



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 17-11-ALL

DATE: April 14, 2017

TO: State Survey Agency Directors
State Training Coordinators and Regional Office Training Administrators

FROM: Director
Survey and Certification Group

SUBJECT: Update on the Integration of the Surveyor Training Learning Systems

Memorandum Summary

- **Surveyor Training Learning Systems Consolidation:** Phase I of the data migration and consolidation will be completed on May 1, 2017. Once Phase I of the systems consolidation and integration is complete, learners will be able to log into a single portal on the Integrated Surveyor Training Website (ISTW) to register for and access their pre-requisite courses and other training. All transcripts from Enterprise Learning Management System (ELMS) will be relocated to the ISTW. Tests and evaluations from ELMS will also be housed on the ISTW. Additional phases of the system integration process are scheduled to be conducted throughout FY2017.
- **Systems Becoming Unavailable:** The ELMS and STW will be unavailable beginning Thursday, April 27, 2017. Beginning May 1, 2017 the ISTW will house all courses previously available on the ELMS and STW.

Background

On November 09, 2016, the Centers for Medicare & Medicaid Services (CMS) released an Administrative Information Memorandum, AdminInfo 17-02 Integration of the Surveyor Training Learning Systems, addressing the plan to consolidate the functions of three systems ELMS, Blackboard (Bb) and Surveyor Training Website (STW) into one integrated learning system on the ISTW located at <https://surveyortraining.cms.hhs.gov/index.aspx>.

The system consolidation and integration process will centralize all training for surveyors. The integration of the systems into one portal will provide an easier and simpler access for the surveyor workforce. Access will be provided 24 hours a day, 7 days a week, and 365 days a year. Learners will be able to self-register and self-launch their online courses at any time that is convenient for them. Transcripts will be housed in the new system and will be updated as surveyors successfully complete new training.

Phase I of the data migration and consolidation will be completed on May 1, 2017, and the ISTW will be available thereafter. Both the ELMS and STW will be unavailable beginning Thursday, April 27, 2017 as the migration takes place. Essentially, there will be no access to the SCG training sites between April 27 and April 30, 2017.

The ELMS will be integrated with the Surveyor Training website May 1, 2017. The ELMS team strongly suggests that Regions and States make certain preparations prior to the integration to provide for class and travel information needs during this time, as follows:

- By April 21, 2017, print out rosters for any classes where you have students enrolled.
- Make note of class descriptions and travel arrangements for each of these classes.

After Phase I of the systems consolidation and integration is complete, learners will be able to log into a single portal on the ISTW to register for and access their pre-requisite courses and other training. All transcripts from ELMS will be relocated to the ISTW. Tests and evaluations from ELMS will also be housed on the ISTW. Additional phases of the system integration process are scheduled to be conducted throughout FY2017.

Training

To ensure that our end-user community is prepared for the integrated system, training will be provided on system use and functionality. The availability of training has been communicated via email and has been scheduled to take place from April 17, 2017 to April 28, 2017. Training will be geared to the STCs and the RTAs and will also incorporate basic training for surveyors. Questions regarding training can be directed to the CMS Training Site Help Desk at cmstraininghelp@hendall.com.

Next Steps: As additional information becomes available, we will provide updates and will communicate changes in the weeks to come.

Contact: Questions concerning this memo should be sent to Anita Segar at Anita.Segar@cms.hhs.gov.

Effective Date: Immediately. This policy should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

David R. Wright

cc: Survey and Certification Regional Office Management
State Survey Agency Training Coordinators
Regional Office Training Administrators