

## QIS Basics: We've Got You Covered!

*The important thing to remember about the QIS process is that only the way the survey is conducted has changed.*

*The F-tags and regulations have not changed.*



### Welcome to the Silverchair Learning Systems Quarterly Newsletter.

Welcome to the latest edition of Silverchair Learning Systems' company newsletter.

At Silverchair Learning Systems, our sole focus is providing superior products and services to support the education and training of people employed in Senior Care organizations.

Is your organization in a panic over the Quality Indicator Survey (QIS)? Don't be! This quarter's newsletter, written by our Director of Regulatory Compliance, focuses on the QIS and what you need to be fully prepared for this new survey process..

Please let me know what you think.



Mike Mutka, President and COO  
Silverchair Learning Systems

### QIS Basics: We've Got You Covered!



by Debi Damas, RN, Director  
of Regulatory Compliance,  
Silverchair Learning Systems

Many of our clients were moving along with the survey process that they all knew and loved (maybe not loved, but at least knew!) and CMS changes gears once again. The new survey process, or QIS (Quality Indicator Survey), is underway in many states with the remainder of states lined up to begin participating in the process in the near future. Here's what you need to know about QIS and how Silverchair makes it an easy, stress-free process.

#### Why Change?

The QIS process was designed to improve the consistency and accuracy in identifying quality of care and quality of life issues through a systematic review that objectively investigates all triggered areas of concern. In the previous survey process, providers

had been given deficiencies they felt to be unjustified, but the surveyor's subjective interpretation of the regulation prevailed. Now each surveyor will have their own tablet PC to use in evaluating their assigned tasks. At the end of the process, they will download their information into the team leader's computer and the software will decide if there is a citation. The process has come a long way from its beginnings!

#### The Process is New, but Don't Panic!

The important thing to remember about the QIS process is that only the **way** the survey is conducted has changed. The F-tags and regulations have **not changed**. The expectation to provide care according to the regulations is still the same as it has always been.

For instance, let's take a look at how infection control is reviewed during the QIS. On Form CMS 20054, the worksheet used

in Stage I for investigating infection control and immunization, these are some of the observations surveyors will make:

- Are proper hand-washing techniques followed by the staff?
- Are gloves worn if there is contact with blood, specimens, tissue, body fluids, or excretions?
- Are gloves changed between resident contacts?
- Are precautions observed for the disposal of soiled linens, dressings, disposable equipment (sharps, etc.), and for the cleaning of contaminated reusable equipment?
- Does the facility establish and maintain an infection control program designed to provide a safe, sanitary and comfortable environment and to help prevent development and transmission of disease and infection?
- Did the facility develop and implement policies and procedures related to influenza and pneumococcal immunizations?

These are the same observations that have always been made during survey. What is different, however, is that there will be more interviews of staff conducted to determine compliance. To determine if the facility has an infection control program in place, Form CMS 200054 instructs the surveyor to:

Determine through *interview* and record review whether there is a functioning infection control program in place that provides:

- A system to prevent the development and transmission of disease;
- A system to monitor and investigate causes and methods of spreading infection;
- A routine review of surveillance data and recommendations for disease and infection prevention and control;
- Periodic review and revision, as indicated, of the written program; and
- Evidence of monitoring staff adherence to protocols such as hand washing, isolation, and immunizations.

You should already have an infection control program in place, along with any other protocols and processes that are required to ensure you meet the regulations. What you may **not** have is confidence that your staff can correctly and confidently answer questions a surveyor may ask.

### Silverchair's QIS Courses

Silverchair recently added two QIS courses that will help employees understand that the QIS requires their participation to a large degree and what kind of questions they may be asked during the survey process.

In both the QIS and the traditional survey process, information is gathered on a sample of residents to identify the facility's compliance with the CMS federal regulations. Silverchair's course, **The Basics of the Quality Indicator Survey**, helps employees understand the key differences between the traditional survey and the QIS and helps smooth the transition to the QIS process.

Both the QIS and traditional survey processes focus on residents and on getting results. Deficiencies, both actual and potential negative outcomes, are determined through observation, medical record review, and interviews. Staff interviews, during Stage I of the QIS process, are comprehensive and can identify care areas that need a more in-depth investigation during the survey. Silverchair's second QIS course, **Preparing for the Quality Indicator Survey**, is designed to help staff become comfortable with the interview process.

Silverchair gives you the tools you need for your staff to be successful when you are under survey, whatever form it takes. We offer more than 48 hours of training on the topics that most regularly fall under survey; with these new QIS courses, your organization will be fully prepared and confident during the survey process. So don't panic! Remember: the QIS is just a new process. With Silverchair, your staff already has the knowledge; now they have the tools to work through the new process. We've got you covered!



### About Silverchair Learning Systems

Silverchair Learning Systems is the leading eLearning provider in Senior Care. Training more than 400,000 caregivers in 6,000 facilities nationwide, Silverchair is known for its extremely easy to use software and its excellent client service. [www.silverchairlearning.com](http://www.silverchairlearning.com)