



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 14-30-Psychiatric Hospital

DATE: July 25, 2014

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Surveyor Webinar Training: Basic Psychiatric Hospital State Survey Agency (SA) Training

Memorandum Summary

- **Basic Psychiatric Hospital Training:** The Centers for Medicare & Medicaid Services (CMS) is offering training for surveyors regarding Psychiatric Hospitals. This training will focus on the CMS Special Provisions and Two Conditions of Participation (CoP) required for Psychiatric Hospital new certification or continued certification.
- **Webinar:** This training will be delivered using webinar and other online training tools; and consist of a one day, three-hour session that will take place on August 27, 2014, starting at 1pm ET. We are asking surveyors to participate in the webinar to gain or refresh their understanding of the special provisions and two Special CoPs for Psychiatric Hospitals, and how surveyors can use this information to improve the quality of their survey.

Purpose

The SAs continue to conduct the surveys for the Psychiatric Hospitals (A-tags) nationwide and rely on CMS Central Office (CO) to conduct training on the application of regulatory requirements, Special Provisions and Conditions of Participation (CoP), Immediate Jeopardy and the Surveyor Process and Procedures. Surveyors are tasked with assessing whether these facility providers are in compliance with the Medicare Conditions of Participation and general regulatory requirements.

The CMS has developed a webinar that is used to deliver instruction and training to the surveyors, as well as provide support necessary to conduct Psychiatric Hospital surveys. We encourage all SAs to have their surveyors for these provider types participate in this training.

The webinars will include web-based interactive learning and opportunity to share knowledge with the question and answer sessions. To participate in the webinar, surveyors must follow the

instructions below. For surveyors not able to participate in the live webinar, the webinar will be archived.

Webinar Instructions for Learning Management System (LMS) Students Seeking Credit:

Prior to August 27th :

Webinar Instructions for Learning Management System (LMS) users (Surveyors):

Prior to the Day of the Webinar

1. To receive credit for watching the Webinar, register in TotalLMS at <https://webinar.cms.hhs.gov/basicpsychiatrictospital2014training>
2. Use your surveyor ID to log into TotalLMS.
3. Type “LIVE*” in search box (upper left corner of Learner home page) and select intended Webinar and follow instructions.
4. Click on the desired course, and then click the “Register” button. On the next window, complete your registration by clicking “Done” in the center. (The “Start” button will start the webinar only on the day of the event.)
5. After completing the registration process, a “Start” button with the name of the Webinar will appear in your “To Do List” in TotalLMS.
6. For assistance with LMS registration, please contact the LMS Help Desk: 1-888-477-7876 or Help@qtso.com

On the Day of the Webinar

1. Log into TotalLMS, go to your “To Do List” select the “Start” button to launch the webinar. **(If you have not registered for the Webinar prior to the scheduled date and wish to receive credit see instructions in “Prior to the Day of the Webinar.”)**
2. From the Adobe Connect Meeting window, type your name in the “Guest Box.” *Do not check the radio button next to enter “login and password” and do not enter a login and password on the Adobe Connect screen.*
3. Press “Enter Room” to access the webinar.
4. Dial into audio bridge number, **(800) 603-1774, Conference ID: 76870126** and correct conference ID to hear the audio portion of the Webinar.
5. At the conclusion of the webinar, exit the webinar. The system will return to TotalLMS. Your screen will display “Have you completed this activity?” select ‘Yes’.
6. Proceed to complete the evaluation in TotalLMS.

Webinar Instructions for non LMS users or LMS users not Seeking Credit:

On the Day of the Webinar

1. On the day of the webinar go directly to <https://webinar.cms.hhs.gov/basicpsychiatrictospital2014training>
2. From the Adobe Connect Meeting window, type your name in the “Guest Box.”
3. Press “Enter Room” to access the webinar.
4. Dial into audio bridge number, **(800) 603-1774, Conference ID: 76870126** and correct conference ID to hear the audio portion of the Webinar.

For webinar technical or registration questions, please contact Fred Mehl at Fred.Mehl@cms.hhs.gov 410-786-6859 or Paula Nee at Paula.Nee@cms.hhs.gov.

Other questions concerning this memorandum may be addressed to donald.howard@cms.hhs.gov or peter.ajuonuma@cms.hhs.gov.

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management