



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

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**Admin Info: 14-04-Hospitals/CAHs**

**DATE:** November 1, 2013

**TO:** State Survey Agency Directors

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Hospital Complaint Investigation Webinar: Friday, November 22, 2013

**Memorandum Summary**

- **Upcoming Webinar:** The Centers for Medicare & Medicaid Services (CMS) is offering a training webinar on Friday, November 22, 2013 at 1:00 pm EST on “Hospital Complaint Investigation Processes.” The webinar will present selected topics on the complaint investigation process in hospitals and critical access hospitals (CAH).
- **Target Audience:** This webinar is intended for all State Survey Agency (SA) and Regional Office (RO) hospital and CAH surveyors and other interested SA and RO personnel. (Mandatory for hospital and CAH surveyors)

**Background:**

On Friday, November 22, 2013 at 1:00 pm to 3:00 pm EST, CMS will present a webinar on the hospital complaint investigation process. The webinar will include a brief overview of changes to Chapter 5 of the State Operations Manual (SOM). Further, using a scenario-based approach, it will focus on common errors, omissions, and misconceptions related to the complaint investigation process in hospitals and CAHs.

The webinar will address topics that have proven to be challenging for SAs and ROs, such as the scope of the complaint investigation (specific complaint vs. the whole Condition of Participation), appropriate sample size, inappropriate reference to state licensure standards when evaluating compliance with Medicare standards, how past noncompliance may or may not be relevant in determining current compliance, etc. It will include audience participation through

polling questions and responding to scenario-related situations, as well as question and answer sessions.

We encourage all SA and RO personnel who participate in hospital and CAH complaint investigation survey activities to participate. The intent of the webinar is to clarify and promote a consistent, comprehensive, and thorough investigative process consistent with requirements as detailed in the SOM in Chapter 5, Appendix A for hospitals, and Appendix W for CAHs.

**Logistics:**

**Name:** Hospital Complaint Investigation Webinar

**Date:** November 22, 2013, 1:00 pm - 3:00 pm EST

**Location:** The webinar can be viewed from any computer that has an Internet connection.

**Dial In information:** Dial into audio bridge number, (800) 603-1774 (Conference ID # 94536408) to hear audio portion of the Webinar.

**Webinar Instructions for Learning Management System (LMS) Students Seeking Credit:**

Prior to November 22<sup>nd</sup>:

1. **To receive credit for watching the Webinar, register in TotalLMS at <http://cms82.sumtotalsystems.com/sumtotal/>.** Students must use their surveyor id to log into TotalLMS. If you have forgotten your password or surveyor id please contact (888) 477-7876 to have password reset.
2. Type “Live Webinar Hospital Complaint Investigation” in search box or click on “Hospitals” 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.

On November 22<sup>nd</sup>:

**(For students who did not register in advance for the Webinar but wish to receive credit, it may still be possible to register through TotalLMS following the above instructions.)**

1. Students must log into TotalLMS, go to their “To Do List” and select the “Start” button to launch the webinar.
2. An Adobe Connect Meeting window will appear; 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. Dial into audio bridge number, (800) 603-1774 (Conference ID # 94536408) to hear audio portion of the Webinar.
5. At the conclusion of the webinar students must complete an evaluation in TotalLMS.

**Webinar Instructions for Students not Seeking Credit:**

1. At the webinar start time on November 22<sup>nd</sup> students should go directly to <http://webinar.cms.hhs.gov/hci>. 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 the “*Enter with your login and password*” on the Adobe Connect screen.
4. Dial into audio bridge number, (800) 603-1774 (Conference ID # 94536408) to hear audio portion of the Webinar.

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

For webinar technical questions contact Duva Clyburn at [Duva.clyburn@cms.hhs.gov](mailto:Duva.clyburn@cms.hhs.gov) or Etolia Biggs at [Etolia.biggs@cms.hhs.gov](mailto:Etolia.biggs@cms.hhs.gov).

Other questions concerning this memorandum may be addressed to [HospitalSCG@cms.hhs.gov](mailto:HospitalSCG@cms.hhs.gov)

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management