DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 16-21-ALL

DATE: **March 25, 2016**

TO: State Survey Agency Directors

FROM: Director
                 Survey and Certification Group

SUBJECT: Upgrade of the Learning Management System (LMS) to Enterprise Learning
                 Management System (ELMS)

Memorandum Summary

- **The LMS used by Centers of Medicare & Medicaid Services (CMS):** Provides electronic methods for State Training Coordinators (STCs) and Regional Training Administrators (RTAs) to access course scheduling, logistics details and other training management tools. It also maintains the surveyor-student transcripts database required by statute.

- **Upgrade to ELMS:** The upgrade will occur from May 9, 2016 to May 13, 2016, and the system will be unavailable during this period.

- **Actions required prior to upgrade:** CMS is providing instructions concerning the need for States to be prepared for the temporary LMS shutdown due to the ELMS upgrade process.

- **Training on ELMS:** Training on ELMS new functionality will begin in April 2016 and will consist of live webinars, self-paced courseware, job aides, and training at the Training Coordinators Training (TCT).

Background

The LMS is the core electronic system for student interface with Survey and Certification Training. It provides information about training logistics and automated support for the electronic database of transcripts. This new upgrade improves the existing TotalLMS with system enhancements, new functionality, and technical improvements. Users will have mobile and tablet support capabilities, and enhanced browser support. The brochure "*Why is the LMS Changing*" provides additional information on the upcoming changes to LMS.

CMS will upgrade the current TotalLMS to ELMS during the time period of May 9, 2016 to May 13, 2016. The system will be unavailable during this time.

During this downtime, the following three courses will be in session:

- Hospital Basic Training Online Course: Part 1 (May 2, 2016 to June 30, 2016)
- Hospital Basic Training Online Course: Part 2 (May 2, 2016 to June 30, 2016)
- Basic Home Health Agency webinar (May 9, 2016 to May 13, 2016)

Users who complete the Hospital courses during May 6, 2016 to May 13, 2016 will have to wait until May 17, 2016 to complete the course evaluation and access their certificate of completion. Users who attend the Basic HHA webinar and complete the posttest during May 13, 2016 to May 15, 2016 will have to wait until May 17, 2016 to complete the course evaluation and access their certificate of completion.

We strongly suggest that Regions and States make preparations prior to the upgrade to provide for May and June class information as follows:

- By April 28, 2016, print out rosters for any classes where students are enrolled.
- Make note of class descriptions for upcoming classes.
- Have the information in this memo readily available to assist any surveyors who may need assistance during this time period.
- Please make sure that your surveyors know to contact you should there be any questions.
- The last flat file transfer containing training-completions from online training will execute the evening of May 5, 2016. Any prerequisites not completed may result in a student not being able to attend upcoming classes. This prerequisite requirement is applicable to the online classes and face-to-face training particularly during the May and June time period.

Training on ELMS new functionality will consist of live webinars, self-paced courseware, job aides, and training at the July 2016 TCT. Beginning April 2016, the ELMS team will offer a series of webinars:

- Introduction to ELMS (April 7, 2016)
- Manager Mode Concepts (April 11, 2016)
- Administration Features (April 14, 2016)

Webinar access information will be provided over the next couple of weeks, to include during the RTA/STC call and through the release of the Training Schedule.

The upgraded ELMS site will be completed and accessible to all users beginning Monday, May 16, 2016. The web address for the ELMS login page will remain the same (https://cms82.sumtotalsystems.com), and user names and passwords will not be affected by this system upgrade.

Contact: For more information about ELMS, please contact the ELMS team at SCGLMS@cms.hhs.gov. Should a critical need arise during the upgrade period, please contact the help desk at (888) 477-7876 and they will escalate the issue to the SCG, Training Division.

If there are any questions, please contact Susan White-Baxley at (410) 786-6994 or susan.whitebaxley@cms.hhs.gov.

Effective Date: May 9, 2016. The information contained in this memorandum should be communicated to all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/
Thomas E. Hamilton

Attachment – *Why is the LMS Changing* Brochure

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