



Center for Medicaid, CHIP, and Survey & Certification/Survey & Certification Group

Admin Info: 10-21-NH/QIS

DATE: May 7, 2010

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: **Nursing Homes: Revision of the Process for Training Additional or Replacement CMS-Certified Quality Indicator Survey (QIS) Trainers**

Memorandum Summary

- **Revision to the QIS Training Process:** The Centers for Medicare & Medicaid Services (CMS) is revising the training process to permit CMS-Certified QIS Trainers (QIS-CTs) to train additional or replacement QIS-CTs.
- **Criteria for Selection of QIS-CTs:** The CMS is providing guidance regarding criteria for selecting QIS-CTs who would train additional or replacement QIS-CTs.
- **Training of Qualified QIS-CTs Provided:** The CMS is providing Web-based training to the qualified QIS-CTs to support their training of additional or replacement QIS-CTs.

Background

To facilitate national implementation of the Quality Indicator Survey (QIS), CMS elected to use the train-the-trainer model described in section 4009F of the State Operations Manual. This train-the-trainer model required a Master QIS Trainer (QIS-MT), from one of two contractors assisting CMS with the implementation of the QIS, to conduct the training of a Certified QIS Trainer (QIS-CT).

Adhering to the train-the-trainer model, using CMS contractor QIS-MTs to train QIS-CTs is appropriate during the initial implementation of the QIS in a State. However, as a State implements QIS, the QIS-CTs gain experience as they continue conducting surveys of record and QIS training cycles.

Some QIS States have experienced attrition of the QIS-CTs trained during the initial training in the State and have expressed concern about the State's ability to maintain the QIS training schedule leading to full QIS implementation in the State in a timely manner. Those States have

requested to use their own QIS-CTs to train additional QIS-CTs rather than using the CMS contractor QIS-MTs.

Revised QIS Training Process

In recognition of the experience the QIS-CTs in QIS States have gained and the need for States to continue QIS training in an efficient manner, CMS is revising the QIS train-the-trainer model for the QIS States that have completed the initial train-the-trainer process with the CMS contractor.

The CMS will allow a qualified QIS-CT to train additional or replacement QIS-CTs rather than require a CMS contractor QIS-MT to conduct the training. The qualified QIS-CT will provide the train-the-trainer workshop to the QIS-CT candidates and evaluate the candidates' successful completion of the training components outlined in §4009F.3. This does not alter the initial QIS training process in which the CMS contractor QIS-MT conducts the first training cycle to train the core group of Registered QIS Surveyors (QIS-RS) followed by the train-the-trainer cycle to prepare selected core QIS-RS as CMS-certified QIS-CTs.

Selection Criteria

The QIS State may select one or more of their QIS-CTs to train additional or replacement QIS-CTs. To assure consistency and quality in the training of additional or replacement QIS-CTs, CMS provides the following criteria when selecting QIS-CTs who are qualified to conduct the train-the-trainer cycle:

- Ongoing skill and proficiency as a QIS-RS;
- Actively involved as a QIS-CT as defined by the SOM 4009 F.3, which reads in part, "conduct[s] a minimum of two SA QIS trainings of all components (classroom, mock, compliance assessments) per year or participate[s] as a survey team member in at least one QIS survey per quarter;"
- Thorough understanding of the functional and technical aspects of the QIS;
- Demonstrated ability and satisfactory performance in teaching, mentoring, and supporting QIS-RS candidates, both in the classroom and in the field;
- Problem solving skills necessary to address known/unknown survey process or software issues;
- High level of organizational and time management skills; and
- Satisfactory performance and skill in conducting compliance assessments of QIS-RS candidates.

Training Support

CMS plans to schedule and conduct a Web-based training in the fall of 2010 for the QIS States that intend to train additional or replacement QIS-CTs. This Web-based training will instruct the QIS-CTs in the training of additional or replacement QIS-CTs in order to assure consistency with the current train-the-trainer model used by the CMS contractor QIS-MTs. Any questions about this communication should be directed to Kathy Lochary in the Division of Nursing Homes at Katherine.Lochary@cms.hhs.gov. If a QIS State plans to participate in the Web-based training, please e-mail Kathy by June 1, 2010.

Effective Date: This memo revises current process. Please ensure that all appropriate staff is fully informed within 30 days of the date of this memorandum.

Training: The information contained in this memorandum should be shared with applicable survey and certification staff, their managers, and the State and CMS Regional Office training coordinators.

/s/

Thomas E. Hamilton