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: 14-25-Hospitals/CAHs

DATE: **May 2, 2014**

TO: State Survey Agency Directors

FROM: Director
              Survey and Certification Group

SUBJECT: Surveyor Webinar Training: Overview of Hospital/Critical Access Hospital
              (CAH) Electronic Health Record (EHR) - related Safety Issues

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Memorandum Summary

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

- *Webinar*: This is the second in a series of 3 webinars that will take place on May 21, 2014 at 12pm ET. We are asking surveyors to view the webinar to gain an understanding of safety concerns related to EHRs, and how surveyors can use this information to inform their survey work.

Background

Surveyors are encountering an increasing number of hospitals and CAHs 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.

While the goal of using EHRs is to improve the quality of care, there are safety issues that have been identified specific to the use of EHRs. Therefore, CMS and ONC have developed a webinar that will provide an overview of the safety issues related to the use of EHRs in hospitals and CAHs. Although the focus of this training is on hospitals and CAHs, it may also be of interest 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 webinar is scheduled for **May 21, 2014 from 12-2pm ET** and will include an opportunity for questions. 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.

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

Prior to May 21st:

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. For assistance with password resets contact the LMS help desk at 1-888-477-7876.
2. Type "Electronic Health Records and Patient Safety" 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.

On May 21st:

1. On the day of the webinar registered 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. Information on the telephone audio connection will be provided at a later date.
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 May 21st students should go directly to https://webinar.cms.hhs.gov/ehr-05-21/ 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.

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 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