

Survey Savvy

2005 marked the beginning of a demonstration project for a new Federal Survey System from CMS. The Quality Indicator Survey, QIS, started a sample of the new survey process that began in 2006 and will continue to be rolled out to all states through 2008.

The QIS was designed to meet these objectives:

- Create a consistent and structured process that will identify quality issues
- Allow for a review of the entire scope of F-Tags
- Standardize Survey documentation
- Utilize Survey resources at facilities with greater than average quality concerns.



Preparation for the survey will change slightly. Changes are divided into various categories:

- Stage 1: MDS review including a random selection of Residents from the QCIs of the MDS. This Resident sample is established offsite.
- Stage 1: Census to include 40 randomly selected Residents in the facility at the time of the visit.
- The Admissions Sample: Consists of 30 recent admissions with emphasis on rehospitalization, death or Residents with demonstrated functional loss.
- Surveyor Option: Surveyor-initiated sample where the surveyor can self-select a Resident for review.

Through observations, interviews and medical chart reviews the surveyors will determine QCI, quality of care indicators. These QCIs will be entered into the Quality Indicator Survey Data Collection tool, QIS DCT, where a trigger will be calculated to update the surveyor of instances identified where a facility is above a benchmark on any particular indicator. This information will then lead to Stage II; a more directed survey review of care areas where the DCT will lead the surveyor through protocols for further investigation. Once these findings are entered into the DCT, automated recommendations for potential F-Tags will be generated with accompanying electronic suggestions for scope and severity of findings.

The goal of this process is to standardize and automate the survey experience. It is important to remember that the process is intended to allow the surveyor to override any automated recommendations. Therefore, a good rapport with your survey team will be essential to your facility's success. Because falls and falls management are always a hot topic for any survey team, it is important to request individualized discussion time with the survey team. Understand what data Surveyors are entering into the DCT and their rationale for their findings. Before the button is pushed for the final report, you will have an opportunity to share any critical information that the surveyor may have missed in an effort tell your story as only you can. Continue to educate yourself and your team on how this process works so that you can confidently discuss with a surveyor any questions or concerns you may have about the survey process.