



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

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**Admin Info: 17-05-Hospitals/Training**

**DATE:** January 27, 2017

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

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Hospital Basic Training Online Course (Part 1) and (Part 2) – Is Now Available ‘On Demand’ on the Surveyor Training Website (STW)

**Memorandum Summary**

- The **Hospital Basic Training (Part 1)** and **Hospital Basic Training (Part 2)** online course is now available on the STW On Demand 24/7 – 365. The International Association for Continuing Education and Training (IACET) has approved this training for Continuing Education Units (CEUs). Learners who successfully complete the training will receive 5.4 CEUs for HBT 1 and 2.8 CEUs for HBT 2.
- We encourage all Hospital surveyors, reviewers, and certification staff to access this course and review it annually or on an as needed basis to refresh their knowledge and to obtain CEUs.
- **How to Enroll:** Learners may self-register and launch the course on the Surveyor Training Website at <https://surveyortraining.cms.hhs.gov> at any time that is convenient for them. Once enrolled, learners will remain in the course and have continued access to it.

**Background**

The Centers for Medicare & Medicaid Services (CMS) developed a Hospital Basic Training online course in 2014. The course was available to learners on a scheduled basis for a limited amount of time on our Blackboard site. Once enrolled, learners could access the course for a 60 day period, then they were unenrolled. Course evaluation feedback indicated that learners wanted to be able to access the course on demand and to have continual access to it. The CMS SCG Training Division has provided a solution that will provide Hospital surveyors with continued access to the Hospital Basic Training online course.

In addition, many learners asked if they could obtain CEUs for this training (to apply to their State healthcare license renewal). The Survey Certification Group Training Division submitted an application to IACET for this training. CEUs have been awarded for this training. Learners who successfully complete the training will receive 5.4 CEUs for HBT 1 and 2.8 CEUs for HBT 2.

### **Hospital Basic Training (Part 1) and (Part 2) Online Course: Now Available on Demand!**

The Hospital Basic Training Part 1 and Part 2 online course is now available on the 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, 365 days a year. Once a learner is enrolled in the course, they will have continued access to that course.

#### **Course Access**

Follow the instructions to self-register and self-launch the course from the CMS SCG Surveyor Training Website:

#### **How To Self-Register and Self-Launch the Course:**

Login Instructions:

1. Go to the Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>
2. Select “**I AM A SURVEYOR**”.
3. Enter your username and password into the fields\*.
4. Select the “**Submit Logon**” button.
5. Select “**Course Catalog**”.
6. Scroll down and search for the Hospital Basic Training (Part 1) course.
7. Select the “**Register**” button.
8. Select the “**Launch Course**” button.

*\*If you don't have a username or password, contact the [Help](#) desk for assistance.*

#### **Complete Both HBT Part 1 and 2**

As a reminder, learners must complete both Hospital basic Training (HBT) Part 1 and Part 2.

- To complete the training, learners will follow the instructions above to self-register and self-launch the Hospital Basic Training Part 1 online course. Learners take the HBT 1 pretest, review the HBT 1 learning modules, and then take the HBT 1 post-test.
  - A passing score of 80% or higher on the HBT Part 1 post-test is required to successfully complete HBT Part 1.

- After the Hospital Basic Training Part 1 is successfully completed, learners follow the same instructions above to self-register and self-launch the Hospital Basic Training Part 2 online course. Learners take the HBT 2 pre-test, review the HBT 2 learning modules, and then take the HBT 2 post-test.
  - Learners must pass the HBT Part 2 post-test with a score of 80% or higher.

Learners will be expected to successfully complete both Parts 1 and 2 of the Hospital Basic Training course within one year of enrolling in Part 1.

### **Target Audience**

**New Staff:** The Hospital Basic Training online course is a required course for all new State Survey Agency (SA) and Regional Office (RO) hospital surveyors and reviewers.

**Preceptors:** We encourage preceptors, mentors, training coordinators, and managers to enroll in the online course prior to and or along with their new hospital surveyor candidate. This will maintain the preceptor's skill and allow the preceptor to assist and guide the new surveyor through their whole training process, including the on-line course, mentoring, and field survey observations and activities.

**Experienced Staff:** Experienced hospital surveyors and reviewers will benefit from periodically reviewing and completing this course to remain current with their skill set.

### **Course Description**

The Hospital Basic Training online course is designed to provide surveyors with the basic knowledge and skills needed to survey hospitals for compliance with the Medicare Hospital Conditions of Participation (CoPs). It is a self-paced asynchronous web-based training.

The Hospital Basic Training online course is divided into two parts:

- Hospital Basic Training (Part 1) online course consists of three phased pre-tests, ten learning modules, three phased quizzes, and a final post-test\*.
- Hospital Basic Training (Part 2) online course consists of two phased pre-tests, additional learning modules, two phased quizzes, and a final post-test\*.

Together, this two-part online course prepares surveyors to function as independent members of a hospital survey team or as hospital complaint investigators.

*\*Learners are given three attempts to pass each final post-test with a score of 80 percent or higher. Learners who do not successfully pass the post-test within three attempts may enroll in a future course offering.*

### **Course Goal**

Upon successful completion of the Hospital Basic Training, Part 1 online course, a surveyor may function as a member of a survey team, whether for a complaint or a full survey, but may only

survey for those CoPs addressed in Part 1. After successful completion of both parts, a surveyor may function as a sole surveyor at the discretion of the SA or RO.

It is expected that the hospital surveyor candidate will receive ongoing mentoring with an experienced preceptor during the training and during the initial field survey mentoring and observations. The State Survey Agency will coordinate preceptor activities with an experienced mentor for the new surveyor.

### **Prerequisites**

The Hospital Basic Training (Part 1) and (Part 2) online course has two prerequisites:

- Basic Health Facility Surveyor Course: Introduction to Surveying for Non-LTC; and,
- Principles of Documentation for Non-LTC

Both prerequisites must be completed prior to registering for the HBT online course. They are available on demand on the Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>.

### **Estimated Seat Time for HBT Part 1 and HBT Part 2 Completion**

The estimated course completion time for Hospital Basic Training (Part 1) online course is about 52 hours. The estimated course completion time for the Hospital Basic Training (Part 2) online course is about 31 hours.

Depending on level of experience and learning style, learners may require more or less time to complete the online components of the training. In addition, new surveyor candidates will need field survey observations with an experienced preceptor.

### **Online Learning Tips**

This online course contains audio and video. Learners will need a **quiet** place to work without distractions and access to headphones. Please provide learners with a quiet environment and uninterrupted time to complete the online course. We appreciate your support to promote success in this course.

**Contact:** If you need assistance, please contact the CMS Surveyor Training Site Help Desk, either by phone (1-855-791-8900) or by email at [cmstraininghelp@hendall.com](mailto:cmstraininghelp@hendall.com).

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

/s/

David Wright

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