



**Center for Clinical Standards and Quality/Survey & Certification Group**

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**Admin Info: 17-29-ALL**

**DATE:** September 08, 2017

**TO:** State Survey Agency Directors

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Complaint & Incident Intake for Long-term Care (LTC) Self-Pace Online Training

**Memorandum Summary**

- **Complaint & Incident Intake for LTC Online Training:** This online self-pace training is now available 24/7 for all LTC personnel who perform intake for health care complaints or incidents.
- Complaint & Incident Intake online training is on the Integrated Surveyor Training Website (ISTW) **in the Provider Section** <https://surveyortraining.cms.hhs.gov/index.aspx>. In the search box type in “intake” as one way to locate this course. The training is also offered in the Surveyors Section after login.
- This training is estimated to take from 5 to 11 hours to complete.

**Background**

Complaint & Incident Intake training is part of the ongoing effort by the Centers for Medicare & Medicaid Services (CMS) to improve consistent application of the Federal rules on complaint and incident intake outlined in the Code of Federal Regulations (CFR) §488.26(c)(2) and Chapter 5 of the State Operations Manual (SOM).

This training focuses on LTC facilities for scenarios and learning objectives, with room to expand in the future to include all facility types. This training supports the intake, identification, and assessment processes for complaints and incidents. Specifically, this training offers the knowledge and skills necessary to communicate effectively with complainants and organize complaint and incident intake information for proper documentation in the Automated Survey Processing Environment (ASPEN) Complaints/Incidents Tracking System (ACTS).

The Complaint & Incident Intake training is self-pace online training available 24/7. This training also offers opportunities for trainees to demonstrate mastery of critical elements of a consistent complaint and incident intake process, using real-world scenarios. Knowledge checks

and quizzes are placed throughout this training, but there is no end of course test or certificate of completion provided.

### **Technical Tips for Navigating this Course**

Note, the technical design of this training requires the user to click on audio buttons, quick tips buttons, or greyed areas for the navigation forward button to appear. So if you are on a page with no forward button, click on audio buttons, quick tips buttons, or the greyed area to have the forward button appear. The intent of this design is to ensure important interactions or information are not overlooked.

**Contact:** For direct Help Desk issues please use the ISTW Support Center at [cmstraininghelp@hendall.com](mailto:cmstraininghelp@hendall.com). For suggestions regarding this training please contact [Ralph.King@cms.hhs.gov](mailto:Ralph.King@cms.hhs.gov).

**Effective Date:** Immediately. This training should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/  
David R. Wright

cc: Survey and Certification Regional Office Management