



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 17-20-Training/CAH

DATE: July 07, 2017

TO: State Survey Agency Directors and Managers
State Training Coordinators and Regional Office Training Administrators

FROM: Director
Survey and Certification Group

SUBJECT: Critical Access Hospital (CAH) Basic Training Online Course – Is Now Available on the Integrated Surveyor Training Website On-Demand (24/7, 365)

Memorandum Summary

- The Centers for Medicare & Medicaid Services (CMS) Survey and Certification Group has developed the new **CAH Basic Training** online course. It is available On-Demand. Learners may access it at their convenience: 24 hours a day, 7 days a week, and 365 days a year.
- **This is a required course for new CAH surveyors.** All experienced CAH surveyors are required to take the training within one year of this memo.
- **How to Self-Enroll:** Learners may self-register and self-launch the course on the Integrated Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>. Course access instructions are provided below.

Background

CAHs are required to comply with the Federal requirements set forth in the Medicare Conditions of Participation (CoPs) in order to receive Medicare or Medicaid payment. The goal of a CAH survey is to determine if the CAH complies with CoPs at 42 CFR 485, Subpart F. Therefore, to ensure beneficiaries receive quality care and services, the CAH Basic Training online course is designed to increase surveyor proficiency in the CAH survey process.

CAH Basic Training Online Course: Now Available On Demand

The online course is now available on the Integrated Surveyor Training Website on demand. Learners can self-register and self-launch the online course at any time that is convenient to them, 24 hours a day, 7 days a week, and 365 days a year. Once enrolled, learners will have continued access to the course, so that they can review it at any time.

Course Access Instructions

Follow the instructions below to Self-Register and Self-Launch the online course:

- Go to the Surveyor Training Website: <https://surveyortraining.cms.hhs.gov>.
- Select “**I AM A SURVEYOR**”.
- Enter your username and password into the fields*.
- Select the “**Submit Logon**” button.
- Select “**Course Catalog**”.
- Scroll down and search for the **Critical Access Hospital Basic Training** online course.
- Select the “**Register**” button.
- Select the “**Launch the Course**” button.

Contact the **CMS Integrated Surveyor Training Website Help Desk for assistance if you forgot or don't have your username and password or if you need technical support.*

Target Audience

The **CAH Basic Training Online Course** is a required course for all State Survey Agency (SA) and Regional Office (RO) surveyors and reviewers who conduct or review CAH surveys. The target audience for this training includes:

New Staff

This is a required course for all new SA and RO critical access hospital surveyors and reviewers. New CAH surveyors are required to take this course prior to participating in a CAH survey as a team member. This course is the first part of the learning process for CAH surveyors to gain proficiency. After completing the CAH Basic Training online course and successfully passing the post-test, the new CAH surveyor should participate in field survey observations and mentoring with an experienced preceptor.

Experienced Staff

All existing CAH surveyors and reviewers are required to successfully complete this course within one year of the release of this memorandum. Following that, CAH surveyors and reviewers will benefit from periodically reviewing and completing parts or all of this course to remain current with their skill set and to refresh their knowledge. Staff are encouraged to review the training on an as-needed basis prior to conducting a survey or review, or as directed by their State Survey Agency.

Preceptors & Mentors

We encourage preceptors, mentors, training coordinators, and managers to enroll in the online course. This will maintain the preceptor's skill and allow the preceptor to better assist and guide the new surveyor through their whole training process; including the on-line course, mentoring, and field survey observations and activities.

Non-survey CAH Staff

Non-survey professionals and other SA or RO support staff responsible for ensuring compliance with CAH regulations are also encouraged to take the course.

Course Goal & Description

This self-paced, asynchronous online course takes approximately 24 hours to complete. It is approved for **2.3 CEUs**.

It consists of a pre-test, 5 learning modules, a final post-test*, and a course evaluation.

**Learners are given three attempts to pass the final Post-Test with a score of 80 percent or higher. Learners who do not successfully pass the Post-Test within three attempts may re-enroll.*

Help Desk Contact Information: If you need technical assistance, please contact the CMS Integrated Surveyor Training Site Help Desk by phone or by email:

- ISTW Help Desk phone number: 1-855-791-8900
- ISTW Help Desk email: cmstraininghelp@hendall.com

Effective Date: Immediately. This policy should be communicated with all SA and RO Survey & Certification staff, their managers and the SA and RO Training Coordinators within 30 days of this memorandum.

/s/
David R. Wright

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