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: 14-02-ALL

DATE: **October 25, 2013**

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Surveyor Webinar Training: Overview of Federal Electronic Health Record
(EHRs) Initiatives, Including "Meaningful Use" (MU)

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Memorandum Summary

- *EHR Training Being Developed:* The Office of the National Coordinator for Health
Information Technology (ONC) is working with the Centers for Medicare & Medicaid
Services (CMS) to develop training for surveyors regarding EHRs. This training will focus
on issues related to hospital and Critical Access Hospitals (CAHs), but may also be relevant
to surveyors of other types of providers and suppliers.

- *Webinar*: We anticipate three hospital/CAH surveyor EHR training webinars, with the first
to be broadcast on November 14, 2013. We are asking surveyors to view the webinar to
gain an understanding of certified EHRs, MU and how surveyors can use this information
while on survey.

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Background

Hospital and CAH surveyors are encountering an increasing number of facilities that use various
EHR systems in their management and documentation of delivery of health care services.
Surveyors need to assess whether provider staff use EHRs in a manner compliant with the
Medicare Conditions of Participation. In addition, review of medical records is an important part
of information-gathering in the CMS survey process. The impetus for much of the growth in use
of EHRs in hospitals and CAHs is the Health Information Technology for Economic and Clinical
Health (HITECH) Act, which created the Medicare and Medicaid EHR Incentive Programs to
promote the adoption of EHRs to support improving the quality of patient care and reducing
health care costs. Through this program, eligible hospitals and physicians earn incentives by
demonstrating "meaningful use" of certified EHR technology, which means that health care
providers use EHRs in ways that improve care and lower costs. Examples of MU include
computerized physician order entry for medications and ensuring patients have access to their

digital medical records. ONC and CMS each have roles in implementing programs related to EHRs.

ONC is working with CMS's Survey and Certification Group to develop web-based training for surveyors related to EHRs. Topics include health information technology (health IT) and patient safety as well as an overview of features required of ONC-certified EHRs that may also be useful to CMS surveyors. At this time, the content will focus on hospital and CAH surveys, given the HITECH focus on these provider types, but it may also be relevant to surveyors of other provider/supplier types.

We encourage all SAs to have their hospital and CAH surveyors participate in this training. This training will also be useful for CMS Regional Office personnel who have responsibilities related to hospitals and CAHs. The first of these webinars will feature Steven Posnack, Director, Federal Policy Division, Office of Policy and Planning, ONC and will provide a general overview of EHRs, and the role of ONC and CMS. It is scheduled for **November 14, 2013 from 1-2pm ET** and will include an opportunity for questions and answers. To participate in the webinar, surveyors must follow the instructions below.   For surveyors not able to participate in the live webinar, the webinar will be archived.

<u>Webinar Instructions for Learning Management System (LMS) Students Seeking Credit:</u>

<u>Prior to November 14th</u>:

1. **To receive credit for the Webinar, students must register in TotalLMS at** http://cms82.sumtotalsystems.com/sumtotal/. Students must use their surveyor id to log into TotalLMS.
2. Type "Electronic Health Records and Meaningful Use" in search box or click on any of the disciplines under 1-Surveyor or 2-Surveyor continue columns, in "Catalog" section of TotalLMS. Select intended Webinar and follow instructions.
3. After completion of the registration process, the name of the Webinar will appear in the student's "To Do List" in TotalLMS.

<u>On November 14th</u>:

1. **(For students who did not register in advance for the Webinar but wish to receive credit, it may be still be possible to register through TotalLMS, following the above instructions, but registration is not guaranteed.)**
2. Students must log into TotalLMS, go to their "To Do List" and select the "Start" button to launch the webinar**.**
3. An Adobe Connect Meeting window will appear; students must select "Enter as a Guest" and type their name in the box.
4. Students must then select "**Enter Room"** to access the webinar. **Students must <u>not</u> select** the button next to *"Enter with your login and password"* on the Adobe Connect screen.
5. Information on the telephone audio connection will be provided at a later date.
6. At the conclusion of the webinar students must complete an evaluation in TotalLMS.

<u>Webinar Instructions for Students not Seeking Credit:</u>

1. At the webinar start time on November 14th students should go directly to https://webinar.cms.hhs.gov/ehr-11-14/. An Adobe Connect Meeting window will appear.
2. From the Adobe Connect Meeting window, students must select "Enter as a Guest" and type their name in the box.
3. Students must then select "**Enter Room"** to access the webinar.   Students must **not select** the button next to ***"Enter with your login and password"*** on the Adobe Connect screen.
4. Information on the telephone audio connection will be provided at a later date.

This webinar will be archived for viewing at a later date.

For webinar technical questions contact Duva Clyburn at Duva.clyburn@cms.hhs.gov or Etolia Biggs at Etolia.biggs@cms.hhs.gov.

Other questions concerning this memorandum may be addressed to HospitalSCG@cms.hhs.gov

/s/
Thomas E. Hamilton

cc: Survey and Certification Regional Office Management