Target Audience

• Administrators
• DONs
• Quality Assurance Managers
• Staff Educators
• CNAs
• Nurses

Statement of Need

This 30-minute training video and downloadable material will provide strategies to help your frontline staff prepare for your next Quality Indicator Survey (QIS). It will teach nursing home staff members about the details of the QIS process and how to handle surveyors once they walk through the facility doors. It will also provide staff members with tips and techniques to help them master the survey process, including how to answer a surveyor’s questions, use proper body language while interacting with surveyors, respect the privacy and dignity of the residents, and practice proper survey etiquette. (This activity is intended for individual use only.)

Educational Objectives

Upon completion of this activity, participants should be able to:

• Explain the rationale for developing the QIS
• Discuss the goals of the QIS
• Discuss how the QIS process works and what occurs during each stage
• Identify the various mandatory and triggered facility tasks that take place during the QIS
• List interview skills, tips, and techniques that will help with QIS preparation
• Identify the factors surveyors will be looking for and monitoring during the QIS process
Faculty

Diane L. Brown, BA

Diane L. Brown, regulatory specialist at HCPro, Inc., is a long-term care educator, consultant, editor, and author with over 25 years of operational experience in healthcare. Brown serves as the lead instructor for HCPro’s Survey Prep Bootcamp. Brown is a nationally recognized leader helping post-acute care facilities to thrive as they contend with tighter funding, new reimbursement methodologies, and fewer resources.

Continuing Education

Nursing Contact Hours:

HCPro, Inc., is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

This educational activity for one nursing contact hour is provided by HCPro, Inc.

Faculty Disclosure Statement

HCPro, Inc., has confirmed that none of the faculty/presenters, planners, or contributors have any relevant financial relationships to disclose related to the content of this educational activity.
Instructions

To be eligible to receive your nursing contact hour for this activity, you are required to do the following:

1. Watch the video *QIS in Action: Establish A Culture of Continuous Readiness* and review the downloadable tools and resources

2. Complete the exam and receive a passing score of 80%

3. Complete the evaluation

4. Provide your contact information located on the exam and evaluation

5. If you are submitting a group of exams for your staff, please include a typed list of the names of all participants included as well as contact information for the primary contact at your facility

6. Submit exam and evaluation to HCPro, Inc.

Please provide all of the information requested above and mail or fax your completed exam, program evaluation, and contact information to:

HCPro, Inc.
Attn: Continuing Education Manager
75 Sylvan Street, Suite A-101
Danvers, MA 01923
Fax: 781/639-7857

If you have any questions, please contact customer service at 877/727-1728.
# Nursing Education Instructional Guide (cont.)

## Continuing Education Exam

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| 1. The Quality Indicator Survey (QIS) responds to survey issues raised and documented by various studies performed by the Centers for Medicare & Medicaid Services and the U.S. Government Accountability Office. Which of the following is one of these survey issues? | a. Consistency in how states conduct surveys  
   b. Low variability in number and scope and severity of deficiencies between states and within states  
   c. Overstatement of serious quality problems  
   d. Inaccurate reflection of actual quality of care |
| 2. One of the goals of the QIS is to improve consistency and accuracy of ___________ problem identification using a structured process. | a. activities of daily living  
   b. therapy  
   c. quality of care and quality of life  
   d. reimbursement and billing |
| 3. Which of the following is NOT a goal of the QIS?                      | a. Conduct a comprehensive and systematic review (no additional resources)  
   b. Use automation to enhance surveyor documentation  
   c. Focus on facilities with the least number of concerns  
   d. Be a budget-neutral process |
Nursing Education Instructional Guide (cont.)

4. How many stages are there in the QIS?
   a. One
   b. Two
   c. Three
   d. Four

5. During Stage I of the QIS, the software randomly selects residents for two survey samples, which are the census sample and the ___________ sample.
   a. admission
   b. statistical
   c. short-stay
   d. rehab

6. The entrance conference, reconciliation of the Stage I sample, and ___________ all occur simultaneously at the beginning of Stage I.
   a. mandatory facility tasks
   b. resident interviews
   c. facility tour
   d. triggered facility tasks

7. During Stage I of the QIS, the surveyors conduct a preliminary investigation through interviews, observation, and ___________.
   a. chart reviews
   b. triggered facility tasks
   c. a risk assessment
   d. reimbursement reviews

8. How many mandatory facility tasks will the surveyors complete during the QIS?
   a. Three
   b. Five
   c. Seven
   d. Nine
9. Which of the following is not a mandatory facility task that the surveyors will complete during the QIS?

   a. Dining observation
   b. Liability notices and beneficiary appeal rights review
   c. Infection control and immunization review
   d. Abuse prohibition review

10. During Stage II of the QIS, surveyors investigate any care areas triggered by exceeding the established national threshold. To do this, they use a set of investigative protocols, known as ____________, to guide them systematically through a more in-depth review.

   a. Systemative Surveyor Guidance
   b. Critical Element Pathways
   c. Care Area Assessments
   d. Resident Assessment Protocols

11. Which of the following is not a triggered facility task that surveyors may complete in Stage II?

   a. Resident council president/representative interview
   b. Admission, transfer, and discharge review
   c. Environmental observation
   d. Personal funds review

12. Directed staff interviews, which are conducted with the ____________, are an integral part of Stage I.

   a. CNAs
   b. facility administrator
   c. unit RN or LPN
   d. therapist

13. If you do not know the answer to one of the surveyor's questions, what should you do?

   a. Guess
   b. Tell the surveyor that you will find the answer and get back to him or her
   c. Don't answer; remain silent
   d. Tell the surveyor that it is not your responsibility to know the answer and move on to the next question
14. To become comfortable with the interview process under the QIS, SNF staff members should practice being on the other end of the interview and master all of the following skills and tips, except ______________.

   a. identify your physiological reactions
   b. listen carefully to the questions
   c. don't hide mistakes
   d. promise what you cannot deliver

15. Surveyors have multiple factors that they must monitor during the dining observations. Which of the following is not one of these factors?

   a. Resident choices for food and timing of meals
   b. Needed assistive devices
   c. Dining room decor
   d. Proper positioning

16. QIS surveyors will directly observe staff members in action to make sure they are following the care plan and documentation for that resident. Therefore, frontline staff members must be familiar with interventions, expected outcomes, and ______________.

   a. reasons for using specific interventions
   b. associated F-tags
   c. the observation process
   d. federal guidance

17. QIS surveyors will also observe the relationship between staff and the residents to ensure staff members are employing a ______________ approach to care.

   a. facility-centered
   b. institutionalized
   c. resident-centered
   d. family-centered
18. __________ are appropriate body language techniques to use when a surveyor asks you questions.
   a. Huffing at the interruption and speaking in monotone
   b. Fidgeting with your clothing
   c. Rolling your eyes and acting rushed
   d. Making eye contact and answering politely

19. To help prepare the facility for its next QIS, staff educators and members of the nursing home management team should review their policies and procedures at least __________ to ensure they reflect current federal regulations.
   a. daily
   b. weekly
   c. monthly
   d. annually

20. When the Stage I and Stage II investigations are complete, the survey team determines whether there are deficiencies in any area and present this information to facility representatives during the __________.
   a. entrance conference
   b. exit conference
   c. resident council meeting
   d. appeal conference
Nursing Education Instructional Guide (cont.)

Continuing Education Exam Answer Key

(Please record all exam and evaluation answers here.)

Name: __________________________________ License number: ____________________________
Facility: __________________________________ Title: _________________________________
Address: _______________________________________________________________________
City: ___________________________ State: _______ ZIP: ____________________________
Phone: ___________________________ E-mail: ______________________________________

Please record the letter of the correct answer to the corresponding exam question below:

1. 5. 9. 13. 17. 18.
2. 6. 10. 14. 15. 19.
3. 7. 11. 16. 20.
4. 8.

Continuing Education Evaluation:

1= Strongly Agree 2 = Agree 3 = Disagree 4= Strongly Disagree

(Please rate the responses below according to the scale above to rate the quality of this educational activity.)

1. Please indicate how well you feel this activity met the learning objectives listed:
2. Objectives were related to the overall purpose/goal of the activity:
3. This activity was related to my continuing education needs:
4. The exam for the activity was an accurate test of the knowledge gained:
5. The activity avoided commercial bias or influence:
6. This activity met my expectations:
7. The format was an appropriate method for delivery of the content for this activity:
8. Will this activity enhance your professional practice?
   Yes No
9. How much time did it take for you to complete this activity?
10. Do you have any additional comments on this activity?

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QIS in Action: Establish A Culture of Continuous Readiness