

# Direct Connect

## Survey and Certification Leadership Summit

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The second annual Leadership Summit was held April 19-22 in Hunt Valley, Maryland. Present were representatives from all States, the District of Columbia and CMS's ten regional offices. This year's summit differed from last year's meeting in both content and dynamics.

Day one of the summit centered around three sessions on performance and quality improvement. Mr. Jeff Bergein, from The Performance Institute, gave an overview of the Logic Model to assist individuals in establishing clear outcome goals and performance measures.

Dr. Harry Hertz, from the National Institute of Science and Technology, provided an overview of the Baldrige Criteria for Performance Excellence and how governmental agencies can use these criteria to measure and improve performance.

**My InnerView**  
(Management Intelligence for Health Care)

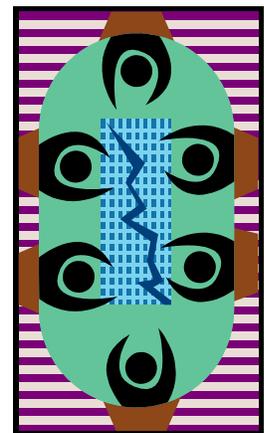
rounded out the day giving some concrete examples of how data can be used to improve quality and assure resident satisfaction in nursing homes. The Association of Health Facility Survey Agencies sponsored an evening reception at the end of the first day.

The second day also included individuals from Quality Improvement Organizations (QIOs) throughout the country and representatives from CMS' Office of Clinical Standards and Quality. The purpose of the day was to talk about communication as well as working together on two GPRA (Government Performance and Result Act) goals on reducing unnecessary restraints and pressure ulcers.

Dialogue in the afternoon among States, QIOs and Regions culminated in an open discussion about promising practices and ideas for working together. Region V's Regional

Administrator, Jackie Gardner, hosted a meeting with regions and states from the mid-west consortium afterwards.

The third day, dialogue day, was dedicated to working on some topics identified prior to the meeting. Five white papers (policy papers) were co-authored between CMS and States and made available upon registration on Sunday evening.



**This year's summit differed from last year's meeting in both content and dynamics.**

## Conference Photos/Topics



Ed Mortimore, Central Office  
Myrika Awoyera Central Office



John Schlue, Colorado State Agency

**The Second Annual Leadership Summit was held April 19-22 in Hunt Valley Maryland**

### Conference Topics Included:

- Chronic Poor Performance  
Dick Nelsen  
Cindy Granule
- Survey Processes Improvements & Options  
Sue Hornstein  
Karen Schoeneman
- Barriers to Effective Enforcement  
David Dunbar  
Jerry Sandlin
- Response to Challenging State Environments  
Sue Schroeder  
Fred Gladden
- State Budgets and Performance Expectations  
Rick Harris  
Thomas Hamilton

## Survey and Certification Leadership Summit (cont)

**Facilitators and recorders from States and CMS reported out the results of each breakout.**

A panel discussion of the white papers was followed by a breakout session by topic where participants further discussed barriers and possible solutions. Facilitators and recorders from States and CMS reported out the results of each breakout.

The last session of the day was a panel discussion with Angela Brice-Smith and M.T. Connolly of the Department of Justice. At the conclusion of the third day, the G-5 met with the Executive Committee of AHFSA.

The last day of the summit began with States and CMS having separate meetings. CMS held a manager meeting to discuss a range of subjects including .

Jack Williams gave an update on QIES and ASPEN. This was followed by a panel of States who talked about the Aspen Enforcement Module, scheduled for implementation in August.

The panel included Karen Price (South Carolina), Walt Wheeler (Michigan), and John Schlue (Colorado). In addition to a PDQ booth available during the conference, Ed Mortimore and Jill Kelly gave an overview of PDQ and answered questions.

Lynn Riley followed with an overview of HHA oversight using the PDQ format. A power point presentation concluded the

conference with highlights and problem/solutions developed during the summit. A copy of the power point was sent to all participants to be used as a briefing tool for staff in the States and regions.



## CHECK OUT: GAO REPORTS

### Nursing Home Fire Safety

**Objectives:** What are the current federal fire safety standards for nursing homes? How does CMS assure that nursing homes are in compliance with federal fire safety standards: To what extent may the circumstances of recent fire-related deaths in nursing homes suggest the need for modifications to federal fire safety standards or oversight processes?

The purpose of this study is to assess the relationship between Medicare payments to free-standing home health agencies (HHA) and the costs of treating Medicare HHA patients; and to identify the factors that explain why some HHAs report Medicare costs that are significantly higher than the Medicare payments while other HHAs report costs that are significantly lower than payments.

1) Under federal and state laws and regulations, what actions must nursing homes, physicians, funeral homes, coroners and other authorities take when a nursing home resident dies? (2) What is the experience of states that require nursing homes to report the death of all residents, in terms of holding homes accountable for negligent care? At this time the study is limited to Arkansas. The GAO is planning on talking to the State ombudsman to see if any of the deceased residents had filed a complaint prior to their death. The completion date for the study was vague -- hoping next summer to complete the study.

**Objectives:** Are states able to meet statutory and regulatory time frames for surveying the full range of health care providers? How does CMS determine the level of resources required to these survey activities, and how does it allocate funds to states? Has the level of funding kept pace with CMS initiatives to strengthen the survey process?

### Medicare Payments to Home Health Agencies (CMM)

### Federal and State Policies Regarding the Reporting of Nursing Home Deaths

### CMS Survey and Certification Funding



## DIVISION OF NURSING HOMES

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Survey & Cert Letters on the Web  
[www.cms.hhs.gov](http://www.cms.hhs.gov)

### Recent Survey & Certification Letters Related to Nursing Homes:

#### **S&C-04-27**

Opening of New Centers for Medicare & Medicaid Services (CMS) Web Site Resource for Long Term Care (LTC) Surveyors and Providers

#### **S&C-04-28**

Pilot Program for the Pharmaceutical and Herbal Products Database—Part 2

#### **S&C-04-29**

Life Safety Code (LSC) Surveyor Reference Materials

#### **S&C-04-30**

Clarification of the Scoring for Measure 5 (Medication Investigation) of the Federal Oversight Support Survey (FOSS) Protocol for Long Term Care (LTC)

**S&C-04-31** Status of Form CMS-1514

**S&C-04-32** Rollout of New Surveyor Aptitude Test and In-Service Training Guide

**S&C: 04-33** Life Safety Code (LSC) and State Performance Standards

**S&C-04-34** Revised Emergency Medical Treatment and Labor Act (EMTALA) Interpretive Guidelines



Survey & Certification  
Group, CMSO

<http://www.cms.hhs.gov/medicaid/ltcsp/lcmmemos.asp>

## Highlights & Upcoming Events

### May

S&C Conference Call  
May 12, 2004

Open Door Forum  
May 26, 2004

G5 Teleconference  
May 24, 3PM

### June

S&C Conference Call  
June 09, 2004

G5 Teleconference  
June 7, 3PM

S&C Conference Call  
June 23, 2004

G5 Teleconference  
June 14, 3PM

G5 Teleconference  
June 21, 3PM

G5 Teleconference  
June 28, 3PM

### July

S&C Conference Call  
July 07, 2004

S&C Conference Call  
July 21, 2004

Diabetes  
July 16

Pain Management  
July 23

