Internet Quality Improvement Evaluation System (iQIES)

Survey & Certifications (S&C) Manual

Training Module 2 – Surveys - Quick Reference Guide

1. View Recent Surveys - Instructions

1. To view a recent survey, click on the '*Survey & Certification'* tab at the top of the iQIES Home Page, then click *'Search'*.
2. On the '*Search'* page, click on the *'Surveys'* tab and then select a provider under the *'Provider'* column.
3. From the '*Provider History'* page, select any of the surveys listed under the '*Survey ID'* column to view a survey.
4. A provider's three most recent surveys will be displayed under the '*Recent Surveys'* heading.
5. The '*View All Surveys'* button will be enabled when the provider has three or more surveys.
6. Refer to section 5.1.1 – Recent Survey Review in the iQIES S&C manual for more details.

2. Add a New Survey – Instructions

1. To add a new survey, select the 'Add Survey' button from the Provider History page. State agency users can only add surveys for providers within their own state. To save the survey, Survey Categories and Regulation Sets must be selected. It is recommended to leave the Survey Exit date blank until after the onsite visit is complete.
2. If Complaint category is selected, you must also select the open intake(s) to be investigated.
3. The survey categories of Federal Monitoring Survey can be selected by CMS users only.
4. Upon saving you will be directed to the survey's '*Basic Information'* page, where additional information can be included.
5. Refer to Section 5.1.5 – Add a Survey in the iQIES S&C manual for more details.

3. Survey Basic Information Page - Instructions

NOTE: Selecting any of the surveys listed under the Survey ID column will open the '*Basic Information* page' for that survey.

1. The '*Basic Information'* page contains an overview of the provider's survey information including survey type, survey categories, survey extents, regulation sets, survey start and end dates and offsite survey indicators.
2. From the survey 'Basic Information' page, the user can access additional sections, such as responsible staff, survey team, citations, statement of deficiencies, informal dispute resolution, plan of correction, Forms CMS-670 and CMS-1572 (for certification surveys), letters, notes, and attachments. Select any section to edit information.
3. Select the provider name in blue in the upper left corner to return to Provider History page.
4. Refer to Section 5.1.2 – Survey - Basic Information Page in the iQIES S&C manual for more details.

4. Survey Team & Responsible Staff Information - Instructions

1. In both the Survey Team and Responsible Staff sections you can search and select staff from the table, then select 'Save' to see the updated list of team members.
2. Select *'Add Team Member'* if it is necessary to add another person to the team.
3. In the *'Survey Team'* section, one person must be the Team Coordinator, and there can only be one person designated for this role. The Team Coordinator will default to the first staff member added to the team.
4. Members can be removed from the team by selecting 'Delete', the person currently designated as the Team Coordinator cannot be deleted.
5. There will be a warning message on the screen if a member with a specific discipline is required to be on the survey team but was not included.
6. Refer to Section 5.1.3 – Responsible Staff and 5.1.4 – Survey Team in the iQIES S&C manual for more details.

Training Module 2 – Surveys - Quick Reference Guide

5. Citations and Locking Citations - Instructions

1. Anyone can add citations, and citation text. If a deficiency has been observed on the survey, you can go to the citations section to add the related tag.
2. The Citations List will display all the citations added by the team.
3. To add findings, click on '*Actions*' next to each citation on the citation list.
4. Select '*Add Citation'* to add a new citation tag. Add all the desired citations and select '*Save*'.
5. For all citations except the 0000 and 9999 tags, there are two data entry boxes, one for the '*Deficient Practice Statement'* and one for the *'Findings'*.
6. When a user has completed writing the findings for a citation, click on '*Writing Complete'*.
7. For the findings of two or more surveys for the same tag to be merged, this task must be done by the Team Coordinator. Refer to Section 5.2.7.5 of the iQIES S&C manual for details.
8. When citations are complete, a notification message will prompt the user to lock the citations (e.g., all applicable citations must have a status of '*Writing Complete'*).
9. Refer to Section 5.2 - Citations and Section 5.2.2 - Locking / Unlocking Citations in the iQIES S&C manual for details.

6. Statement of Deficiencies – Instructions

1. Once citations are added, you can add the '*Deficient Practice Statement'* and *'Findings'* text by selecting the '*Add Findings'* option in the '*Actions*' column.
2. 2. When citations are complete, merged, and locked, the Statement of Deficiencies can be generated. To do this navigate to the Statement of Deficiencies section and select 'Edit', enter in the correct dates and findings as needed, select 'Generate Form'. Be sure to 'Save' work.
3. Select 'Add Citation Text' to add citation text. Finish your citation text by selecting the '*Writing Complete'* checkbox
4. Ensure the regulations, form type (e.g., federal or state), and other form options are selected on the screen. Select 'Download Form' to download the Statement of Deficiencies.
5. If multiple surveyors present similar findings on a citation, their citation text can be merged by the team coordinator once all surveyors mark their writing complete.
6. If citations are issued and a Revisit Survey required, a warning message will prompt the user to create one.
7. Refer to Section 5.2.3 - Statement of Deficiencies in the iQIES S&C manual for more details.

7. Plan of Correction (POC) - Instructions

1. Once the POC has been received from the Provider, the dates and status of the POC can be entered here and saved. Additional entries can be made until a POC with a status of '*Accepted'* has been entered.
2. Once a POC with a status of Accepted is entered, citation dates can be entered as well.
3. Refer to Section 5.2.5 – Plan of Correction in the iQIES S&C manual for more details.

8. Supplemental Information - Instruction

Refer to Section 4.1.3.2 – Letters, and Section 4.1.3.3- Attachments in the iQIES S&C manual for more details.

9. Help and Support Information

Available Help Resources:

View Resources

QIES Technical Support Office

Known Issues

Validation Utility Tool

System Requirements

Medicare

Help

Get Help

By Phone: (800) 339-9313

By Email: iQIES@cms.hhs.gov

Stay Connected

Sign up for the iQIES Newsletter

Enter your email

Subscribe

Privacy Policy Plain Writing Freedom of Information Act No Fear Act Download Adobe Reader

iQIES

A federal government website managed and paid for by the U.S. Centers for Medicare & Medicaid Services. 7500 Security Boulevard, Baltimore, MD 21244