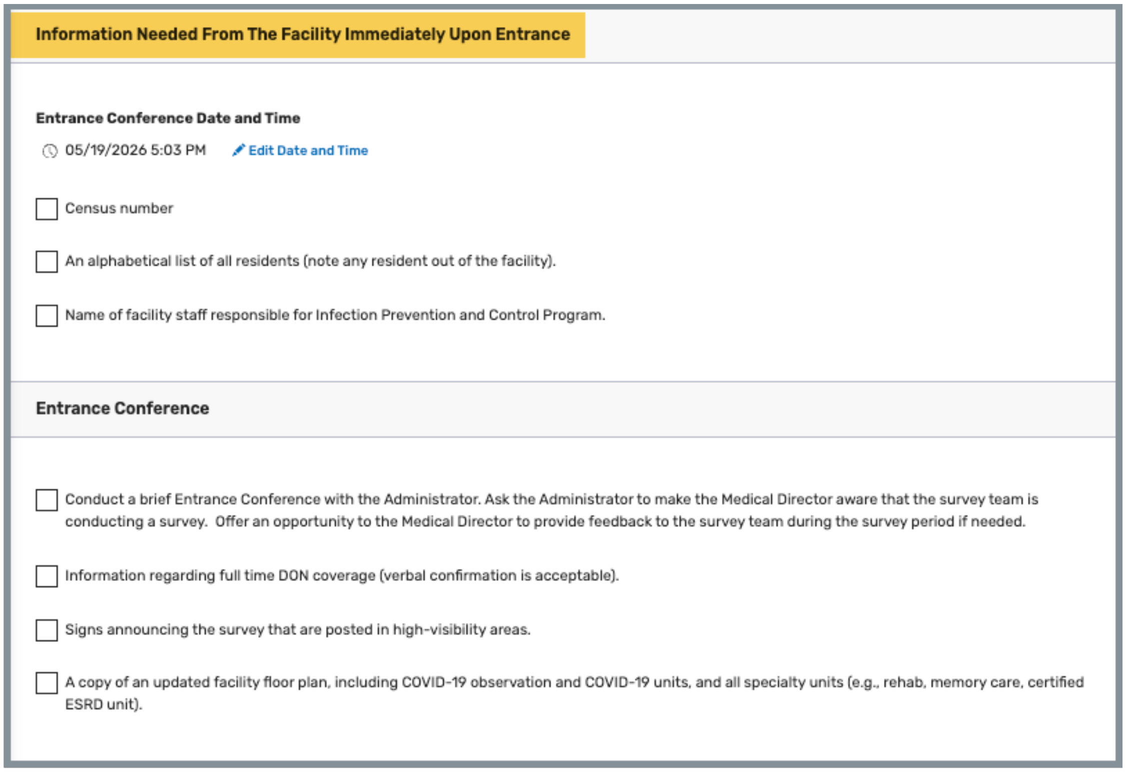


Figure 78: Entrance Conference

Notes:

- Only the TC can edit the Entrance Conference section.
- Each Entrance Conference section is separated by time.
- Click **Edit Date and Time** 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 Letters, Notes, and Attachments User Manual, to review how to upload an attachment.

14.2 Complete the following information immediately upon entrance. See *Figure 79, Entrance Conference: Information Needed Immediately Upon Entrance*.



Information Needed From The Facility Immediately Upon Entrance

Entrance Conference Date and Time

05/19/2026 5:03 PM Edit Date and Time

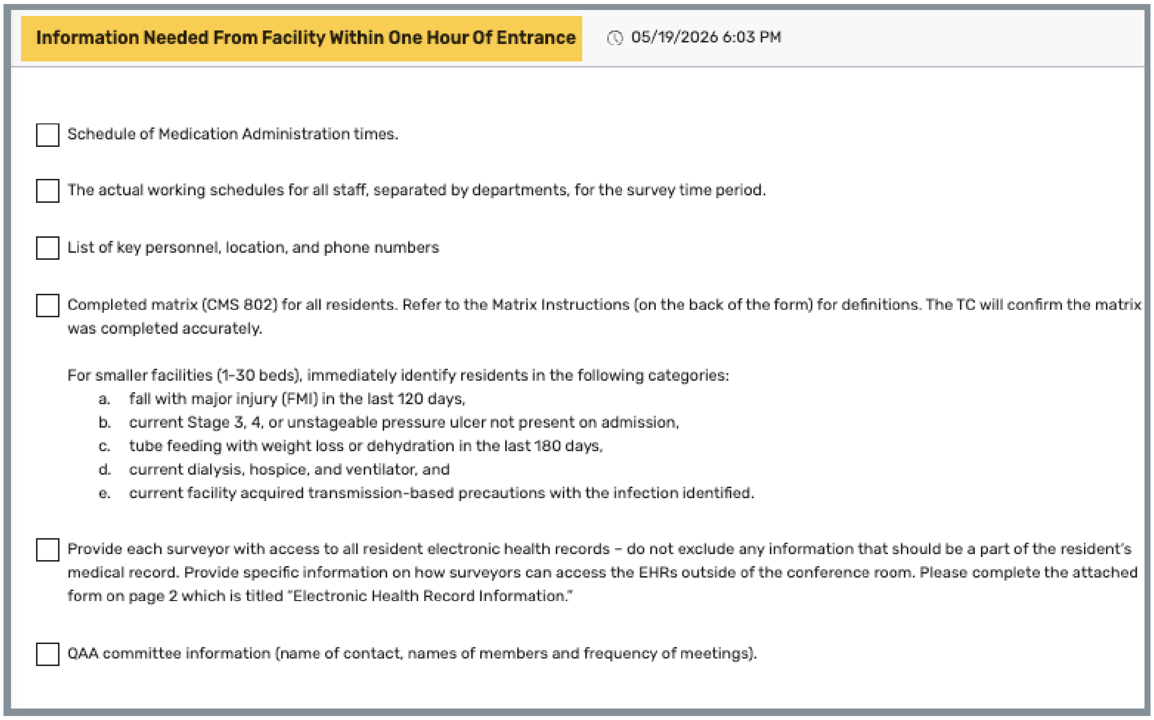
- [ ] Census number
- [ ] An alphabetical list of all residents (note any resident out of the facility).
- [ ] Name of facility staff responsible for Infection Prevention and Control Program.

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).
- [ ] Signs announcing the survey that are posted in high-visibility areas.
- [ ] A copy of an updated facility floor plan, including COVID-19 observation and COVID-19 units, and all specialty units (e.g., rehab, memory care, certified ESRD unit).

Figure 79: Entrance Conference: Information Needed Immediately Upon Entrance

14.3 Complete the following information within one hour of entrance. See *Figure 80, Entrance Conference: Information Needed Within One Hour of Entrance*.



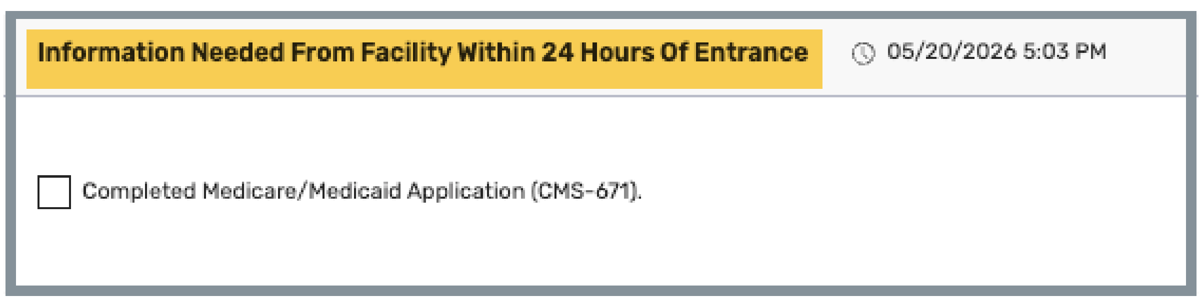
Information Needed From Facility Within One Hour Of Entrance 05/19/2026 6:03 PM

- [ ] Schedule of Medication Administration times.
- [ ] The actual working schedules for all staff, separated by departments, for the survey time period.
- [ ] List of key personnel, location, and phone numbers
- [ ] Completed matrix (CMS 802) for all residents. Refer to the Matrix Instructions (on the back of the form) for definitions. The TC will confirm the matrix was completed accurately.

  For smaller facilities (1-30 beds), immediately identify residents in the following categories:
  a. fall with major injury (FMI) in the last 120 days,
  b. current Stage 3, 4, or unstageable pressure ulcer not present on admission,
  c. tube feeding with weight loss or dehydration in the last 180 days,
  d. current dialysis, hospice, and ventilator, and
  e. current facility acquired transmission-based precautions with the infection identified.
- [ ] 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 2 which is titled "Electronic Health Record Information."
- [ ] QAA committee information (name of contact, names of members and frequency of meetings).

Figure 80: Entrance Conference: Information Needed Within One Hour of Entrance

14.4 Complete the following information within 24 hours of entrance. See *Figure 81, Entrance Conference: Information Needed Within 24 Hours of Entrance*.



Information Needed From Facility Within 24 Hours Of Entrance 05/20/2026 5:03 PM

- [ ] Completed Medicare/Medicaid Application (CMS-671).

Figure 81: Entrance Conference: Information Needed Within 24 Hours of Entrance

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.
- Only the TC has the ability to edit. Other team members have view only access.
- TC updates may not be seen in real time. Refresh the screen to view updated information.
- 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*.

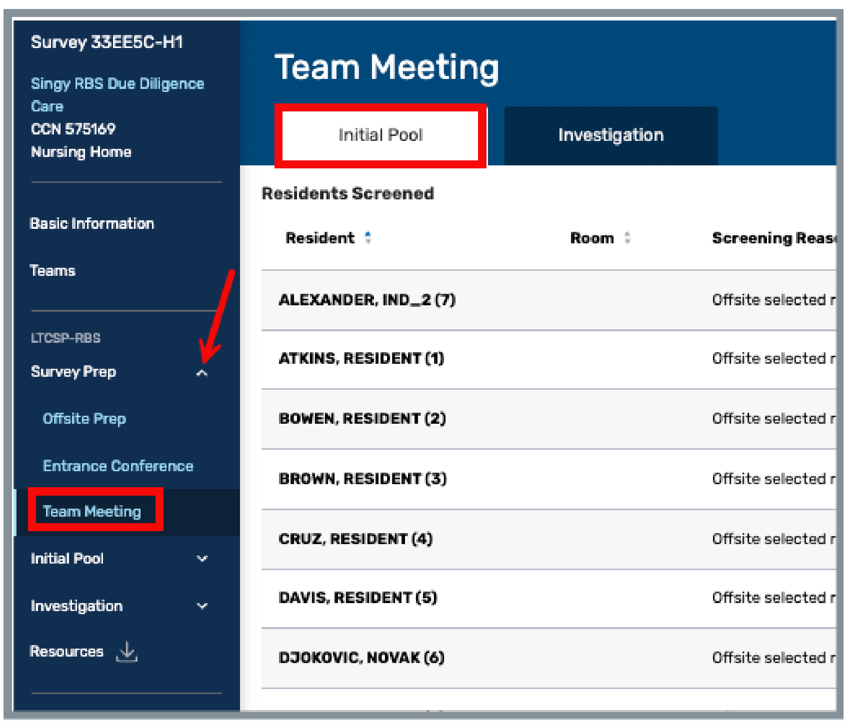


Figure 82: Team Meeting

15.1 Team Meeting - Initial Pool Tab

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

Notes:

- 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 information in **Initial Pool** tab 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 83, Initial Pool Information, part 1 of 2,* and *Figure 84, Initial Pool Information, part 2 of 2.*

Initial Pool | Investigation

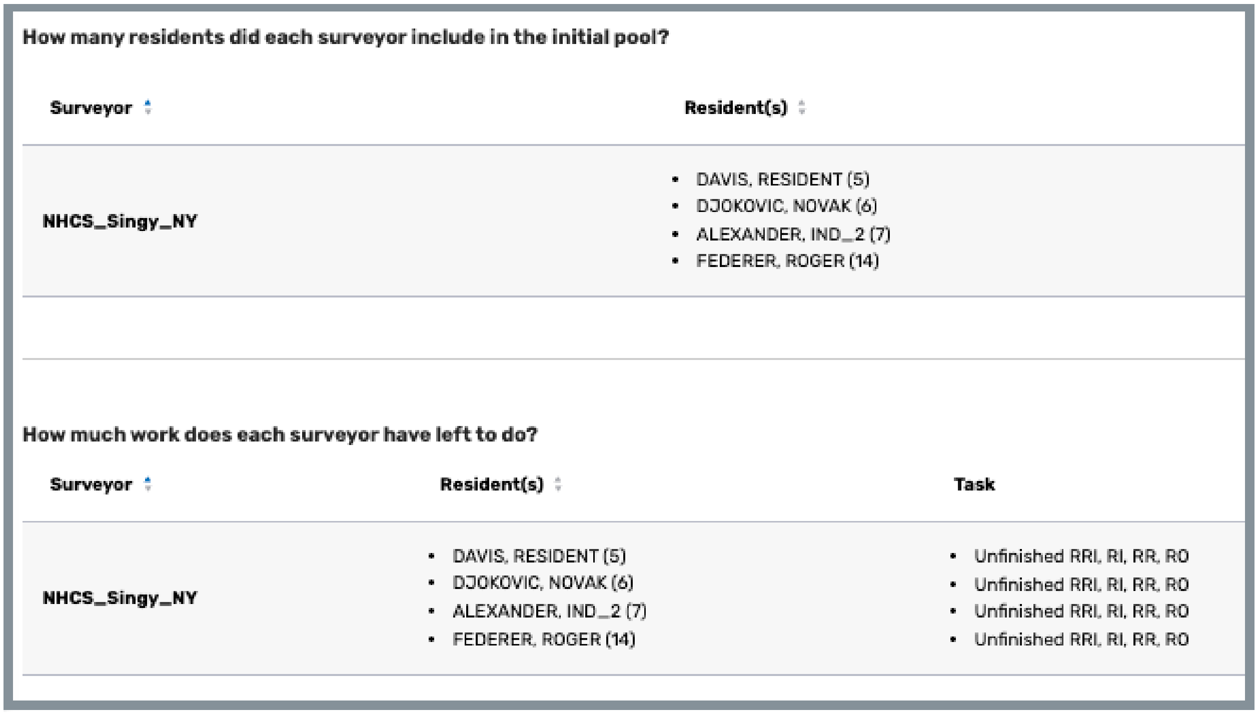
Residents Screened

Resident	Room	Screening Reason	Assigned Surveyor
ALEXANDER, IND_2 (7)		Offsite selected resident	• NHCS_Singy_NY
ATKINS, RESIDENT (1)		Offsite selected resident, Hospice, Dialysis, Vent	
BOWEN, RESIDENT (2)		Offsite selected resident, Hospice, Dialysis, Vent	
BROWN, RESIDENT (3)		Offsite selected resident, Hospice, Dialysis, Vent	
CRUZ, RESIDENT (4)		Offsite selected resident, Hospice, Dialysis, Vent	
DAVIS, RESIDENT (5)		Offsite selected resident, Hospice, Dialysis, Vent	• NHCS_Singy_NY
DJOKOVIC, NOVAK (6)		Offsite selected resident, Active intake, Ombudsman concern	• NHCS_Singy_NY
DJOKOVIC, NOVAK (8)		Offsite selected resident	
DJOKOVIC, NOVAK (9)		Offsite selected resident	
FEDERER, ROGER (14)		Ombudsman concern, Active intake	• NHCS_Singy_NY

Total count of each area screened

- Offsite selected resident 9
- Active intake 2
- Ombudsman concern 2
- Pressure Ulcer 0 / 3
- Fall with major injury 0 / 3
- Tube Feeding with wt loss and/or dehydration 0 / 3
- Hospice 5 / 1
- Dialysis 5 / 1
- Vent 5 / 1
- TBP 0 / 1
- Serious observation concerns 0
- Other 0

Figure 83: Initial Pool Information, part 1 of 2



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

Surveyor	Resident(s)
NHCS_Singy_NY	• DAVIS, RESIDENT (5) • DJOKOVIC, NOVAK (6) • ALEXANDER, IND_2 (7) • FEDERER, ROGER (14)

How much work does each surveyor have left to do?

Surveyor	Resident(s)	Task
NHCS_Singy_NY	• DAVIS, RESIDENT (5) • DJOKOVIC, NOVAK (6) • ALEXANDER, IND_2 (7) • FEDERER, ROGER (14)	• Unfinished RRI, RI, RR, RO • Unfinished RRI, RI, RR, RO • Unfinished RRI, RI, RR, RO • Unfinished RRI, RI, RR, RO

Figure 84: Initial Pool Information, part 2 of 2

15.2 Team Meeting – Investigation Tab

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 Investigation information. See *Figure 85, Investigation Tab Information.*

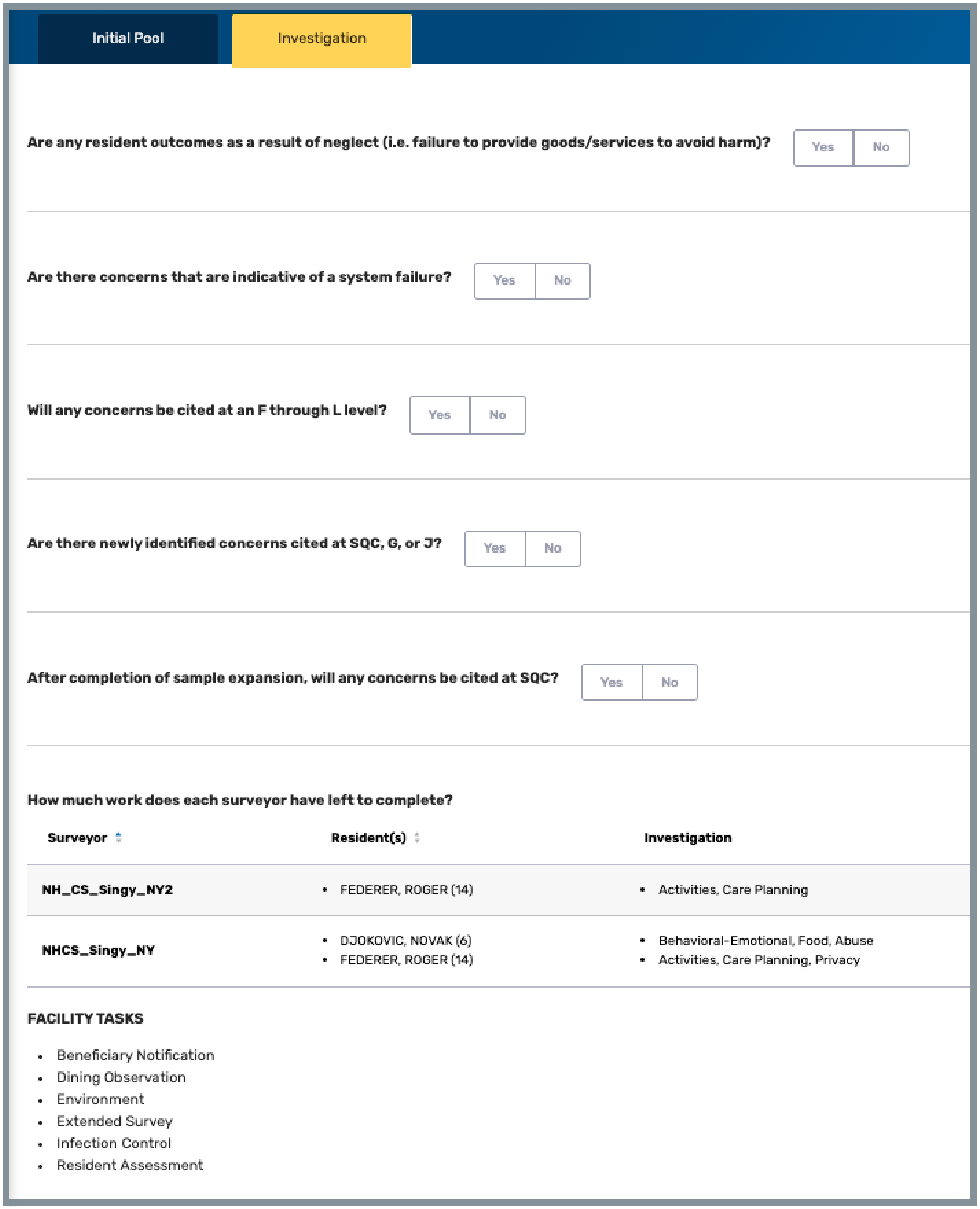


Figure 85: Investigation Tab Information

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 that are system-selected for screening during the survey have an Initial Pool status of **Screen** (**S**) and display an **Offsite** badge below the resident 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 86, No Residents Found* and *Figure 87, Residents Will Be Available 5 Business Days Prior to Survey Start Date.*

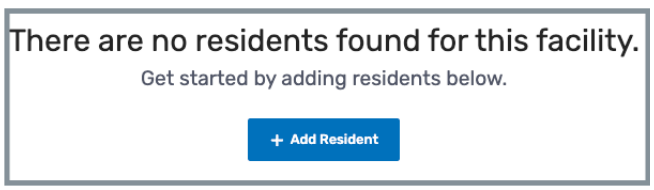


Figure 86: No Residents Available

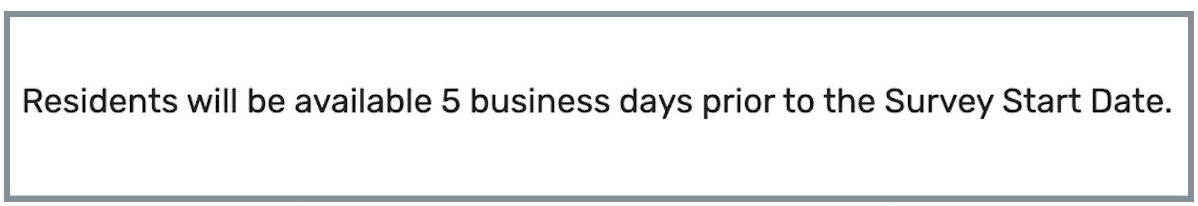


Figure 87: Residents Will Be Available 5 Business Days Prior to Survey Start Date

- 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 88, Resident Manager* and *Table 16, Resident Manager Detailed Callouts.*

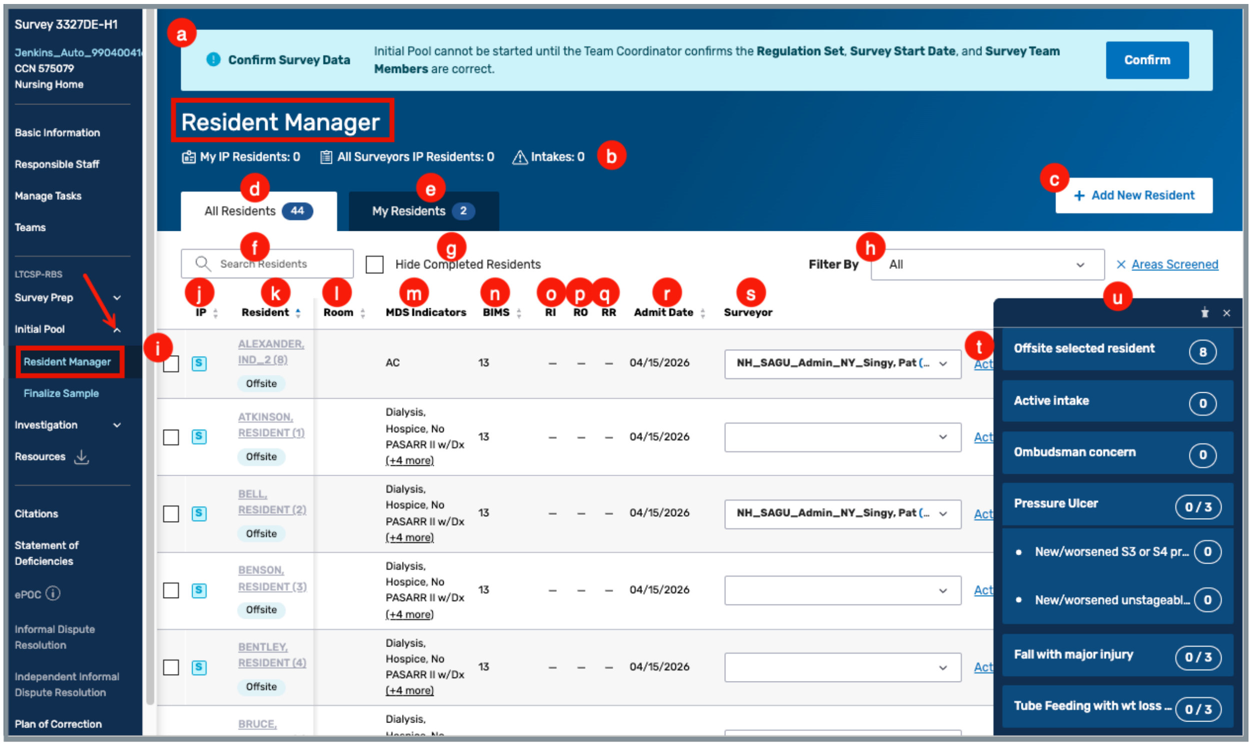


Figure 88: Resident Manager

Table 16: Resident Manager Detailed Callout

No.	Section Detail	Description
a	**Confirm Survey Data**	The Initial Pool cannot be started until the TC confirms the **Regulation Set**, **Survey Start Date**, and **Survey Team** members are correct. Click **Confirm** once verified.
b	**Resident Summary**	Displays: • 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.
c	**Add New Resident**	Add a new admission resident to the list. See Add a New Resident.
d	**All Residents**	This is the default page and shows all residents in the facility
e	**My Residents**	Click this tab to see the surveyor's residents. The residents are shown when the surveyor is both primary and nonprimary.
f	**Search Residents**	Search residents in list by name, room number, resident ID
g	**Hide Completed Resident**	Hide all residents who are completed (check marks in RI, RO, RR columns)
h	**Filter By**	All, All Current Sample Residents, Complaint, Discharged, FRI, New Admission, Offsite Selected
i	Checkboxes	Checkboxes are to bulk assign surveyors.

No.	Section Detail	Description
j	**IP** (Initial Pool)	**Offsite Badge** **Y** Yes. Resident was included in the Initial Pool. **N** No. Resident was not included in the Initial Pool. **S** Screen. Residents that are set to screen. This is the default value. **No Offsite Badge** **U** Unknown. Default setting. Resident are not included in the Initial Pool. **N** No. Residents are not included in Initial Pool. **S** Screen for non-offsite residents. **Y** Yes. Resident are included in Initial Pool.
k	**Resident**	Name of the resident and their ID.
l	**Room**	Resident's Room Number
m	**MDS Indicators**	Related MDS indicators, if applicable, for residents in a recertification survey. Can also be used for initial certification surveys.
n	**BIMS**	The Brief Interview for Mental Status score
o	**RI**	Completion status in initial pool for interview
p	**RO**	Completion status in initial pool for observation
q	**RR**	Completion status in initial pool for record review
r	**Admit Date**	The date the resident was admitted
s	**Surveyor**	Surveyor or Surveyors assigned to the resident. A (P) indicates the Primary Surveyor. See Multiple Surveyors.
t	**Action**	Drop-down menu with two selections: **Update Resident** or **Discharge Resident**. See **Update a Resident** and **Discharge a Resident** for further details.

No.	Section Detail	Description
u	Blue Badges	The blue badges under the resident's name give further information about the resident: **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. **Discharged** The resident has left the facility. **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. **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. **New Admission** The Resident is a new admission. **Offsite** The resident was system-selected as part of the offsite sample. **Ombudsman** Selected by Ombudsman and requires that care area be completed.
v	Screening menu	This shows how many residents have the screening reason for each category.

16.2 Add a New Resident

16.2.1 Click **Add New Resident**. See *Figure 89, Add New Resident*. The **Add New Resident** pop-up window opens. See *Figure 90, Add New Resident Pop-Up Window*.

Figure 89: Add New Resident

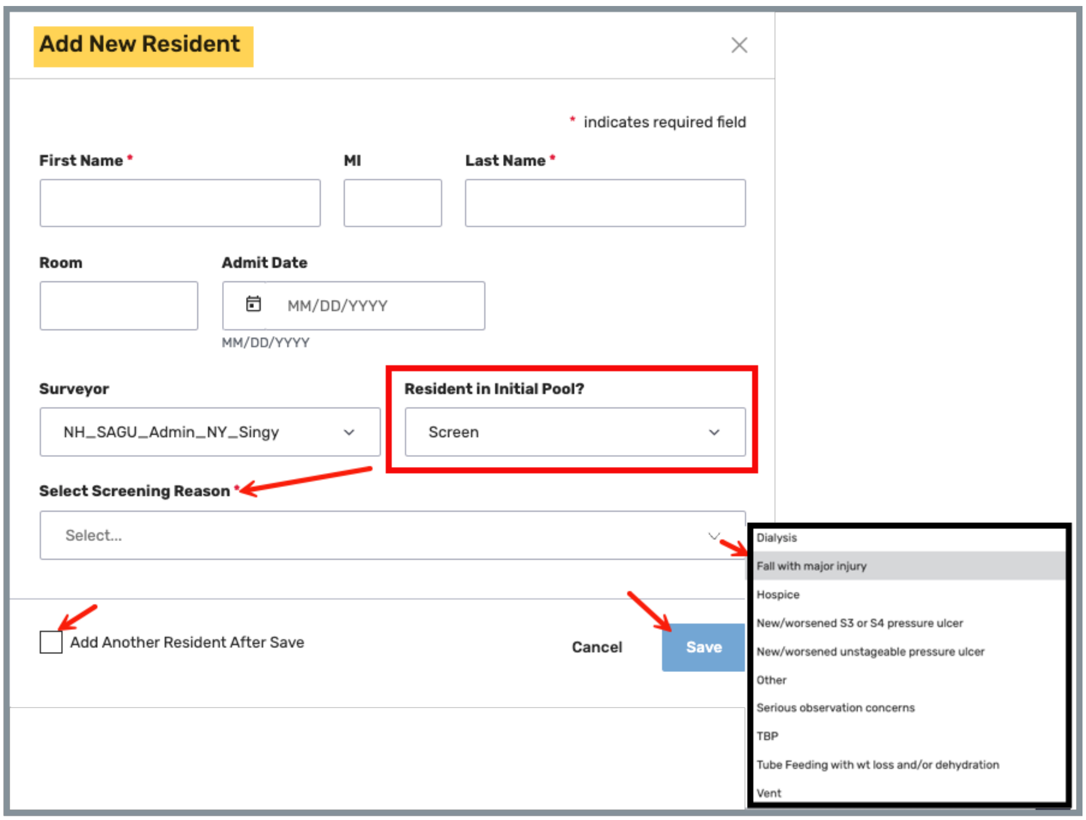


Figure 90: Add New Resident Pop-Up Window

16.2.2 Fill out the required information.

Note: When **Resident in Initial Pool** is set to **Screen**, the **Select Screening Reason** field opens. Select a screening reason from the drop-down menu.

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 most fields
- Select the **Subgroup** 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 91, Update Resident*. The **Update Resident** pop-up window opens. See *Figure 92, Update Resident Pop-Up Window*.

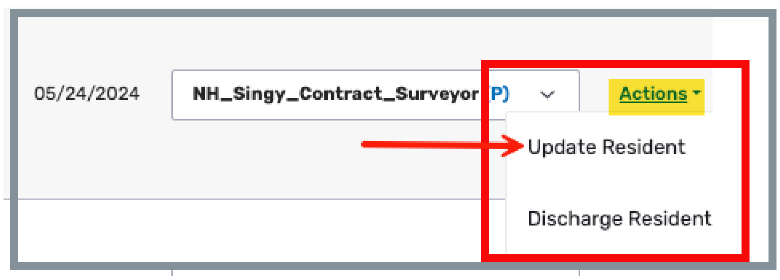


Figure 91: Update Resident

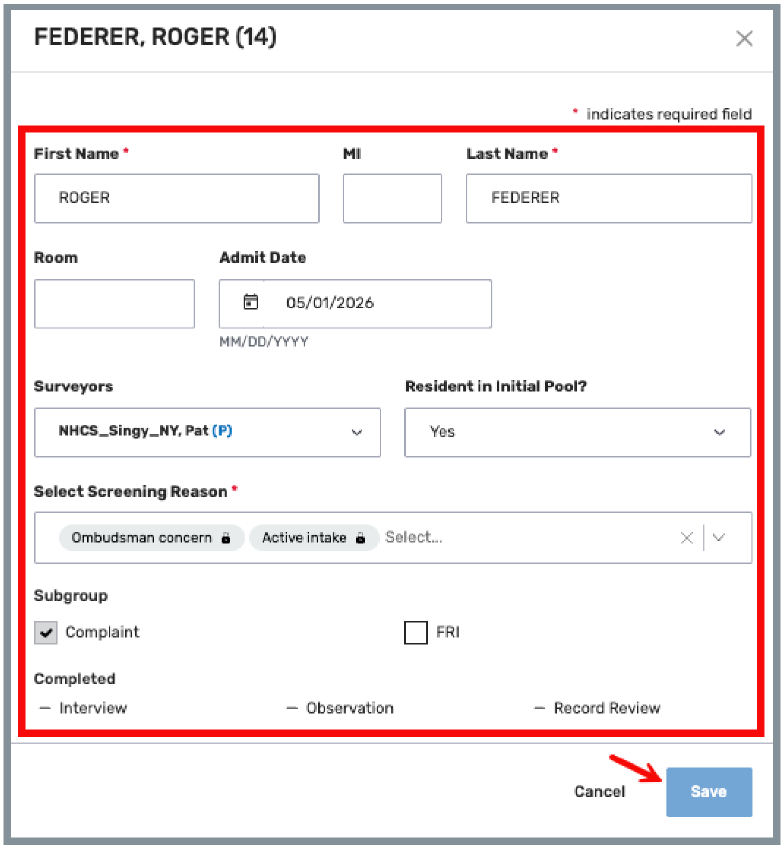


Figure 92: Update Resident Pop-Up Window

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 93, Update Resident*. The **Update Resident** pop-up window opens. See *Figure 94, Update Resident Pop-Up Window*.

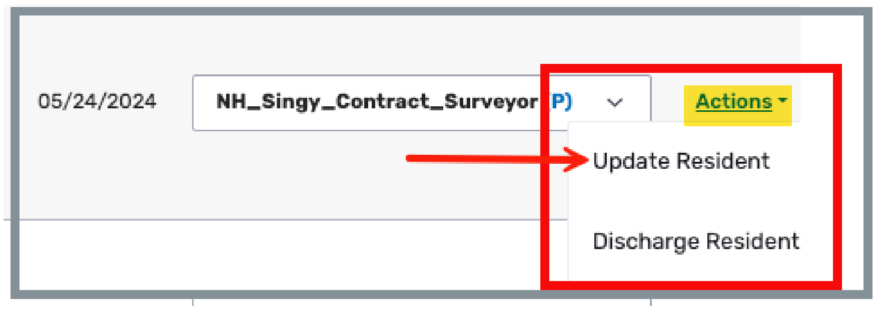


Figure 93: Update Resident

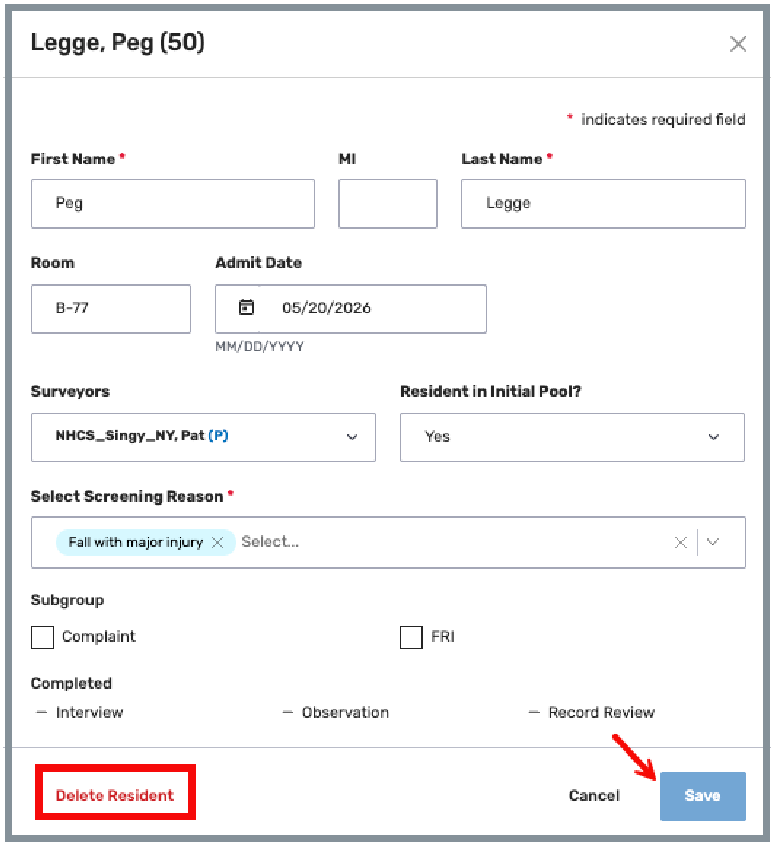


Figure 94: Update Resident Pop-Up Window

16.4.2 Fill out the required information.

16.4.3 Click **Delete Resident**. The **Delete Resident** pop-up window opens. See *Figure 95, Delete Resident Pop-Up Window.*

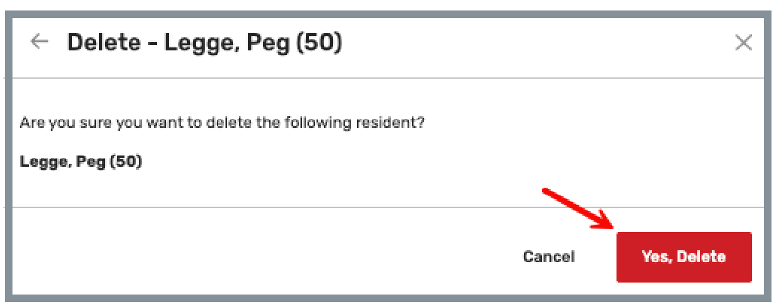


Figure 95: Delete Resident

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 a resident when a surveyor is assigned. When no surveyor is assigned, any team member can discharge a resident.

16.5.1 Click **Discharge Resident** under the **Actions** menu to discharge a resident. See *Figure 96, Discharge Resident.* The Discharge Resident pop-up window opens.

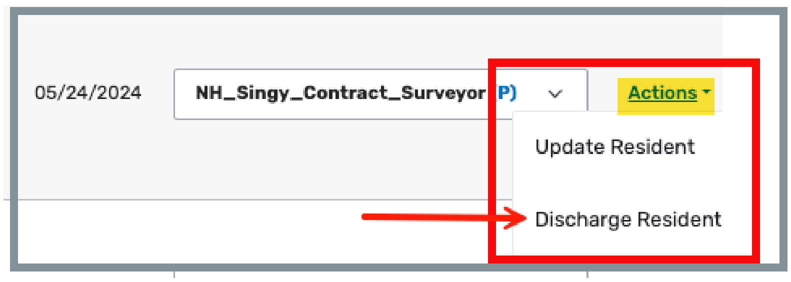


Figure 96: Discharge Resident

16.5.2 Click **Yes, Discharge**. See *Figure 97, Discharge Resident Pop-Up Window.*

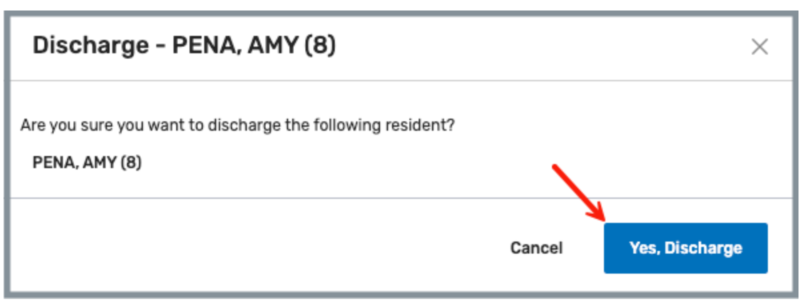


Figure 97: Discharge Resident

Note: When the IP status is changed to **No**, see *Figure 98, Change Initial Pool Status,* the **Initial Pool Removal Reason** pop-up window opens. See *Figure 99, Initial Pool Removal Reason.* Select a reason and click **Submit**.

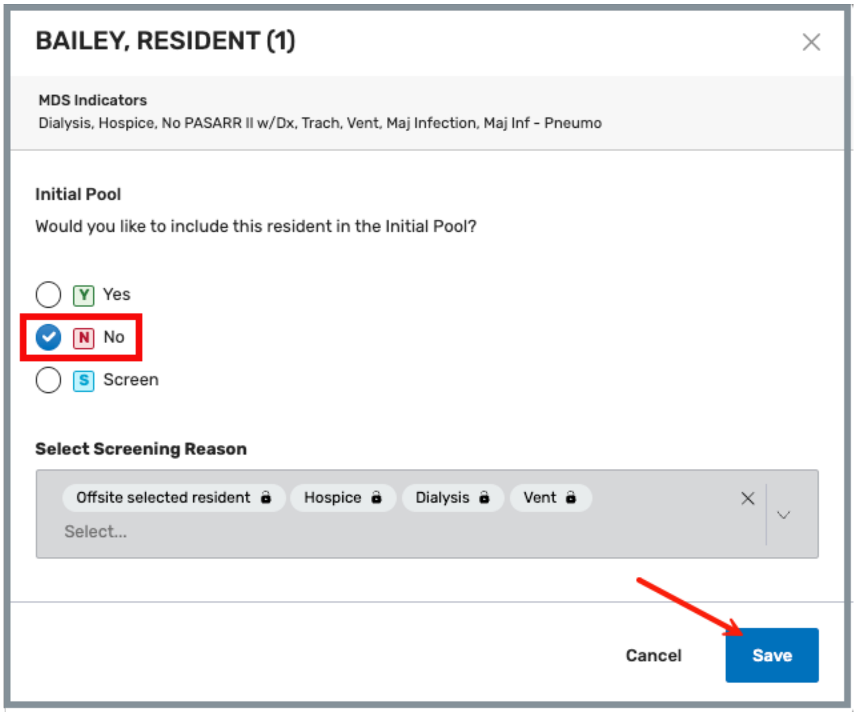


Figure 98: Change Initial Pool Status

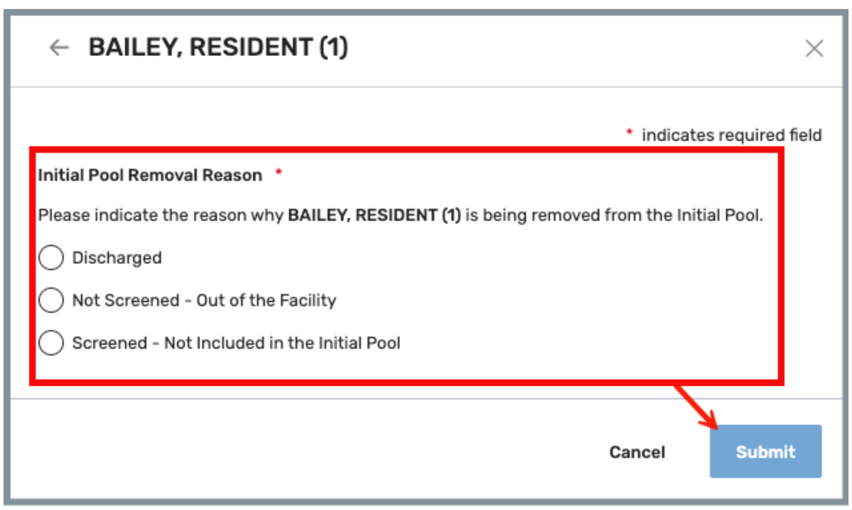
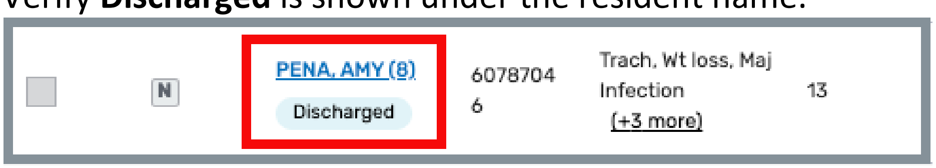


Figure 99: Initial Pool Removal Reason

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



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

16.6 Admit a Resident

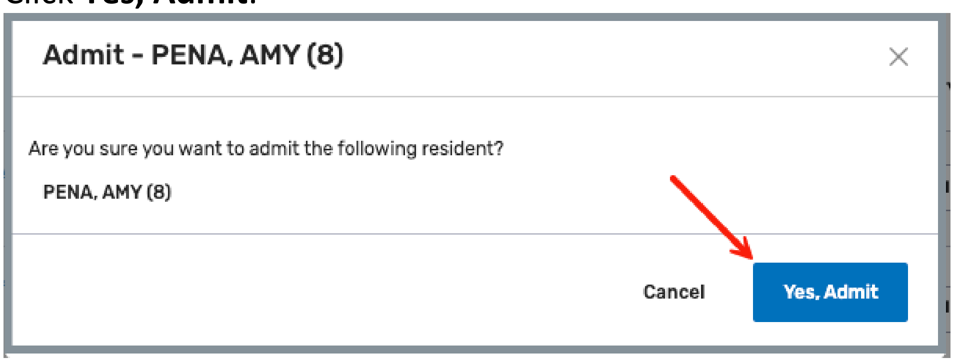
Notes:

- 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 and the value is **S**, or Screen.
- 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 100, Admit Resident.*

Figure 100: Admit Resident

16.6.2 Click **Yes, Admit**.



16.6.3 Verify **Discharged** is no longer shown under the resident's name. See *Figure 101, Admitted Resident.*

Figure 101: Admitted Resident

16.7 Multiple Surveyors

Review *Table 17, 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 17: 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 102, Bulk Assign Surveyors.*

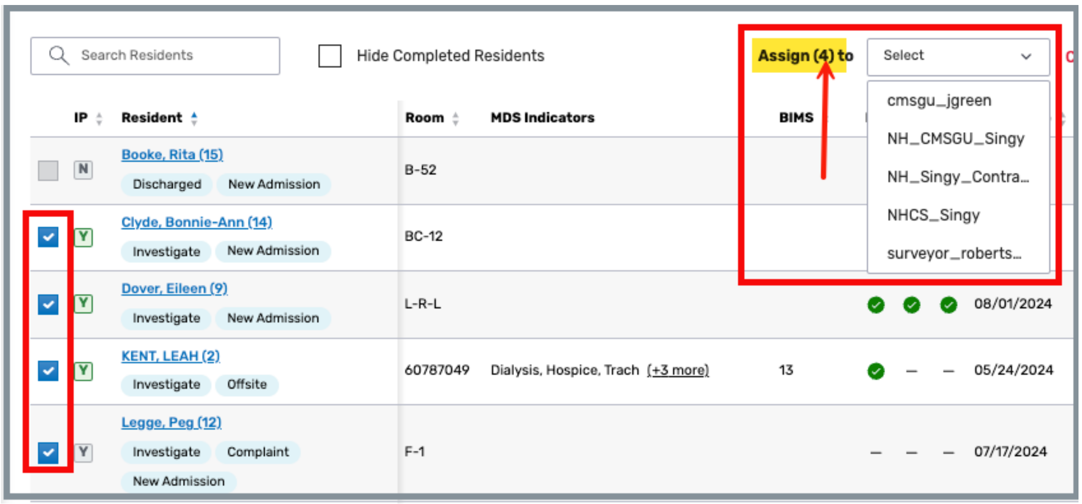


Figure 102: Bulk Assign Surveyors

16.8.2 Select the surveyor to be assigned to the resident. A **Confirm Assignment** pop-up window opens. See *Figure 103, Confirm Assignment.*

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

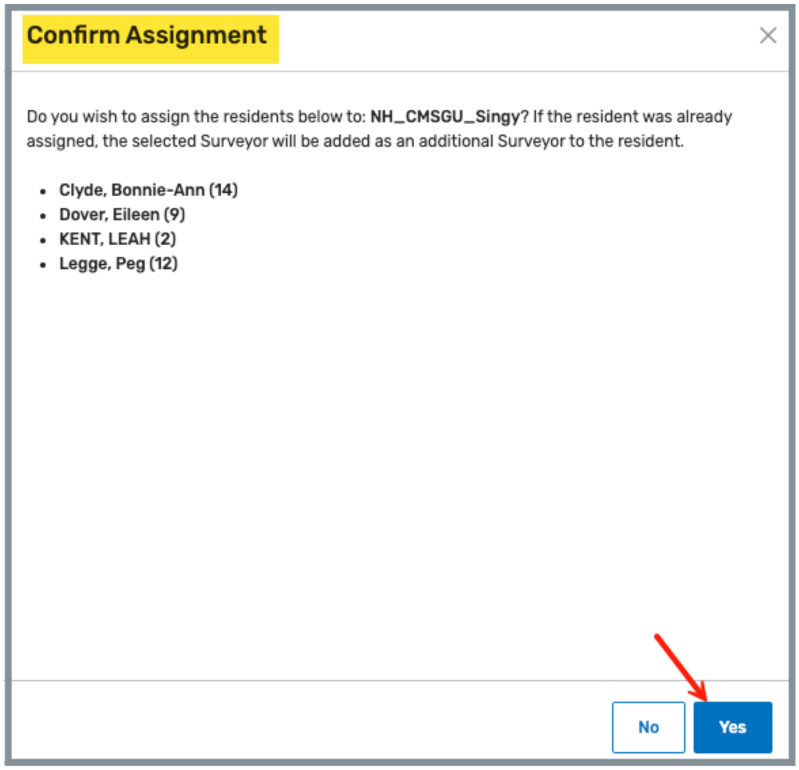


Figure 103: Confirm Assignment

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 104, Resident Overview* and *Table 18, Resident Overview Detailed Callout.*

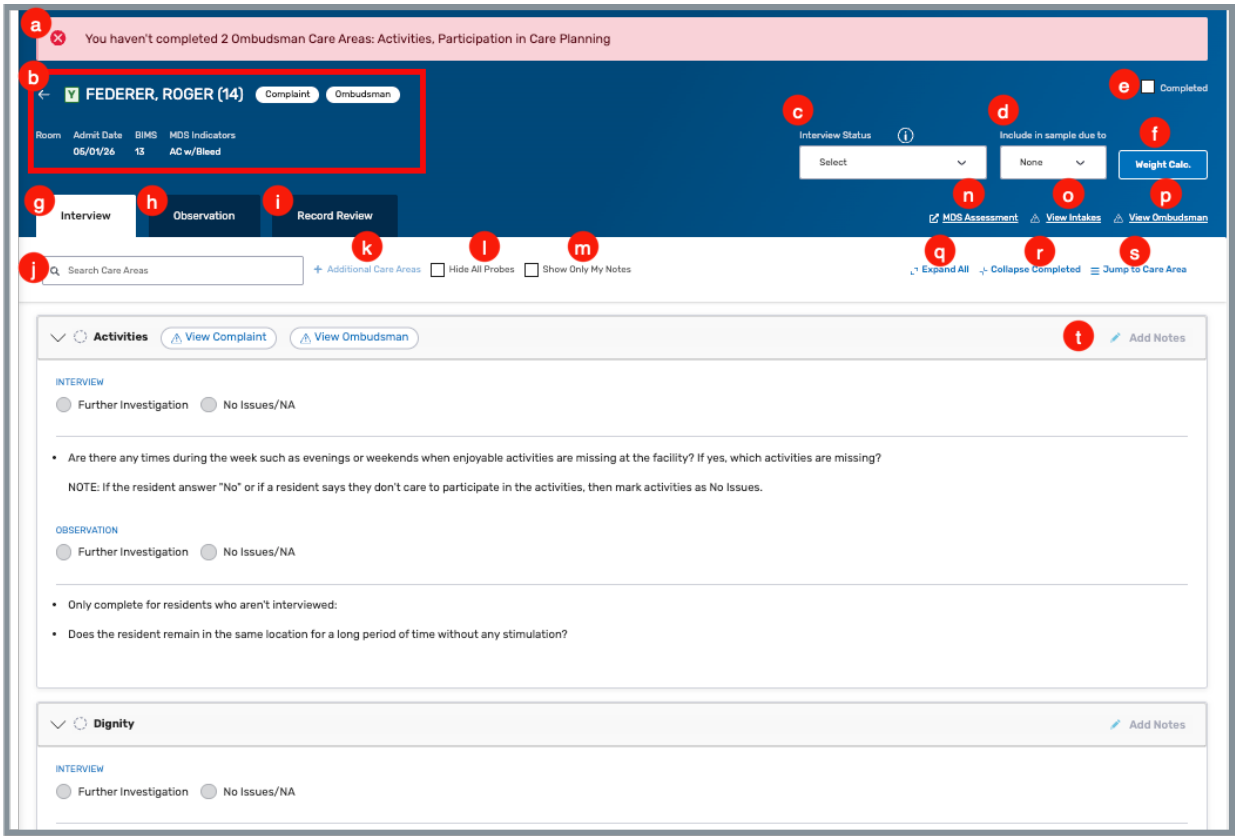


Figure 104: Resident Overview Initial Pool

Table 18: Sample Resident Initial Pool Detailed Callout

No.	Section Detail	Description
a	**Ombudsman Note**	Notification banner reminds the user to complete the care area. The banner is removed once the care area is selected. i.e., **FI**, **No Issue**, **NA** for the Ombudsman-selected care area.
b	**Header**	Resident Information from Resident Manager
c	**Interview Status**	Select: Interviewable, Non-Interviewable, Refused, Unavailable for Interview, Out of Facility, Representative Interview
d	**Include in Sample**	Harm/Immediate Jeopardy
e	**Completed**	Mark the Interview area complete. All care areas do not have to be marked with response options to mark the interview complete.
f	**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.
g	**Interview**	For more information, review Resident Interview
h	**Observation**	For more information, review Resident Observation
i	**Record Review**	For more information, review Resident Record Review
j	**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.
k	**+ Additional Care Areas**	Shows Additional Care Areas that can be added. **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.

No.	Section Detail	Description
l	**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.
m	**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.
n	**MDS Assessment**	For more information, review MDS Assessment
o	**View Intakes**	Opens **Active Intakes** pop-up window
p	**View Ombudsman**	Opens **Ombudsman Concerns** pop-up window
q	**Expand All**	Expands all care areas to view details
r	**Collapse Completed**	Collapses completed care areas
s	**Jump to Care Area**	Opens Care Area right menu.
t	**Add Notes**	For more information, review 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 105, Jump to Care Area.* The **Care Area** side menu opens. See *Figure 106, Care Areas Side Menu* and *Table 19, Care Areas Side Menu Detailed Callout.*

Note: The **Nutrition** Care Area has an additional question when the response is **FI**: **Should this concern be investigated with the Dining Observation task?** Mark **Yes** to trigger the **Dining Observation** task.

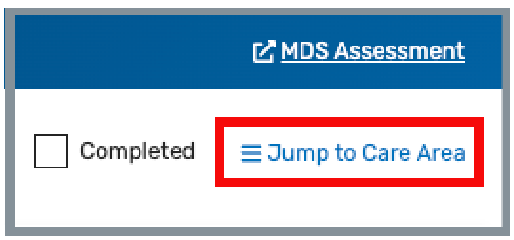


Figure 105: Jump to Care Area

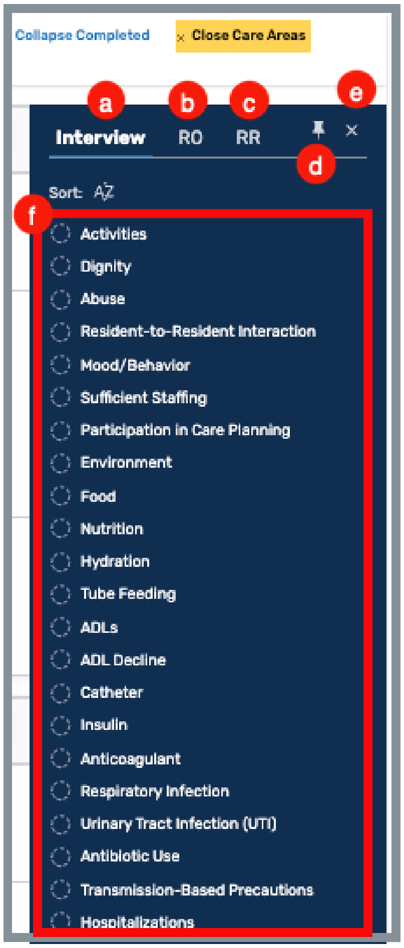


Figure 106: Care Areas Side Menu

Table 19: 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 107, Care Area Notes Icon*. The care area splits into two columns. See *Figure 108, Care Area Notes* and *Table 20, 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.

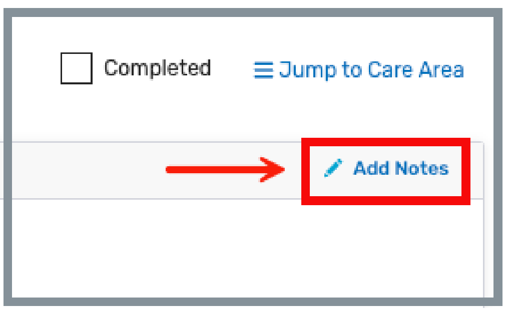


Figure 107: Care Area Notes Icon

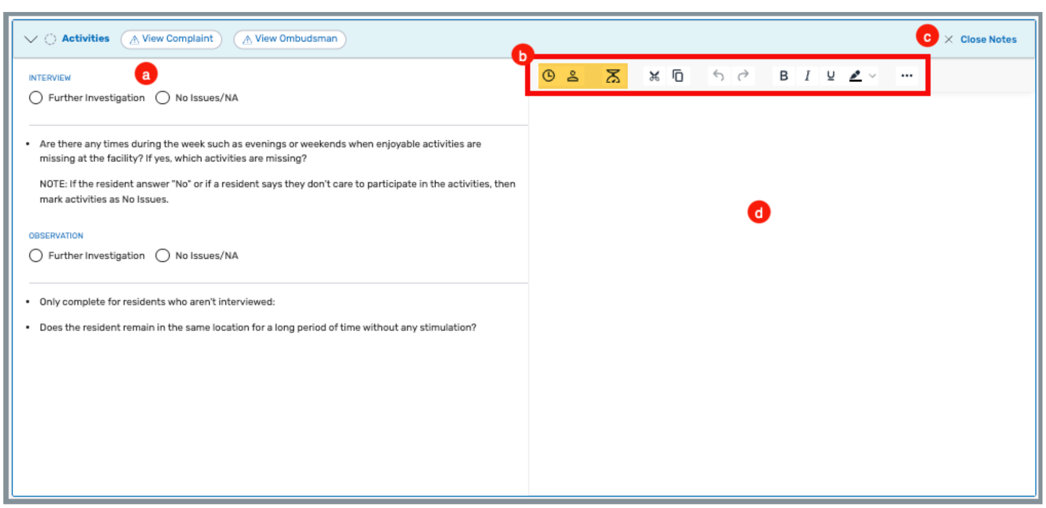


Figure 108: Care Area Notes

Table 20: Care Areas Side Menu Detailed Callout

No.	Description
a	Care area. Click **Further Investigation** or **No Issues/NA** and respond to questions in the text area.
b	Standard toolbar functions Highlighted specialty toolbar functions: • 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 109, 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.

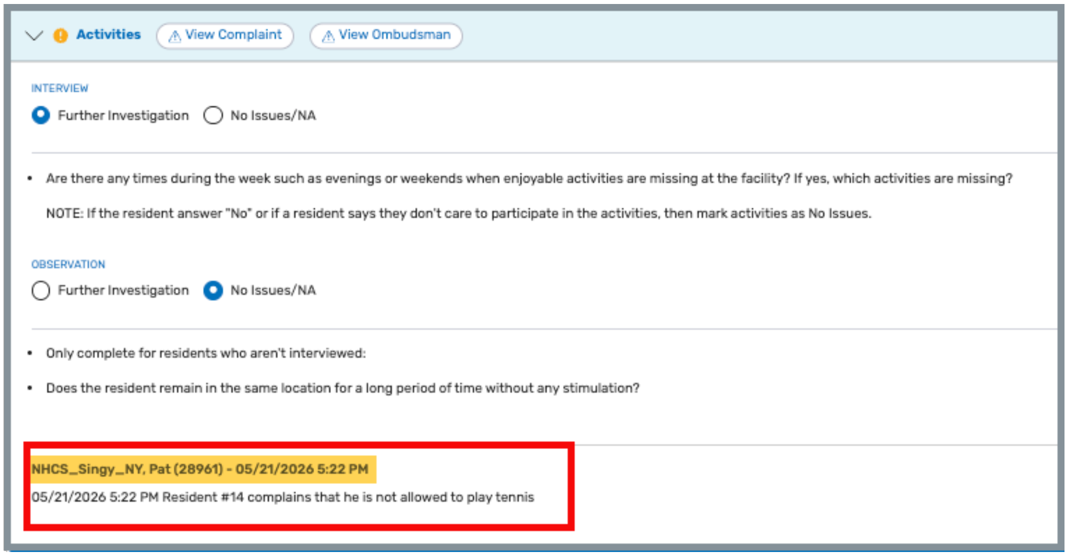


Figure 109: Care Area Entered Notes

17.4 Minimum Data Set (MDS) Discrepancy

Notes:

- The Resident Assessment is triggered at start sample finalization and the resident is added at that time, if Resident Assessment has not been triggered and there are residents who are marked with MDS Discrepancy and is not Further Investigation (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, when a care area is marked as an MDS Discrepancy and is not FI.
- 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 110, MDS Discrepancy Checkbox.*

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

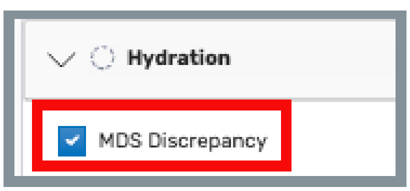


Figure 110: MDS Discrepancy Checkbox

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 21, Assigned Surveyor Roles.*

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

Table 21: 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 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 111, 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.

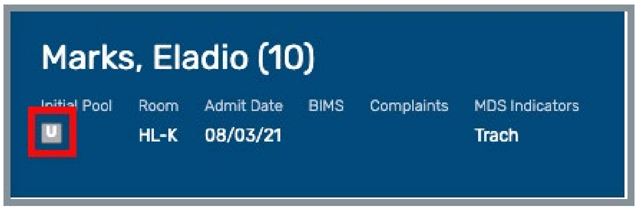


Figure 111: Initial Pool Status

17.6.2 Select the radio button next to **Yes**. See *Figure 112, Initial Pool Status Change.*

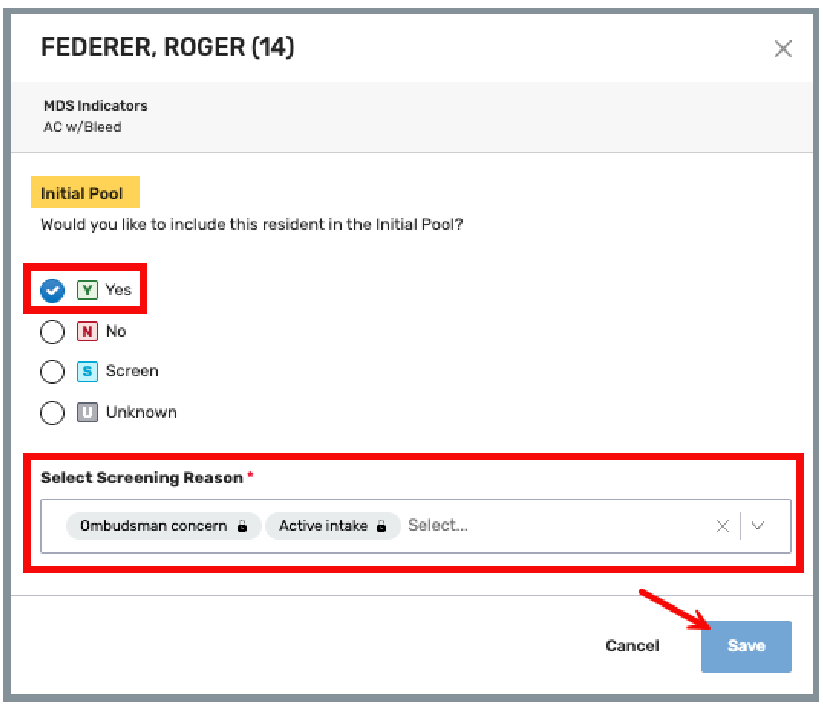


Figure 112: Initial Pool Status Change

Note: Offsite-selected residents show MDS indicators. See *Figure 113, Initial Pool Status Change with MDS Indicators.*

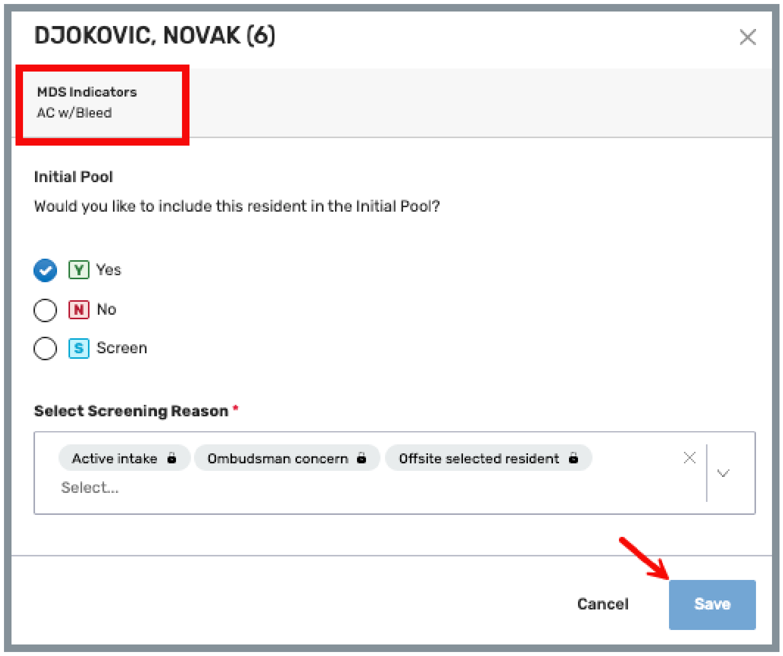


Figure 113: Initial Pool Status Change with MDS Indicators

17.6.3 Select **Screening Reason** from drop-down menu.

Note: Reasons that have a lock icon cannot be removed from **Screening Reason**.

17.6.4 Click **Save**.

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

17.7 Resident Interview

Notes:

- The **Interview** tab is the default tab.
- If a care area was added under **Intakes** or **Ombudsman** in **Offsite Prep** and the care area is not a default for the resident, the system automatically selects and displays that care area in the Initial Pool.
- Click **+ Additional Care Areas** to add additional care areas.
- Check **Completed** marks the **Interview** tab with a green check mark. See *Figure 114, Interview Tab Completed.*

Figure 114: Interview Tab Completed

17.7.1 Edit the Care Areas.

Select an interview status to edit the **Interview** tab. The care area responses become editable. See *Select Interview Status* figure below.

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 115, Further Investigation Indicator*.

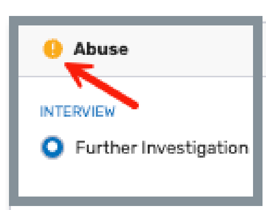


Figure 115: Further Investigation Indicator

Notes:

- Care Area response options are disabled until the Initial Pool status is **Yes**.
- Answer **FI** and **Yes** for the **Nutrition** care area to trigger the **Dining Observations** task.
- The system displays a red notification banner when an Ombudsman-identified concern is added in Offsite Prep.
- Care areas shared by **Interview** and **Observation** are combined and displayed on the **Interview** tab. See *Figure 116, Select Interview Status.*

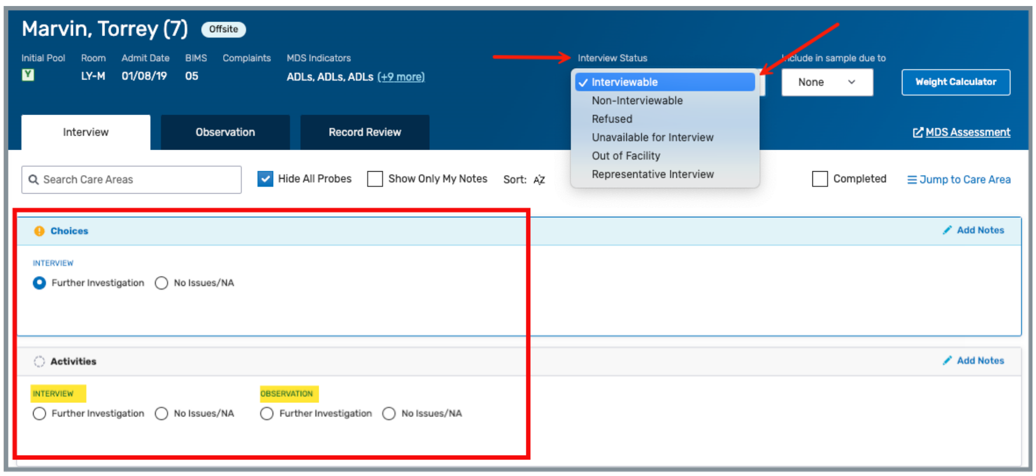


Figure 116: Select Interview Status

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 117, RRI Contact.* The **RRI Contact Info** opens.

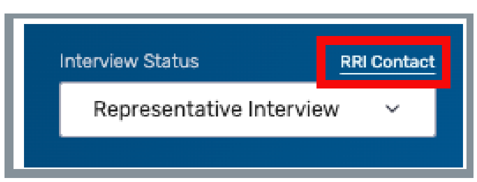


Figure 117: RRI Contact

17.7.2.3 Type the contact information for the resident representative in the pop-up window. See *Figure 118, RRI Contact Info Pop-Up Window*.

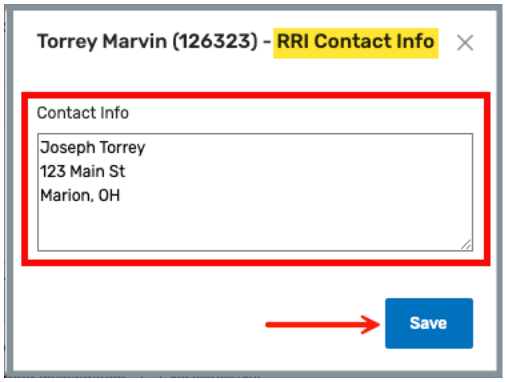


Figure 118: RRI Contact Info Pop-Up Window

17.7.2.4 Click **Save**.

17.7.2.5 The RRI contact icon appears next to the **RRI Contact** link. See *Figure 119, RRI Contact Icon.*

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

Figure 119: 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.
- Click **+ Additional Care Areas** to add additional care areas.
- Mark the **Observation** tab **Completed** marks the **Observation** tab with a green check mark. See *Figure 120, Observation Tab Completed.*

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

Figure 120: 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 121, Record Review Tab Completed.*
- All care areas do not have to be marked with response options to mark the Record Review complete.

Figure 121: Record Review Tab Completed

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

Notes:

- The **Initial Pool** status must be **Y** (Yes) to edit the Record Review.
- The system selects FI when a medication is selected from the drop-down menu.
- The **High Risk Meds** care area is only available/visible for New Admission residents.

18. 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.

18.1 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 122, 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.

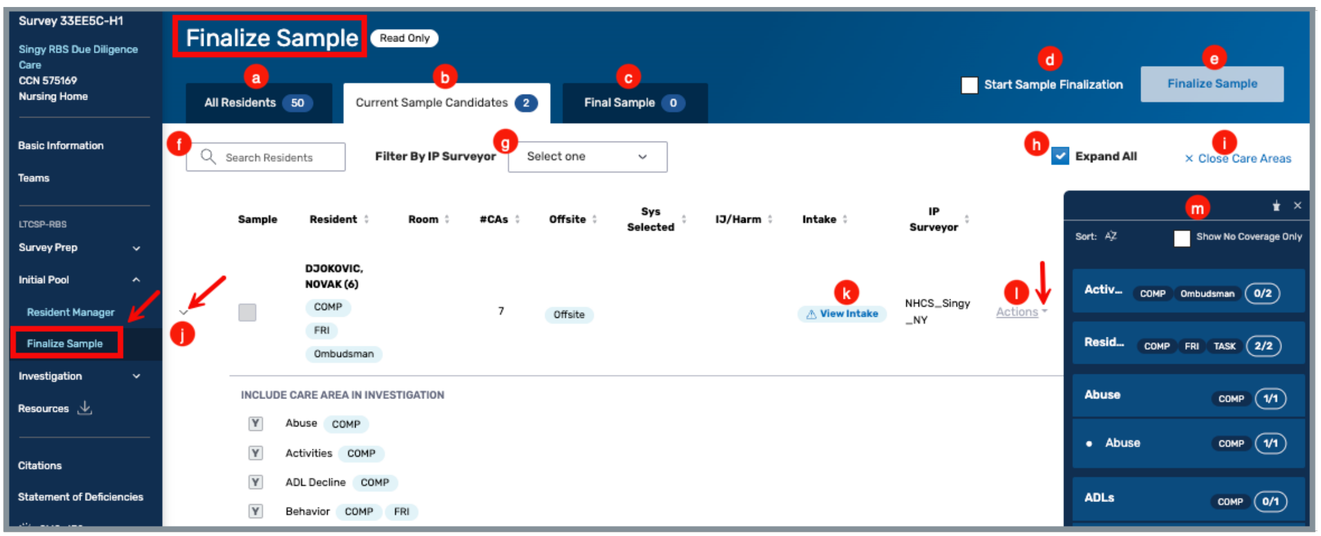


Figure 122: Finalize Sample Candidates

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.
e	**Finalize Sample**	Click to complete task
f	**Search Residents**	Search list of residents
g	**Filter by IP Surveyor**	Filters by surveyor. View drop-down list to select surveyor.
h	**Expand All**	Click checkbox to expand information for all residents
i	**Close Care Areas**	Care Areas are open by default. Click to close. Click **Jump to Care Area** to open (shown when Care Areas is closed)
j	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.
k	**View Intake**	Click to view intake details
l	**Actions**	Click to **Update Resident** or **Modify Care Areas**

18.2 Click the checkbox next to **Start Sample Finalization**. 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, is a COMP, Ombudsman, or whether the resident was system-selected.

18.3 Click any care areas that are linked to view notes. See *Figure 123, Care Area Detailed Information.*

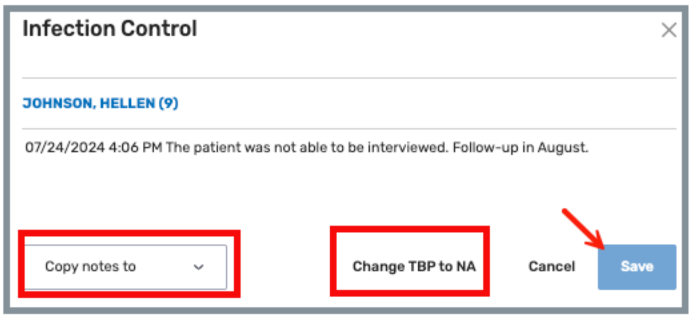


Figure 123: Care Area Detailed Information

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.

18.4 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 124, Remove a Resident Care Area*.

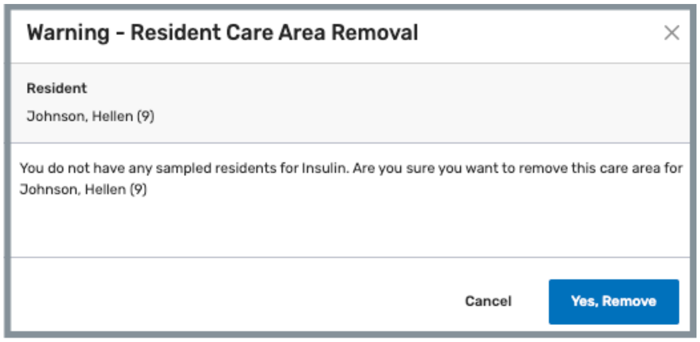


Figure 124: Remove a Resident Care Area

18.5 Click the **Actions** menu to **Update Resident** information or **Modify Care Areas**.

18.6 Click **Finalize Sample**.

18.7 Verify the blue notification banner confirms the sample was finalized. See *Figure 125, Sample Successfully Finalized Blue Notification Banner*.

Figure 125: Sample Successfully Finalized Blue Notification Banner

19. 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.

19.1 Navigate to Investigation Assignments

Click **Assignments** on the drop-down left menu under **Investigation**. The Investigation Assignments window opens. See *Figure 126, Investigation Assignments* and *Table 23, Investigation Assignments Detailed Callout.*

Note: Columns are sortable.

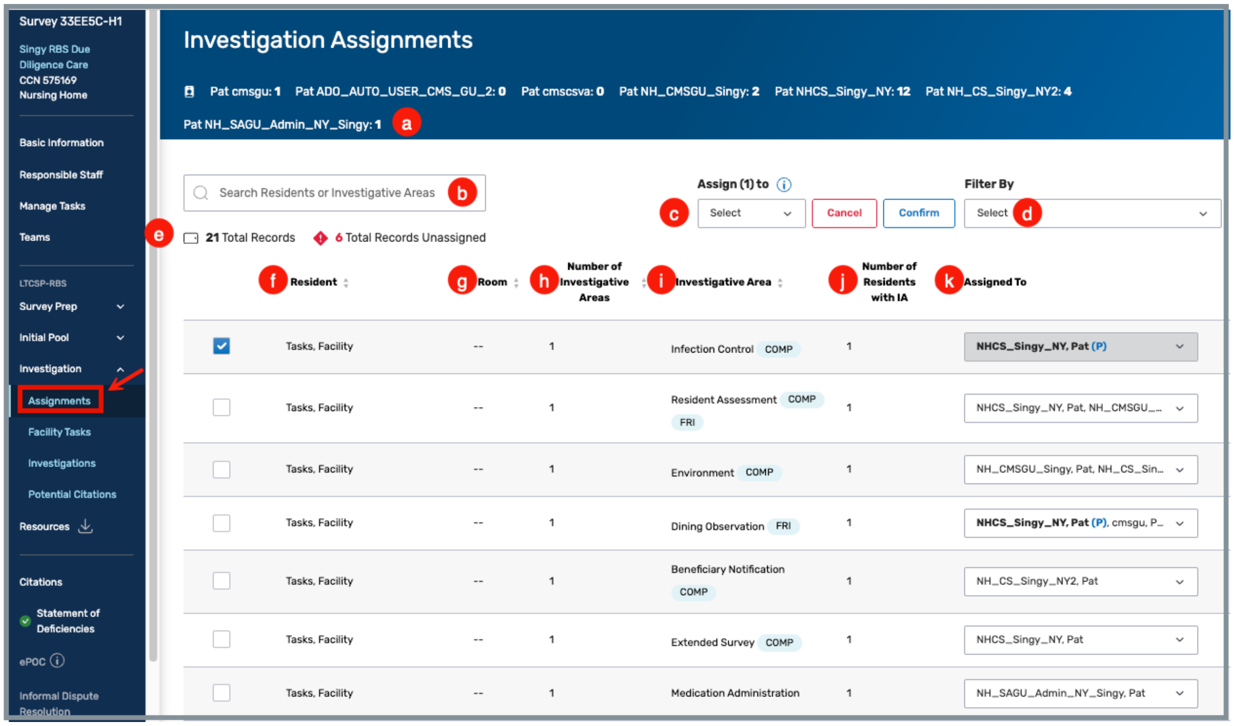


Figure 126: Assignments Left Menu

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 checkbox on 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

19.2 Assign a Surveyor to an Investigation

19.2.1 Select the **Investigative Area** and select the surveyor or surveyors under the drop-down menu under **Assigned To**. See *Figure 127, Assign a Surveyor to an Investigation.*

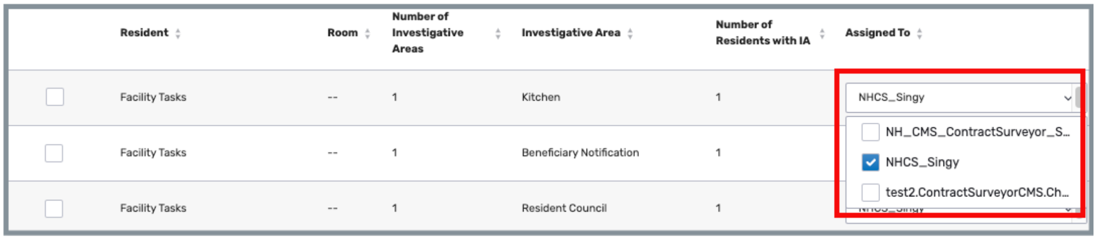


Figure 127: Assign a Surveyor to an Investigation

19.2.2 Verify a green task banner confirms the surveyor was updated. See *Figure 128, Facility Task Surveyors Green Notification Banner.*

Figure 128: Facility Task Surveyors Green Notification Banner

19.3 Bulk Assign Investigations

19.3.1 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.

19.3.2 Select the surveyor or surveyors under the drop-down menu under **Assigned [number] to**. See *Figure 129, Bulk Assign Investigations.*

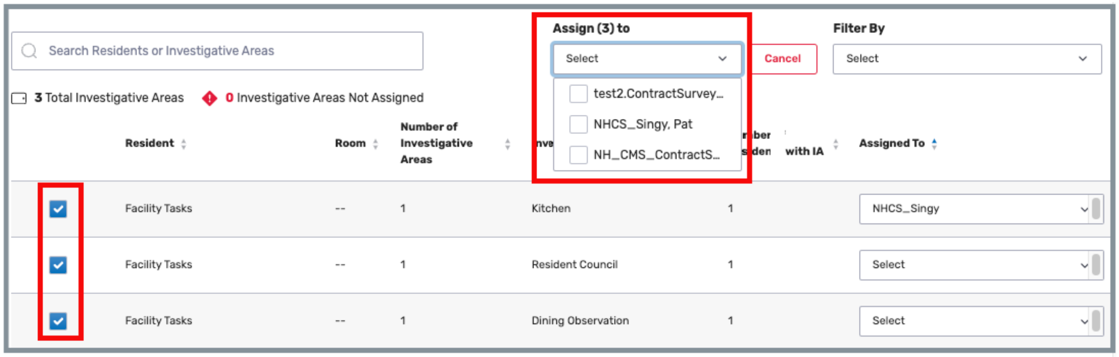


Figure 129: Bulk Assign Investigations

19.3.3 The **Confirm Assignment** pop-up window opens and asks for confirmation to assign the surveyor or surveyors. See *Figure 130, 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.

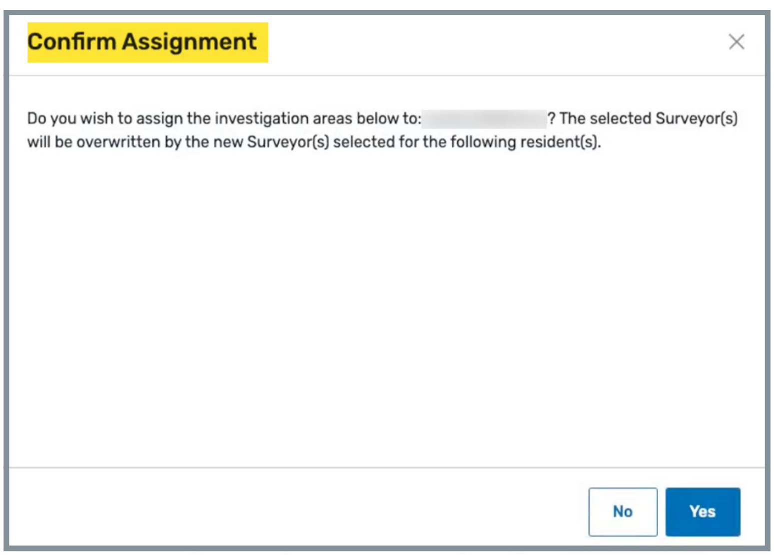


Figure 130: Confirm Assignment Pop-Up Window

19.3.4 Click **Yes**.

19.3.5 Verify a green task banner confirms the surveyor was updated. See *Figure 131, Facility Task Surveyors Green Notification Banner.*

Figure 131: Facility Task Surveyors Green Notification Banner

20. Facility Tasks

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

20.1 Facility Tasks Overview

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

- Only **Infection Control** is a Mandatory Task
- All tasks are Triggered Tasks for RBS with the exception of **Infection Control**.
- 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
  - Tasks are triggered for Ombudsman concerns
  - A resident with FI for a Care Area can trigger these tasks at final sample
- **Areas of Investigation**

  The **Dining Observation**, **Sufficient and Competent Nurse Staffing**, **Environment**, and **Med Storage and Observation** tasks include **Areas of Investigation**.

  Click a task to open **Select Investigation Areas** pop-up window. For an example, see *Figure 132, Dining Observation Select Investigation Areas Pop-Up Window.*

  Click the checkbox for each investigation area to add to the task.

Figure 132: Dining Observation Select Investigation Areas Pop-Up Window

Note: It is also possible to click **+ Select Investigation Areas** on the **Probes/CE** tab to open the dining **Investigative Areas**. See *Figure 133, Probes/CE Tab Investigative Areas.*

Figure 133: Probes/CE Tab Investigative Areas

20.2 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 134, Facility Tasks Left Menu.*

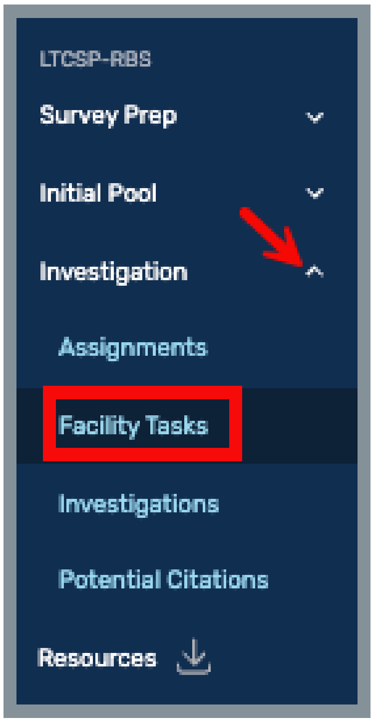


Figure 134: Facility Tasks Left Menu

20.3 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 135, Facility Tasks List* and *Table 24, Facility Tasks List Detailed Callout.*

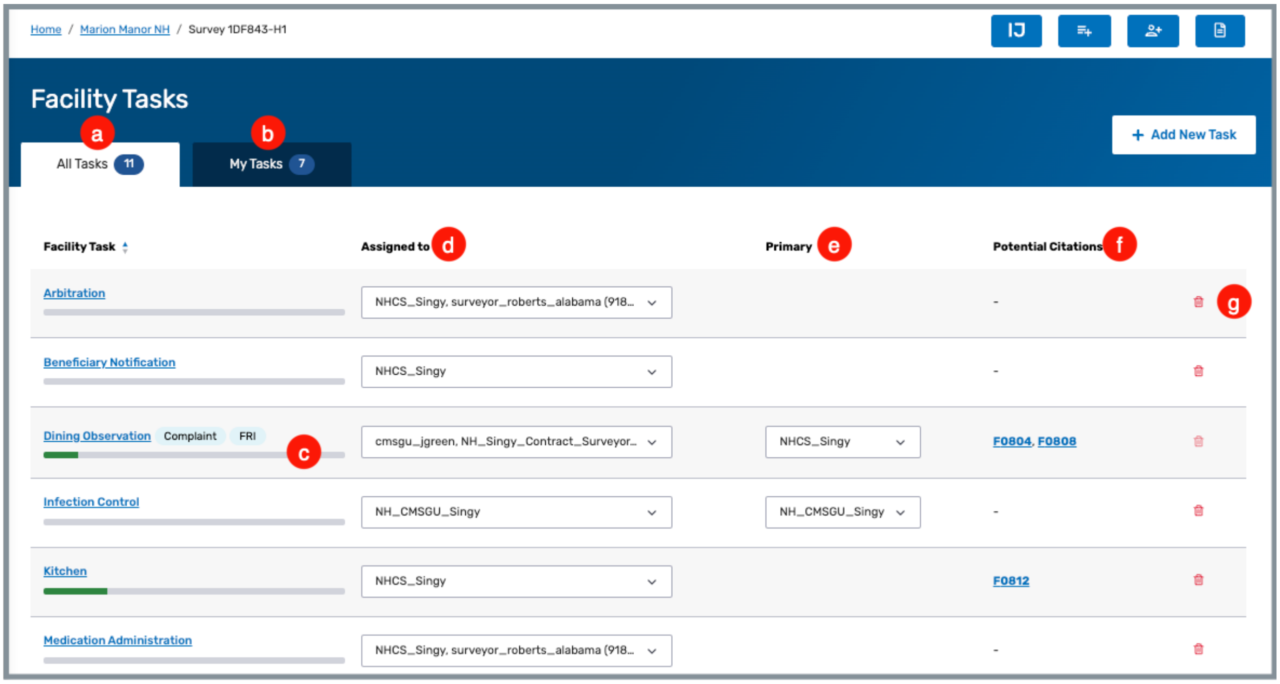


Figure 135: Facility Tasks List

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.

20.4 Assign a Surveyor to a Facility Task

20.4.1 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 136, Assign a Surveyor Drop-Down Menu.*

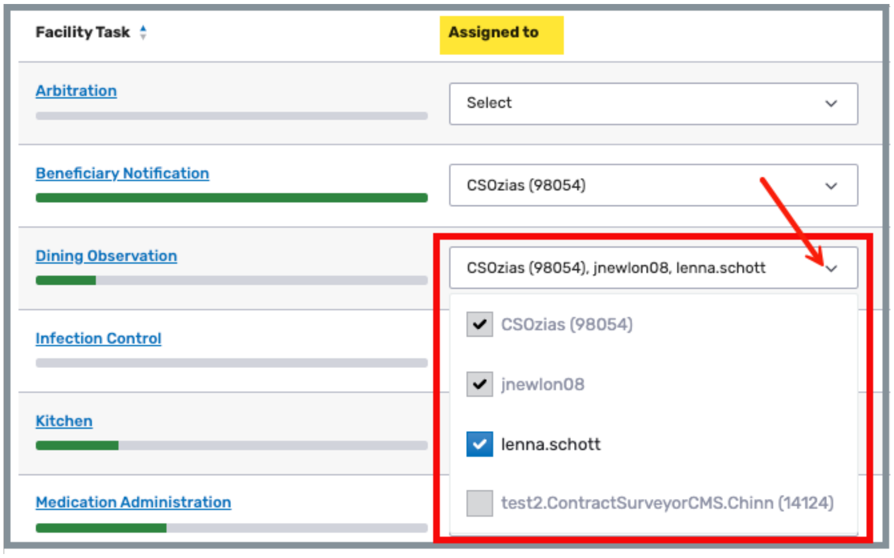


Figure 136: Assign a Surveyor Drop-Down Menu

20.4.2 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.

20.4.3 Verify the green notification banner appears. See *Figure 137, Facility Task Surveyors updated successfully.*

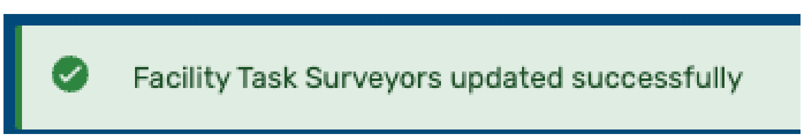


Figure 137: Facility Task Surveyors updated successfully

20.4.4 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**.

20.4.5 Verify the green notification banner appears. See *Figure 138, Facility Task Staff ID updated successfully Notification Banner.*

Figure 138: Facility Task Staff ID updated successfully Notification Banner

20.5 Remove a Surveyor from a Facility Task

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

20.5.2 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.

20.5.3 Verify the green notification banner appears. See *Figure 139, Facility Task Surveyors updated successfully Notification Banner.*

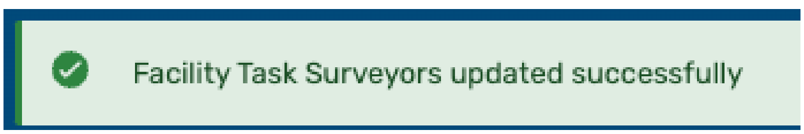


Figure 139: Facility Task Surveyors updated successfully Notification Banner

20.6 Add a Facility Task

Note: Tasks that require a primary surveyor are disabled until the primary surveyor is added.

20.6.1 Click **+ Add New Task** to add a new task. See *Figure 140, Add New Task.* The **Select One or More Task(s)** pop-up window opens.

Figure 140: Add New Task

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

20.6.2 Select one or all tasks from the drop-down menu. See *Figure 141, Select One or More Task(s).*

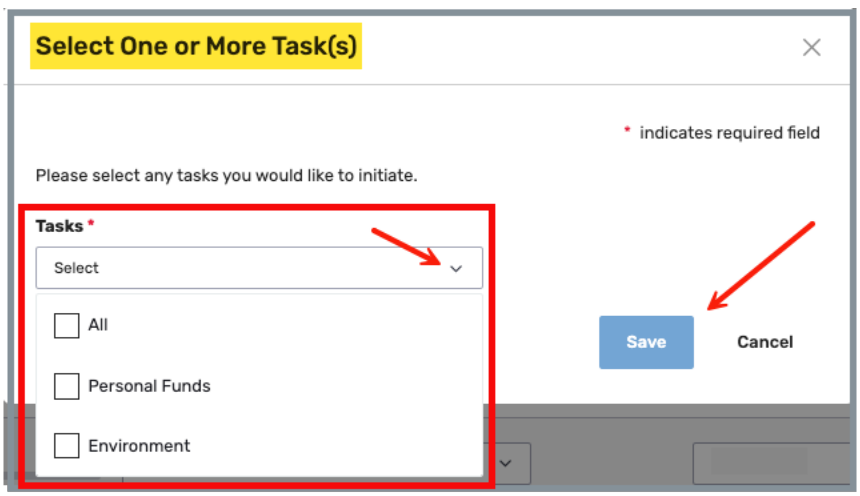


Figure 141: Select One or More Task(s)

20.6.3 Click **Save**.

20.6.4 Verify green notification banner appears. See *Figure 142, Facility Task created successfully Notification Banner.*

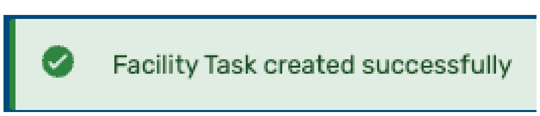


Figure 142: Facility Task created successfully Notification Banner

20.7 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 or an Ombudsman concern in Offsite Prep. See *Figure 143, Task is Linked to an Intake and Cannot Be Removed.*

Figure 143: 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 144, Task Contains Data and Cannot Be Removed Until Data is Removed.*

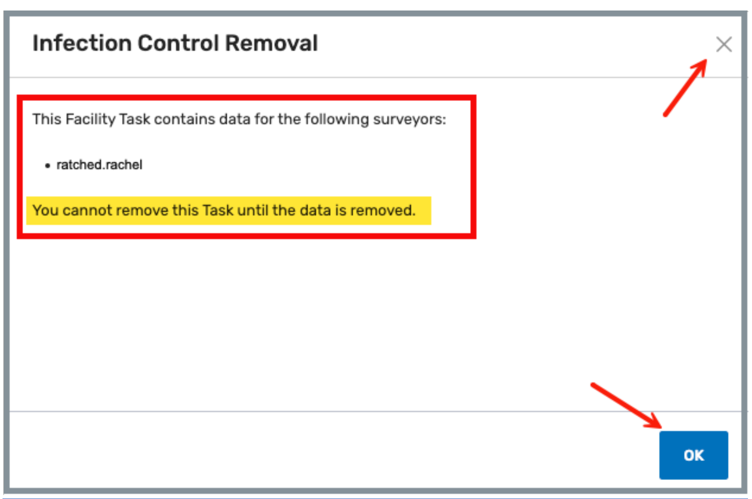


Figure 144: Task Contains Data and Cannot Be Removed Until Data is Removed

The task can be removed

20.7.1 Click the trash icon on the facility task line to remove the facility task. See *Figure 145, Remove a Facility Task.* The **Enter Task Removal Rationale** pop-up window opens.

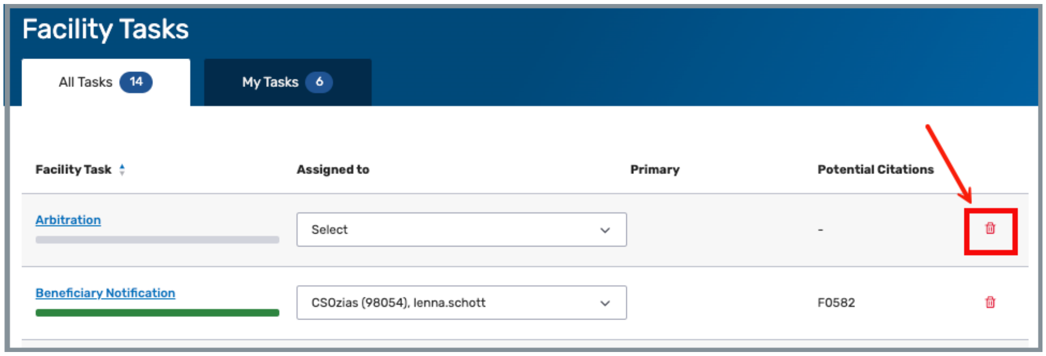


Figure 145: Remove a Facility Task

20.7.2 Select the rationale from the drop-down menu under **Rationale**. See *Figure 146, Enter Task Removal Rationale Pop-Up Window.*

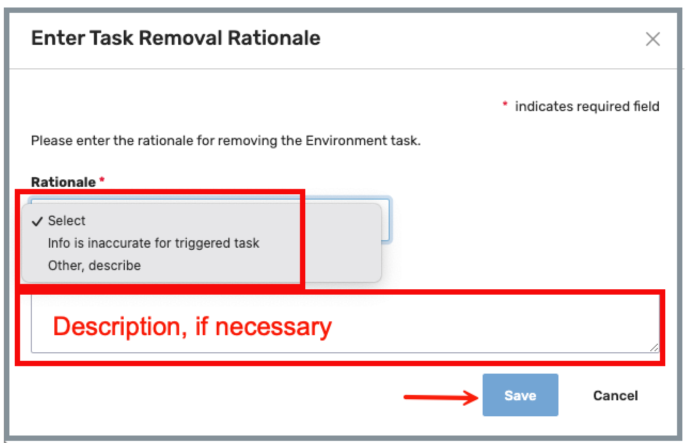


Figure 146: Enter Task Removal Rationale Pop-Up Window

20.7.3 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.

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

20.8 Open a Facility Task

Click any task in the **Facility Tasks** list to open it and view details. See *Figure 147, Clickable Facility Tasks Links.* The task opens in the same window.

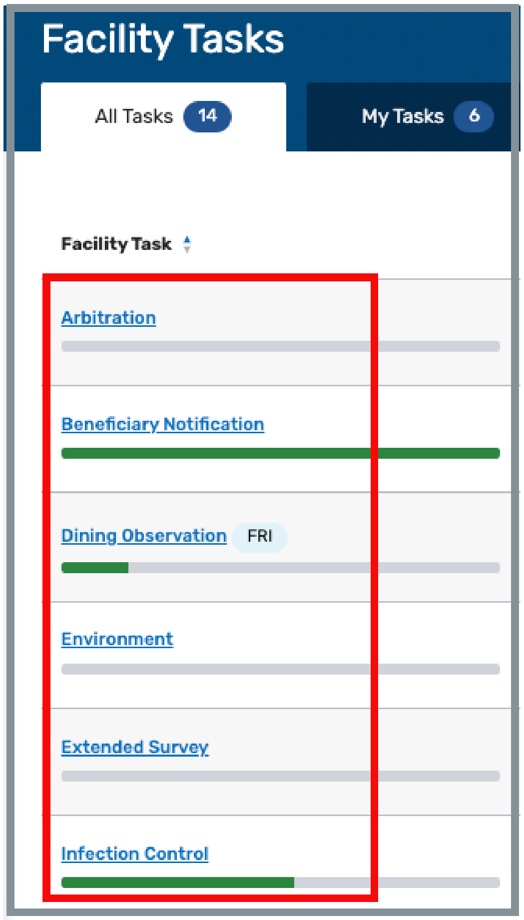


Figure 147: Clickable Facility Tasks Links

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 or a **View Ombudsman** link. See *Figure 148, Task Tab Intakes and Pathway Links.* Click to view active intakes or the Pathway PDF.

  Note: **View Intakes** and **View Ombudsman** links only display when a task is linked to an intake or Ombudsman concern in Offsite Prep.

Figure 148: Task Tab Intakes and Pathway Link

20.9 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 149, Notes Icon.*

Figure 149: 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 150, 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.

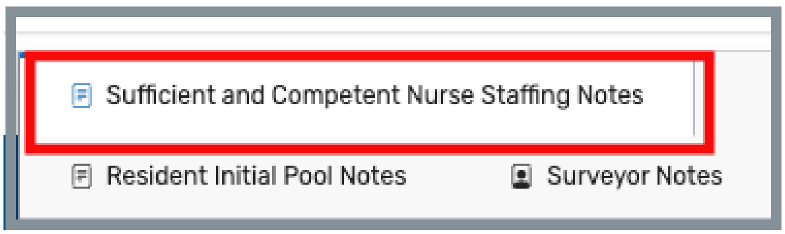


Figure 150: Facility Notes View

- 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 151, Facility Notes Bottom Screen Icon.*

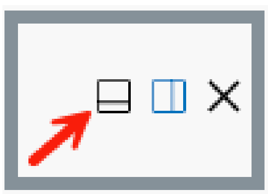


Figure 151: Facility Notes Bottom Screen Icon

- 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 RBS 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 152, 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

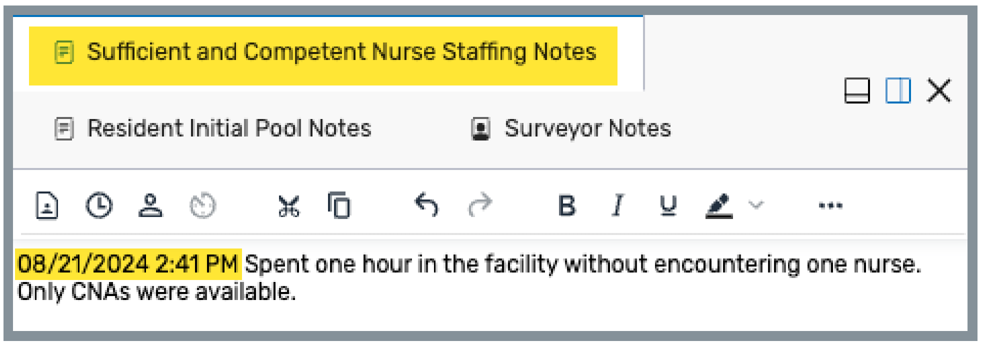


Figure 152: Sample Facility Note

- Facility Notes are autosaved.
- The **Last saved** date and time shows at the bottom of the Facility Notes. See *Figure 153, Facility Notes Last Saved Date and Time.*

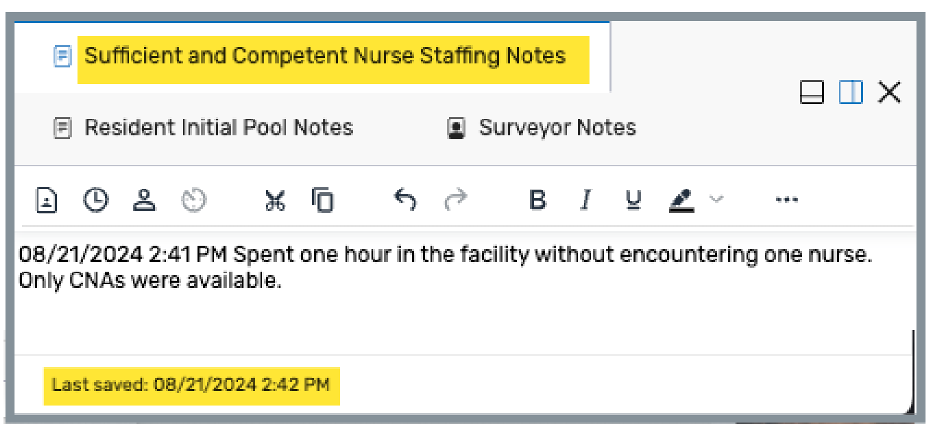


Figure 153: Facility Notes Last Saved Date and Time

Custom Toolbar Functions

There are 4 custom toolbar options among the normal standard formatting options. See *Figure 154, Facility Notes Custom Toolbar Functions.*

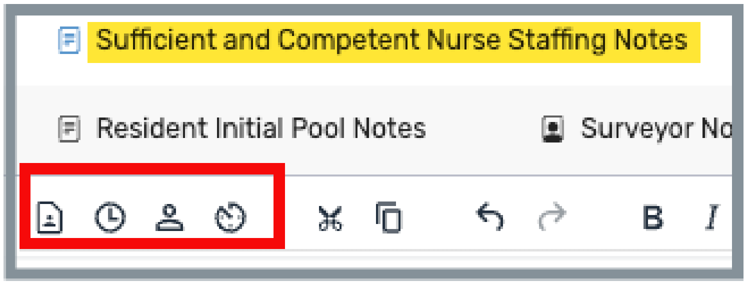


Figure 154: Facility Notes Custom Toolbar Functions

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 155, View All Facility Notes.* Click any name to view the Facility Note.

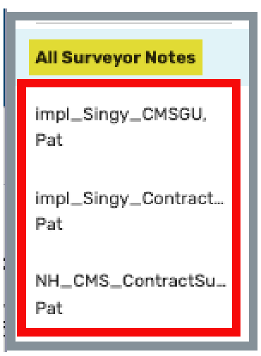


Figure 155: View All Facility Notes

  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 156, Facility Notes Formatting Menu.*

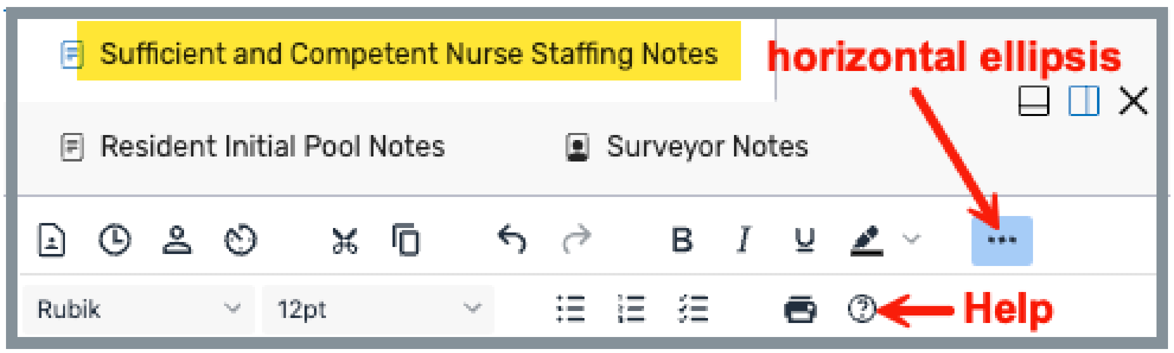


Figure 156: Facility Notes Formatting Menu

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

20.10 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 157, Probes/CE Tab Example* and *Table 25, Probes/CE Tab Example Detailed Callout*.

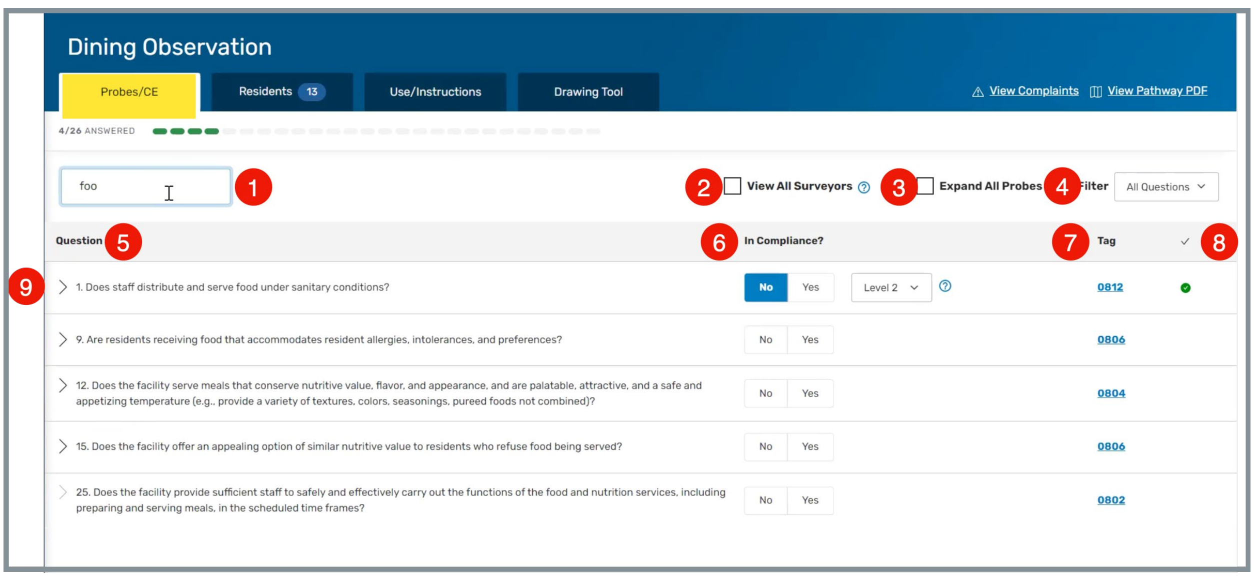


Figure 157: Probes Tab Example

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?**	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. 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
7	**Tag**	Click the tag and the Regulation Text/Interpretive Guidance window pops up. Select **Regulation** or **Interpretive Guidance** tabs. See *Figure 158, Regulation Text Tag.*
8	✓	A white check mark in a green circle is shown in the far right column when the question has been answered.
9	**Questions**	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. See *Figure 159, Expand Question.*

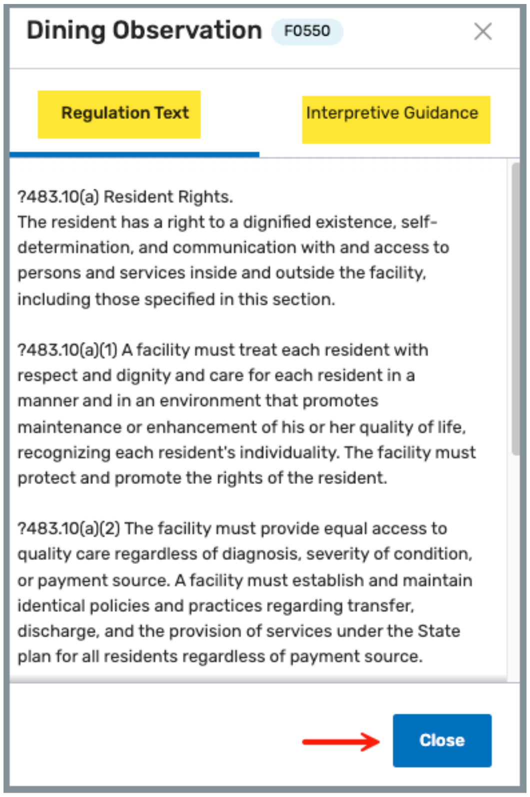


Figure 158: Regulation Text Tag

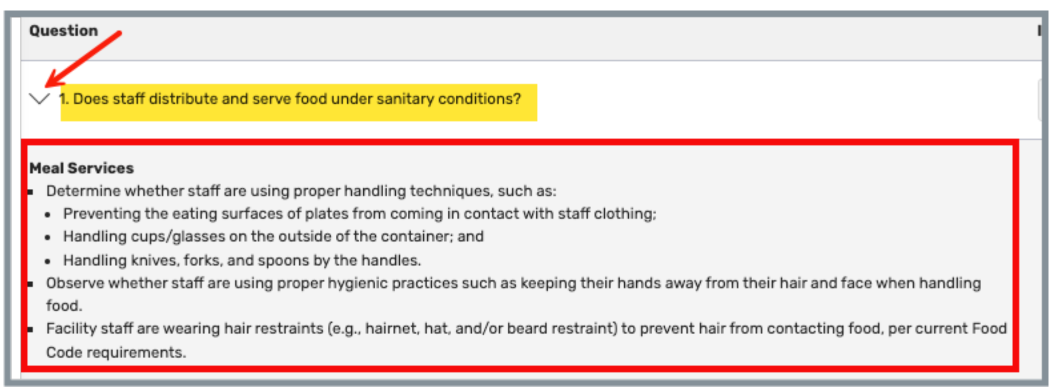


Figure 159: Expand Question

20.11 Residents Tab

Purpose:

Notes:

- The following tasks have the **Residents** tab:
  - Arbitration
  - Beneficiary Notification
  - Dining Observation
  - Environment
  - Infection Control
  - Personal Funds
  - QAPI and QAA
  - Resident Assessment
  - 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
  - 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 is cited and QAPI/QAA is triggered. If QAPI/QAA task is not triggered, no residents will be displayed.
  - Residents cannot be removed from the task by a surveyor

Review dining information. See *Figure 160, Residents Tab Example* and *Table 26, Residents Tab Example Detailed Callout*.

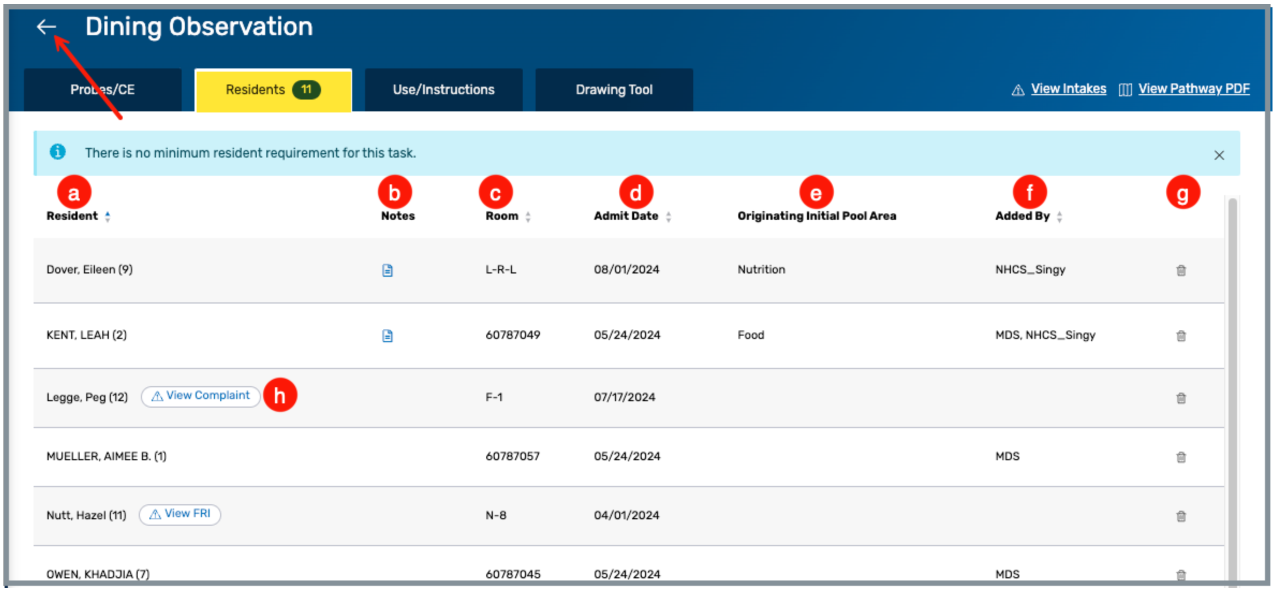


Figure 160: Residents Tab Example

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**	• **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.

20.12 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, Finalize Sample)
  - Investigation (Facility Tasks, Investigations, Potential Citations).

20.12.1 Click the **Add Residents for Task** icon on the top right of the screen. See *Figure 161, Add a Resident for Task Icon.* The **Add Residents for Task** window opens. See *Figure 162, 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.

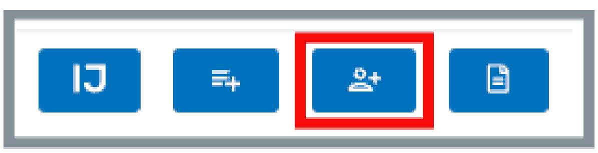


Figure 161: Add a Resident for Task Icon

20.12.2 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.

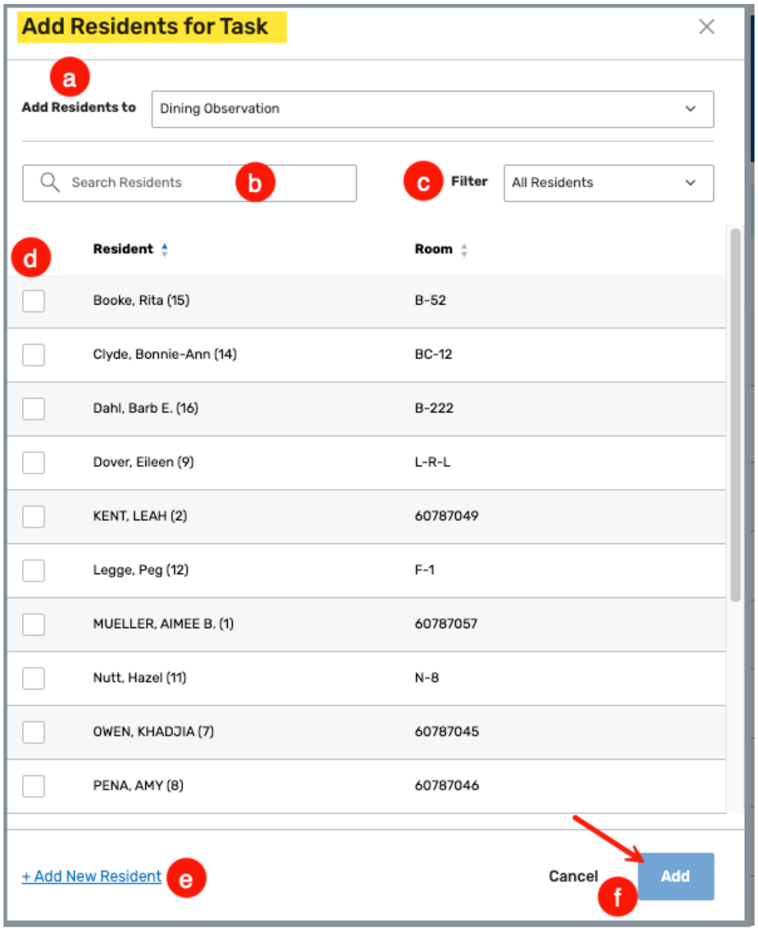


Figure 162: Add Residents for Task

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**.

20.12.3 Verify the green notification banner indicates the resident or residents were added successfully. See *Figure 163, Facility Task Residents Created Successfully*.

Figure 163: Facility Task Residents Created Successfully

20.13 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.

20.13.1 Click the trashcan icon to the right of the resident name. See *Figure 164, 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.

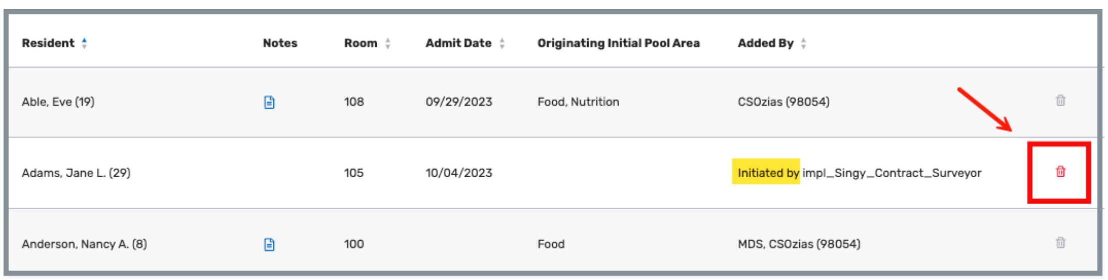


Figure 164: Remove a Resident

20.13.2 Verify the correct resident is being removed. See *Figure 165, Yes, Remove*.

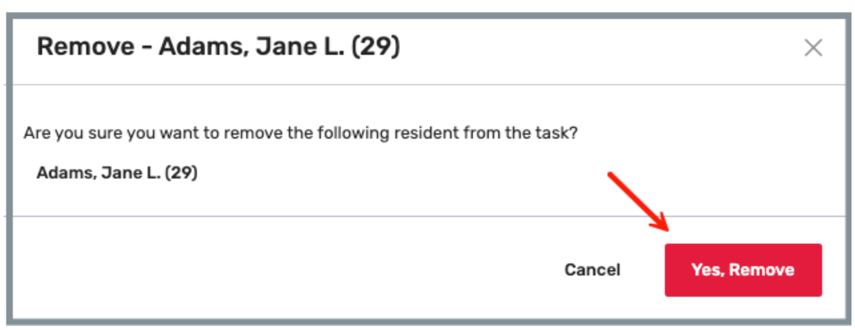


Figure 165: Yes, Remove

20.13.3 Click **Yes, Remove**.

20.13.4 Verify green notification banner appears. See *Figure 166, Resident Successfully Removed from Task.*

Figure 166: Resident Successfully Removed from Task

20.14 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.

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

20.14.2 Click the caret next to **Use** to view the use text. Click the caret next to **Instructions** to view the instructions. See *Figure 167, Use/Instructions.*

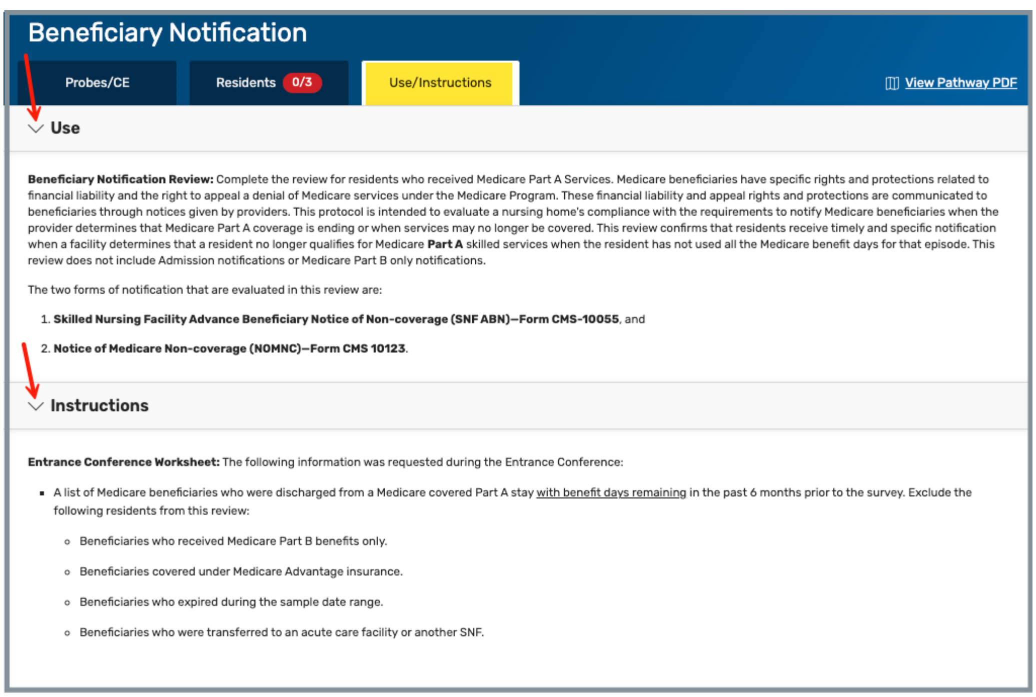


Figure 167: Use/Instructions

20.15 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.

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

20.15.2 Click the pencil icon (a) to start drawing. See *Figure 168, Drawing Tool Tab Example* and *Table 28, Drawing Tool Tab Example Detailed Callout*.

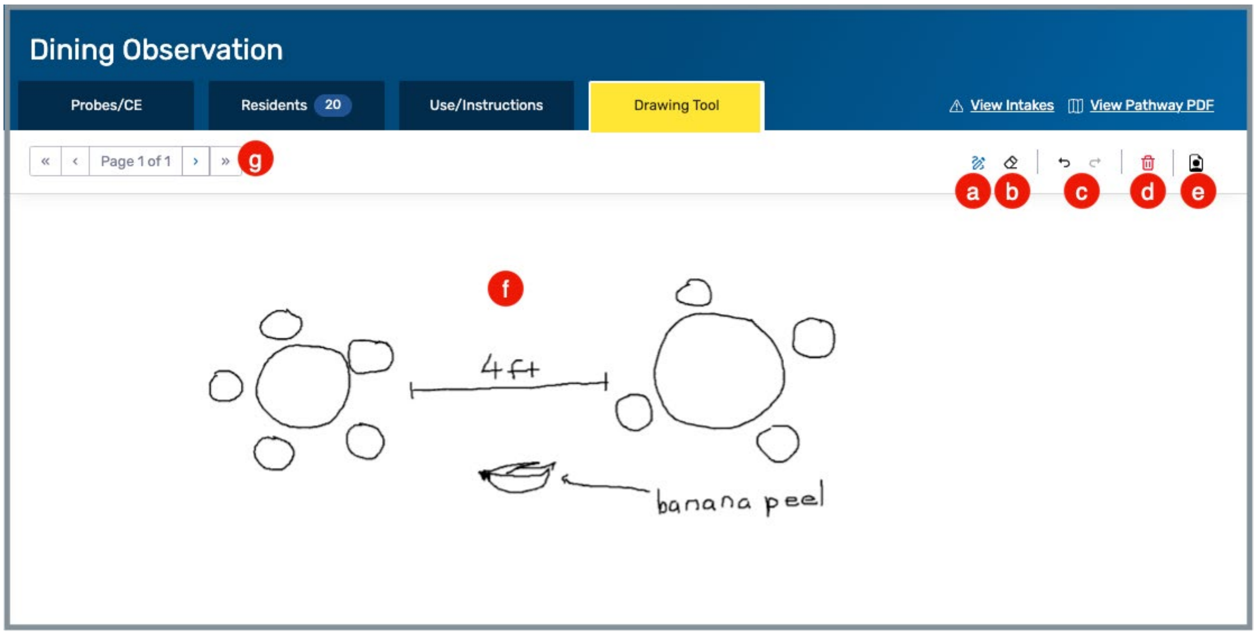


Figure 168: Drawing Tool Tab Example

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 *Figure 169, All Surveyor Drawings.*
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.

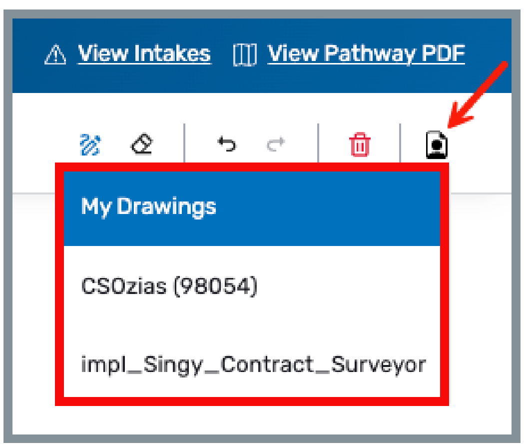


Figure 169: All Surveyor Drawings

20.16 Medication Administration

Purpose: To document a minimum of ten (10) 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

a. Open the **Medication Administration** Facility Task. See *Figure 170, Medication Administration Facility Task*. The task opens on the **Probes/CE** tab.

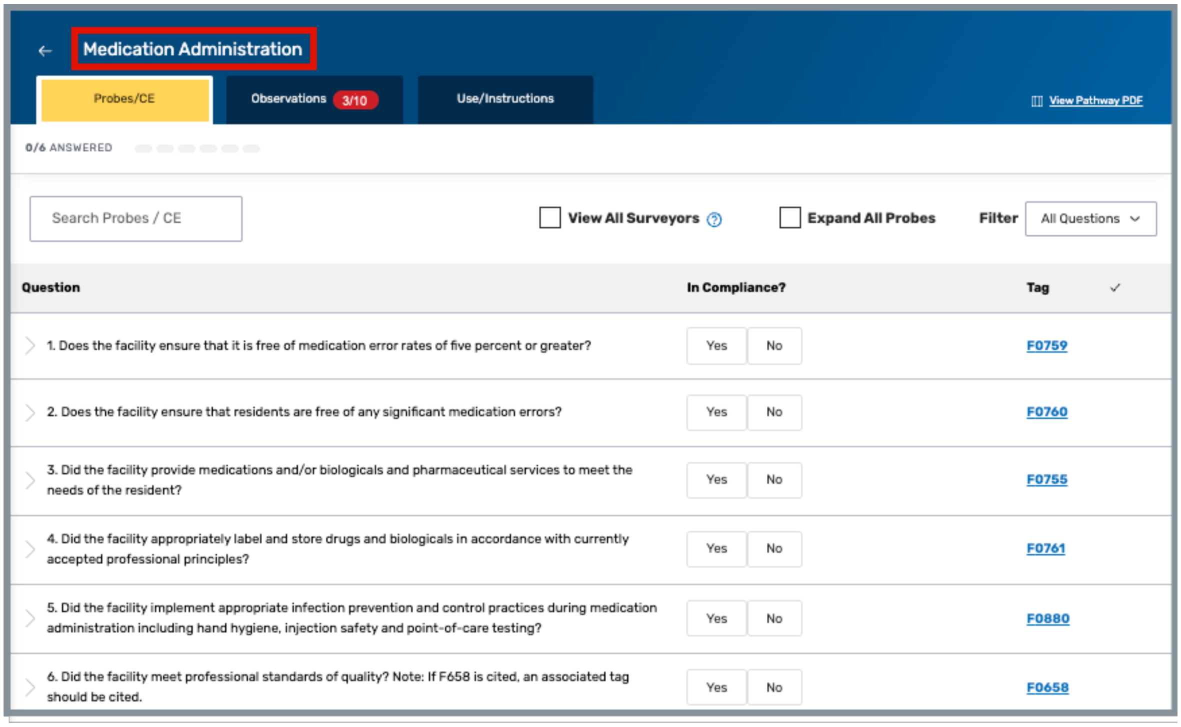


Figure 170: Medication Administration Facility Task

b. Click the **Observations** tab to view text. See *Figure 171, Medication Administration Observation Tab*.

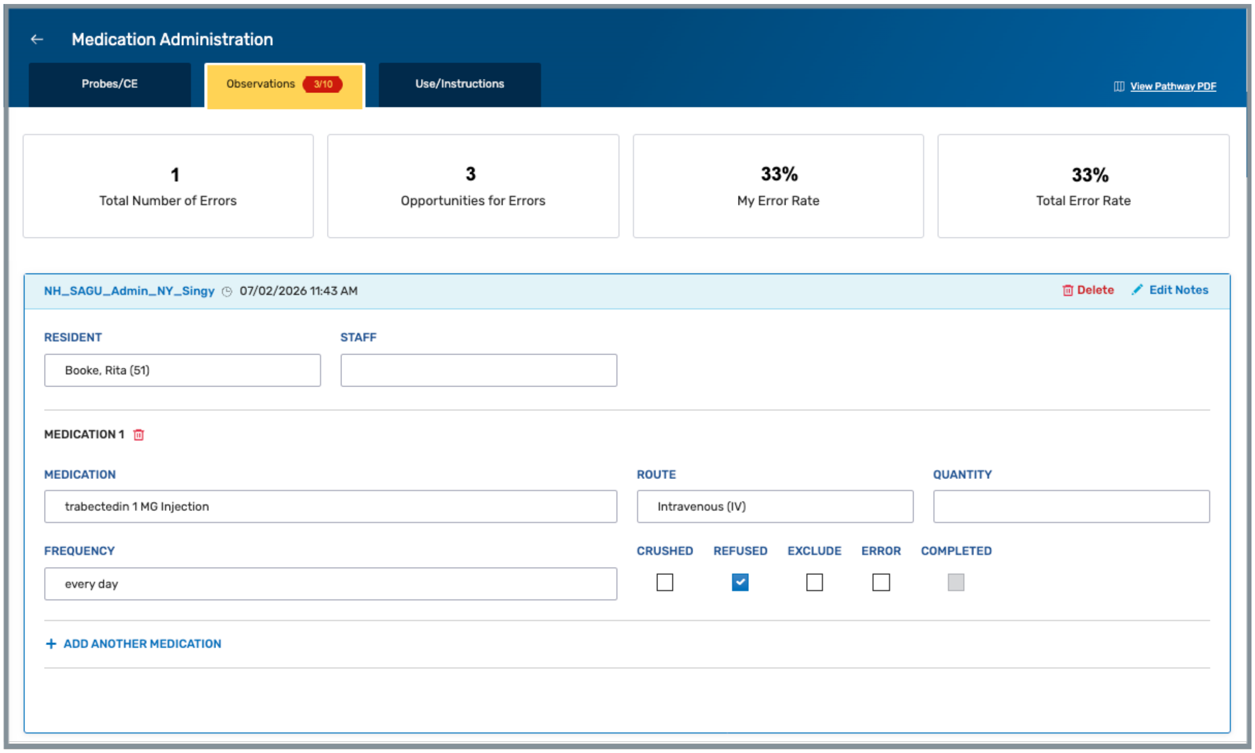


Figure 171: Medication Administration Observation Tab

Add/Edit a Medication Observation

Notes:

- Any surveyor assigned to the task can add Medication Observations and edit their own observations.

a. Click **+ Add Observation** to add a new Medication Observation. See *Figure 172, Add Medication Observation.* The fields clear.

Figure 172: Add Medication Observation

b. Fill out information. See *Figure 173, 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 174, 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.

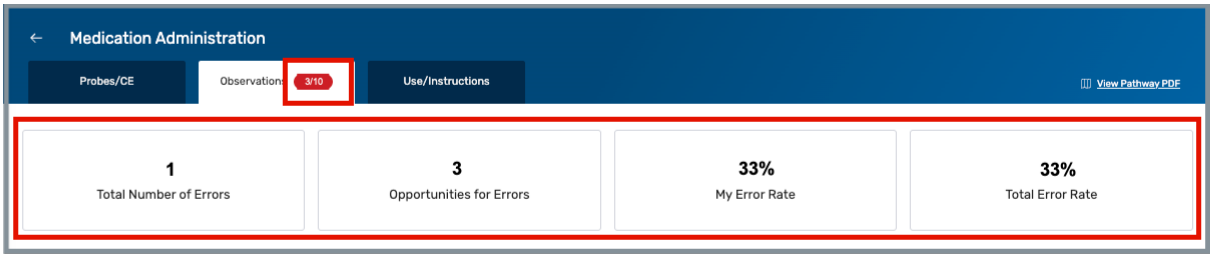


Figure 173: Medication Observation Updated Counts

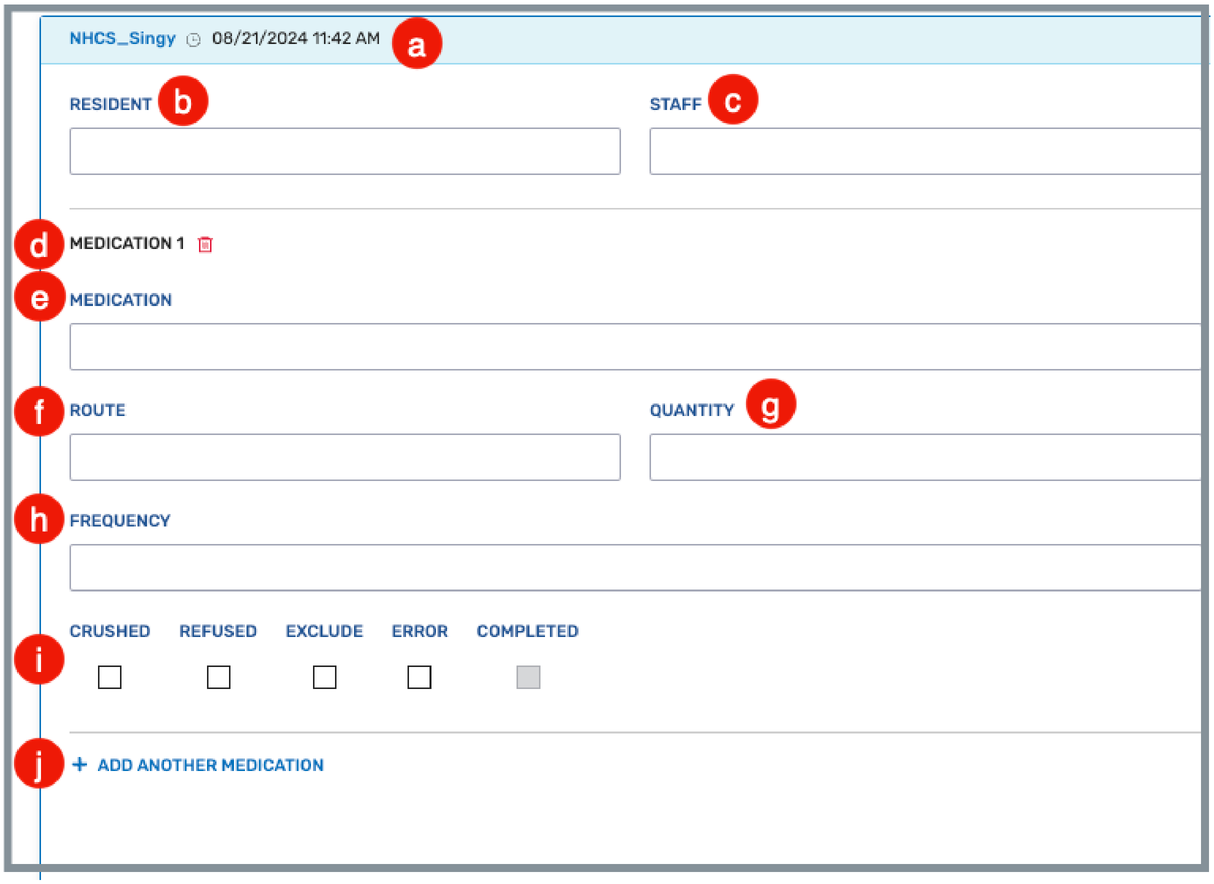


Figure 174: Add a Medication Observation

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	Click the checkbox next to how the medication was delivered. **Notes**: • **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**	Click to add an additional medication. **Note**: The additional medication must be for the same resident and staff member.

Mark a Medication Observation Complete

- Medication Observations are completed when **Resident**, **Staff**, and **Medication** fields have values. See *Figure 175, Mark Observation as Completed.* The **Completed** field is grayed out until these three fields are updated.

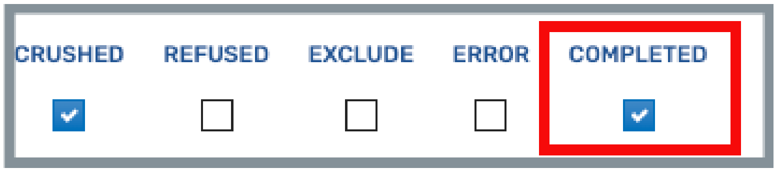


Figure 175: Mark Observation as Completed

- The total observation count and percentages calculated at the top of the screen update once a Medication Observation is marked as complete. See *Figure 176, Medication Observation Percentages and Count.*

Figure 176: 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 177, Delete Medication Observation.* The **Delete Observation** pop-up window opens.

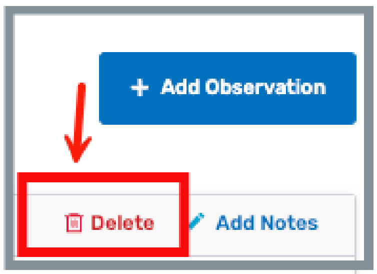


Figure 177: Delete Observation

b. Click **Yes, Delete** to delete Medication Observation. See *Figure 178, Delete Observation.*

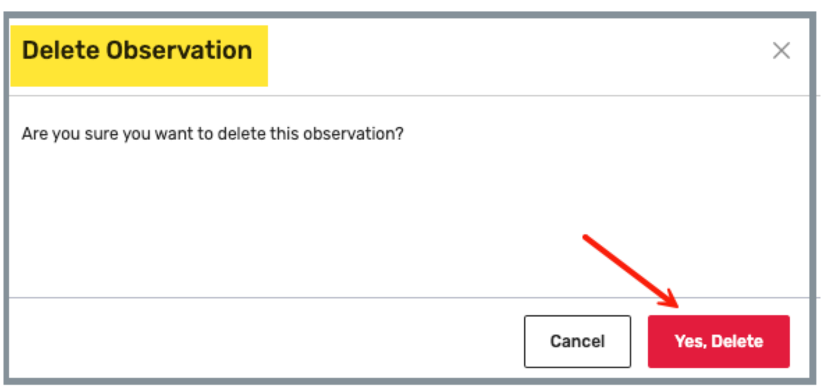


Figure 178: Delete Observation

Delete a Medication

Click the trashcan to delete the medication. See *Figure 179, Delete a Medication.*

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

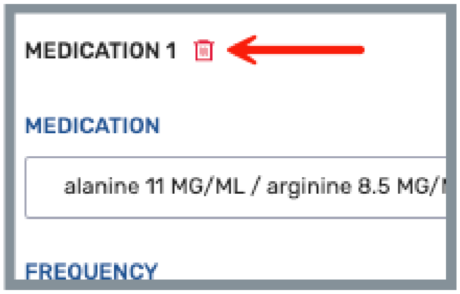


Figure 179: Delete a Medication

Filter Medication Observations

Click the drop-down menu next to **Filter** to filter Medication Observations. See *Figure 180, Filter Medication Observations.*

Note: Medication Observations can be filtered by:

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

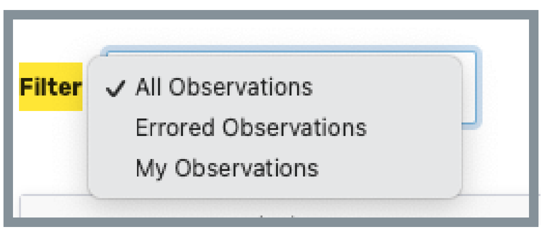


Figure 180: Filter Medication Observations

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 181, Add Medication Observation Notes.* The **Notes** page slides open to the right. The observation remains visible on the left.

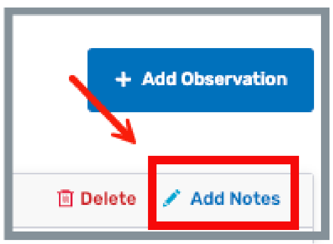


Figure 181: Add Medication Observation Notes

b. Type notes. See *Figure 182, Medication Observation Notes.*

Note: The notes automatically save.

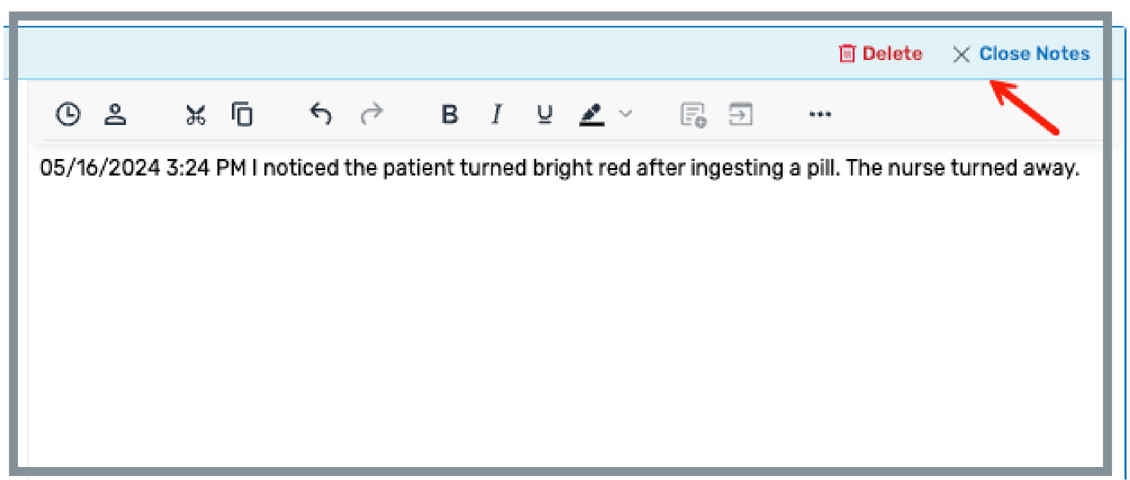


Figure 182: Medication Observation Notes

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 183, Medication Observation Notes Custom Toolbar.*

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

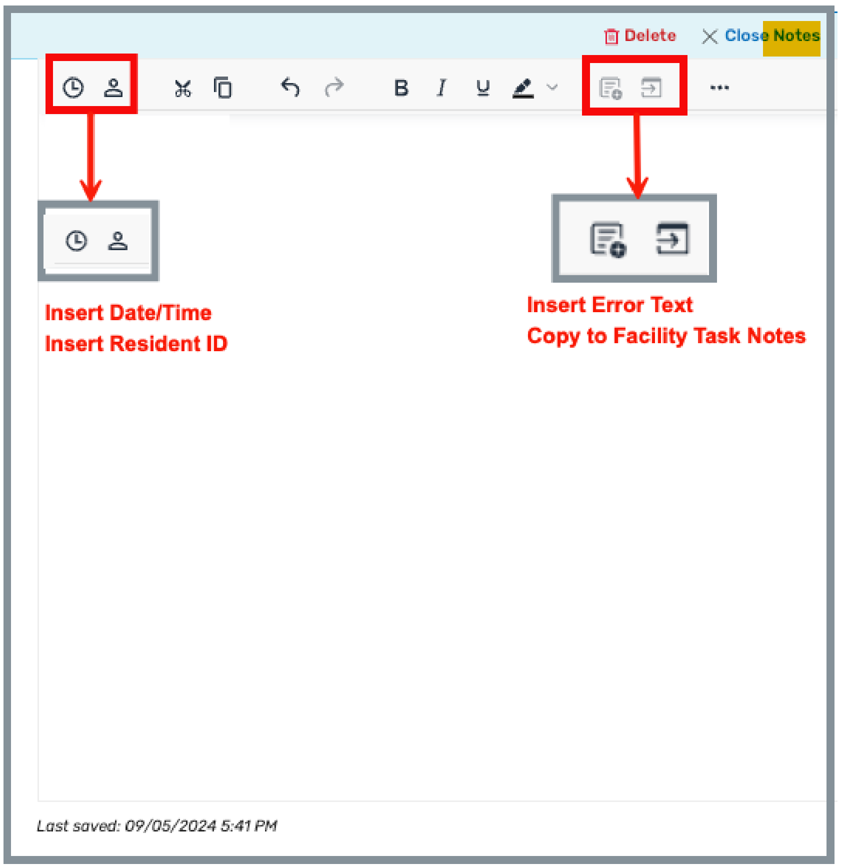


Figure 183: Medication Observation Notes Custom Toolbar

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 184, Insert Error Text into Observation Notes.*

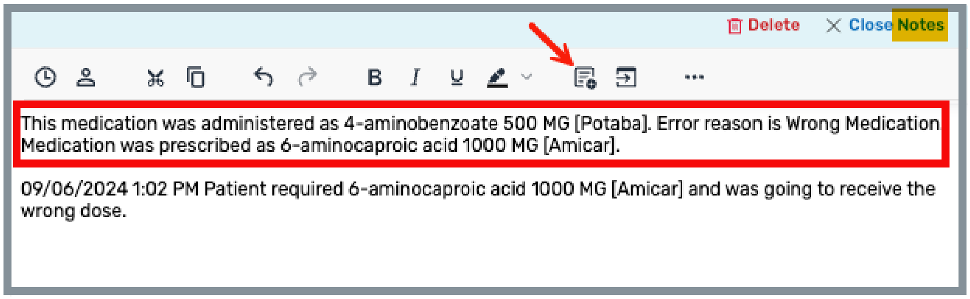


Figure 184: Insert Error Text into Observation Notes

Copy Medication Observation Notes to Facility Tasks Notes

a. Click the Copy to Facility Tasks icon to copy all the medication observation notes into the facility task notes. See *Figure 185, Copy to Facility Tasks*.

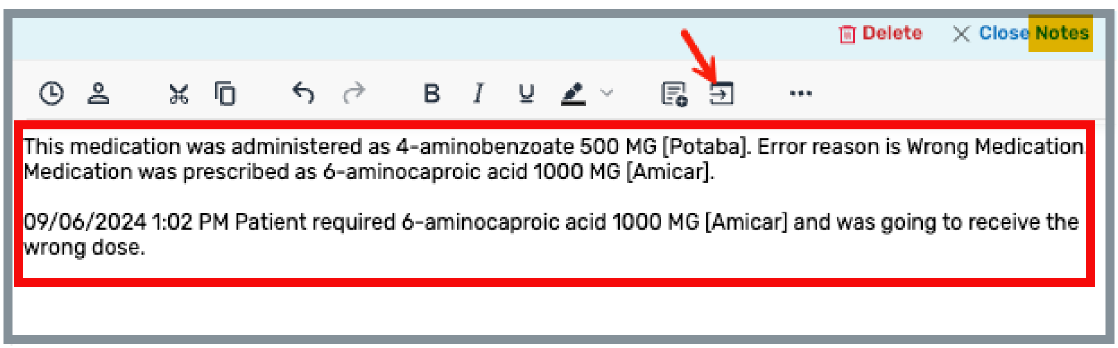


Figure 185: Copy to Facility Tasks

b. The medication observation notes are automatically copied into the facility task notes. There is no need to do anything. See *Figure 186, Medication Observation Notes Automatically Copied to Facility Task Notes.*

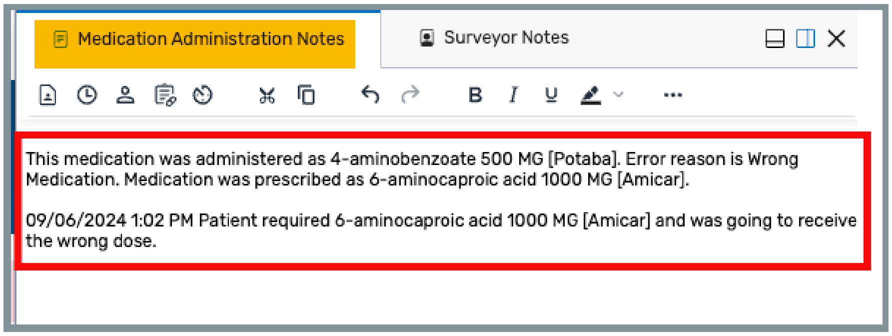


Figure 186: Medication Observation Notes Automatically Copied to Facility Task Notes

21. Investigations

Purpose: To investigate the following:

- Residents included in the final sample
- Any investigations created by a surveyor or created due to a linked intake in Offsite Prep or an Ombudsman concern

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

21.1 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 187, Investigations* and *Table 30, Investigations Detailed Callout*.

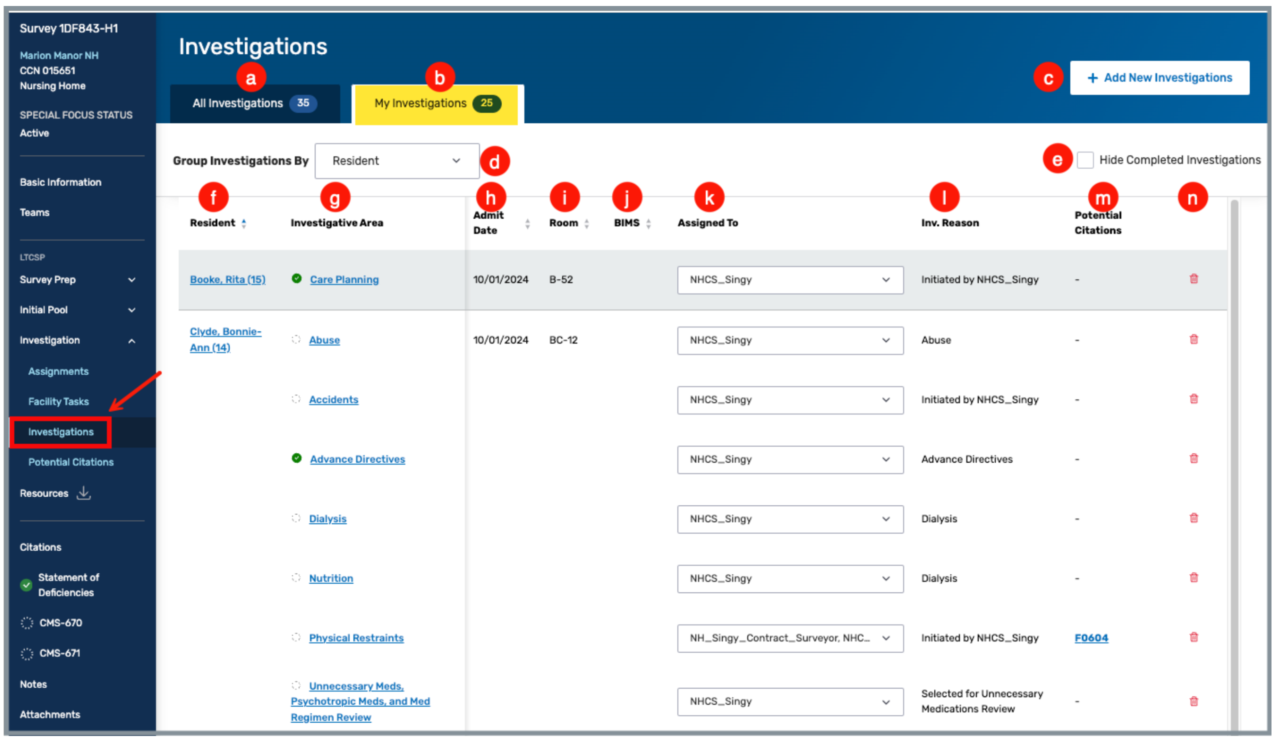


Figure 187: Investigations

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	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. Click the trashcan. The **Enter Investigation Removal Rationale** pop-up window opens. Fill out **Rationale** and **Description**. Click **Save**. The investigation is removed.

21.2 Add New Investigations

21.2.1 Click **+ Add New Investigations** to add a new investigation. The **Add New Investigation** pop-up window opens. See *Figure 188, Add New Investigation Pop-Up Window.*

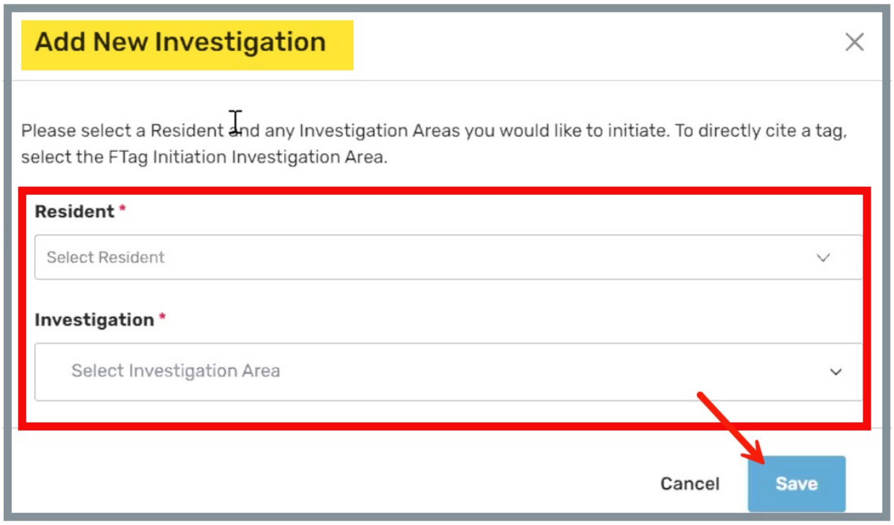


Figure 188: Add New Investigation Pop-Up Window

21.2.2 Select **Resident** from the drop-down menu.

21.2.3 Select **Investigation Area** from the drop-down menu.

21.2.4 Click **Save**. The investigation information populates for the resident under **Investigative Area**. See *Figure 189, Resident Investigation Information.*

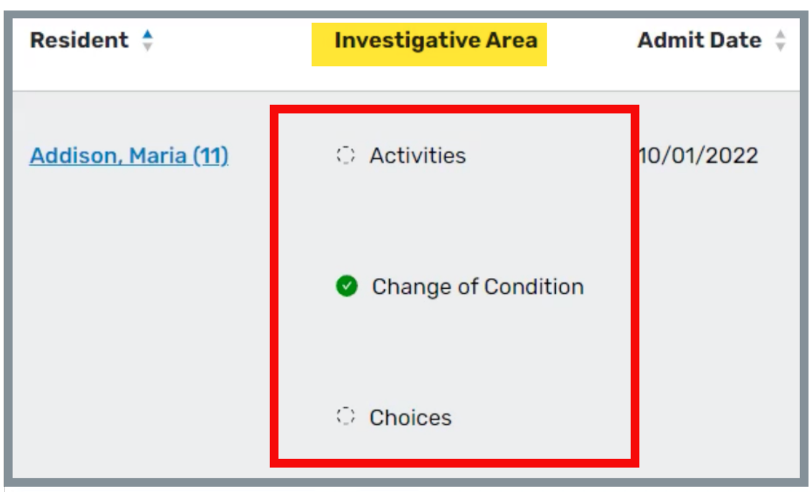


Figure 189: Resident Investigation Information

21.2.5 Verify the green notification banner indicates the new investigation has been successfully added. See *Figure 190, New Investigation Green Notification Banner.*

Figure 190: New Investigation Green Notification Banner

21.3 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.

21.3.1 Click the trashcan icon next to the investigation. See *Figure 191, Investigation Trashcan Icon.* The **Remove Investigation** pop-up window opens.

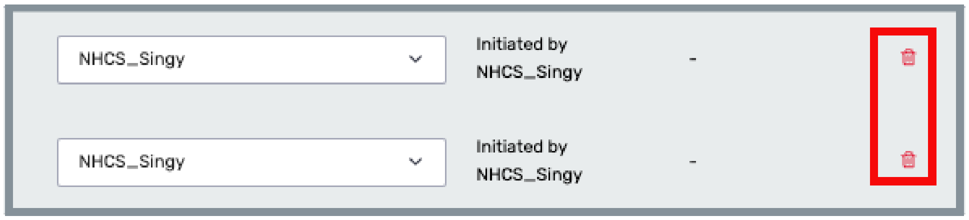


Figure 191: Investigation Trashcan Icon

21.3.2 Type a rationale in the **Rationale** field. See *Figure 192, Remove Investigation Rationale.*

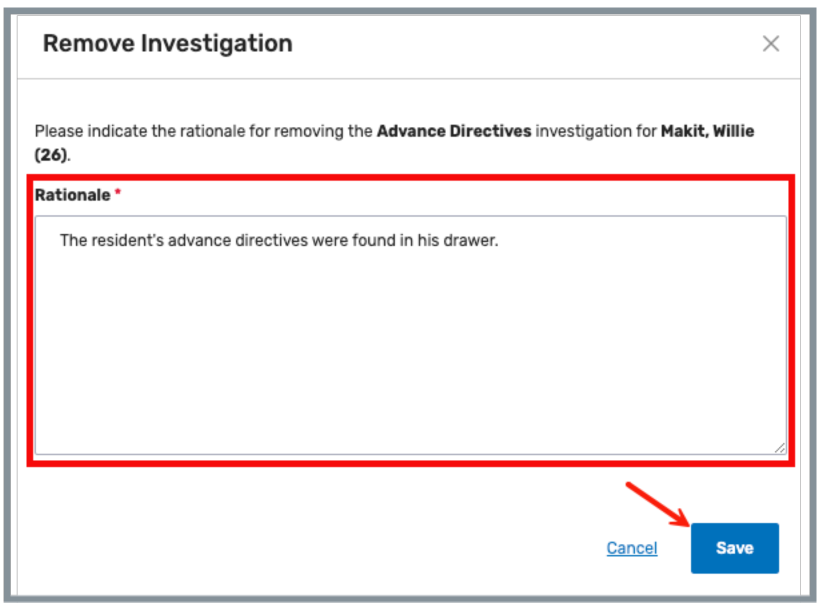


Figure 192: Remove Investigation Rationale

21.3.3 Click **Save**.

21.3.4 Verify the **Investigation deleted successfully** green notification banner is shown. See *Figure 193, Investigation Deleted Successfully Green Notification Banner.*

Figure 193: Investigation Deleted Successfully Green Notification Banner

21.4 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 194, Resident Investigation Details Landing Page* Review each of the tabs below.

Notes:

- Select either the resident or the investigative area. See *Figure 195, Group Investigations by Resident* and *Figure 196, Group Investigations by Investigation.*

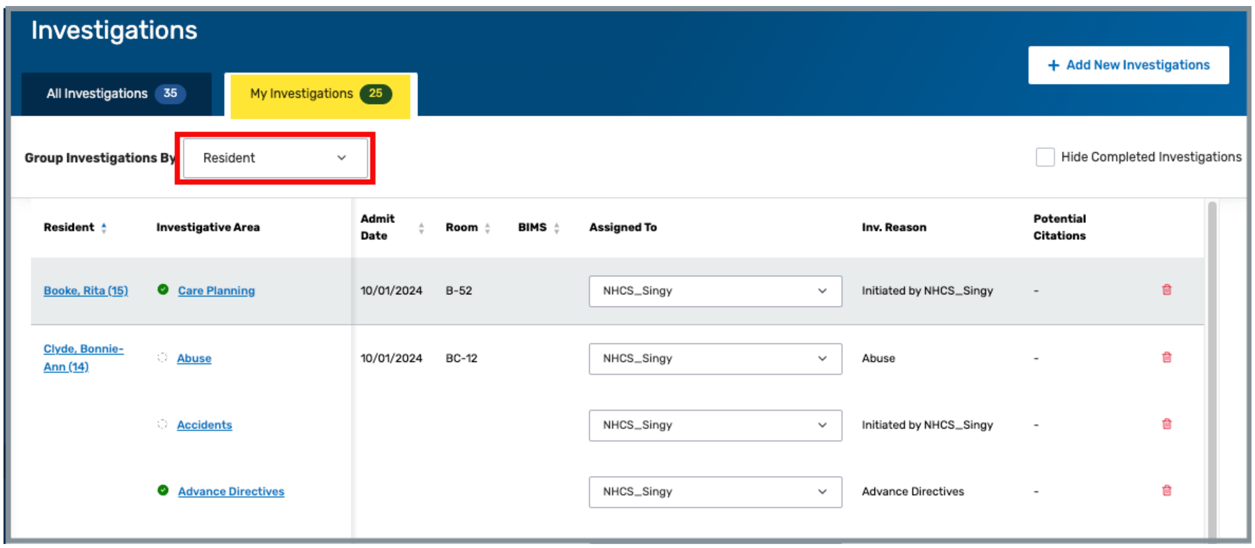


Figure 194: Group Investigations by Resident

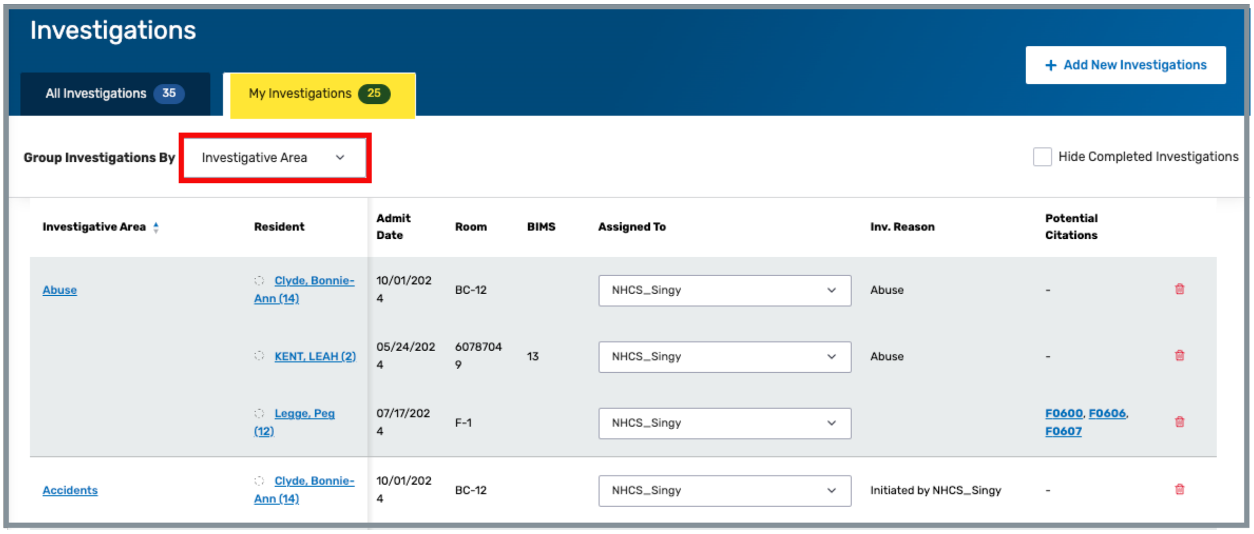


Figure 195: Group Investigations by Investigation

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

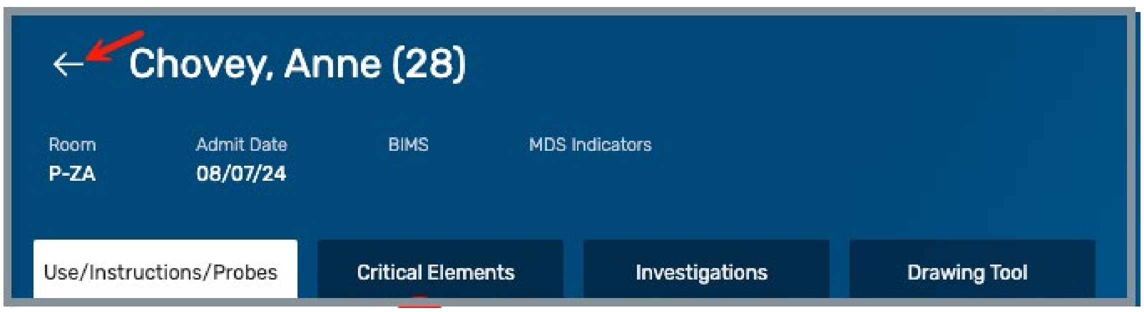


Figure 196: Resident Investigation Details Landing Page

21.5 MDS Information

Note: The MDS information can be accessed on the following three RBS 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

21.5.1 Click the resident name on the **Investigations** page. The **Investigations** resident page opens. See *Figure 197, Investigations Resident Page.*

Figure 197: Investigations Resident Page

21.5.2 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 198, Resident Manager MDS Link.*

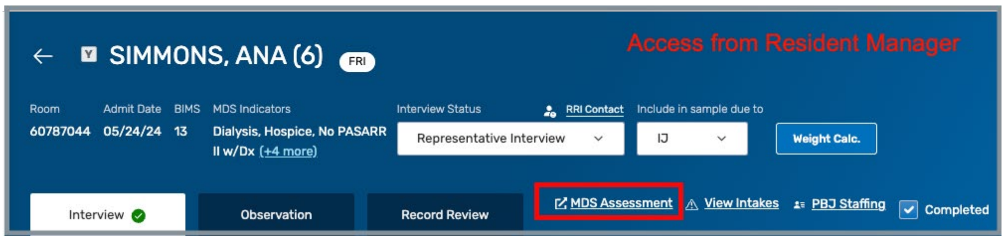


Figure 198: Resident Manager MDS Link

[View an MDS Assessment]

[Save/Print an MDS Assessment]

View an MDS Assessment

a. Click **View** to view the assessment. See *Figure 199, Resident Patient Information and Assessments*. The **Assessments** page opens in a different tab.

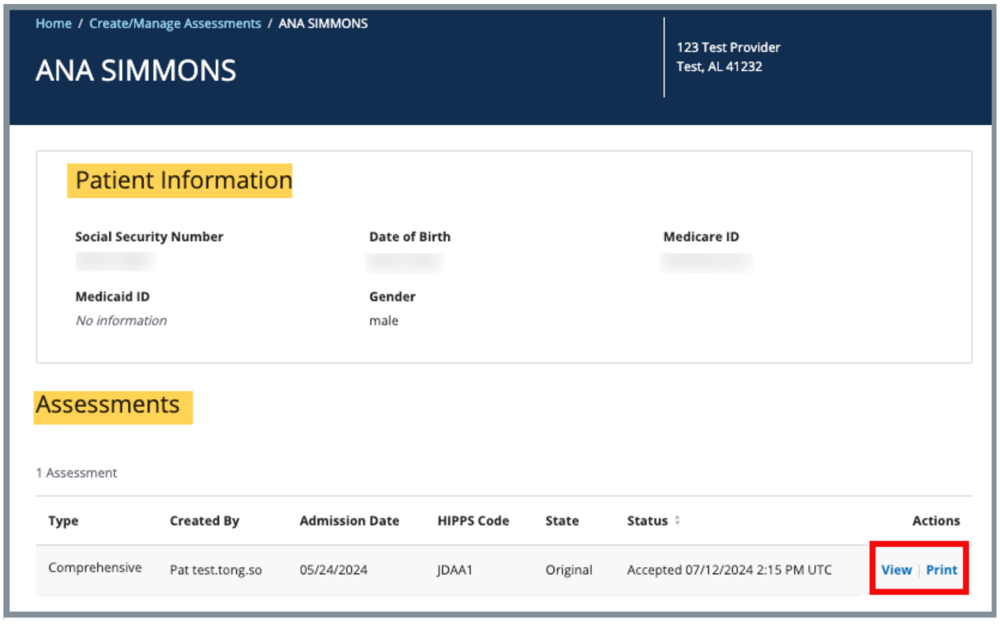


Figure 199: Resident Patient Information and Assessments

b. Click each *section* on the left menu to view information about that section. See *Figure 200, 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.

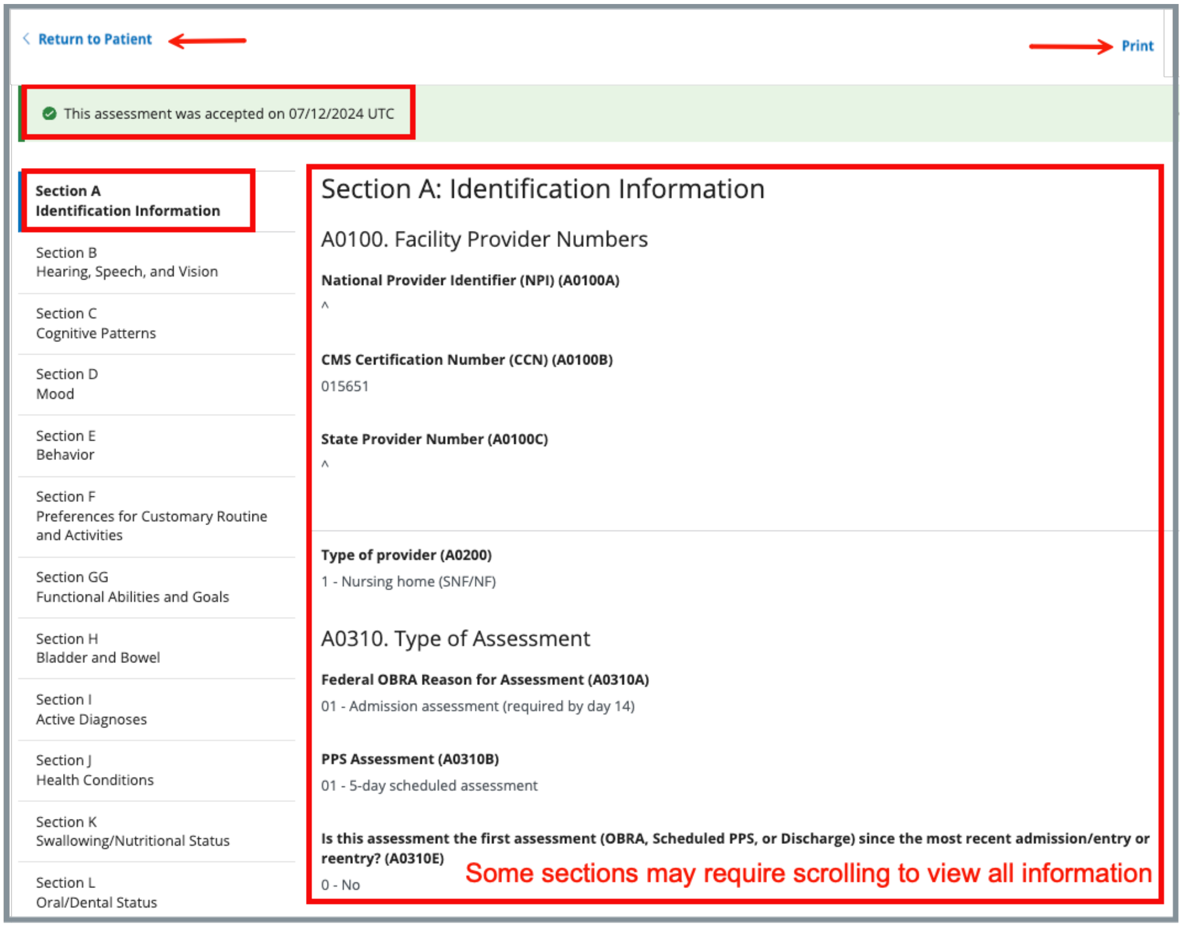


Figure 200: Assessment Information

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

a. Click **Print** on the assessment page or on the resident page. See *Figure 201, Print.* A printable version of the assessment opens.

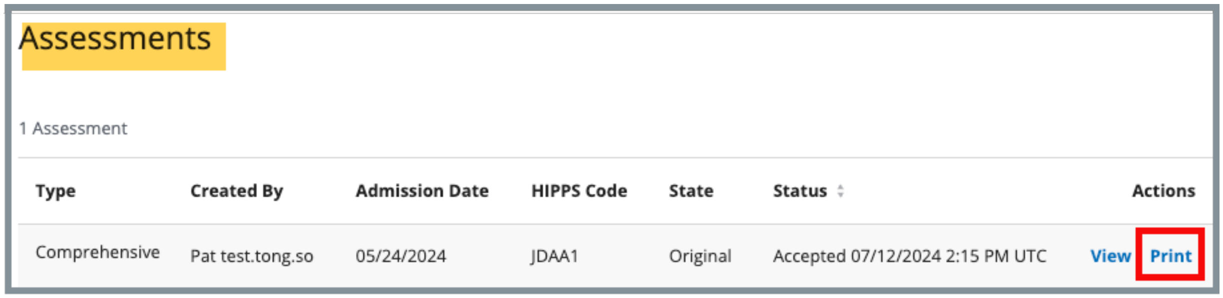


Figure 201: Print

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 202, Top Button.*

Figure 202: Top Button

b. 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 203, Chrome Vertical Ellipsis Options Menu*
Microsoft Edge	*See Figure 204, Edge Horizontal Options Menu*

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

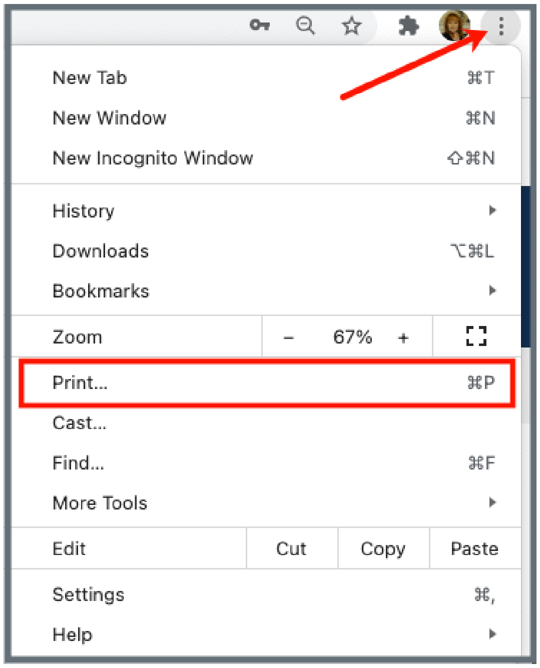


Figure 203: Chrome Vertical Ellipsis Options Menu

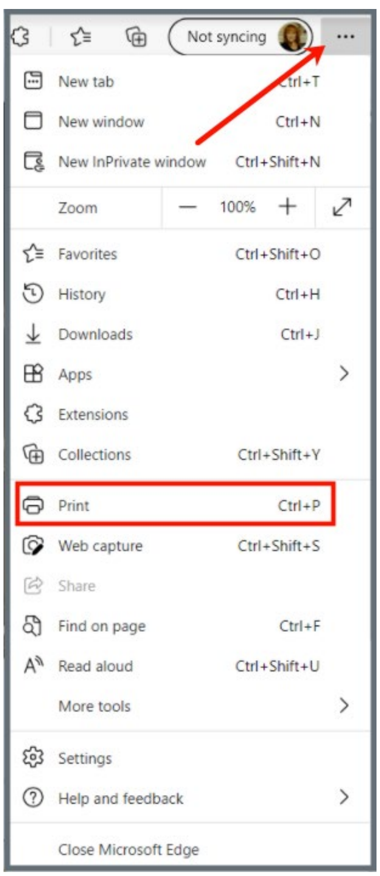


Figure 204: Edge Horizontal Options Menu

c. Select **Print**. The **Print** menu opens.

d. Select **Save as PDF** from the drop-down menu next to **Destination**. *See Figure 205, Print Menu*.

Note: **Save as PDF** is usually the default choice.

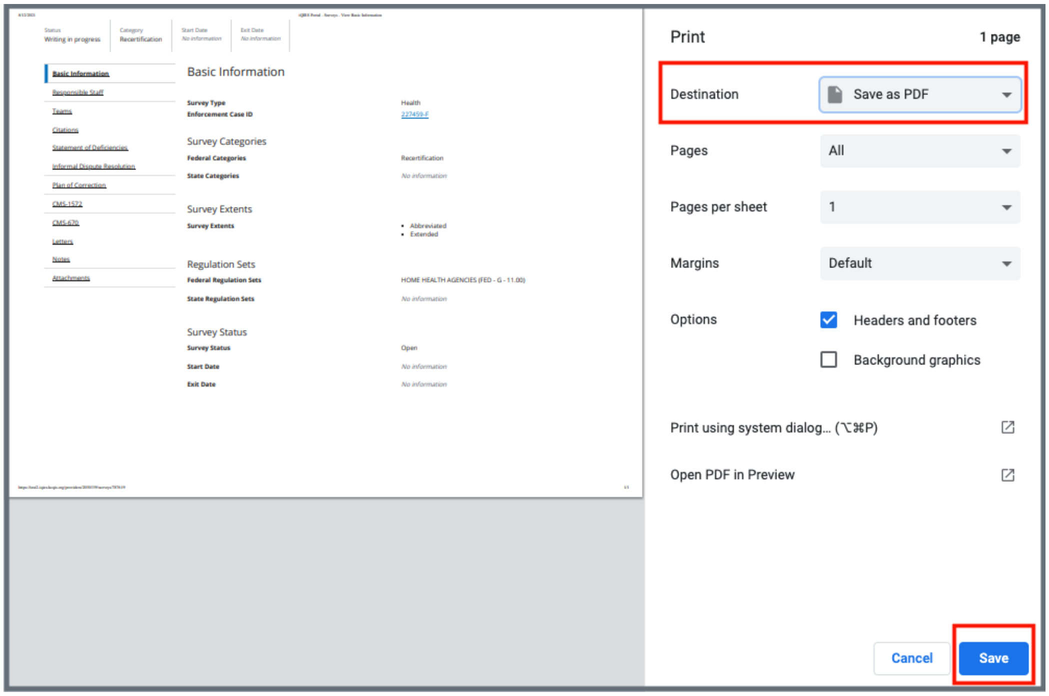


Figure 205: Print Menu

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 206, Save As Popup Window.*

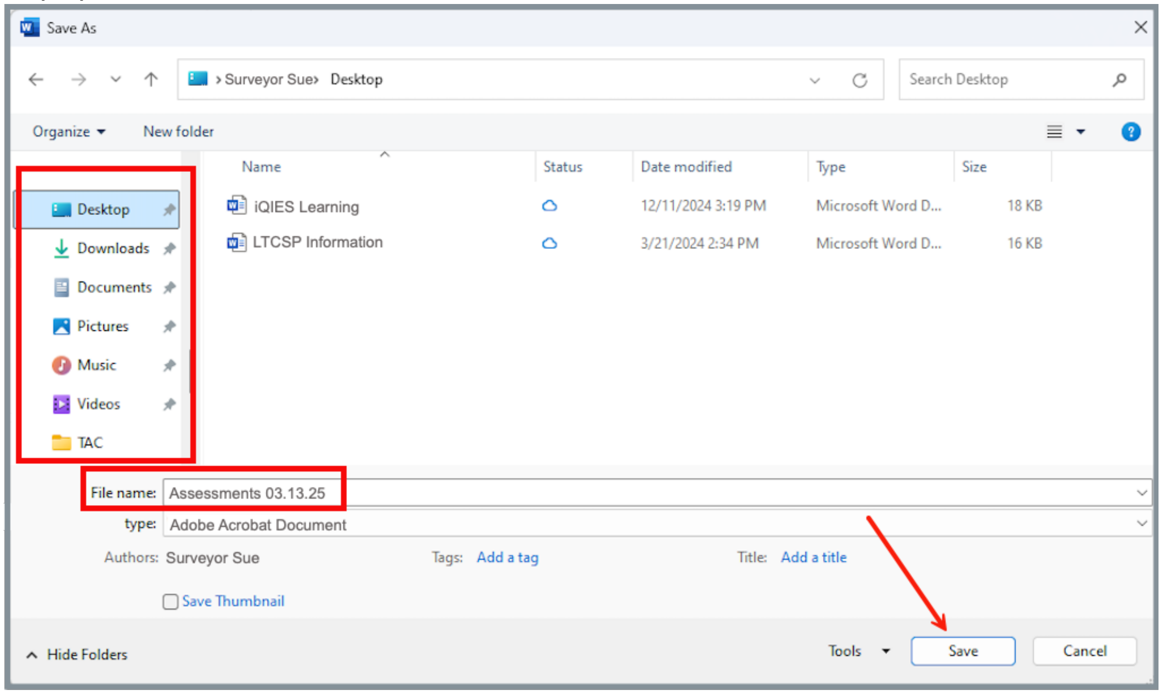


Figure 206: Save As Popup Window

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

a. Click **View** on the assessment page or on the resident page. See *Figure 207, View.* The **Assessments** section opens.

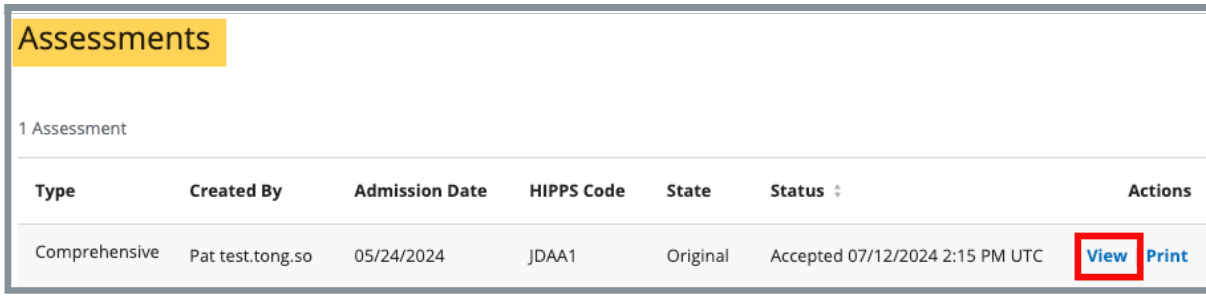


Figure 207: View

b. Select the section to be printed on the left menu. See *Figure 208, MDS Single Section Print.*

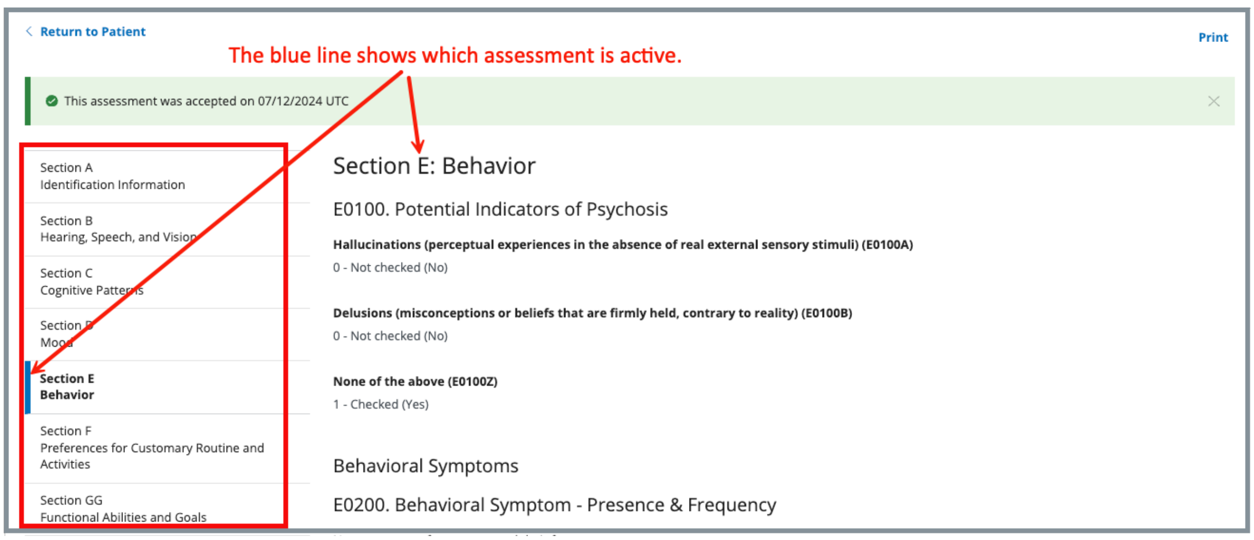


Figure 208: MDS Single Section Print

c. Right click on the mouse. A pop-up window opens. See *Figure 209, Right Click Menu.*

Notes:

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

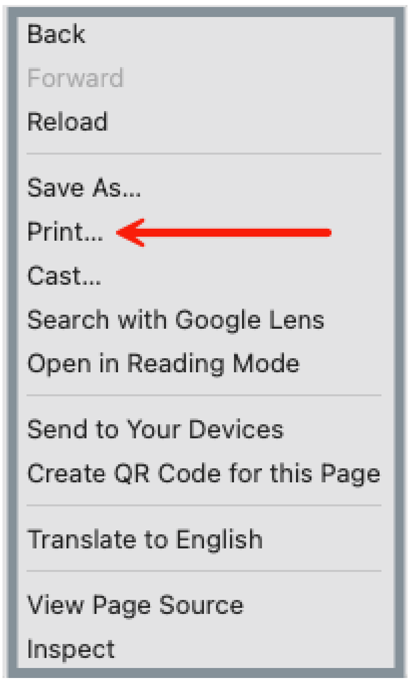


Figure 209: Right Click Menu

d. Select **Print**. The **Print** menu opens.

e. Select **Save as PDF** from the drop-down menu next to **Destination**. *See Figure 210, Print Menu*.

Note: Save as PDF is usually the default choice.

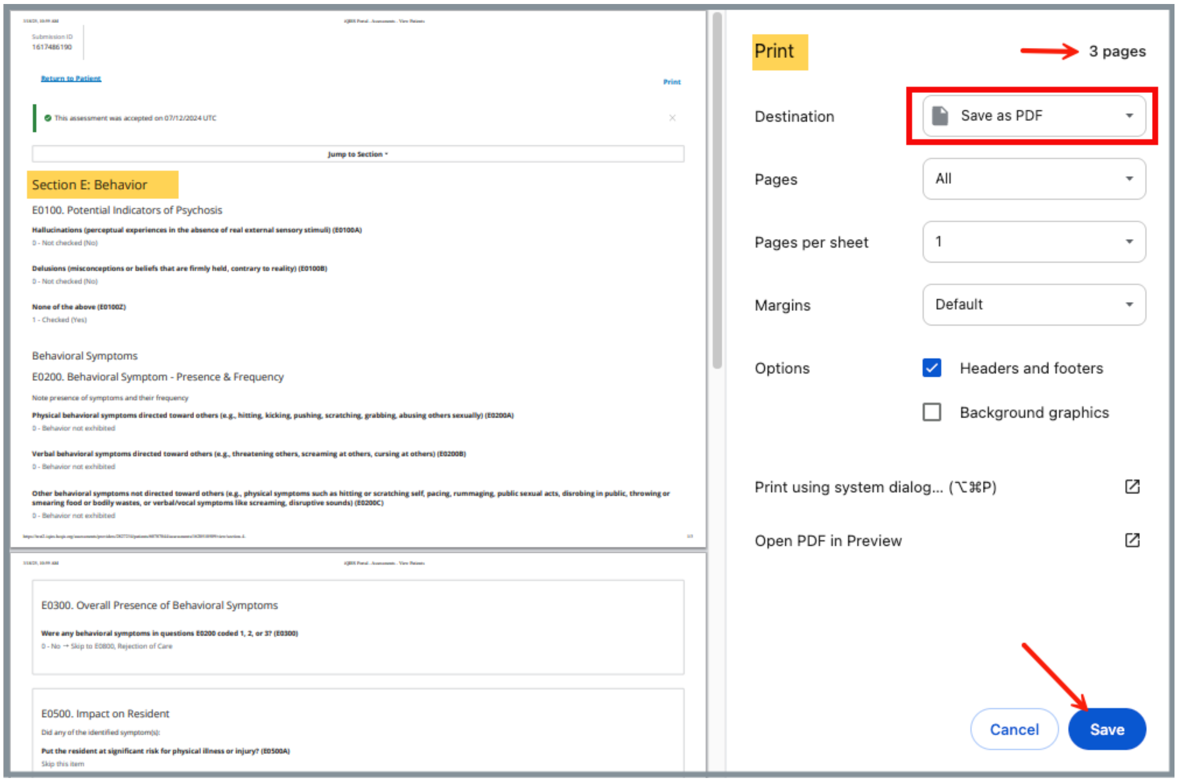


Figure 210: Print Menu

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 211, Save As Popup Window.*

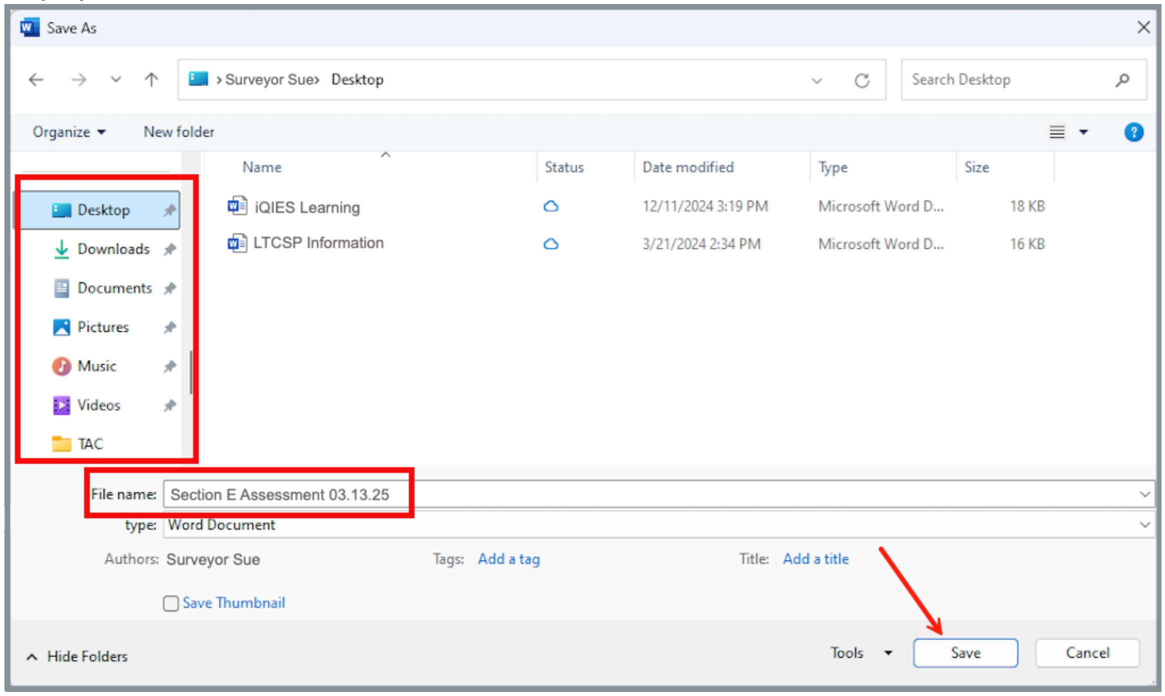


Figure 211: Save As Popup Window

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 212, 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.

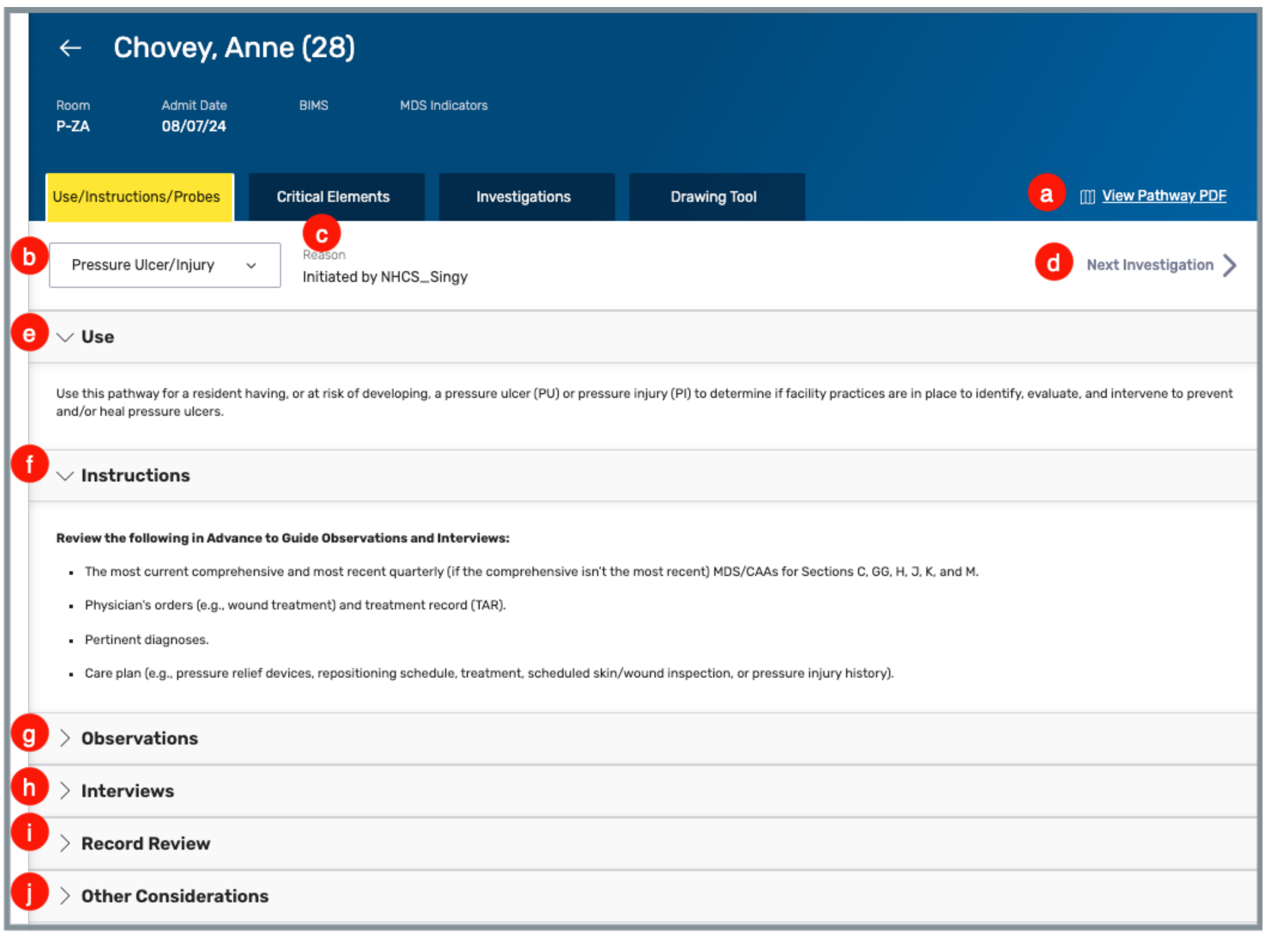


Figure 212: Use/Instructions/Probes Details Landing Page

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**	Shows how the investigation was initiated. Investigations can be: • 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
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**.
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 213, 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.

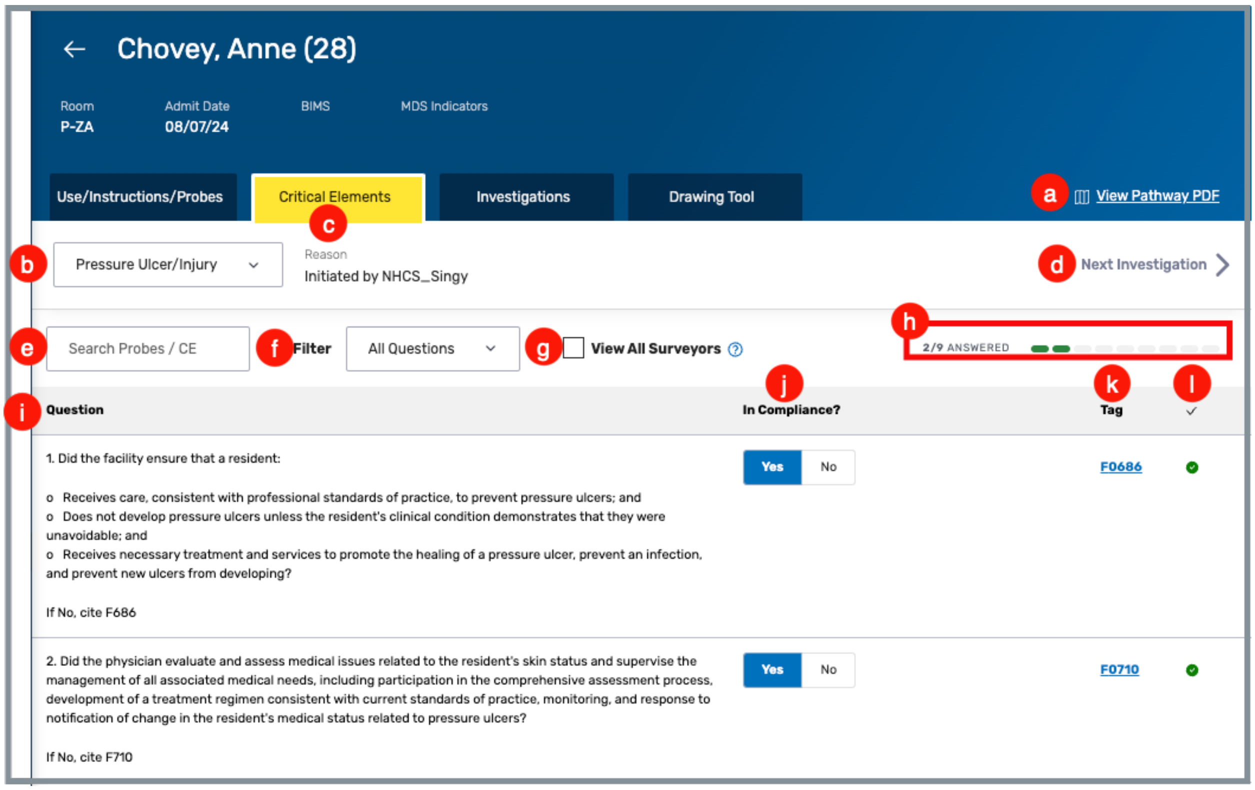


Figure 213: Critical Elements Details Landing Page

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**	Shows how the investigation was initiated. Investigations can be: • 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
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.
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

No.	Name	Description
j	**In Compliance**	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. 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
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 214, 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.

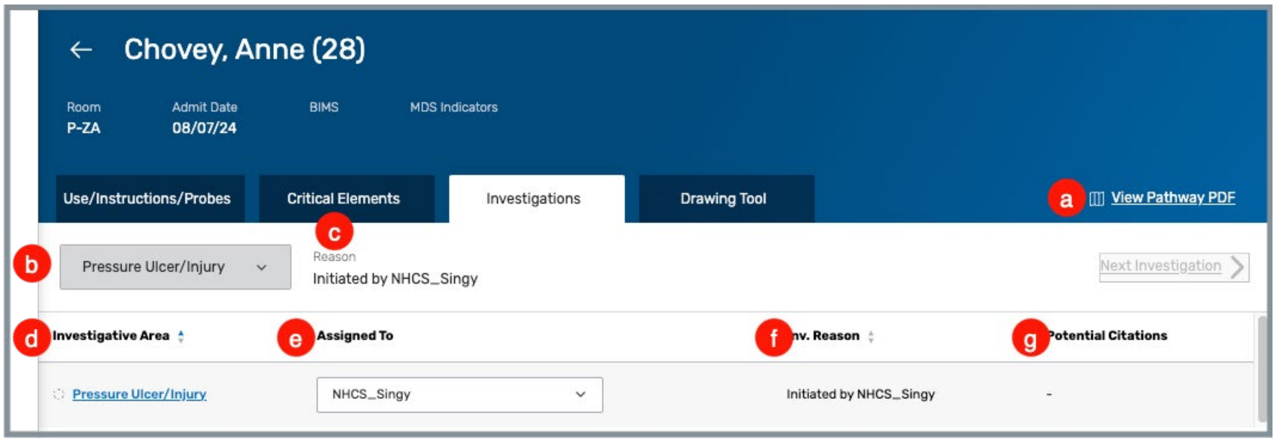


Figure 214: Investigations Tab

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**	Shows how the investigation was initiated. Investigations can be: • 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
b	**Investigative Area**	• 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 215, Drawing Tool Tab.* All other **Drawing Tool** tabs are 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.

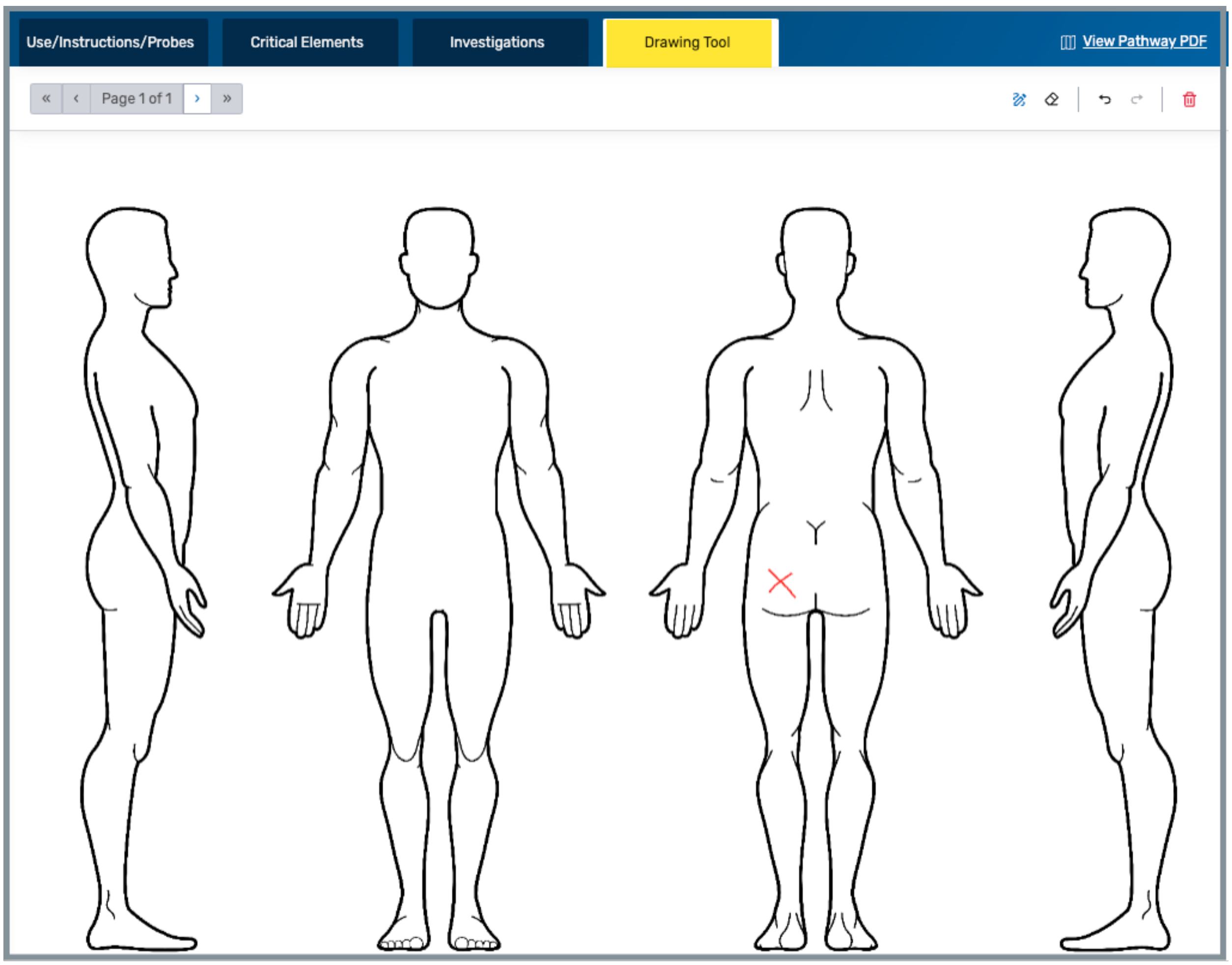


Figure 215: Drawing Tool Tab

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 216, Investigations Residents Tab.*

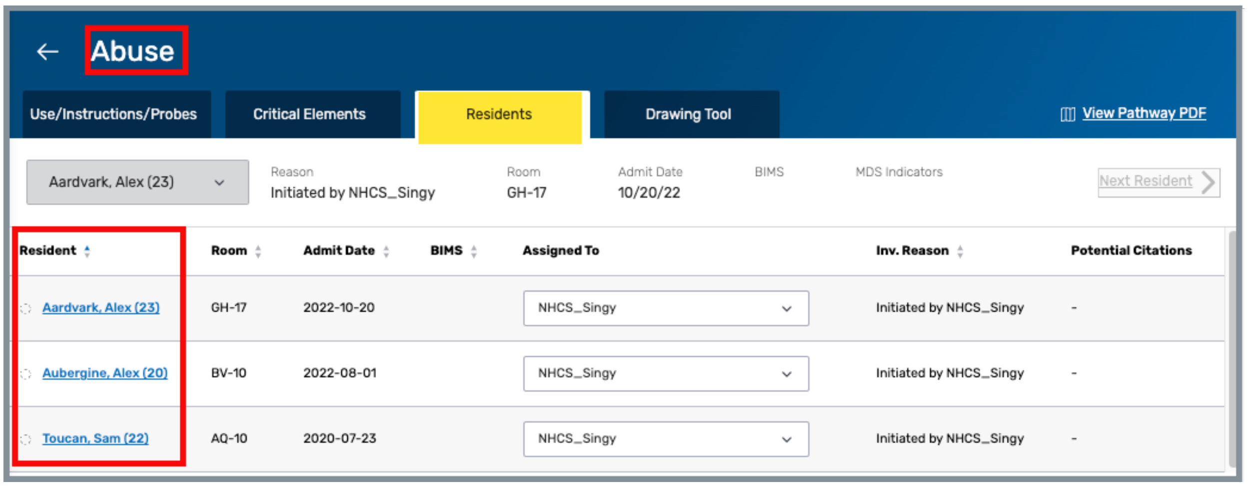


Figure 216: Investigations Residents Tab

21.6 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 217, Notes Icon.*

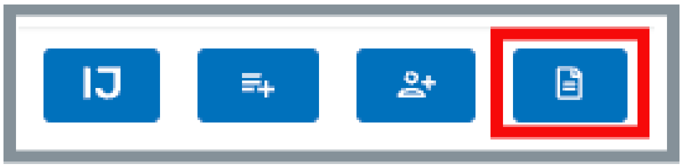


Figure 217: Notes Icon

- Investigation and Resident Notes open in combination with Surveyor Notes. Click on any tab to leave a note for that specific area. See *Figure 218, Facility Notes View.*

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

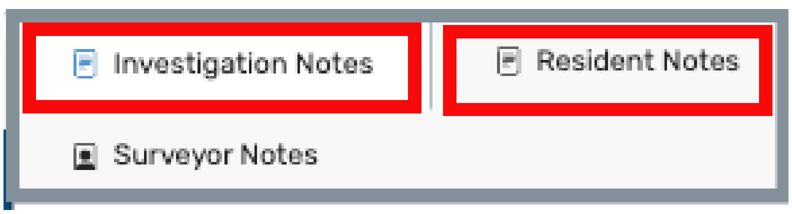


Figure 218: Facility Notes View

- 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 219, Investigation and Resident Notes Bottom Screen Icon.*

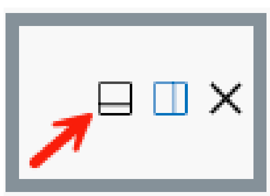


Figure 219: Facility Notes Bottom Screen Icon

- 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 are 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 220, Sample Investigation Note.*

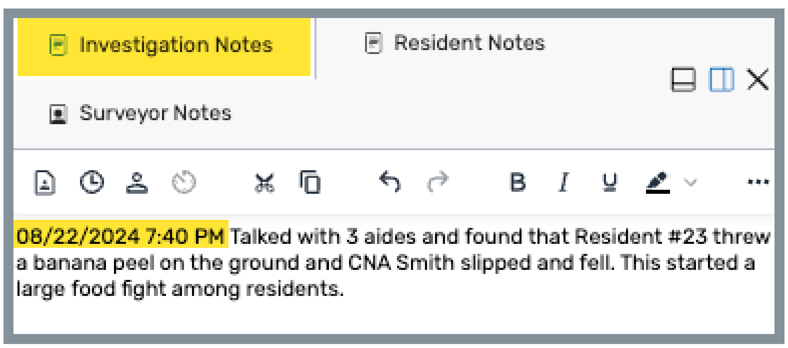


Figure 220: Sample Investigation Note

- Notes are autosaved.
- The **Last saved** date and time shows at the bottom of the Notes. See *Figure 221, Notes Last Saved Date and Time.*

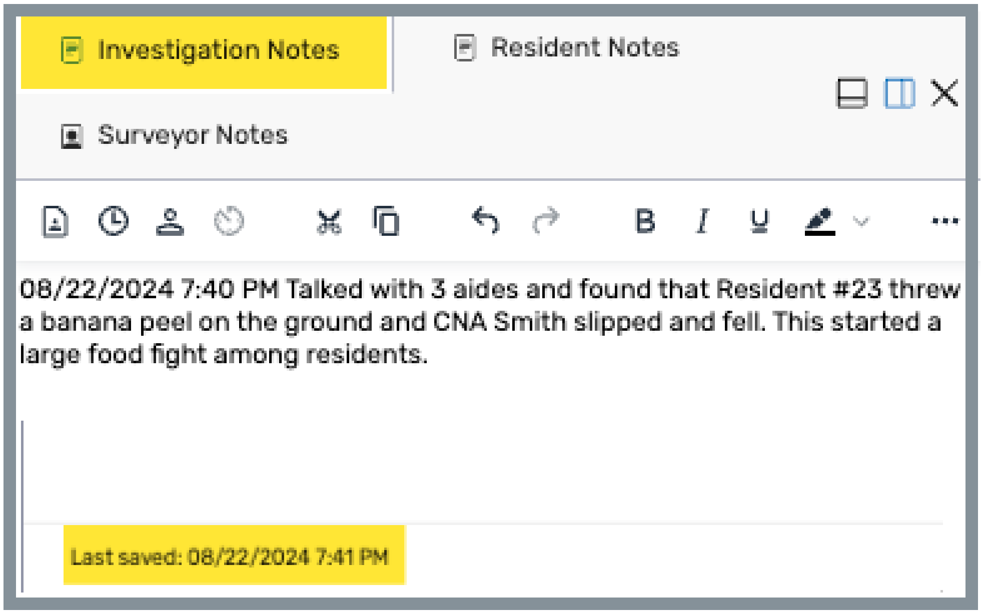


Figure 221: Notes Last Saved Date and Time

Custom Toolbar Functions

There are 4 custom toolbar options among the normal standard formatting options. See *Figure 222, Notes Custom Toolbar Functions.*

Figure 222: 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 223, View All Surveyor Notes.* Click any name to view the note.

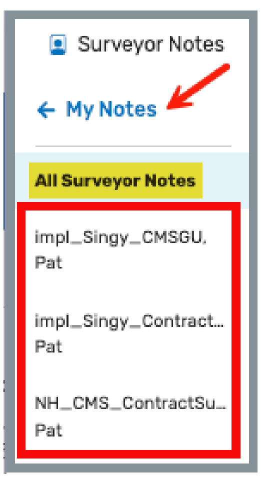


Figure 223: View All Facility Notes

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 224, Notes Formatting Menu.*

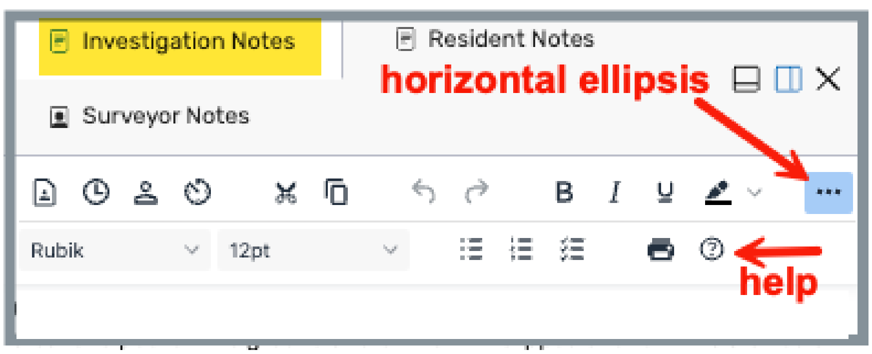


Figure 224: Notes Formatting Menu

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

21.7 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 225, Completed Investigation.*

Figure 225: Completed Investigation

Check the **Hide Completed Investigations** checkbox to filter completed investigations. See *Figure 226, Hide Completed Investigations.*

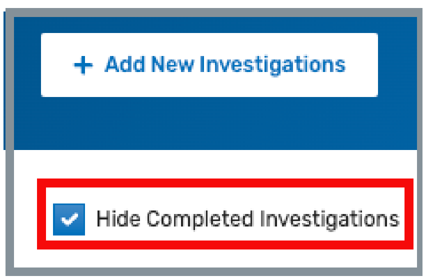


Figure 226: Hide Completed Investigations

22. 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.

22.1 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 227, Potential Citations*.

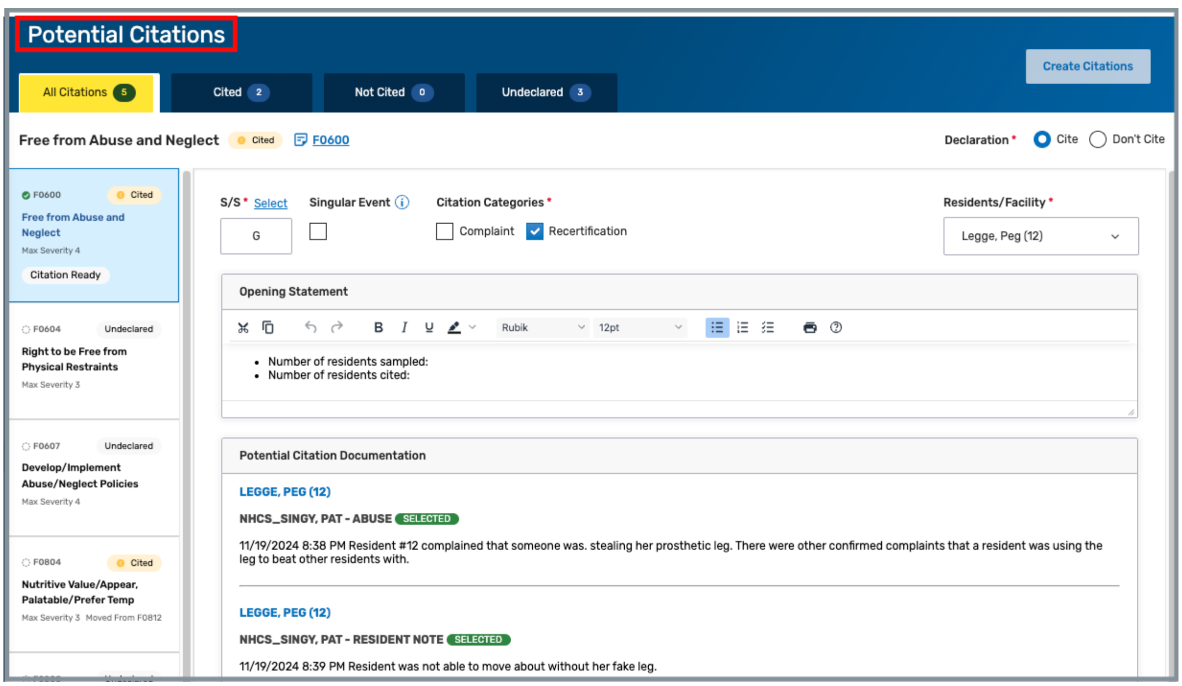


Figure 227: Potential Citations

22.2 Review citations.

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

22.3 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.

22.4 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 228, 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 229, 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 Sufficient and Competent Nurse Staffing Task as well as the QAPI and QAA Task.

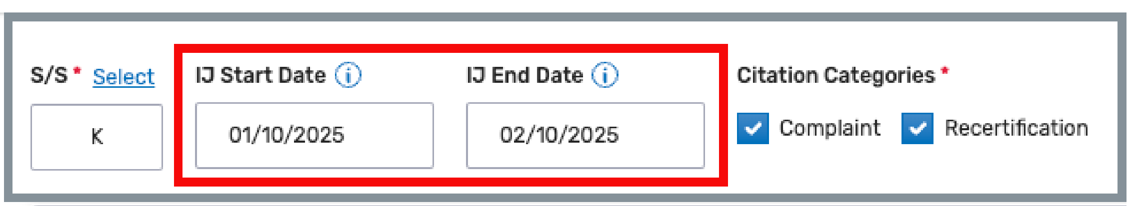


Figure 228: IJ Start/End Dates

- 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.

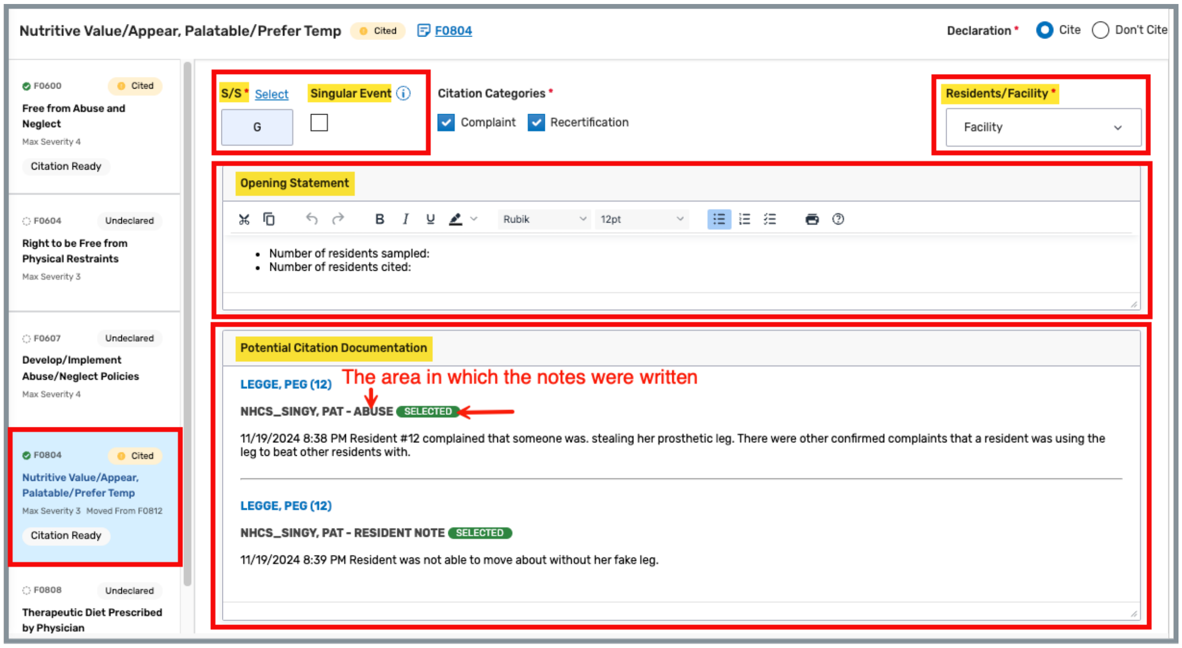


Figure 229: F-Tag Cited

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 230, Residents/Facility Drop-Down Menu.*

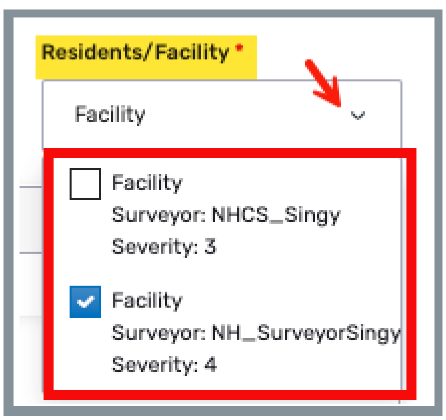


Figure 230: Residents/Facility Drop-Down Menu

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 231, Reason Not Cited.*

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

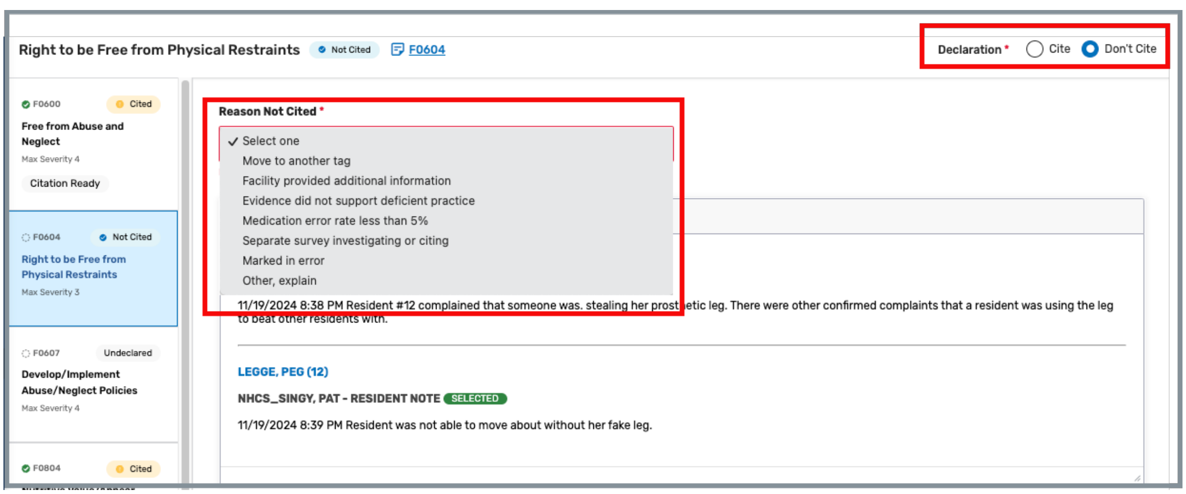


Figure 231: Reason Not Cited

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 232, F-Tag Updates*.

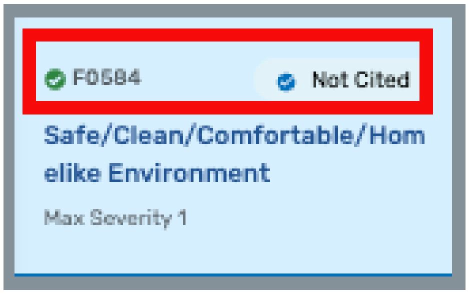


Figure 232: F-Tag Updates

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.
- Am 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 233, Move a Citation Tag.*

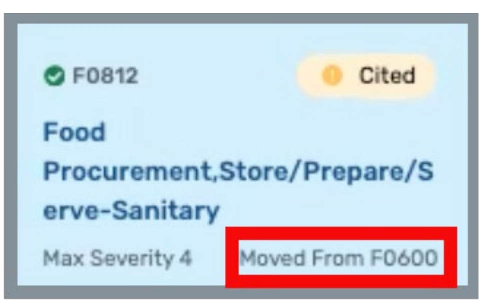


Figure 233: Move a Citation Tag

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.

23. 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 234, Resources.* The resources automatically download.

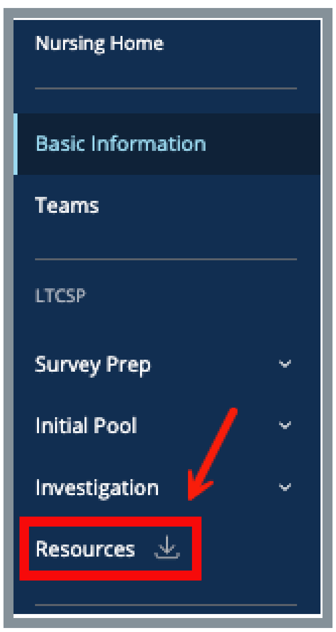


Figure 234: Resources

24. Search for a Survey

Purpose: To search for a survey.

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

24.2 Click **Search**. The **Search** screen opens. See *Figure 235, S&C Search*.

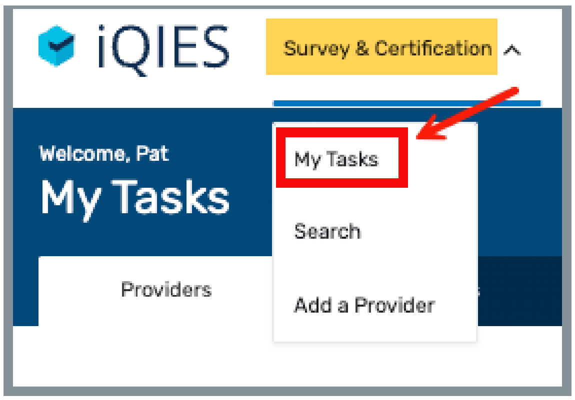


Figure 235: S&C Search

24.3 Click **Surveys** tab.

24.4 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 236, Search*.

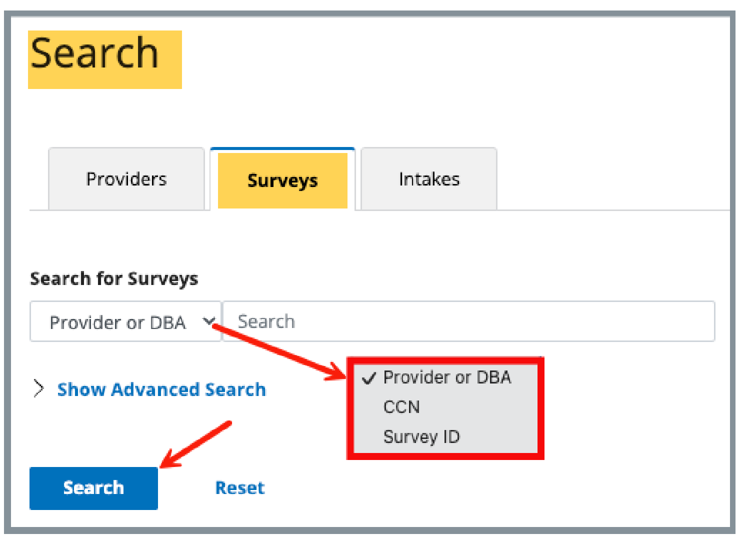


Figure 236: Search

24.5 Type search criteria.

24.6 Click **Search**. The survey information shows below. See *Figure 237, Survey Search Results*.

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

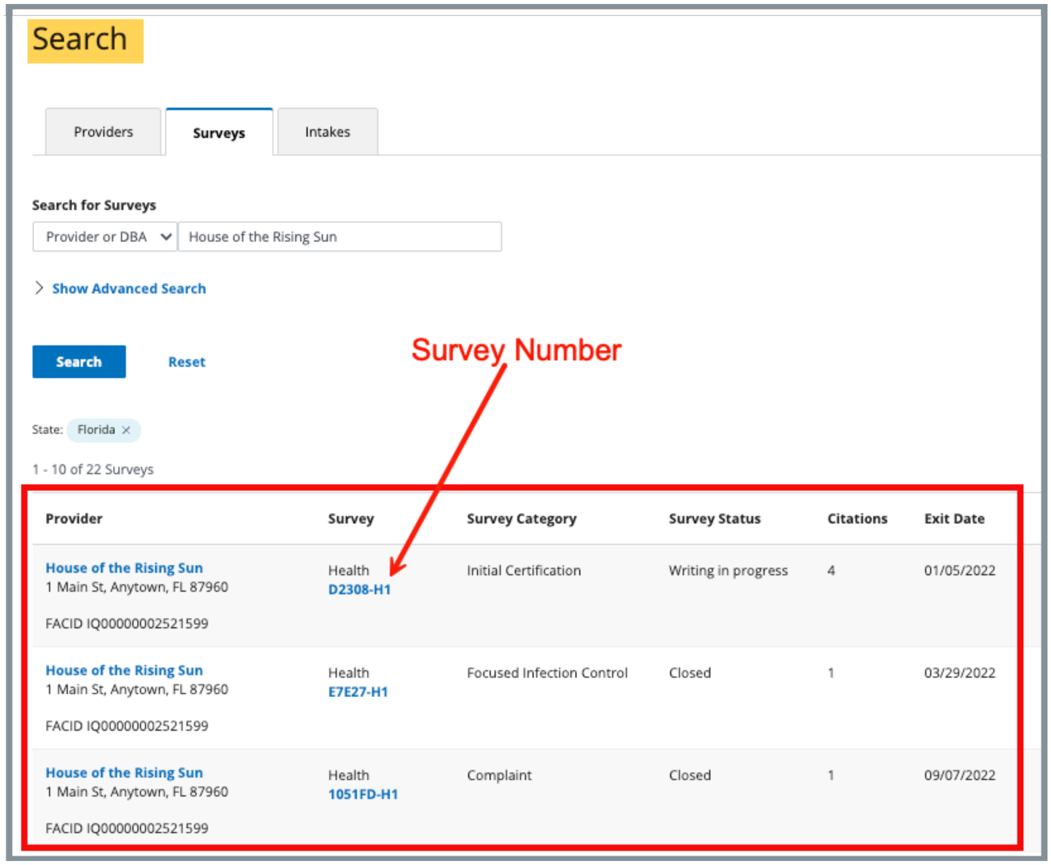


Figure 237: Survey Search Results

24.7 Click the survey number to view basic information. The **Basic Information** window opens. See *Figure 238, 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, when survey actions are available

The survey basic information shows:

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

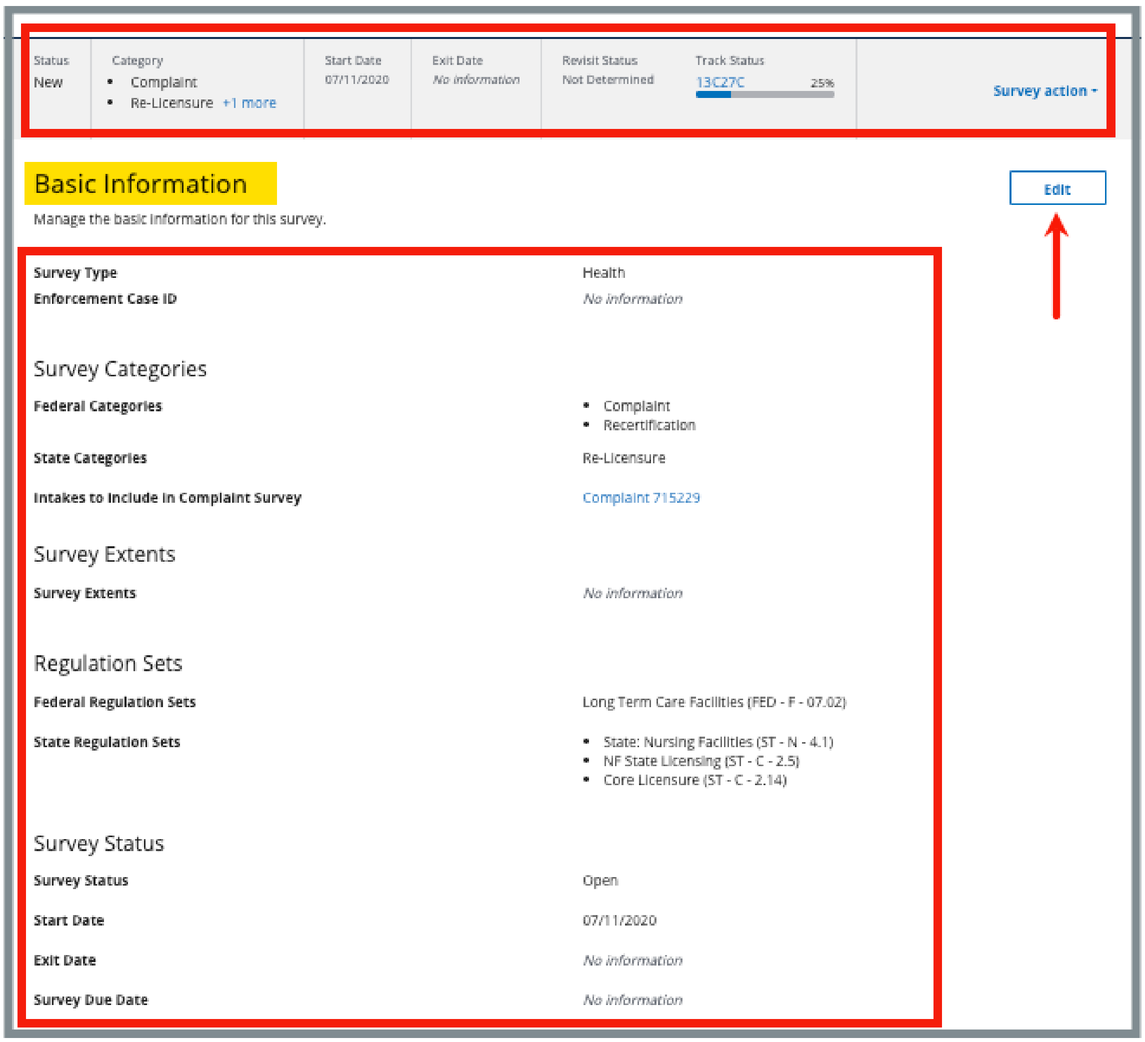


Figure 238: Survey Basic Information

25. 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 RBS.
- 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 239, Citation Notification Example*. Read the notification and follow the directions, if necessary.

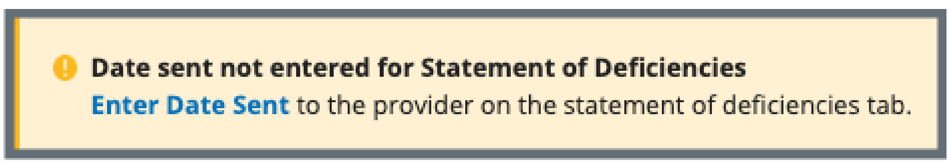


Figure 239: Citation Notification Example

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

25.1 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.

25.1.1 Click **Citations** on the left menu. The **Citations** window opens. See *Figure 240, Citations*.

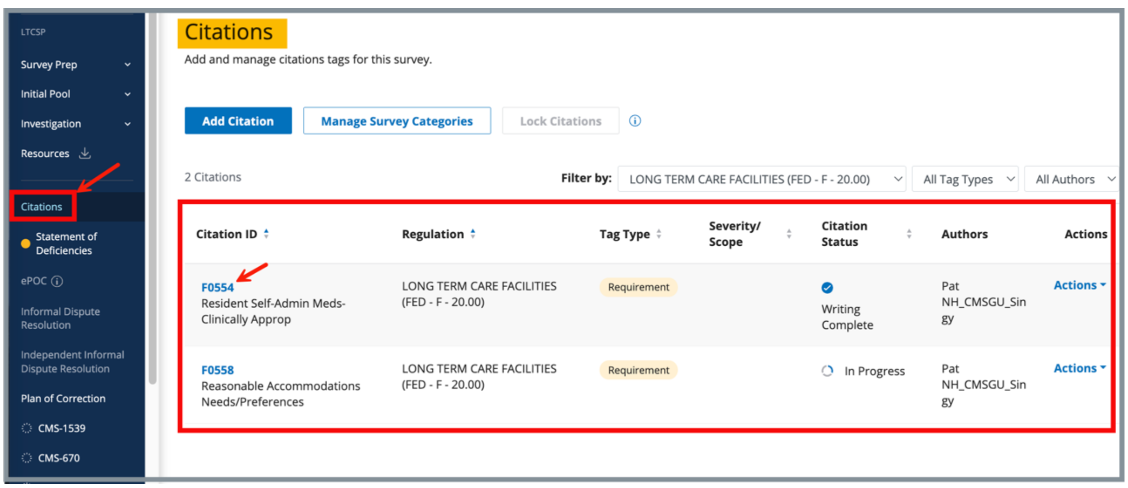


Figure 240: Citations

25.1.2 Click the citation to open **Citation Overview**. The Citation Overview window opens. See *Figure 241, Citation Overview*.

Figure 241: Citation Overview

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

25.1.3 Click **Edit** to edit the Overview. The **Edit Citation Overview** window opens. See *Figure 242, Edit Citation Overview.*

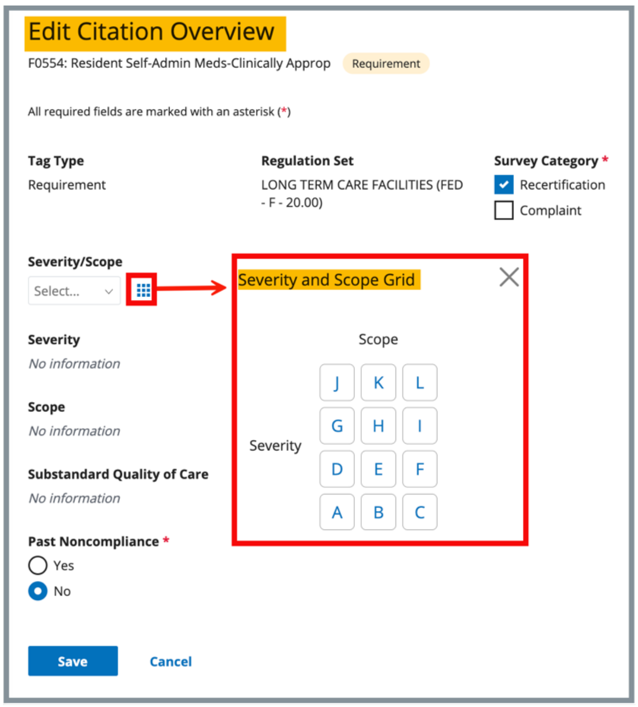


Figure 242: Edit Citation Overview

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

25.1.4 Click **Save**. The screen returns to the **Citation Overview**.

25.2 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.

25.2.1 Click **Manage Survey Categories**. See *Figure 243, Manage Survey Categories.* The **Manage Survey Categories** window opens.

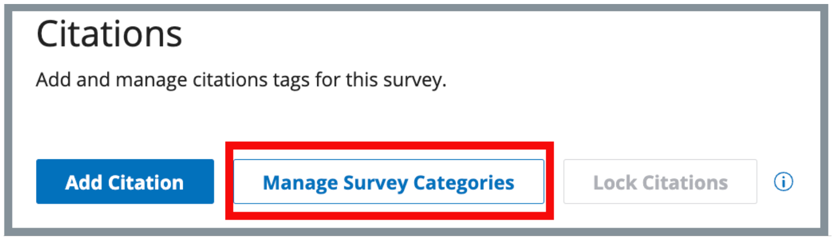


Figure 243: Manage Survey Categories

25.2.2 Check the box next the correct survey category. See *Figure 244, Manage Survey Categories Window*.

Note: More than one category can be checked.

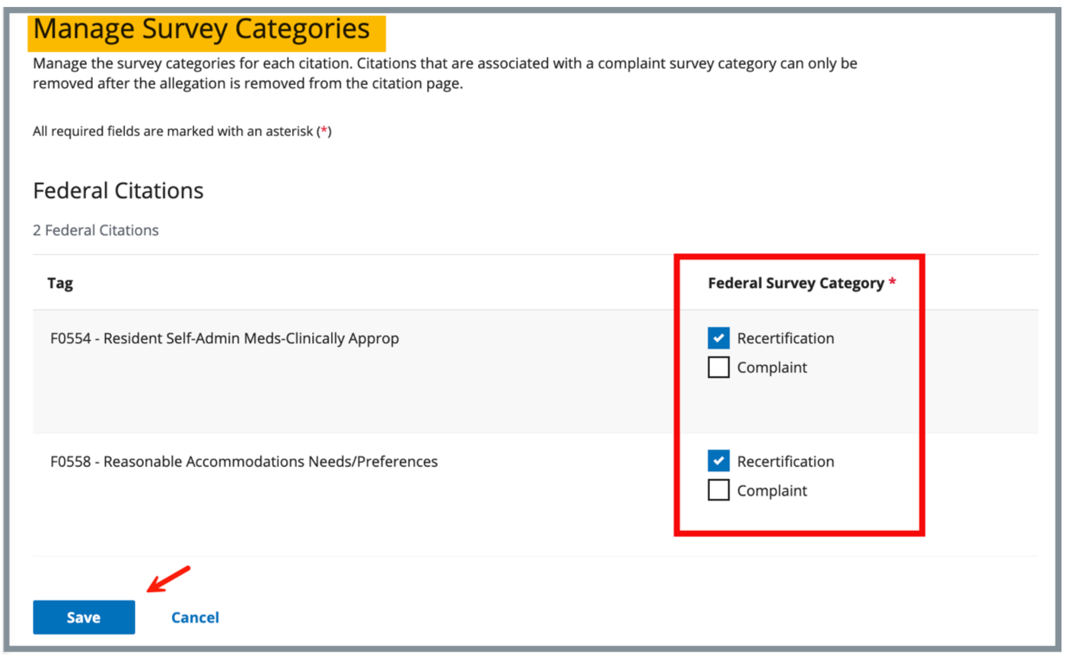


Figure 244: Manage Survey Categories Window

25.2.3 Click **Save**.

25.3 Add a Citation for a Health Survey

25.3.1 Click **Add Citation** in the **Citations** window to add a citation to the survey. The **Add Citations** window opens. See *Figure 245, Add Citation Window*.

Figure 245: 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.

25.3.2 Click **Add** next to any citation to add it. The citation is then added to the **Added Citations** list on the right. See *Figure 246, Added Citations* and *Table 34, Added Citations Detailed Callout*.

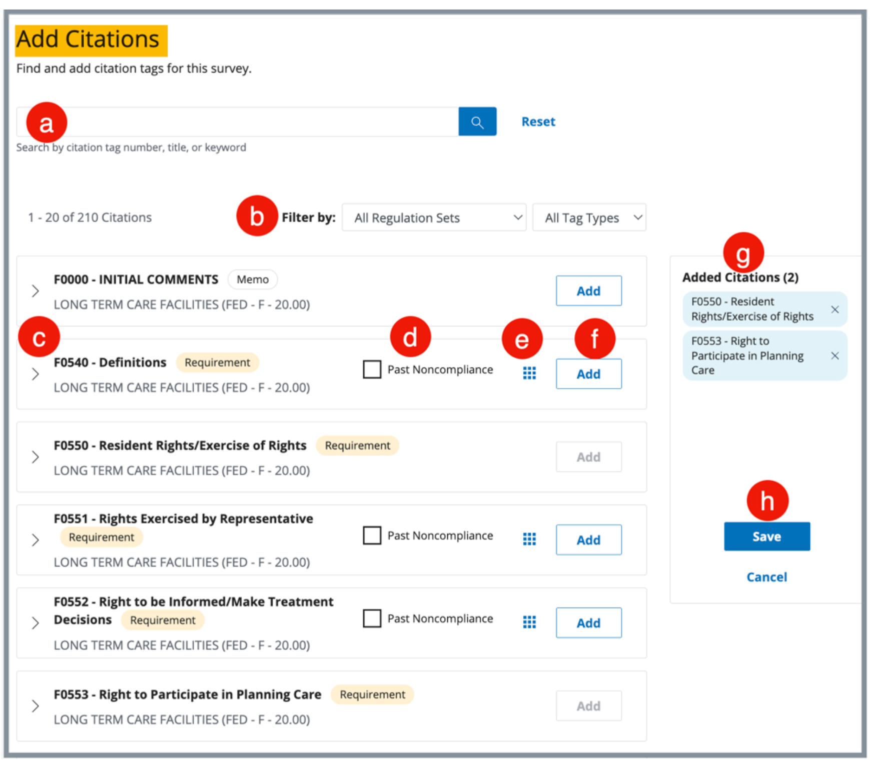


Figure 246: Added Citations

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.

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

25.4 Add a Citation for an LSC Survey

Notes:

- Citations are associated with a building for Life Safety Code Surveys.
- Review Fire Safety Evaluation System (FSES) Citations for details on FSES citations.

25.4.1 Click **Add Citation** in the **Citations** window to add a citation to the survey. The **Add Citations** window opens. See *Figure 247, Add LSC Citation Window.*

Figure 247: Add LSC Citations Window

25.4.2 Click the radio circle next to the desired building. See *Figure 248, 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.

25.4.3 Click **Save Building & Continue** to go to **Step 2** to complete adding the citation.

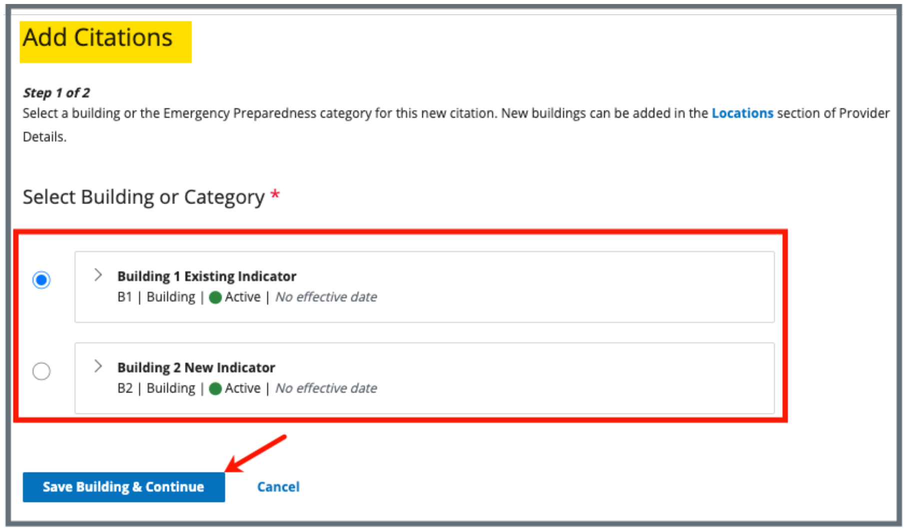


Figure 248: Add LSC Citations Step 1

25.4.4 Click **Add** next to any citation to add it. The citation is then added to the **Added Citations** list on the right. See *Figure 249, Add LSC Citations, Step 2.*

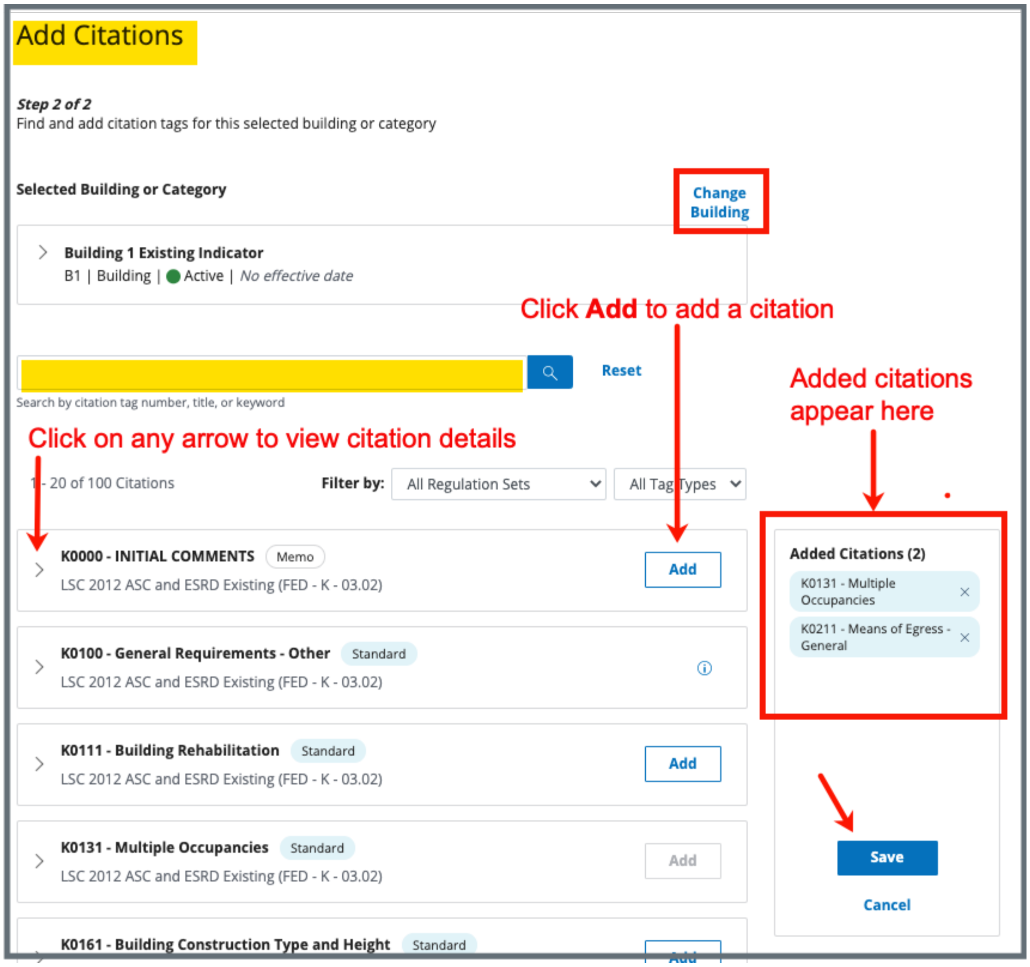


Figure 249: Add LSC Citations, Step 2

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.

25.4.5 Click **Save** to save citations to the survey. The screen returns to the **Citations** window.

25.5 Fire Safety Evaluation System (FSES) Citations

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

25.5.1 Click **Add Citation** in the **Citations** window to add a citation to the survey. See *Figure 250, Citations Window*. The **Add Citations** window opens.

Figure 250: Citations Window

25.5.2 Select the Building or Category to add the citation. See *Figure 251, Select Building or Category.*

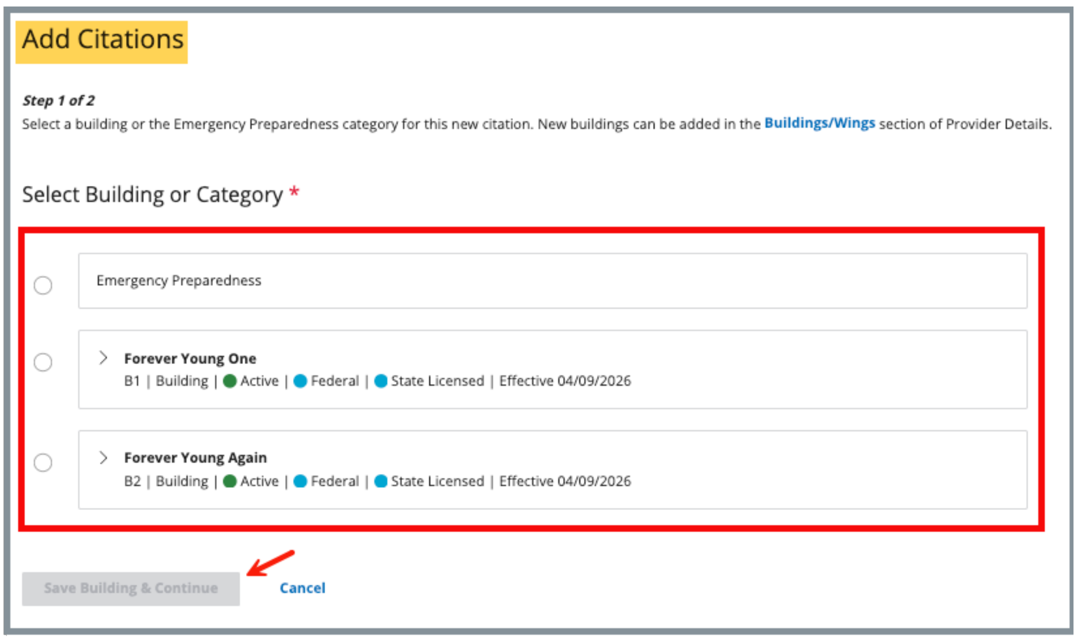


Figure 251: Select Building or Category

25.5.3 Click **Save Building & Continue**. The **Add Citations** page updates.

25.5.4 Click **Add** next to any citation to add it. The citation is then added to the **Added Citations** list on the right. See *Figure 252, Added Citations*.

Note: An FSES badge appears next to the citation when FSES is available.

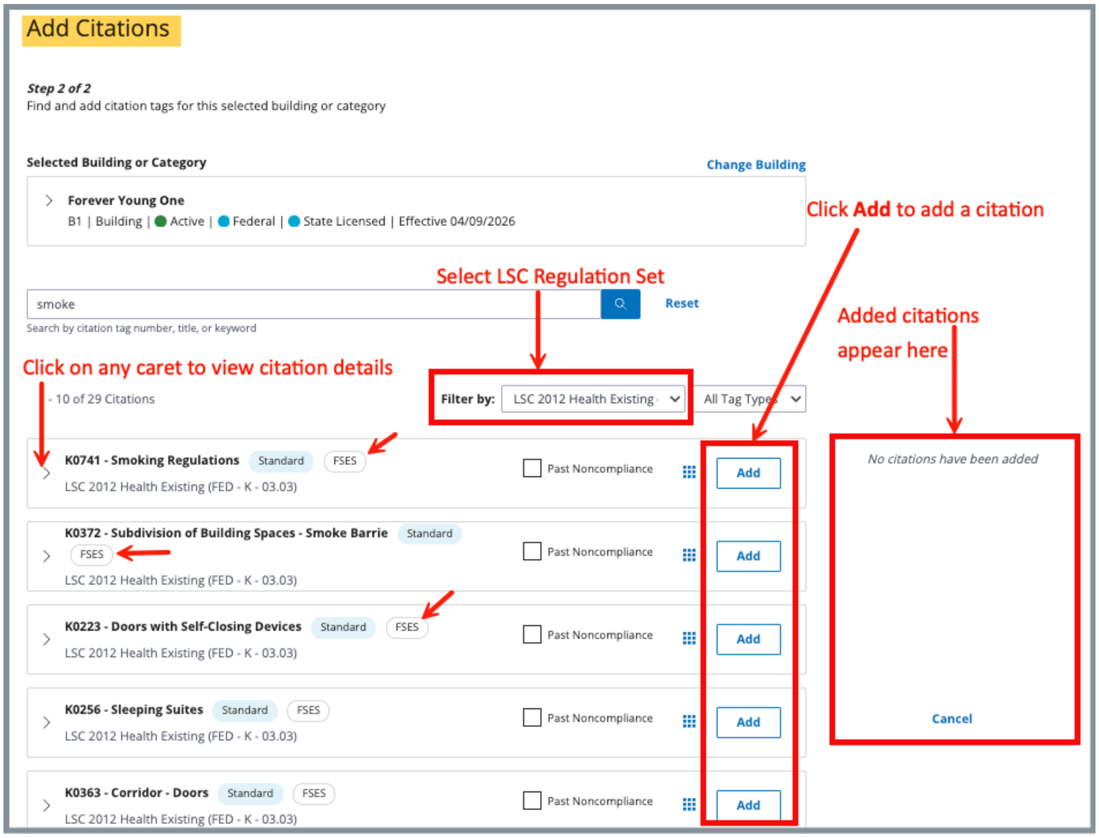


Figure 252: Added Citations

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 **LSC** Regulation Set (default for LSC surveys).
- Click any citation to view details about the citation.
- Click the **X** next to **Added Citations** to remove a citation before saving, if desired.

25.5.5 Click **Save** to save citations to the survey. The screen returns to the **Citations** window.

25.6 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.

25.6.1 Click **Delete Citation** under the **Actions** menu on the Citations page. See *Figure 253, Actions Delete Citation Drop-Down Menu.* A confirmation pop-up window appears.

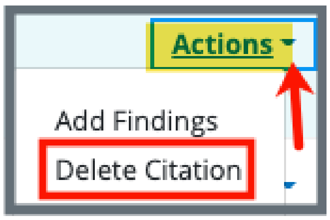


Figure 253: Actions Delete Citation Drop-Down Menu

25.6.2 Click **Confirm**. See *Figure 254, Delete Citation Confirmation Pop-up Window.* The citation has been deleted.

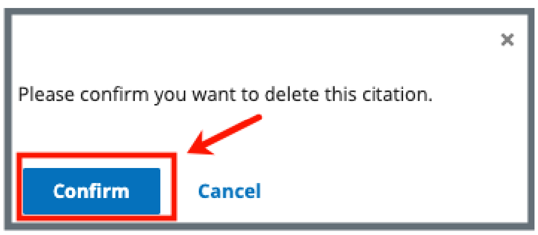


Figure 254: Delete Citation Confirmation Pop-up Window

25.7 Add a Deficient Practice Statement

Important Note: ASPEN did not have a separate **Findings** field and all information relating to the **Deficient Practice Statement** and the **Findings** were in one field. All migrated **Deficient Practice Statement** text is found under Findings in iQIES.

Note: The **Content Library** stores reusable content. Refer to Content Library, for more information.

25.7.1 Click the **Citation ID**. The **Citation Overview** window opens.

25.7.2 Click **Deficient Practice Statement** on the left menu. See *Figure 255, Deficient Practice Statement.* The **Deficient Practice Statement** window opens.

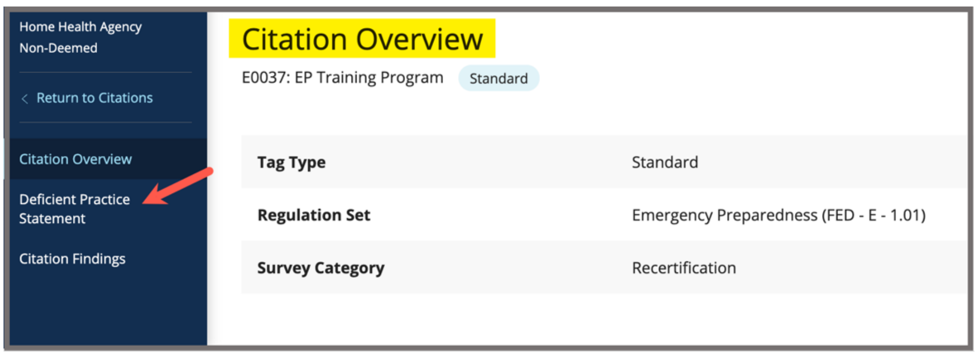


Figure 255: Deficient Practice Statement

25.7.3 Click the caret to review the **Regulation Text and Interpretive Guidelines**. See *Figure 256, Regulation Text and Interpretive Guidelines.*

Note: The **Regulation Text and Interpretive Guidelines** are helpful to write the **Deficient Practice Statement**.

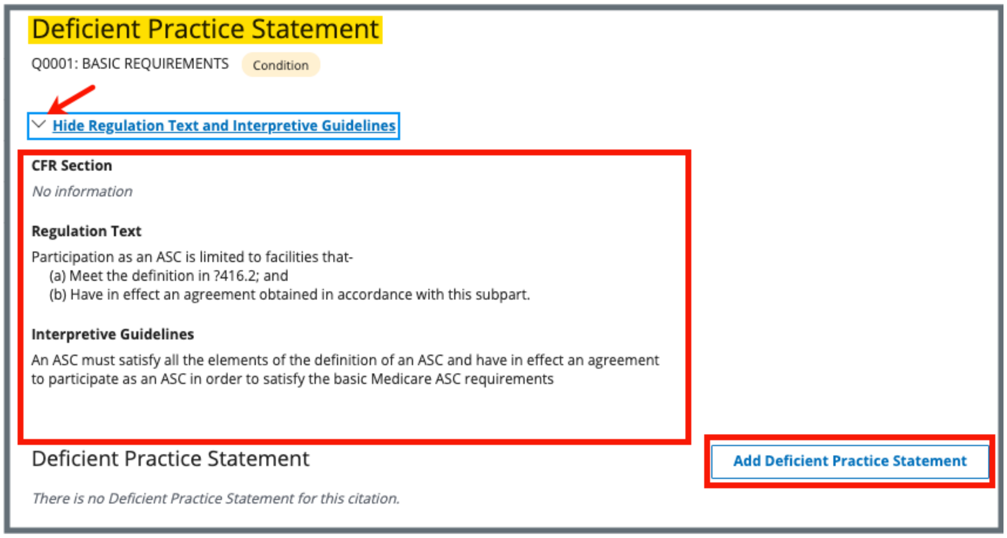


Figure 256: Regulation Text and Interpretive Guidelines

25.7.4 Click **Add Deficient Practice Statement**.

25.7.5 Type the Deficient Practice Statement in the text box. See *Figure 257, 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.

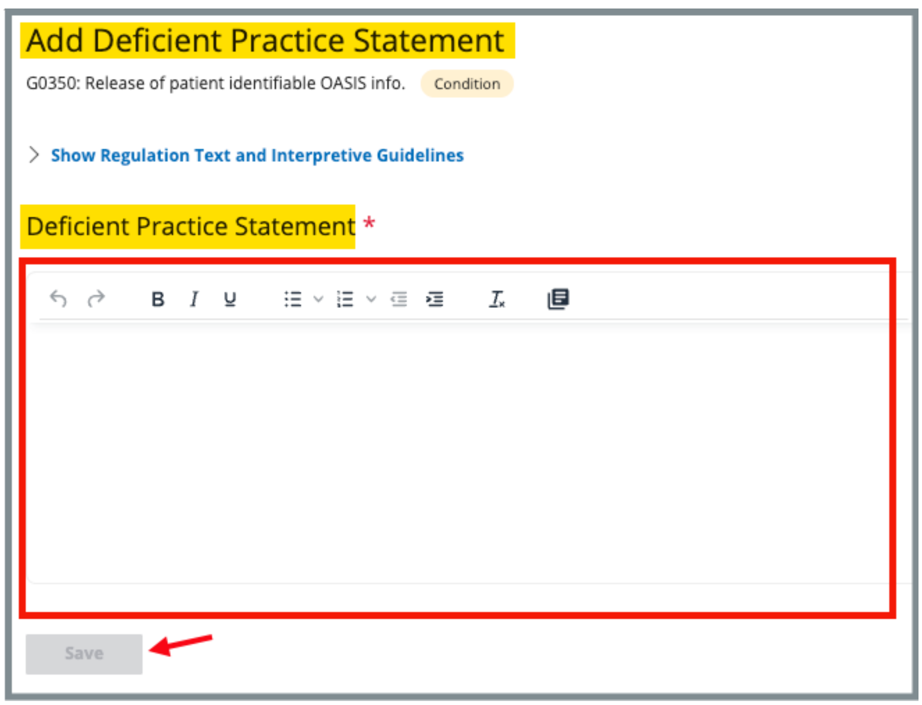


Figure 257: Deficient Practice Statement Text Box

Note: Be aware that two users can be in **Edit** mode in the **Deficient Practice Statement** at the same time. See *Figure 258, 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.

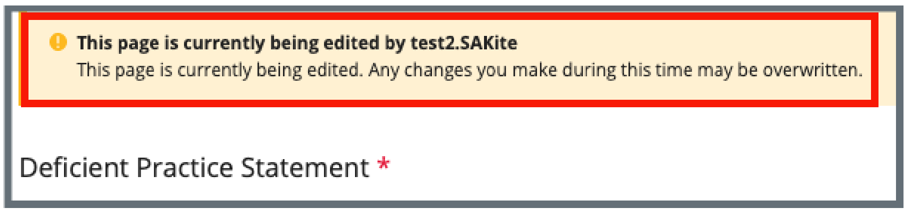


Figure 258: Concurrent Editor Notification

- 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 259, DPS Pencil Icon.*

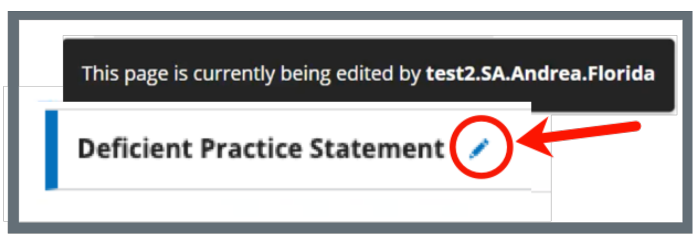


Figure 259: DPS Pencil Icon

25.7.6 Click **Save**.

25.8 Add Findings to a Citation

Important Note: ASPEN did not have a separate **Findings** field and all information relating to the **Deficient Practice Statement** and the **Findings** were in one field. All migrated **Deficient Practice Statement** text is found under **Findings** in iQIES.

Note: The Content Library stores reusable content. Refer to Content Library, for more information.

25.8.1 Click **Add Findings** in the **Actions** menu next to the correct citation on the **Citations** window. See *Figure 260, Citation Add Findings.* The Citation Findings window opens.

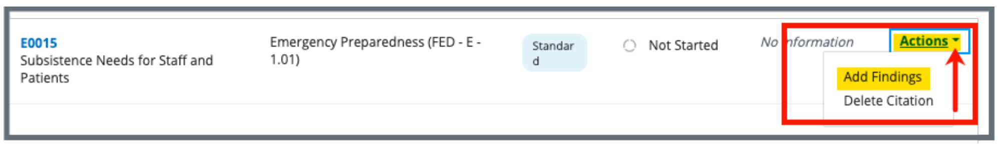


Figure 260: Citation Add Findings

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 261, Actions Drop-Down Menu*. The respective window opens, and the specific action can be performed.

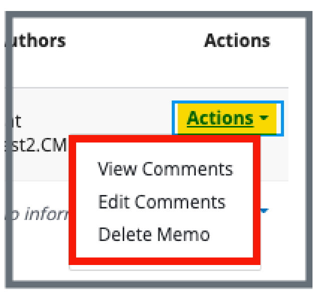


Figure 261: Actions Drop-Down Menu

25.8.2 Click **Add Findings**. The **Add Citation Findings** window opens. See *Figure 262, Add Citation Findings.*

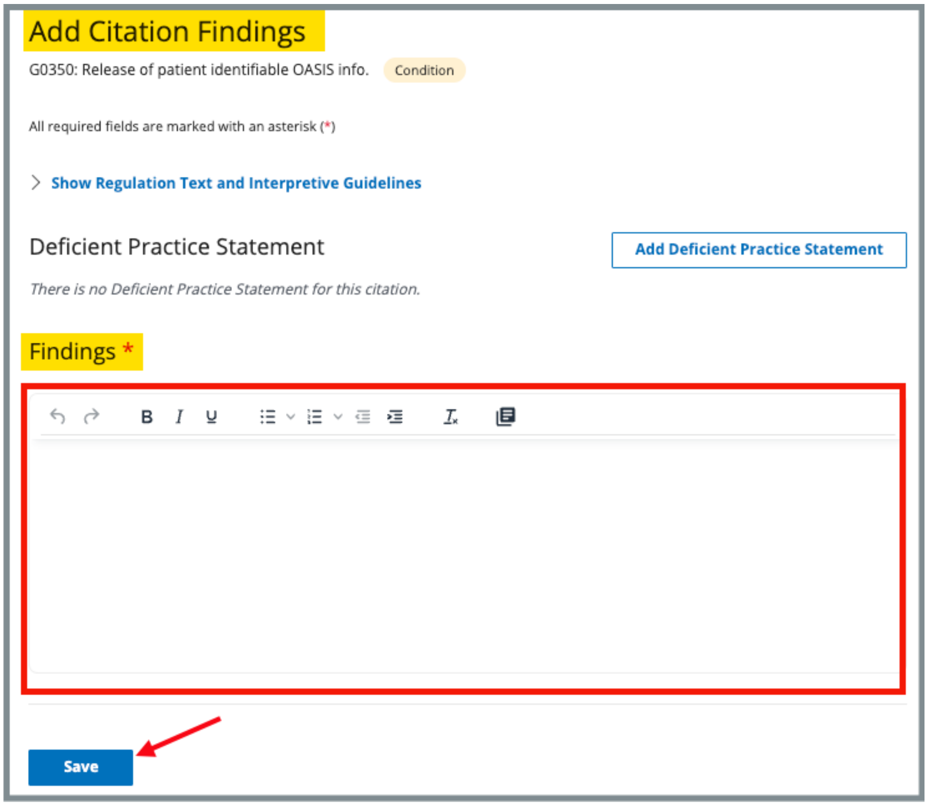


Figure 262: Add Citation Findings

Note: Be aware that two users can be in **Edit** mode in **Findings** at the same time. See *Figure 263, 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.

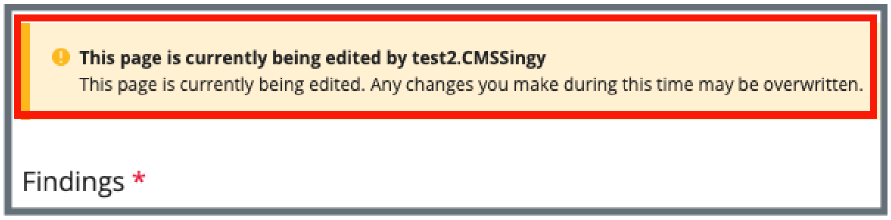


Figure 263: Concurrent Editor Notification

- 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 264, Findings Pencil Icon.*

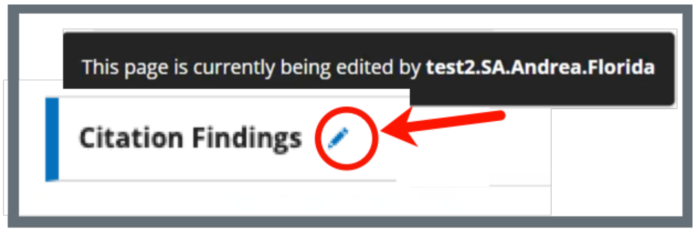


Figure 264: Findings Pencil Icon

25.8.3 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.

25.8.4 Select **In Progress** or **Writing Complete** for the status.

25.8.5 Click **Save**. The **Citation** window opens. Citation details are shown.

25.9 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 265, Content Library Icon.*

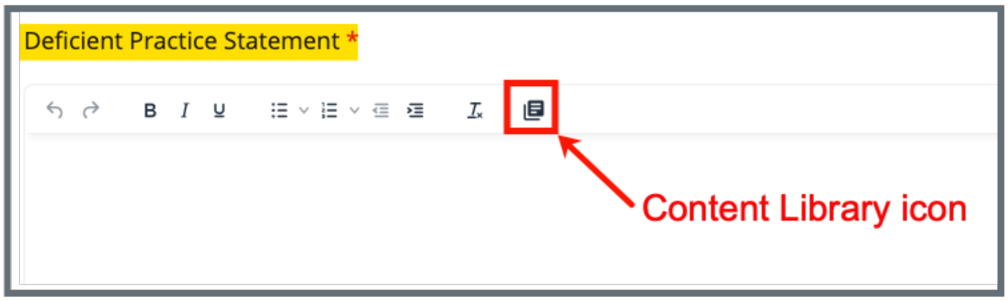


Figure 265: Content Library Icon

25.9.1 Click the **Content Library** icon. The **Content Library** pop-up window opens. See *Figure 266, 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.

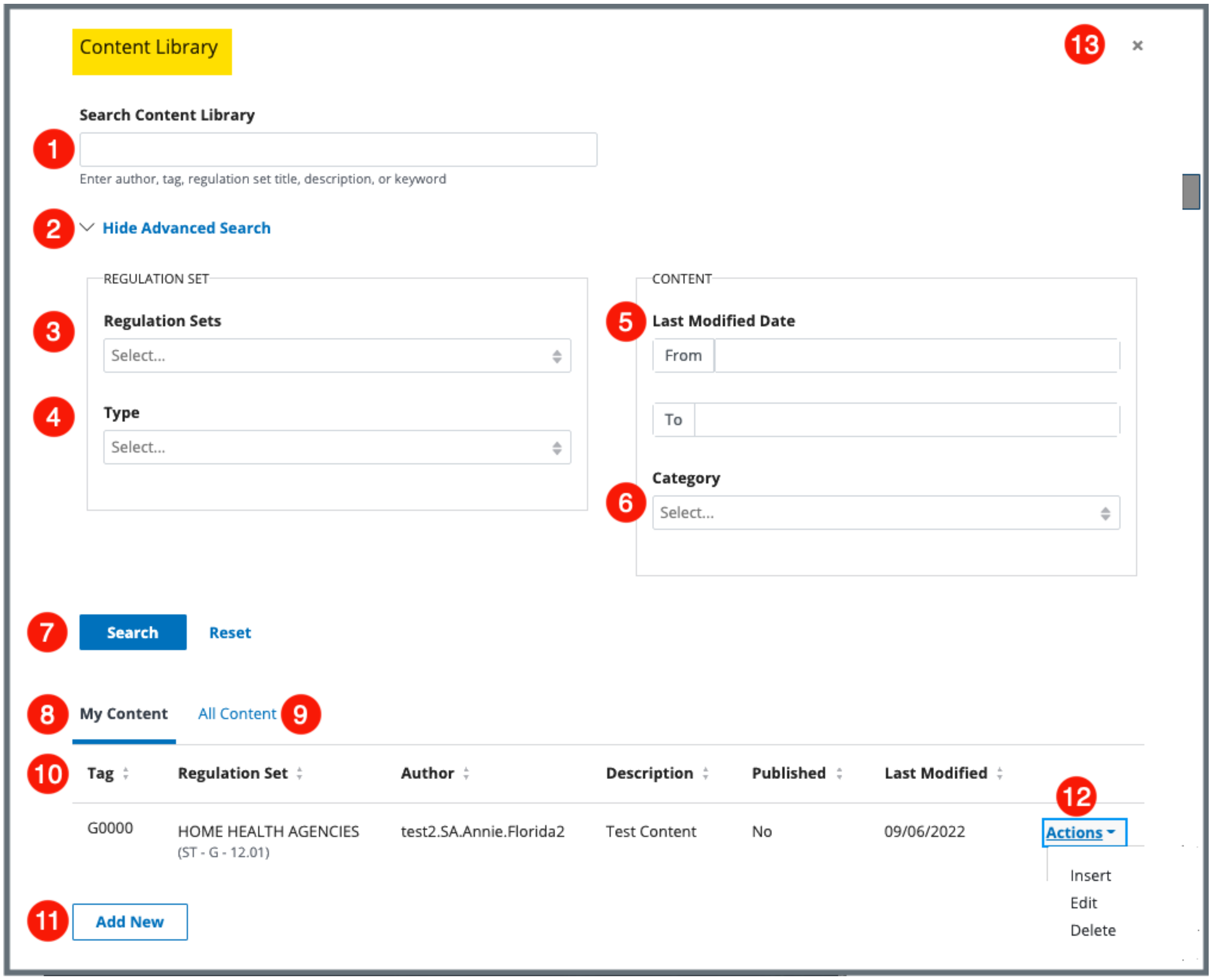


Figure 266: Content Library Pop-up Window

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.

25.9.2 Click **Add New** in the **Content Library** window to add a new piece of content. The **New Content** window opens. See *Figure 267, New Content Pop-up Window* and *Table 36, New Content Popup Detailed Callout.*

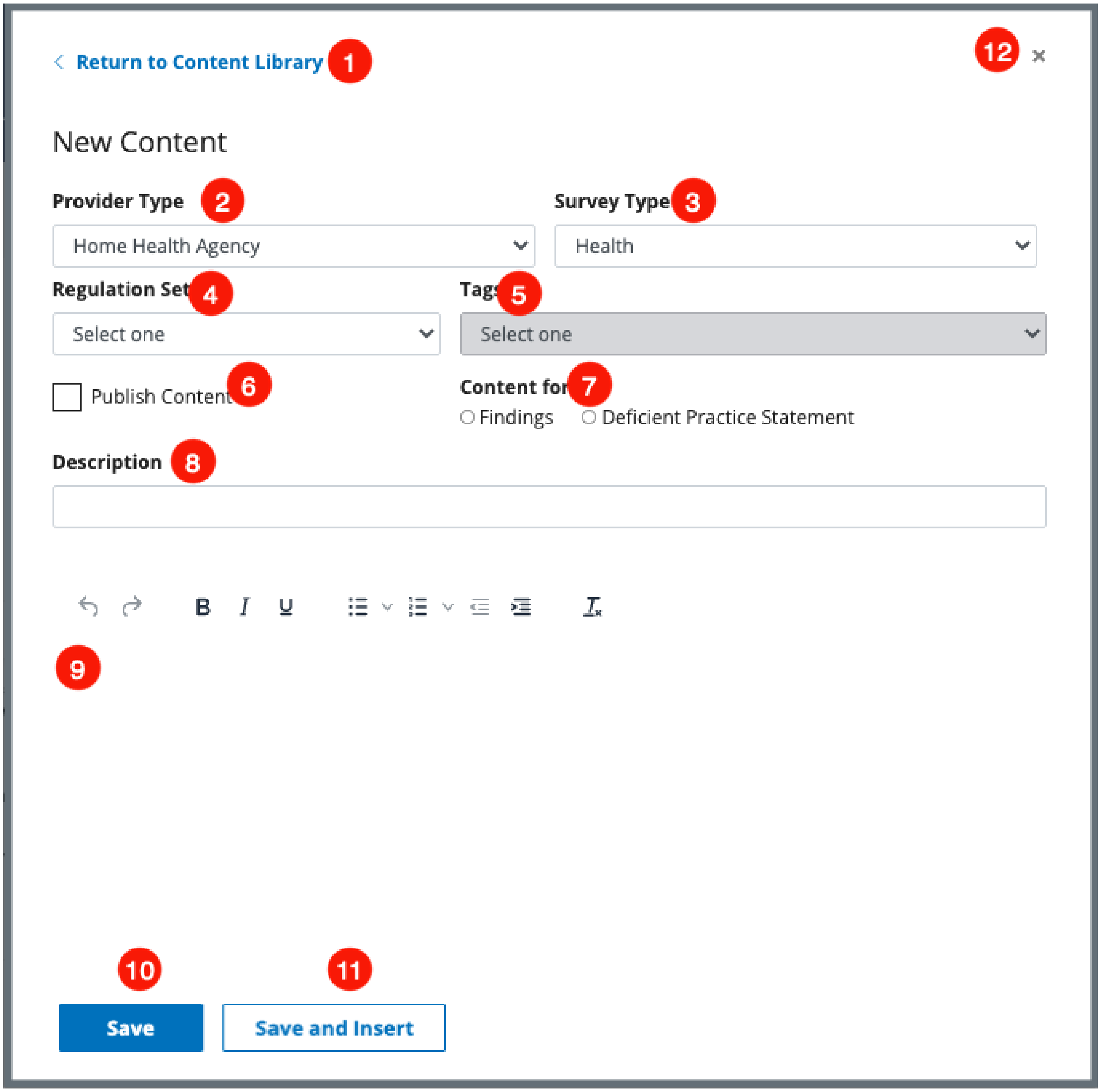


Figure 267: New Content Pop-up Window

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 appears 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.

25.9.3 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.

a. Open the Content Library.

b. Click **Insert** under the **Actions** menu to insert existing content. See *Figure 268, Content Library: Insert, Edit, Delete*.

c. Click **Edit** under the **Actions** menu to edit existing content.

d. 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**.

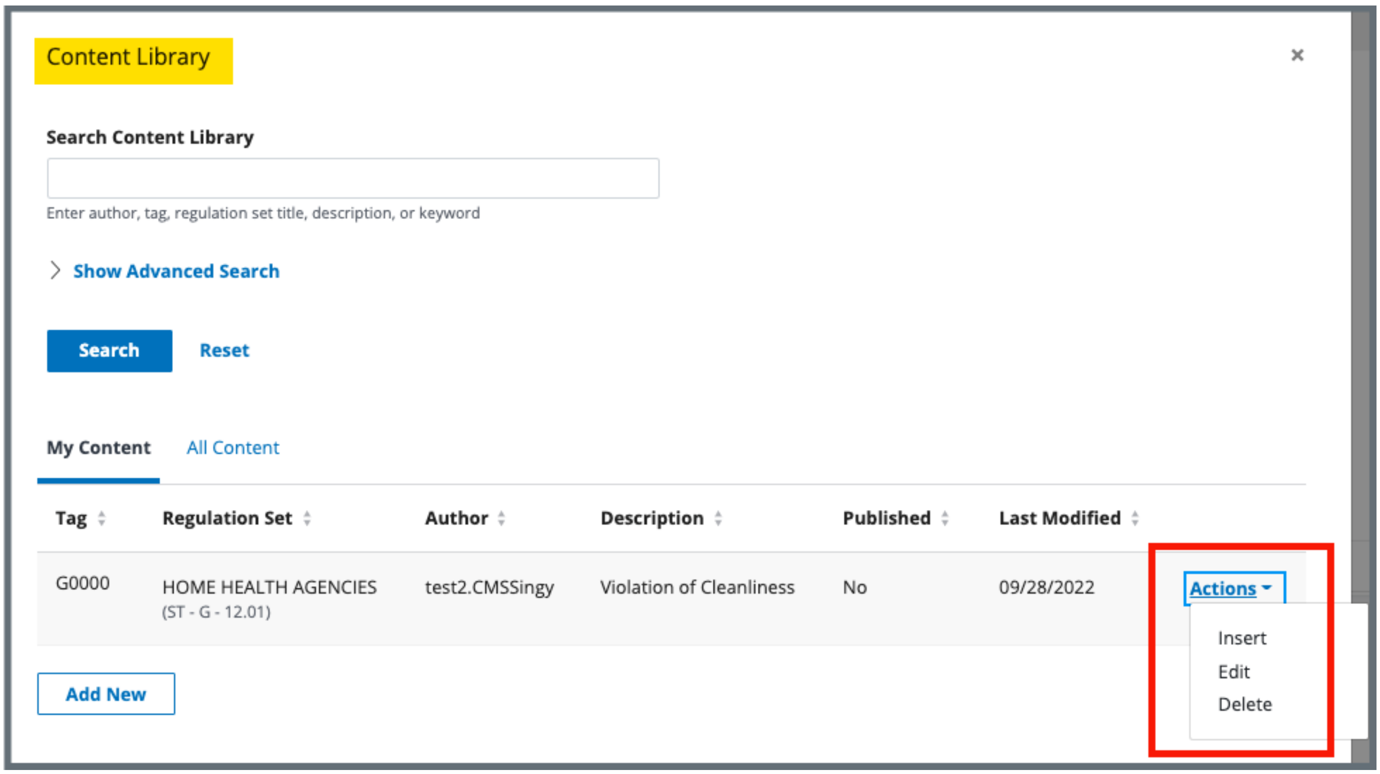


Figure 268: Content Library: Insert, Edit, Delete

25.9.4 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 269, View Drop-Down Menu*.

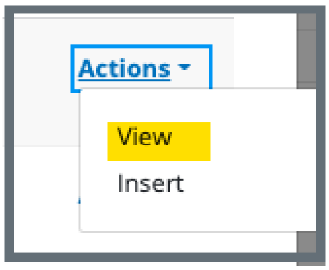


Figure 269: View Drop-Down Menu

c. Click **Duplicate**. See *Figure 270, Duplicate.* The **Add New Content** window opens.

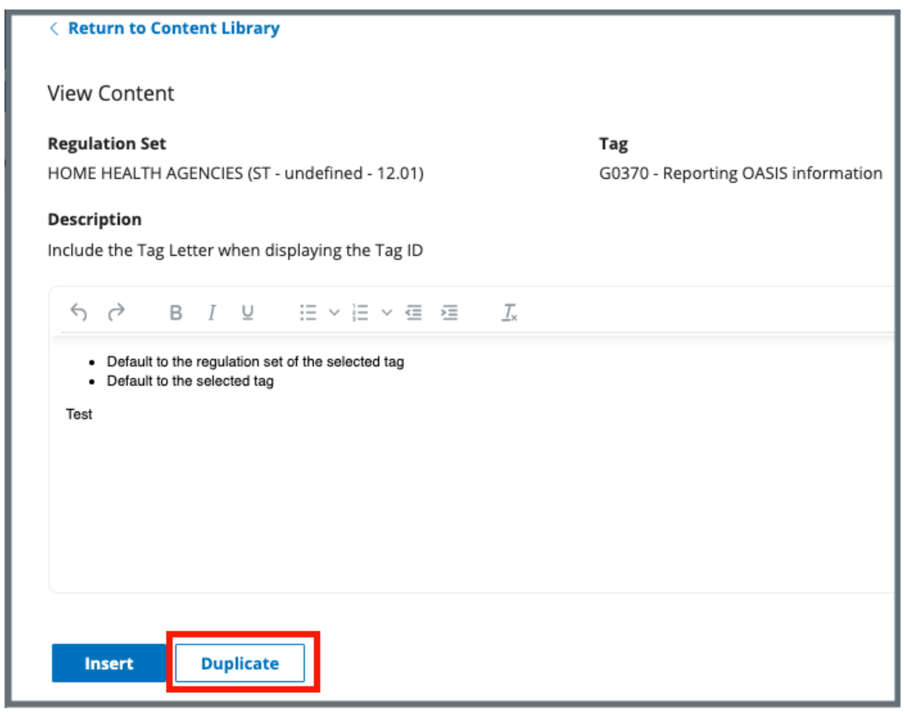


Figure 270: Duplicate

d. Make any desired changes.

e. Click **Save** to save the document to **My Content**. See *Figure 271, 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.

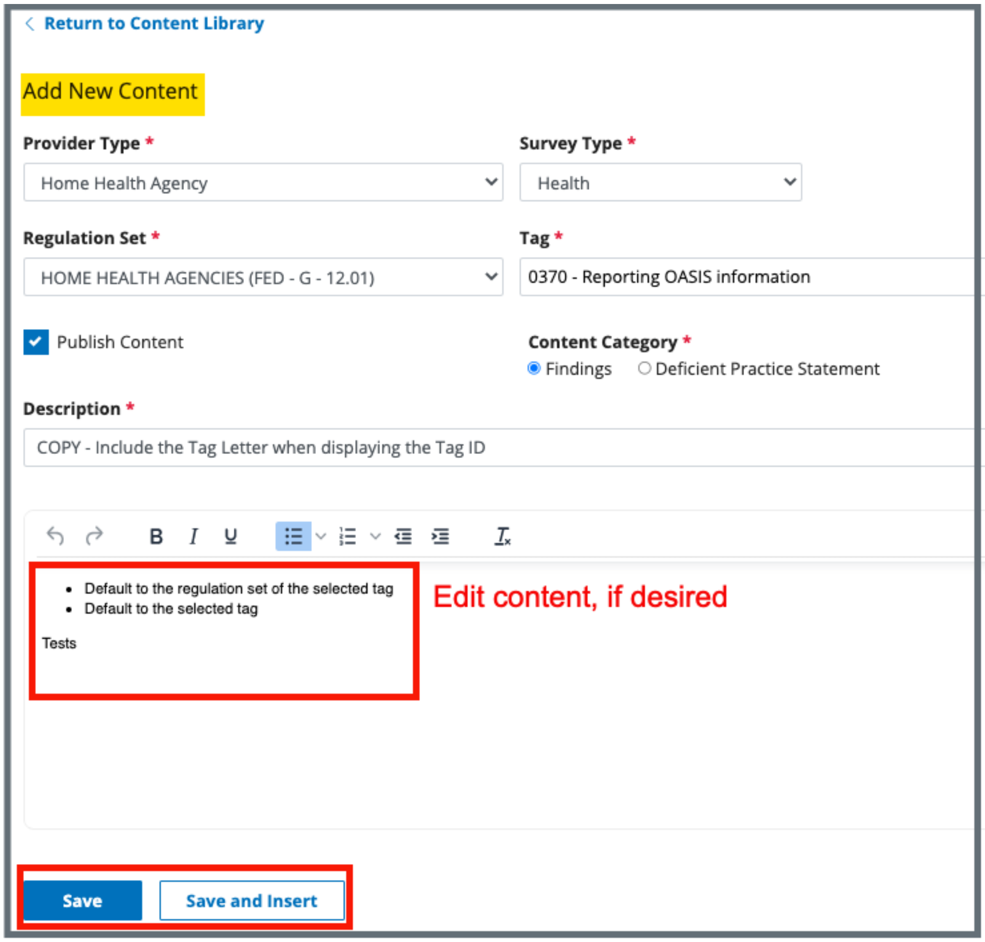


Figure 271: Edit Duplicated Content

Note: Duplicated Content has **COPY** in the description. See *Figure 272, 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.


My Content All Content

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 272: Duplicated Content with COPY in Description

25.10 Add an Attachment

Note: Only one attachment can be added at a time.

25.10.1 Click **Attachments** on the left menu on either the **Citation Overview** or **Citations** page. The **Attachments** window opens. See *Figure 273, Attachments.*

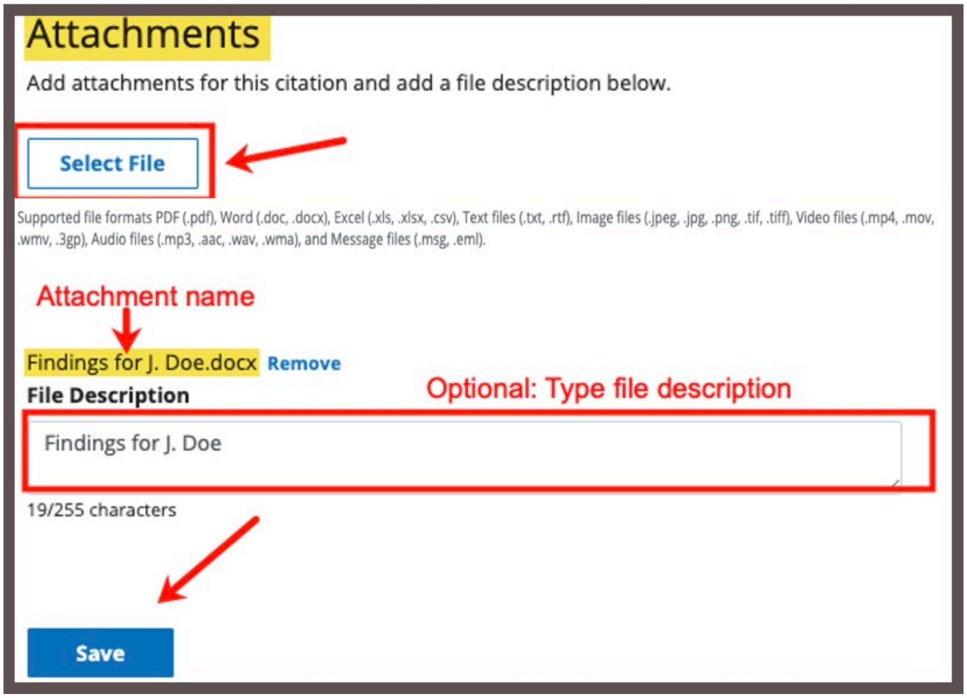


Figure 273: Attachments

25.10.2 Click **Select File**. The Windows Explorer window pops up. For Mac users, the Finder window pops up.

25.10.3 Select the file to be attached. Click **Open**. The file is attached and ready to be saved.

25.10.4 Type a file description in the **File Description** field, if desired.

25.10.5 Click **Save**. The file is attached to the Citation.

25.11 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.

25.12 Lock/Unlock a Citation

25.12.1 Click **Lock Citations** on the Citations page. See *Figure 274, Citations Ready to be Locked*. The **Survey Extents** popup opens.

Figure 274: Citations Ready to be Locked

25.12.2 Click **View Survey Extents** to review or edit survey extents. See *Figure 275, Survey Extents Popup.*

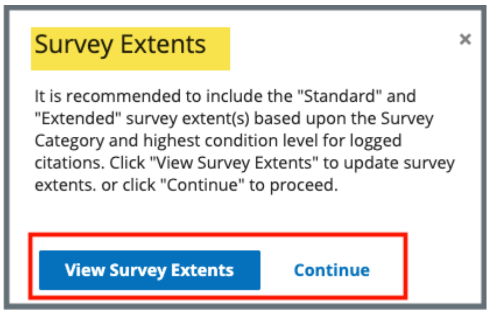


Figure 275: Survey Extents Popup

25.12.3 Click **Continue**, to lock citations*.* The **Lock Citations** popup opens. See *Figure 276, Lock Citations*.

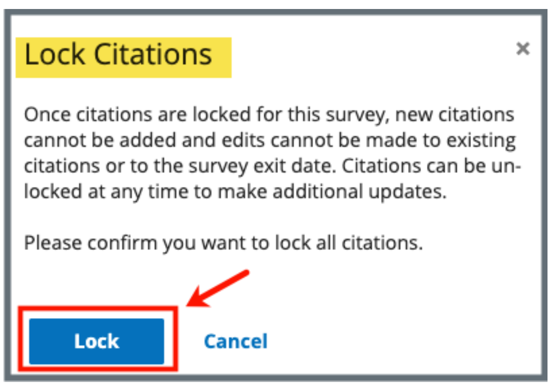


Figure 276: Lock Citations

25.12.4 Click **Lock** to lock citations. The **Citations** window opens and citations are locked.

25.12.5 Click **Unlock Citations** on the **Citations** window to unlock citations. See *Figure 277, Unlock Citations Pop-Up Window*. The **Unlock Citations** popup opens.

Note: A citation cannot be unlocked once a Revisit Survey has been started.

Figure 277: Unlock Citations Pop-Up Window

25.12.6 Click **Unlock Citations**. The **Citations** window opens, and citations are unlocked.

25.13 Merge Citation Findings

Note: Only the TC can merge citations.

25.13.1 Go to **Citations**. Verify that the **Citation Status** is **Ready for Merge**. See *Figure 278, Ready for Merge.*

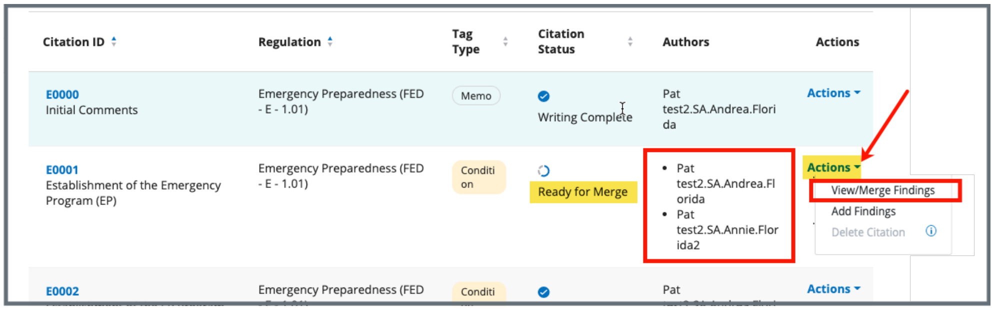


Figure 278: Ready for Merge

25.13.2 Click **View/Merge Findings** on the drop-down menu under **Actions**. The **Findings** window opens. See *Figure 279, Findings.*

Note: Click arrows next to findings to rearrange the order of the findings. Once findings are merged, the order cannot be changed.

Figure 279: Findings

25.13.3 Click **Merge Findings**. The **Merge Findings** pop-up window opens. See *Figure 280, Merge.*

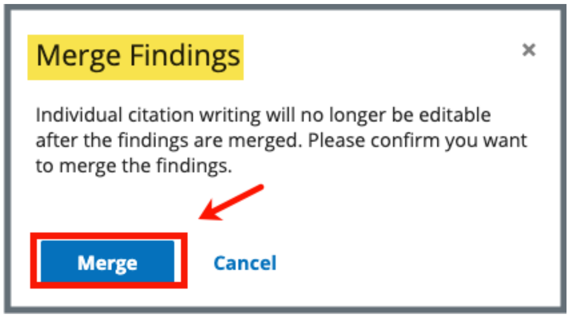


Figure 280: Merge

25.13.4 Click **Merge**. The **Findings** window opens with the merged findings. See *Figure 281, Ready for Merge.*

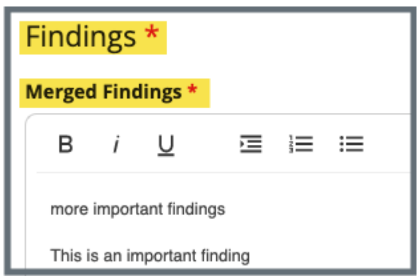


Figure 281: Ready for Merge

25.13.5 Update or edit findings, if desired. See *Figure 282, Findings*.

25.13.5.1 Click **Edit Findings** to edit the findings. The **Citations Findings Status** automatically changes to **In Progress**.

25.13.5.2 Click **Save Status** to save the edits. The **Citation Status** on the top menu is updated to **In Progress**.

25.13.6 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.

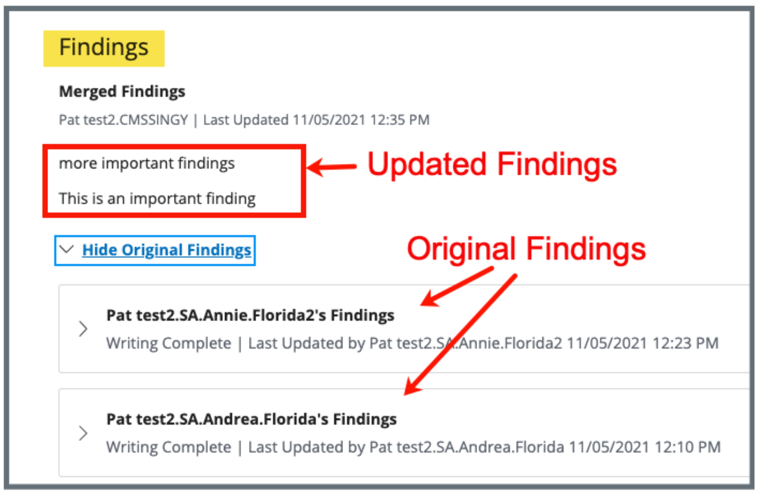


Figure 282: Findings

25.14 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.
- Not all user roles have view and edit access to FMS revisit surveys. See User Roles Matrix for details.

25.14.1 Click **Survey action** on the gray survey bar and select **Create Revisit** from the drop-down menu. See *Figure 283, Create Revisit Drop-Down Menu*. The **Basic Information** page opens.

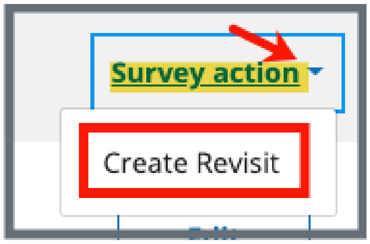


Figure 283: Create Revisit Drop-Down Menu

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.

25.14.2 Update the page as necessary. Be sure to click **Save Basic Information**.

25.15 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.
- All federal citations in the survey are carried over to the revisit survey when a survey contains federal citations with condition-level tags. When this happens, all the **Needs Revisit** checkboxes are 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.

25.15.1 Go to the **Plan of Correction** page and scroll to **Corrective Actions**.

25.15.2 Each citation has a **Needs Revisit** column. See *Figure 284, Needs Revisit Column.*

Note: The default response to **Needs Revisit** is **Yes**.

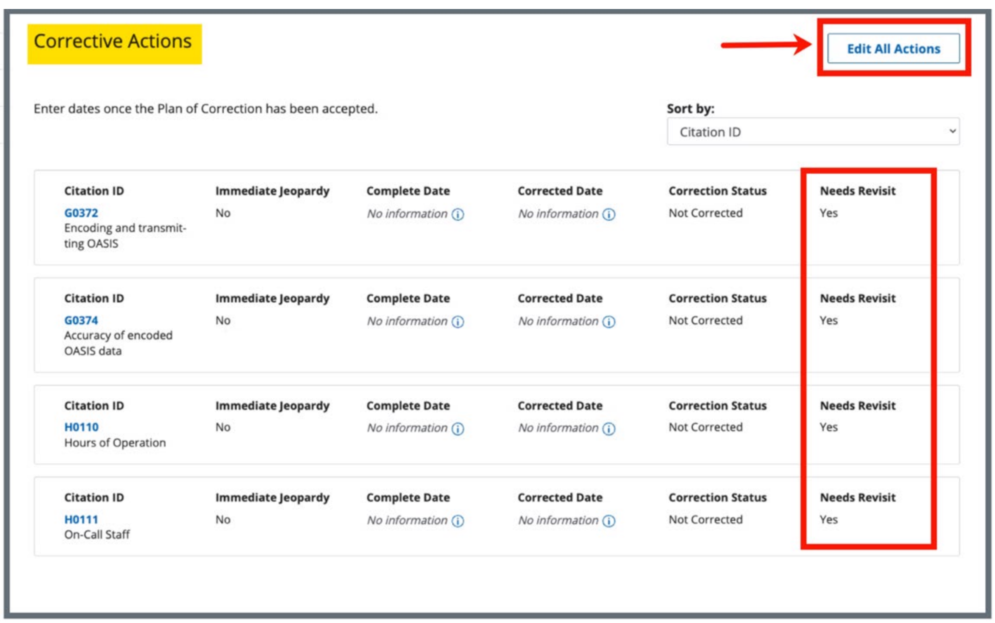


Figure 284: Needs Revisit Column

25.15.3 Click **Edit All Actions**. The fields are now editable. See *Figure 285, Needs Revisit Editable Fields.*

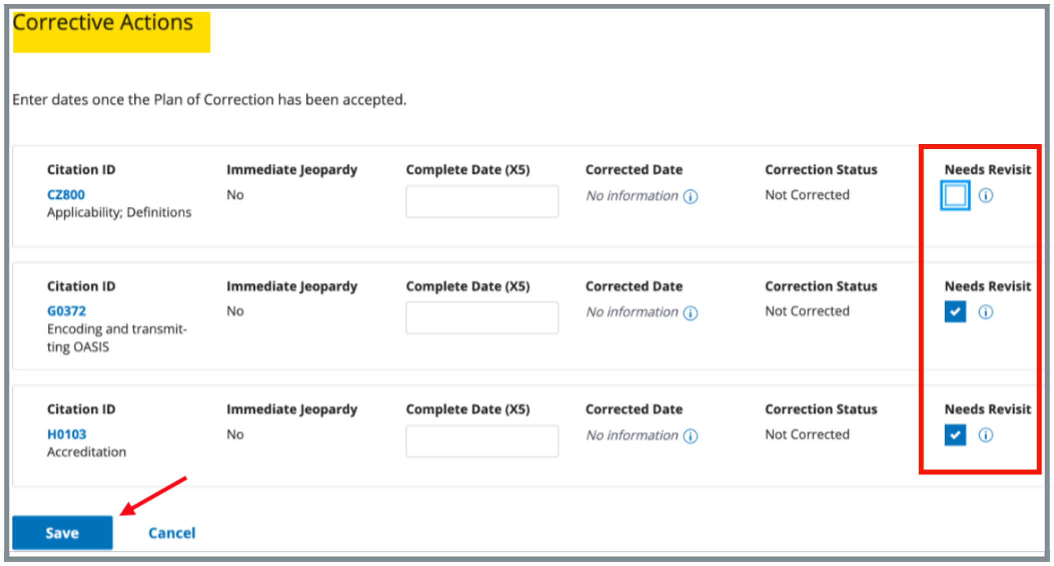


Figure 285: Needs Revisit Editable Fields

25.15.4 Uncheck the boxes under **Needs Revisit** for each citation that does not need to be corrected in a follow up visit.

25.15.5 Click **Save**.

25.16 View Older Revisit Surveys

25.16.1 Go to the latest revisit survey and click **Plan of Correction** on the left menu. Scroll down to **Corrective Actions**. See *Figure 286, Revisits Corrective Actions.*

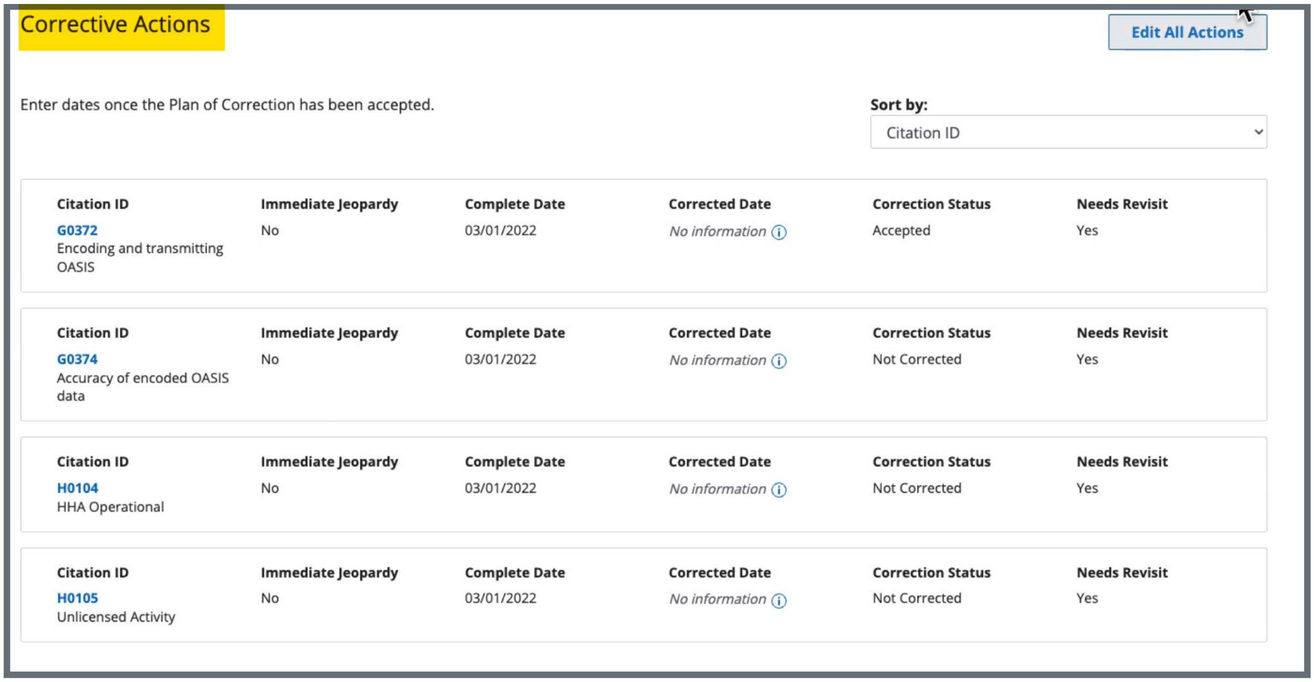


Figure 286: Revisits Corrective Actions

25.16.2 Click **Edit All Actions**.

25.16.3 Add the **Corrected Date** to any citations that have been corrected. See *Figure 287, Citation Corrected Dates.*

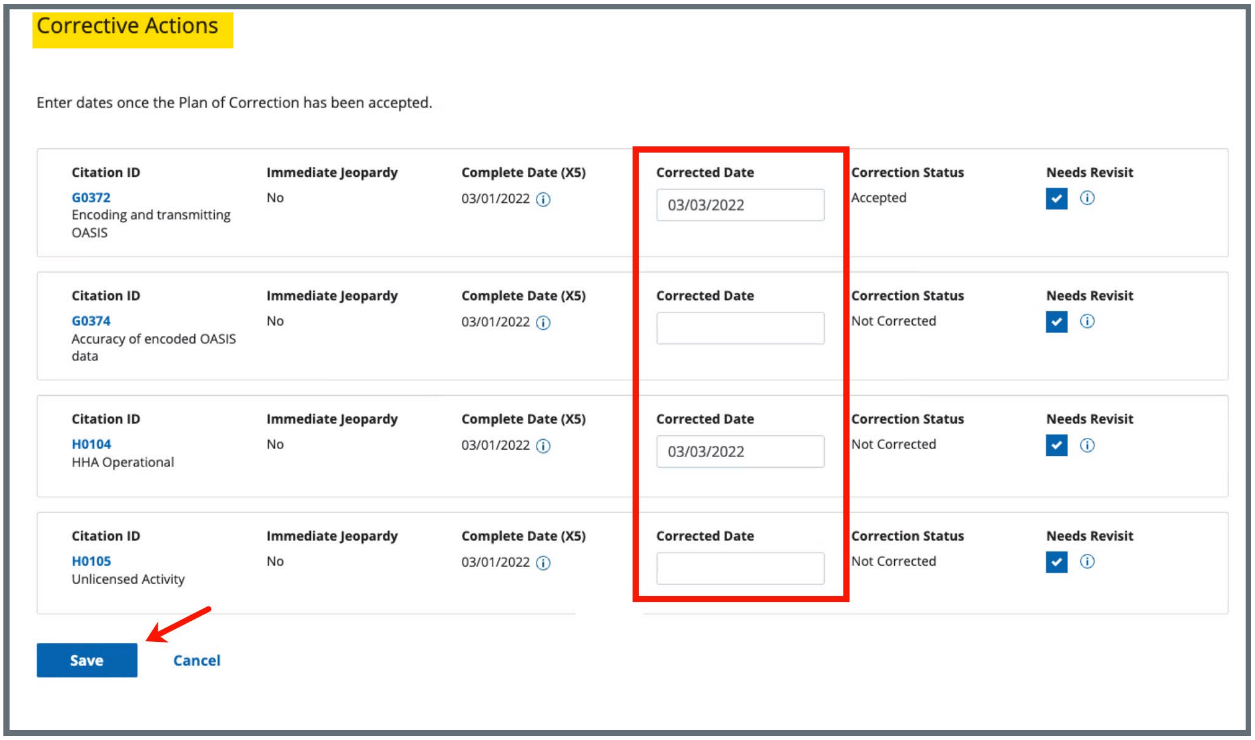


Figure 287: Citation Corrected Dates

25.16.4 Click **Save**. The **Corrective Actions** are updated with a link to the original survey. See *Figure 288, Revisits Linked in Corrective Actions.*

25.16.5 Click the link to view details about the revisit survey.

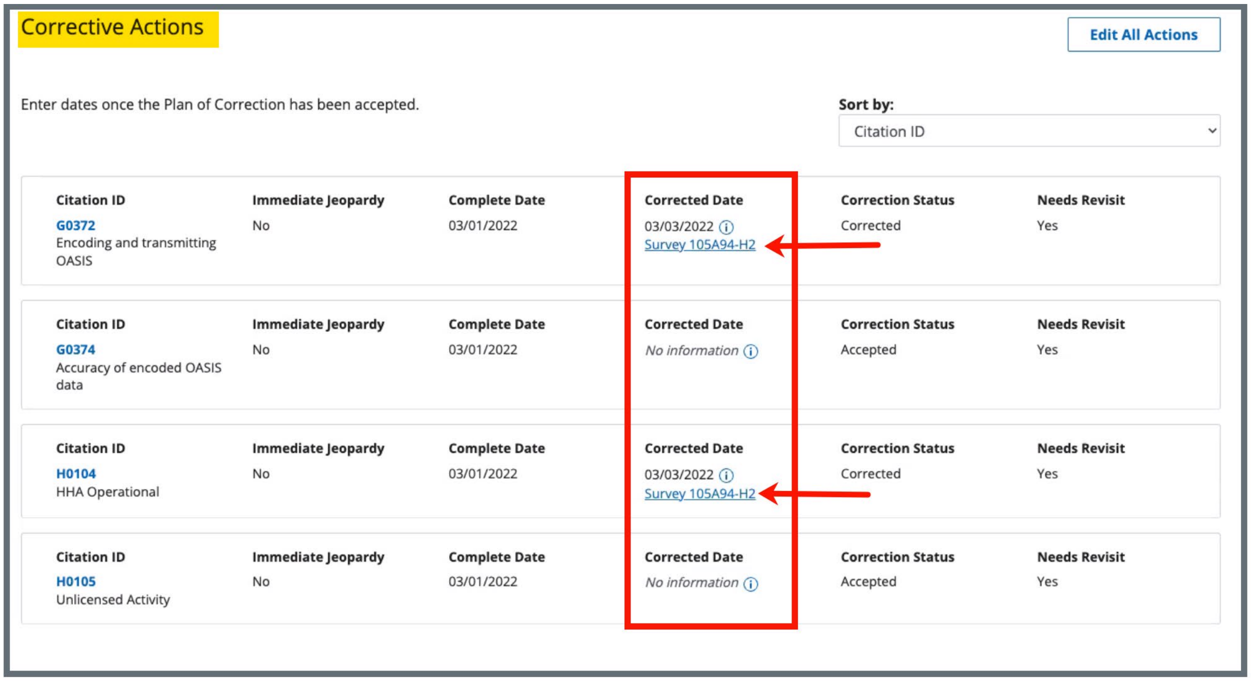


Figure 288: Revisits Linked in Corrective Actions

26. 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 RBS.

26.1 Add IJ to a citation.

26.1.1 Add a citation. See Citations for more details.

26.1.2 Click the Scope/Severity grid. See *Figure 289, Add IJ to a Citation.*

Add IJ to a Citation

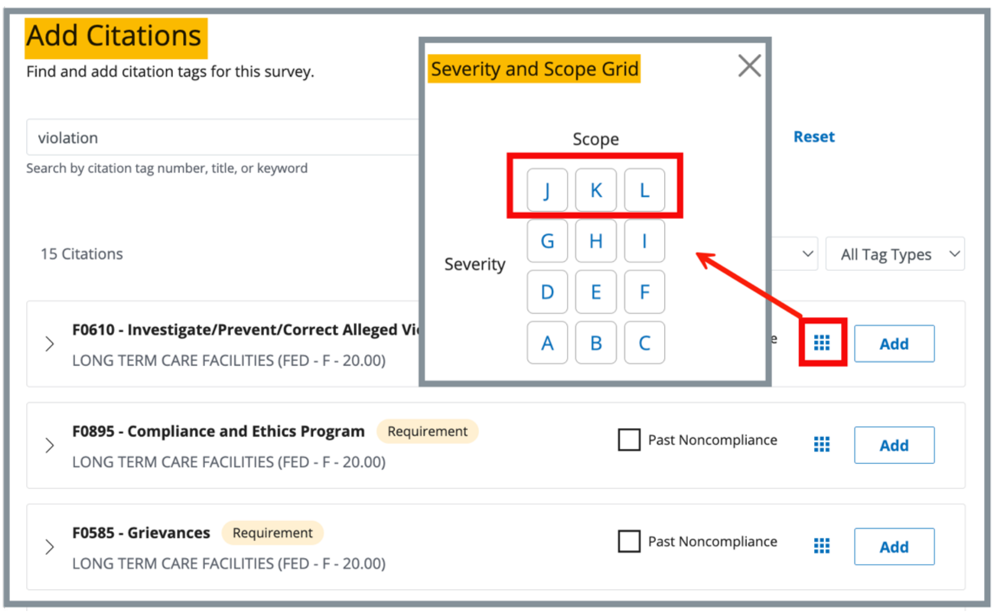


Figure 289: Add IJ to a Citation

26.1.3 Select **J**, **K**, or **L**.

26.1.4 Click **Add**.

26.1.5 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.

26.2 Update any citations not associated with IJ. See Add Findings, if necessary.

26.3 Click **Lock IJs**. See *Figure 290, Lock IJs*. The **Lock IJ Citations** pop-up 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**.

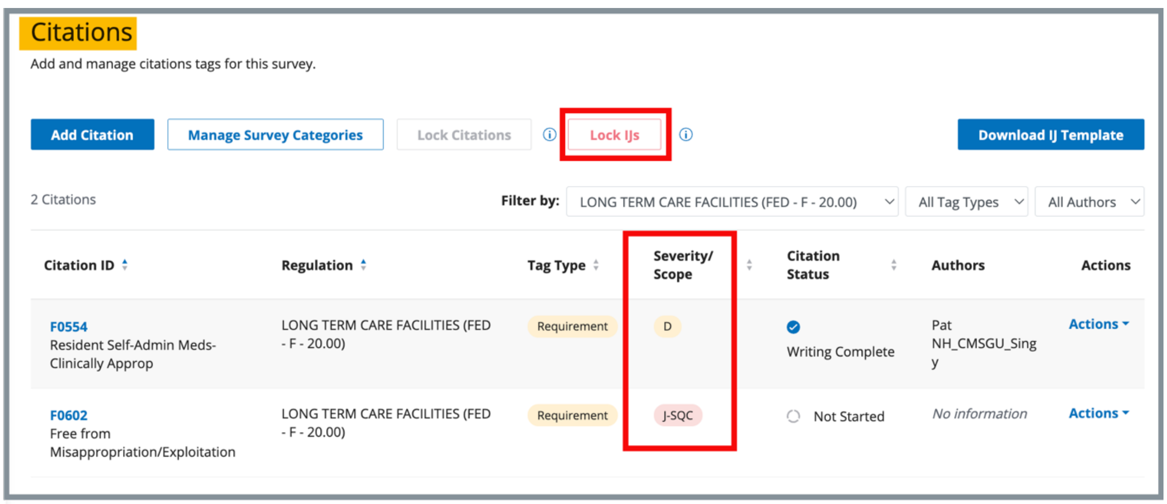


Figure 290: Lock IJs

26.4 Click **Lock as IJ**. See *Figure 291, Lock IJ Citations Popup Window*. The **Citations** page opens, and a Statement of Deficiencies can now be generated with **Date Sent**.

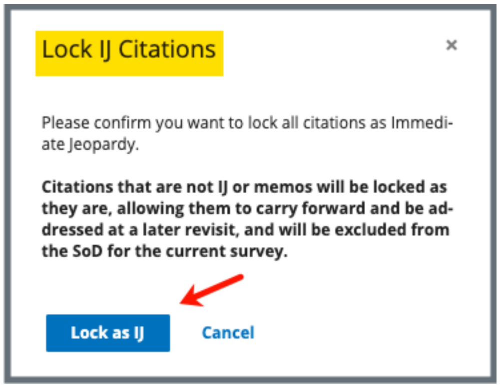


Figure 291: Lock IJ Citations Popup Window

26.5 Click **Statement of Deficiencies** on the left menu. The **Statement of Deficiencies** page opens.

26.6 Click **Generate Form**.

26.7 Check the **CMS-2567 – Federal Statement of Deficiencies** box. The **Statement of Deficiencies** page expands to show additional fields. See *Figure 292, IJ Citation Check Box*.

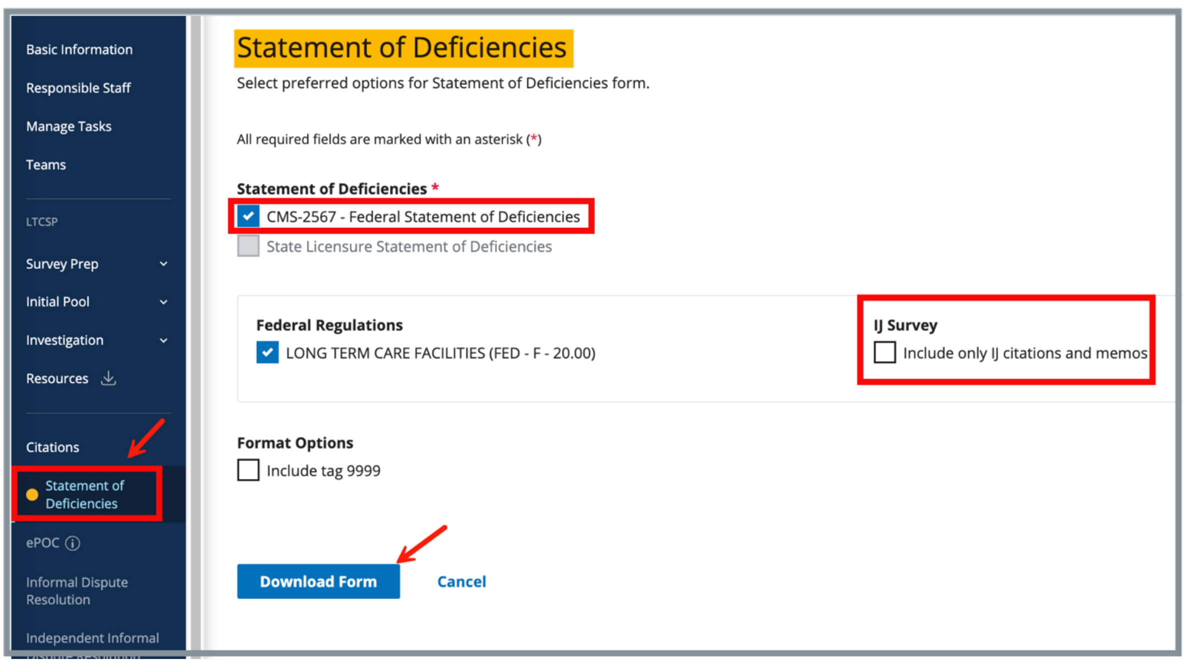


Figure 292: IJ Citation Check Box

26.8 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.

27. 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.

27.1 Create the CMS-2567 form.

27.1.1 Click **Statement of Deficiencies** on the left menu. The **Statement of Deficiencies** screen opens. See *Figure 293, Statement of Deficiencies*.

Note: **Edit** is not active for Statements of Deficiencies until the survey has an exit date.

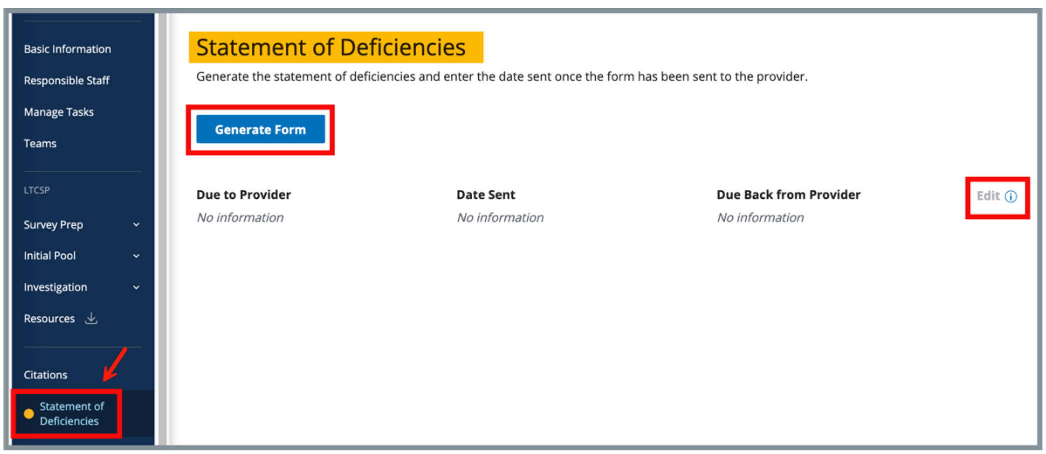


Figure 293: Statement of Deficiencies

27.1.2 Click **Generate Form**.

27.1.3 Check the **CMS-2567 – Federal Statement of Deficiencies** box**.** The **Statement of Deficiencies** page expands to show additional fields. See *Figure 294, 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 **IJ Survey** check box.

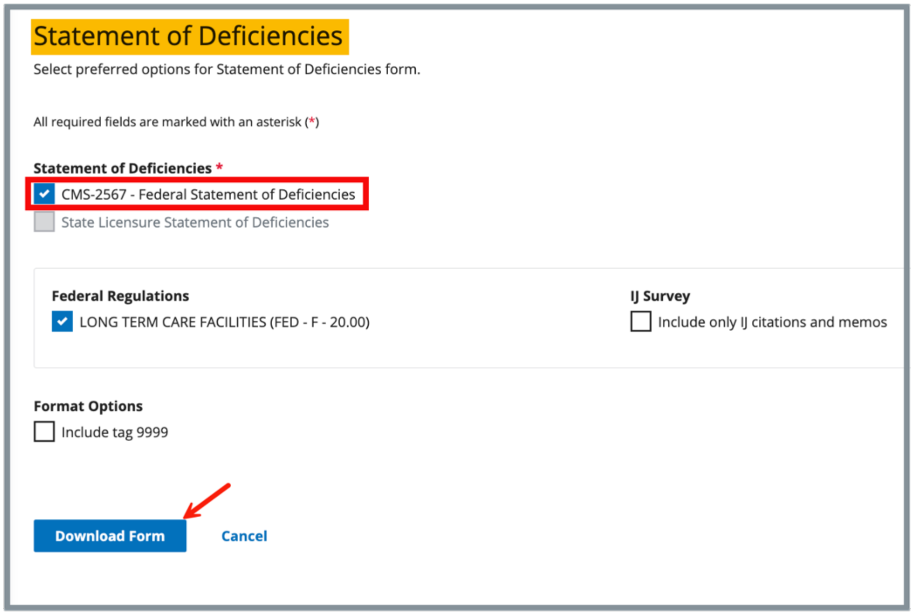


Figure 294: Statement of Deficiencies: Preferred Options

27.1.4 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.

27.2 Edit the statement of deficiencies dates.

Note: The **Statement of Deficiencies** can only be edited when a survey has an exit date.

27.2.1 Click **Edit**. See *Figure 295, Statement of Deficiencies*.

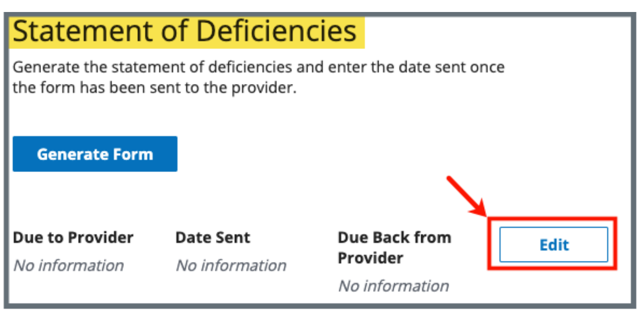


Figure 295: Statement of Deficiencies

27.2.2 Type dates under **Date Sent** and **Due Back from Provider**, in a **MM/DD/YYYY** format. See *Figure 296, Statement of Deficiencies Edit Screen*.

Note: The **Due to Provider** date is automatically set to ten (10) days after the survey exit date.

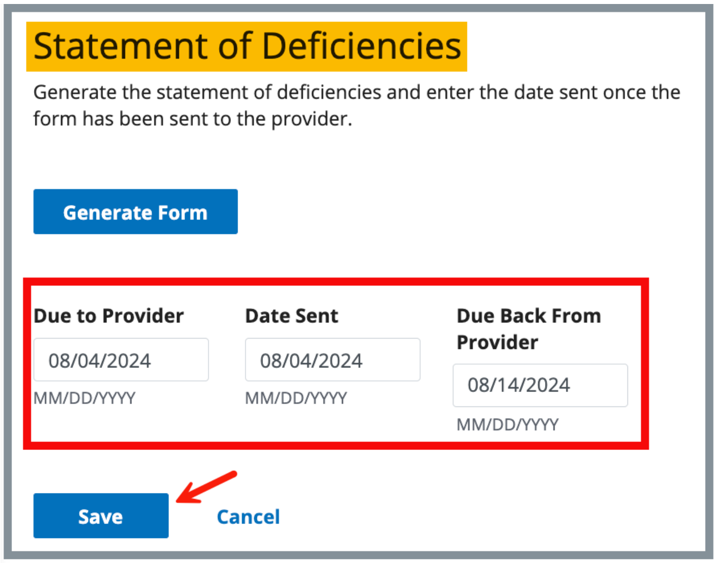
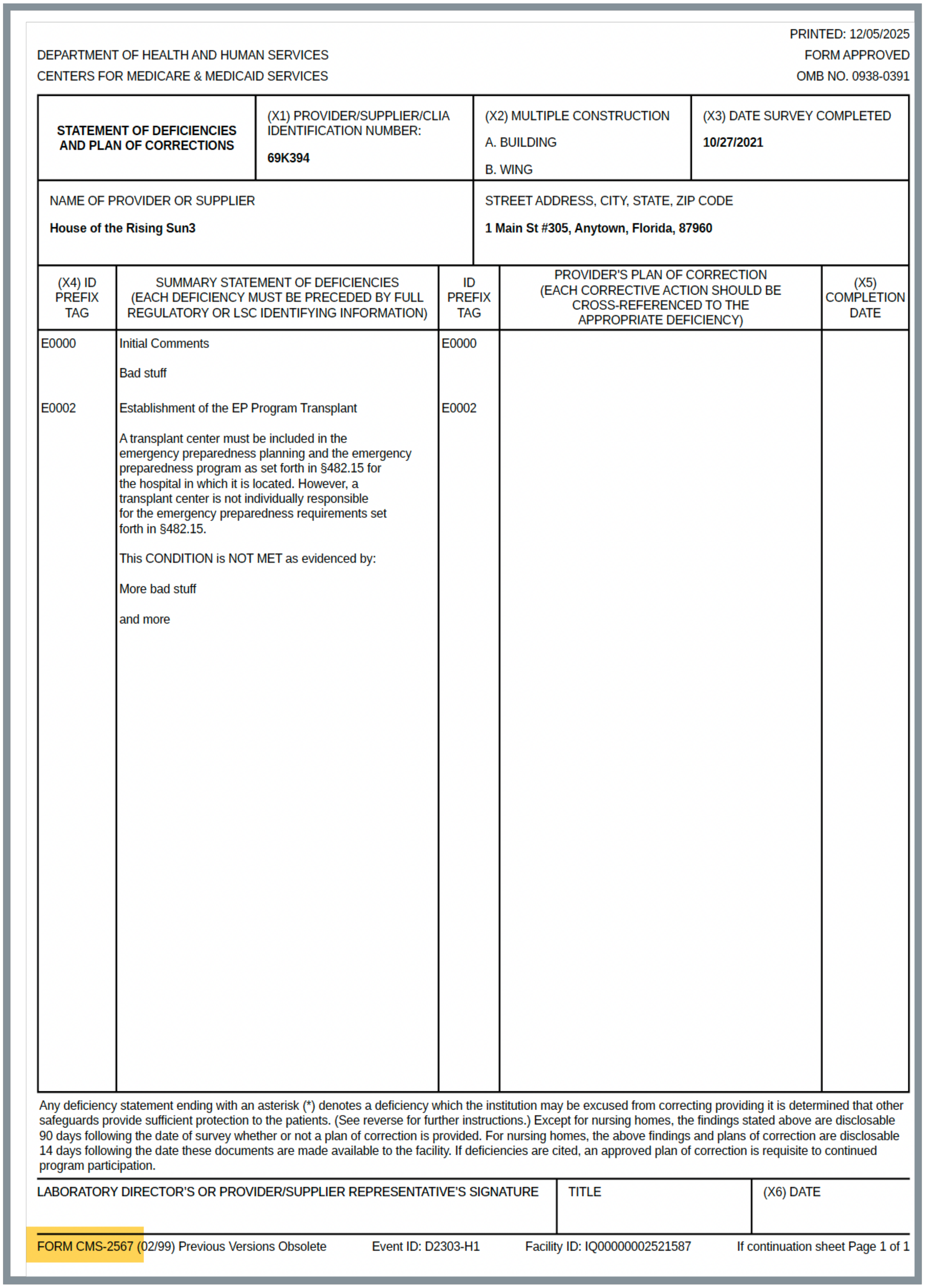


Figure 296: Statement of Deficiencies Edit Screen

27.2.3 Click **Save**.



PRINTED: 12/05/2025
FORM APPROVED
OMB NO. 0938-0391

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: **69K394**	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED **10/27/2021**
NAME OF PROVIDER OR SUPPLIER **House of the Rising Sun3**		STREET ADDRESS, CITY, STATE, ZIP CODE **1 Main St #305, 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)	(X5) COMPLETION DATE
E0000	Initial Comments Bad stuff	E0000		
E0002	Establishment of the EP Program Transplant A transplant center must be included in the emergency preparedness planning and the emergency preparedness program as set forth in §482.15 for the hospital in which it is located. However, a transplant center is not individually responsible for the emergency preparedness requirements set forth in §482.15. This CONDITION is NOT MET as evidenced by: More bad stuff and more	E0002		

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: D2303-H1 Facility ID: IQ00000002521587 If continuation sheet Page 1 of 1

Figure 297: CMS-2567

28. 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.

Notes:

- To create an IDR, the survey must have a status of **Statement of Deficiencies Sent**.
- Not all provider areas have an IDR.

28.1 Click **Survey action** on the gray status bar and select **Create Informal Dispute Resolution** from the drop-down menu. See *Figure 297, Create Informal Dispute Resolution Drop-Down Menu*. The **Informal Dispute Resolution** page opens.

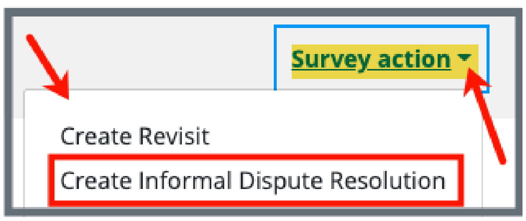


Figure 298: Create Informal Dispute Resolution Drop-Down Menu

28.2 Fill out the information. See *Figure 298, IDR.*

Note: Click **Select** under List of Attendees for attendees.

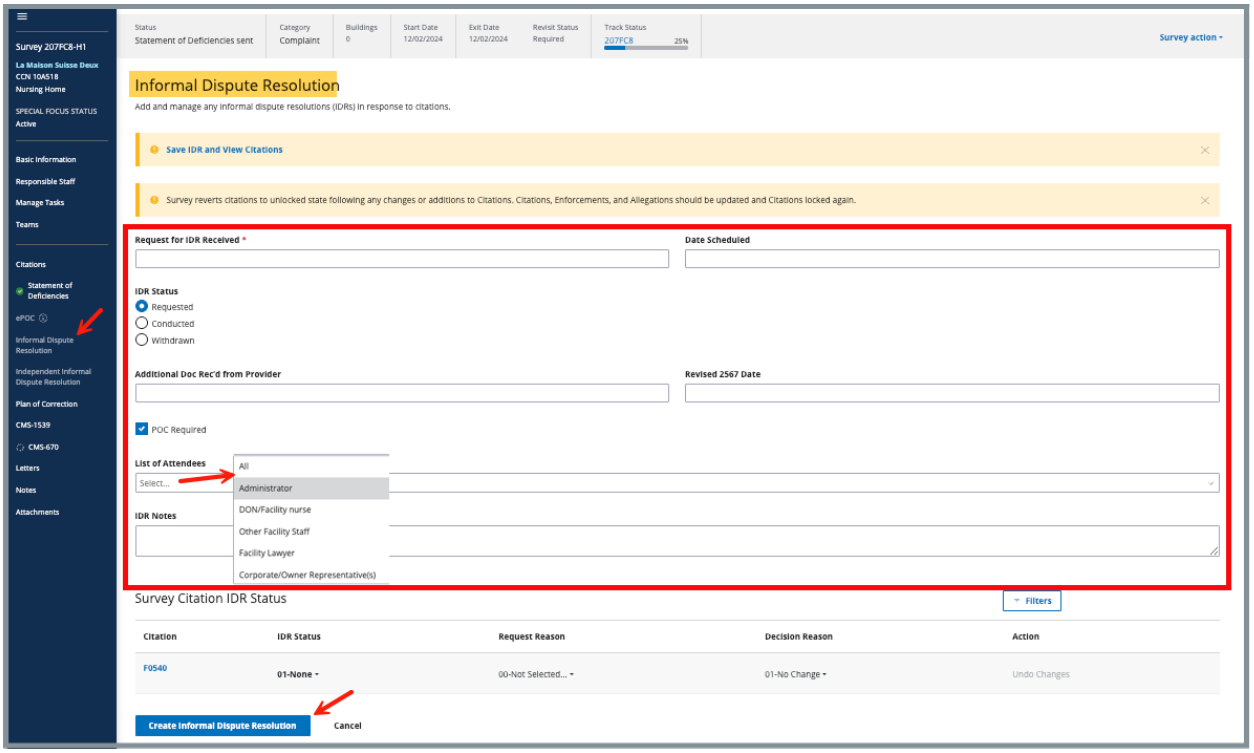


Figure 299: IDR

28.3 Click **Create Informal Dispute Resolution**. The **Informal Dispute Resolution page** updates.

29. 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
- CMP **Imposition Notice Date** must be within the last 30 days.

29.1 Click **Survey action** on the gray status bar and select **Create Independent Informal Dispute Resolution** from the drop-down menu. See *Figure 299, Create Independent Informal Dispute Resolution Drop-Down Menu*. The **Independent Informal Dispute Resolution** page opens. See *Figure 300, Independent Informal Dispute Resolution.*

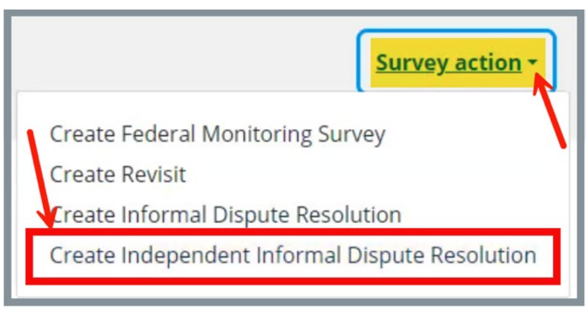


Figure 300: Create Independent Informal Dispute Resolution Drop-Down Menu

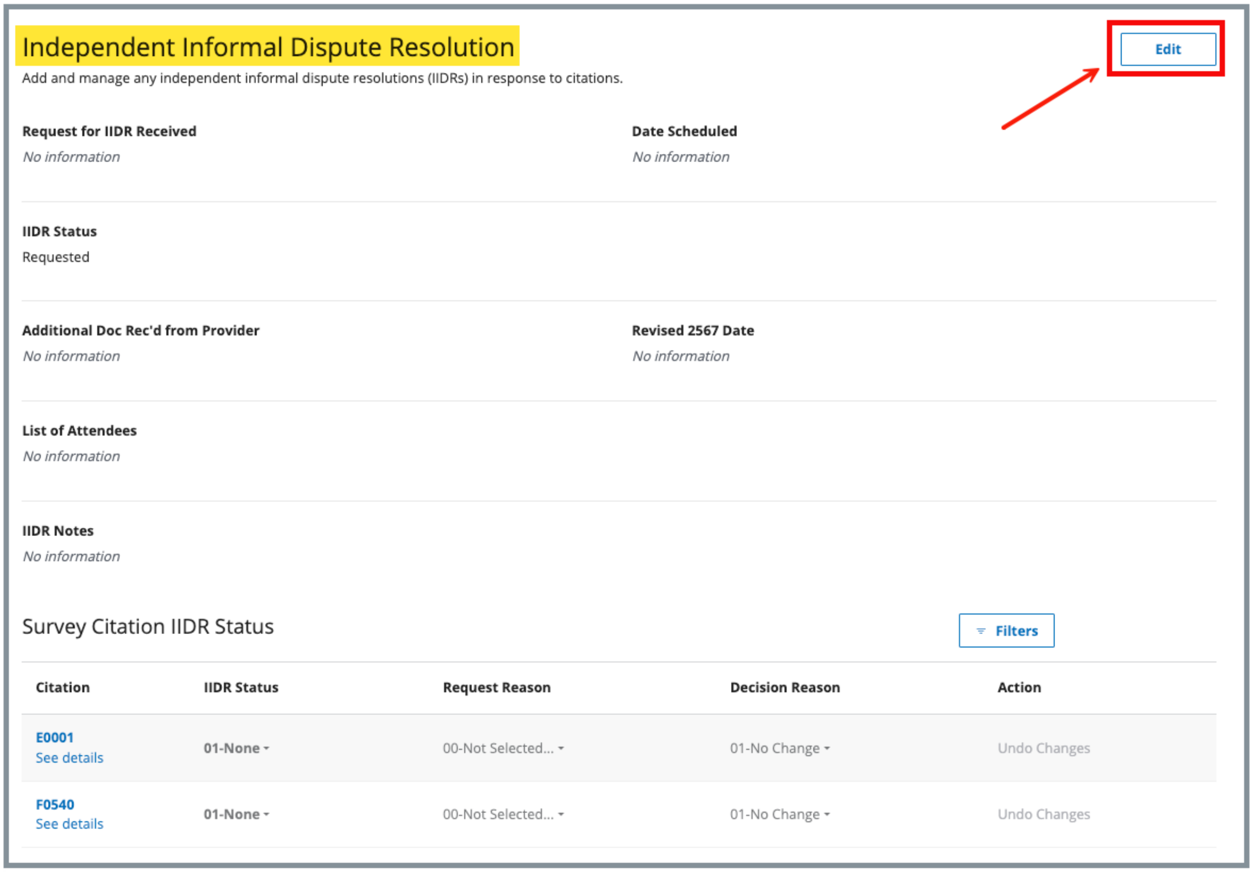


Figure 301: Independent Informal Dispute Resolution

29.2 Click **Edit** to update the information. The fields become editable. See *Figure 301, Independent Informal Dispute Resolution Editable Fields.*

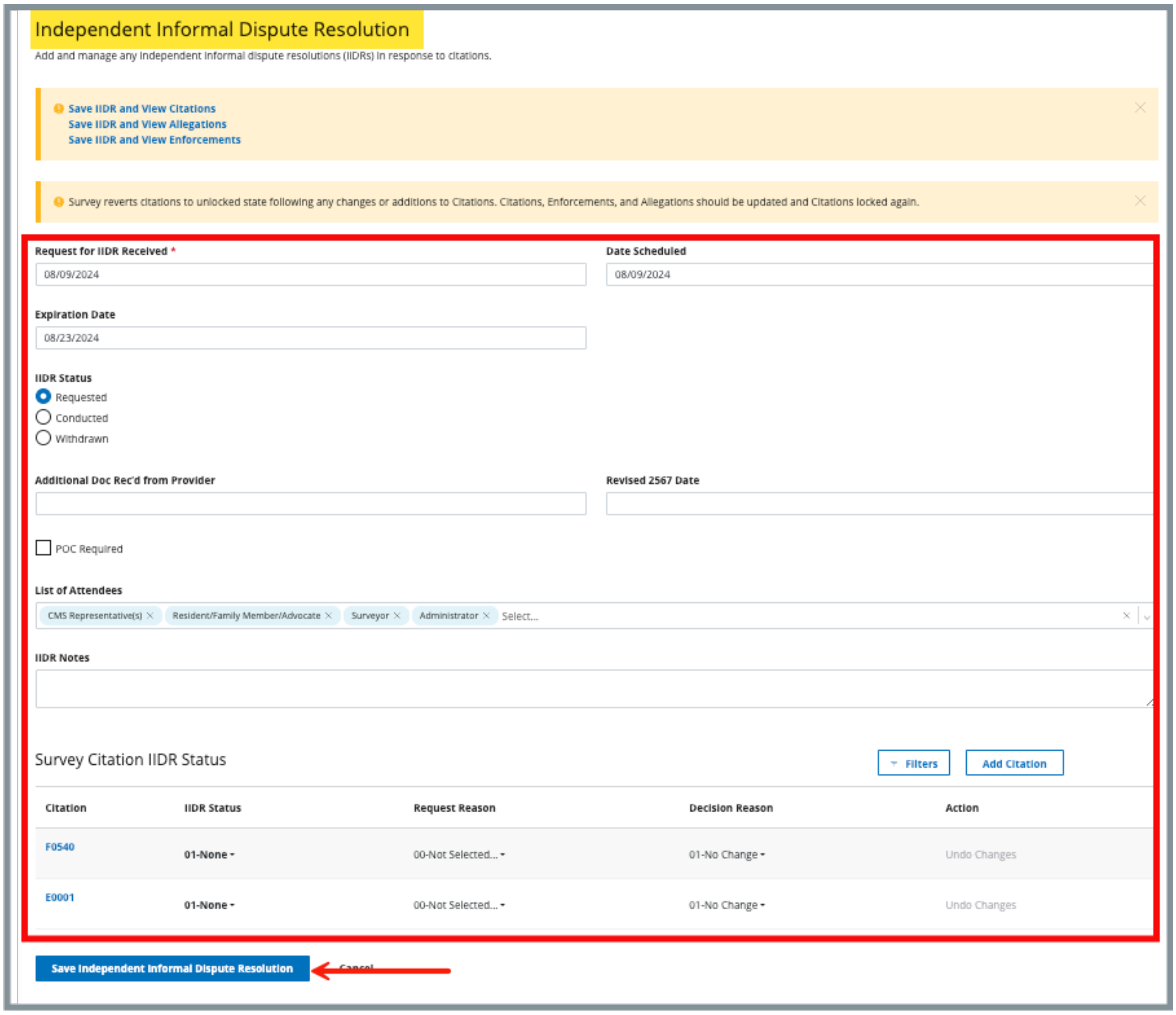


Figure 302: Independent Informal Dispute Resolution Editable Fields

29.3 Update the information.

Note: Click **Filters** to view IDR citation statuses by **None, IIDR Request, No Change**, **Citation Added** and **Citation Changed**. See *Figure 302, IIDR Citation Filter.*

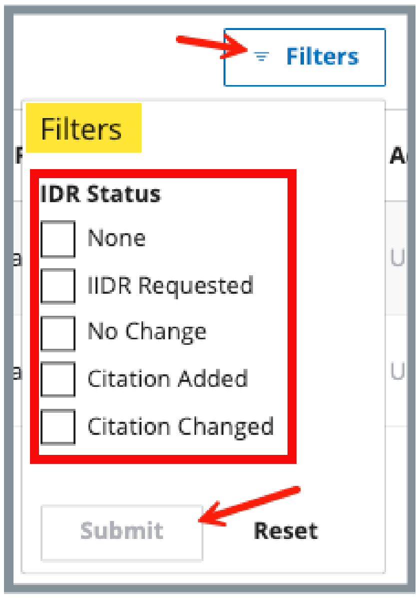


Figure 303: IIDR Citation Filter

29.4 Click **Save Independent Informal Dispute Resolution**. The **Independent Informal Dispute Resolution page** updates.

30. 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.

30.1 Plan of Correction

Note: Citations must be added and locked before a plan of correction can be added.

30.1.1 Click **Plan of Correction** on the left menu. The **Plan of Correction** screen opens. See *Figure 303, Plan of Correction*.

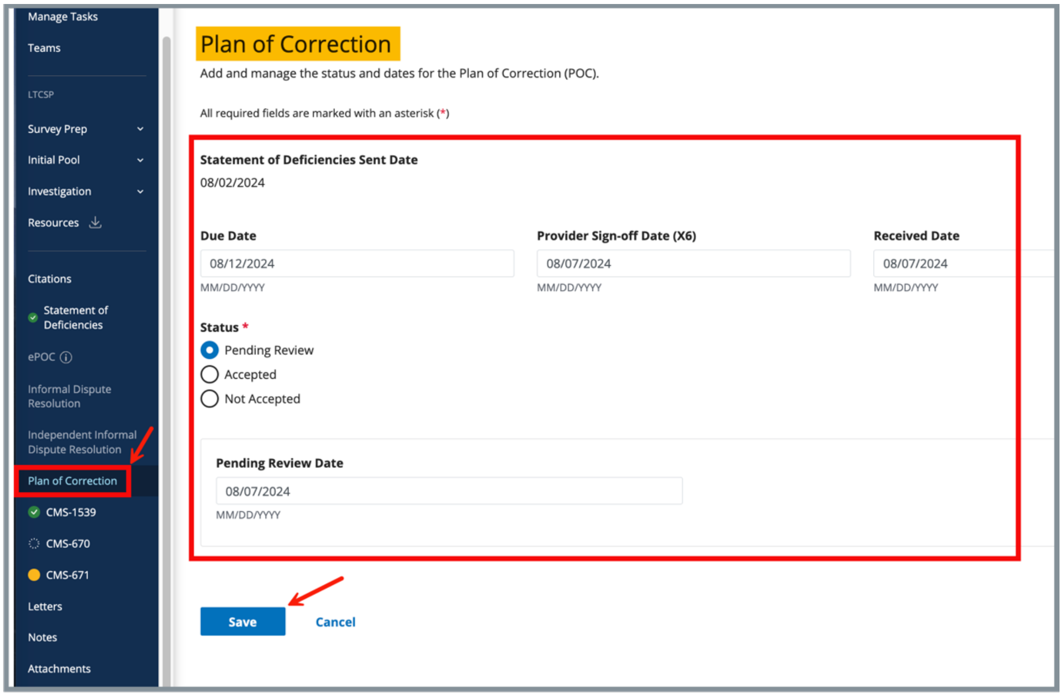


Figure 304: Plan of Correction

30.1.2 Fill out the information.

Notes:

- The **Provider Sign-off Date (X6)** and the **Received Date** are not required when the status is **Not Accepted**.
- The **Complete Date** can be any date. It is editable at any point.
- The **Corrected Date** can be any date prior to or equal to the **Exit Date** of the survey.

30.1.3 Click **Save**. The **Plan of Correction** page updates.

30.2 Waivers (Tag Level)

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.
- A **Complete Date** is not required (field is disabled) when the citation has a Continuing Waiver.
- A **Complete Date** is required when the Citation has a **Temporary Waiver.**

30.2.1 Click **Edit All Actions** on the **Plan of Correction** page under **Corrective Actions** to update waiver details. See *Figure 304, Edit All Actions.* The editable waivers open.

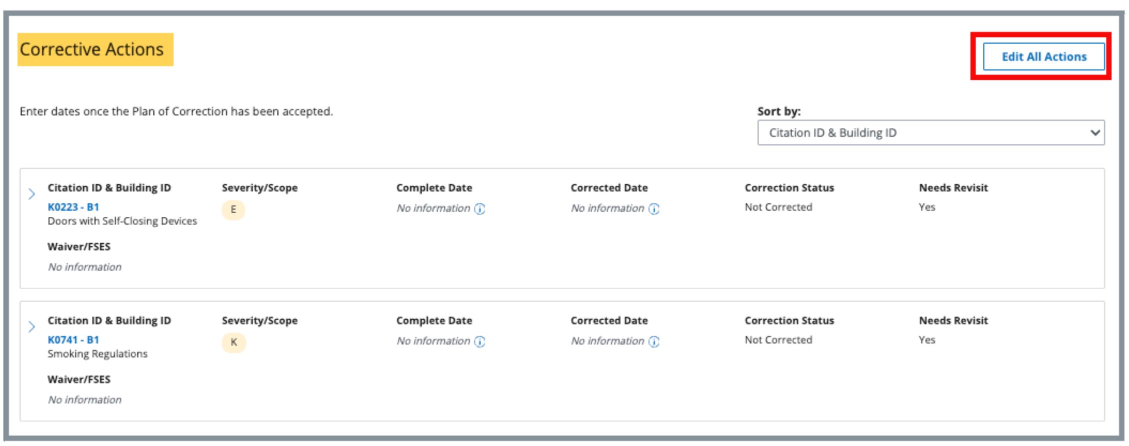


Figure 305: Edit All Actions

30.2.2 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 305, Citation ID & Building ID.*

Note: The waiver option is disabled when a citation is IJ or when the regulation letter is set to **E**. A citation is automatically designated as IJ when **J**, **K**, or **L** is selected.

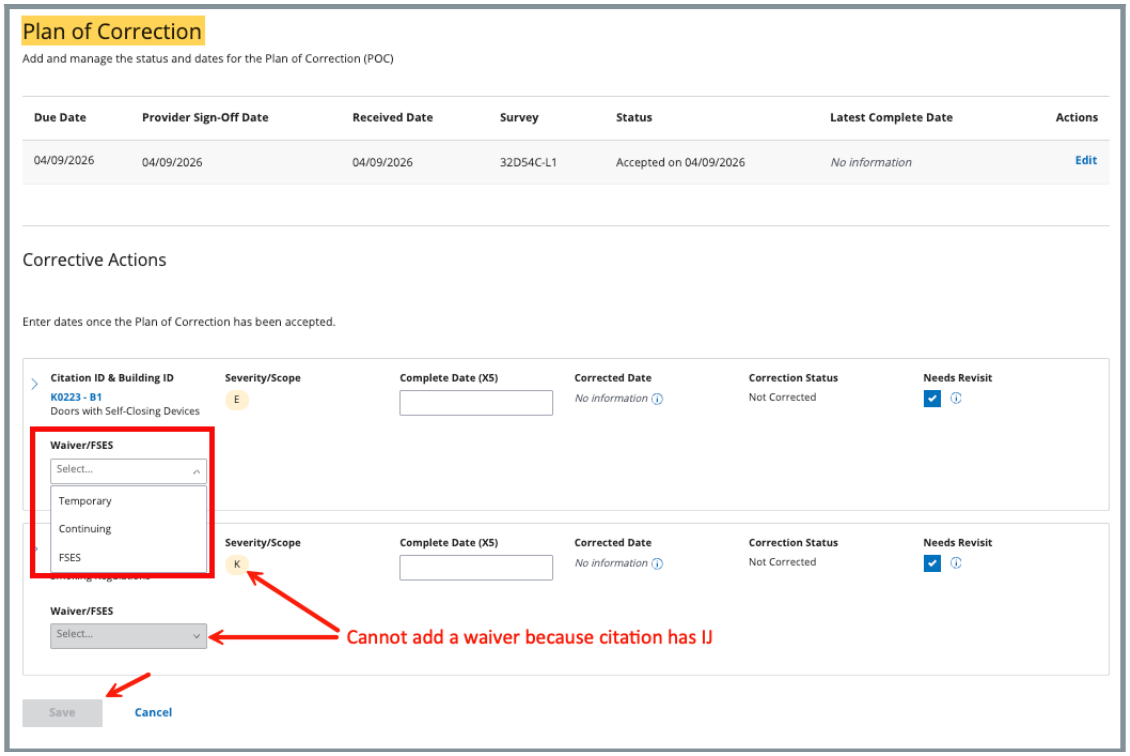


Figure 306: Citation ID & Building ID

30.2.3 Click the drop-down menu under **Waiver (Waiver/FSES** for waivers with an **FSES** tag) to change the waiver status.

Note: Disabled areas can only be updated by a CMS General User.

30.2.4 Select **Temporary**, **Continuing**, or **FSES** (only when FSES is present). Each status opens additional fields below. See *Figure 306, Temporary Status.*

Notes:

- **FSES** and **Temporary** statuses can be combined.
- There are two tabs to select when **FSES** and **Temporary** statuses are combined.

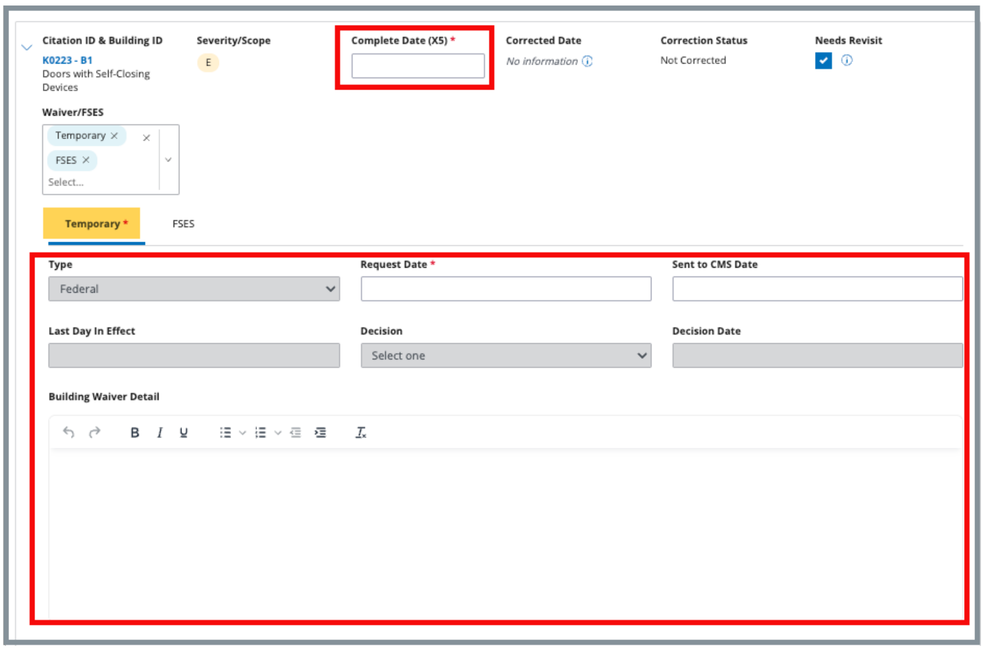


Figure 307: Temporary Status

30.2.5 Fill out information.

Note: Fields may vary or be disabled depending on the status chosen.

30.2.6 Click **Save**.

Note: A revisit survey can now be made for the LSC survey.

31. CMS-670

Purpose: To demonstrate how to add or manage time team members spent on the survey.

Notes:

- Only surveyors can enter CMS-670 information.
- QA team members can act on behalf of surveyors and have the same privileges as a team member does.
- CMS-670 can only be accessed from the survey record..

31.1 Add CMS-670 Time

31.1.1 Go to the survey record. For more information on searching for and accessing a survey, refer to the S&C User Manual, Manage a Survey, on QTSO.

31.1.2 Click **CMS-670** on the left menu of the survey record to go to Time Entries. See *Figure 307, CMS-670*.

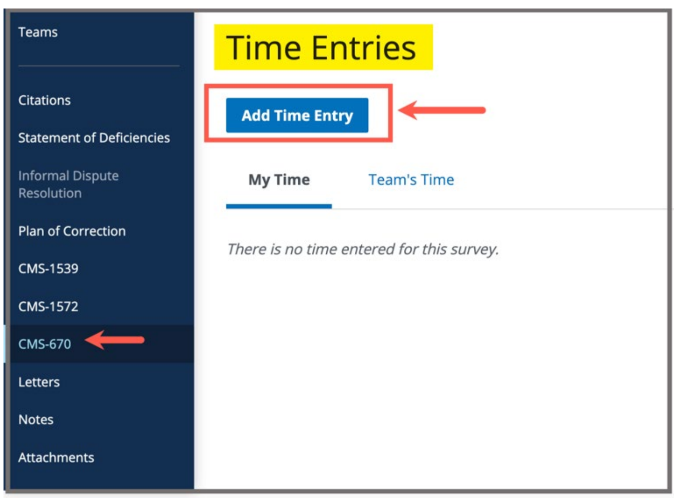


Figure 308: CMS-670

31.1.3 Click **Add Time Entry** to add time. The **Add Time Entry** window opens. See *Figure 308, Add Time Entry*.

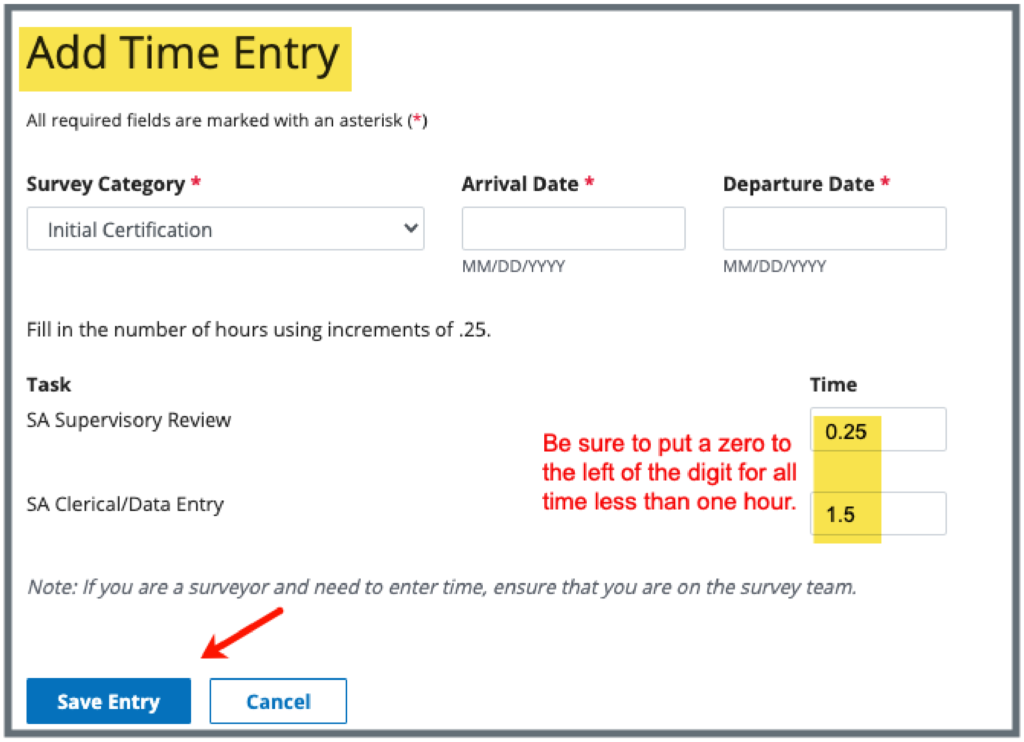


Figure 309: Add Time Entry

31.1.4 Fill out the information.

Notes:

- Fill out time in increments of .25. Time less than one (1) hour must have a zero to the left of the decimal point. For example, 30 minutes is written as **0.5**. Fifteen minutes is written as **0.25**.
- CMS-670 time entries cannot exceed the number of hours available in a day (for example, 8 AM to 6 PM)

31.1.5 Click **Save Entry**. Detailed combined time information is shown.

Note: The surveyor can view **My Time** or **Team's Time** on the **Time Entries** page.

31.1.6 Click **Edit** to edit information, if desired.

31.2 Edit or Delete CMS-670 Time

Notes:

- Hours can only be deleted by the surveyor who entered the time or the QA team member.
- If the QA team member or the surveyor is unavailable, any staff may be assigned as QA staff and edit or delete the time entry. Review the Manage a Provider User Manual for further information on how to add a QA team member.

31.2.1 Go to the survey record.

31.2.2 Click **CMS-670** on the left menu of the survey record to go to Time Entries.

31.2.3 Select the **Team's Time** tab to edit or delete time. See *Figure 309, Team's Time*.

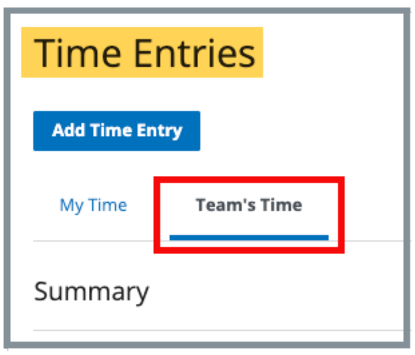


Figure 310: Team's Time

31.2.4 Click **Edit** next to the surveyor whose time needs to be edited or deleted. See *Figure 310, Edit or Delete Surveyor's Time.* The **Edit Time Entry** page opens.

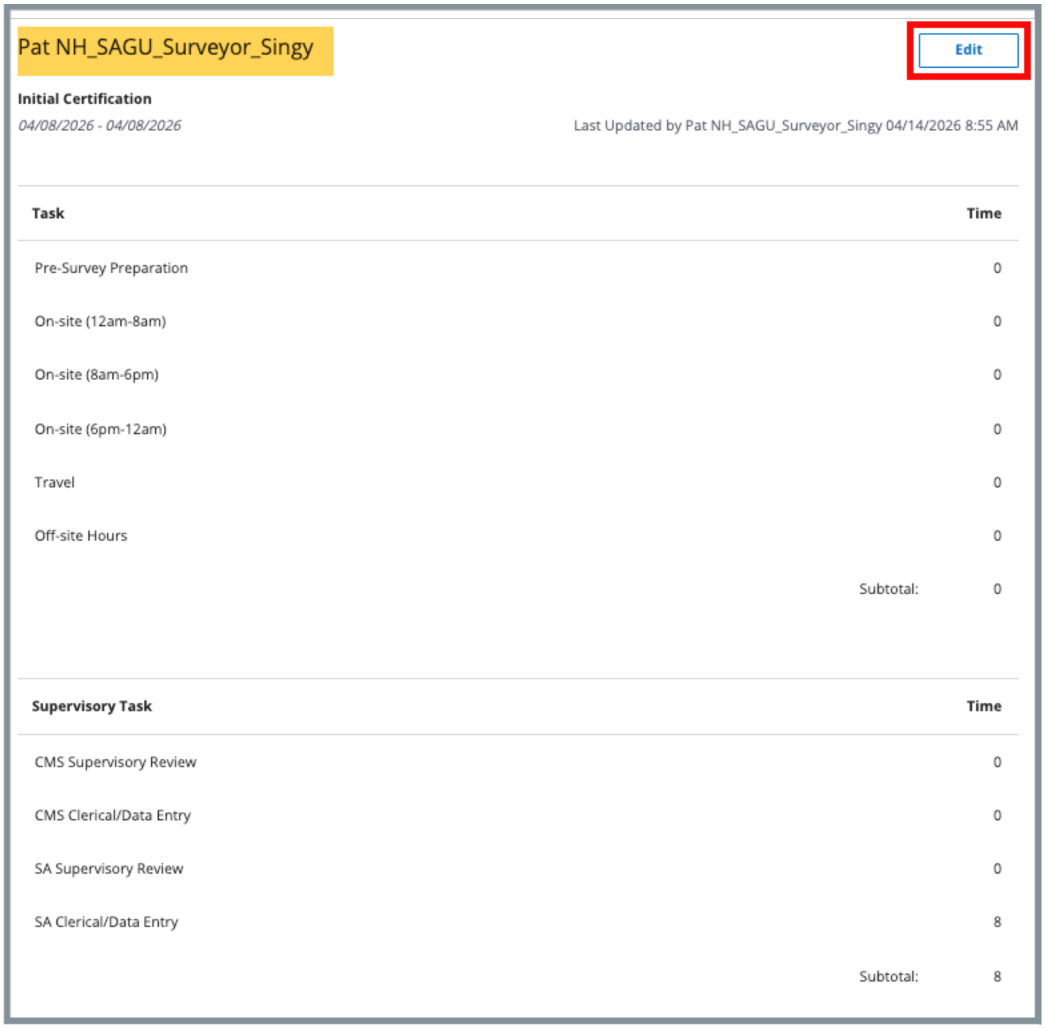


Figure 311: Edit or Delete Surveyor's Time

31.2.5 Update **Arrival/Departure Date** or **Time**. See *Figure 311, Edit Time Entry*.

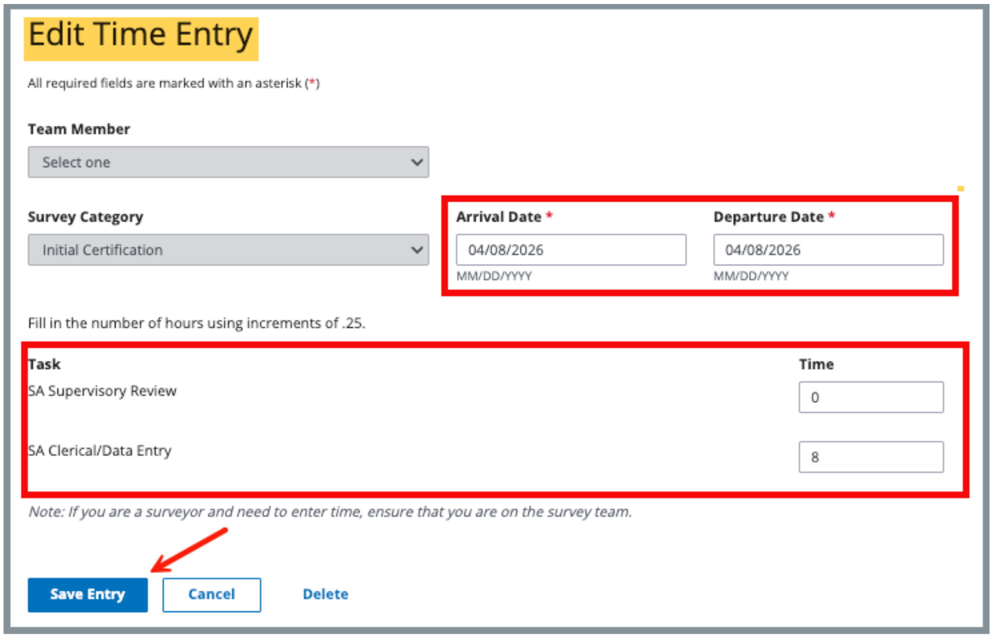


Figure 312: Edit Time Entry

31.2.6 Click **Save Entry**.

Notes:

- Repeat steps for as many time or date entries as needed.
- All time must be removed from the CMS-670 before a survey can be deleted.
- Hours can be added or deleted by the surveyor who entered the time or the QA team member. If the QA team member or the surveyor is unavailable, any staff may be assigned as QA staff and edit or delete the time entry. Refer to the Manage a Survey User Manual on QTSO for more information on assigning a new QA team member.

32. Letters, Notes, Attachments

Note: **Letters, Notes,** and **Attachments** information can be found in the S&C User Manual: **Letters, Notes, and Attachments** on QTSO.

33. Survey Closed Status

Purpose: To close the survey once it is completed and all necessary corrections have been made.

33.1 Go to **Basic Information** page. Click **Edit**. The **Basic Information** page can now be edited.

33.2 Click **Closed** under Survey Status. See *Figure 312, Survey Status*.

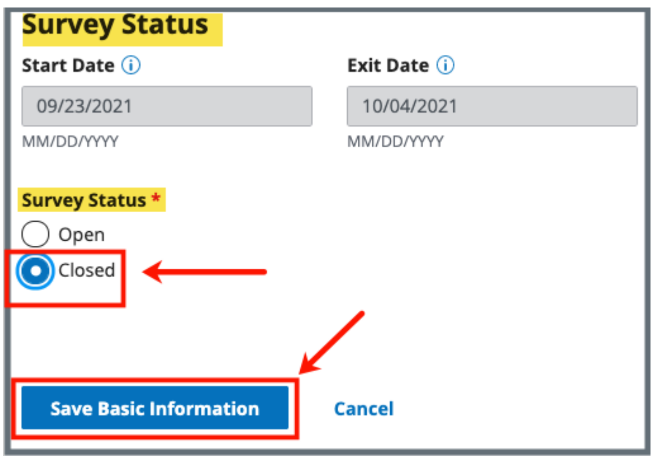


Figure 313: Survey Status

Note: Be sure the **Exit Date** is completed.

33.3 Click **Save Basic** Information. The **Basic Information** page updates.

33.4 Verify that **Survey Status** is **Closed**.