



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 15-38-ALL

DATE: June 5, 2015

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Instructions for completing the Training Needs Assessment (TNA)

Memorandum Summary

Instructions: This letter provides Regional Training Administrators (RTAs) and State Training Coordinators (STCs) with information regarding the purpose, description and completion of the TNA. **The TNA will be conducted twice a year: April and October.**

Purpose

In place of the Surveyor Employment and Training (SET) Report, the TNA will be completed biannually by the State Agency (SA) and Regional Office (RO) training staff. The purpose of the TNA is to:

- Identify, and periodically update, current and future training needs for those individuals who require specific training to meet survey requirements addressed in the State Operations Manual (SOM) and the Survey and Certification, Mission and Priority Document (MPD);
- Identify and trend the employment of SA and RO staff; and,
- Solicit training-related recommendations from SAs and ROs that would enhance the utility of training programs in improving surveyors' knowledge, skills, and abilities.

Description

The TNA will include the following questions:

- Individual's name and role (RTA/STC);
- Identification of SA and/or RO;
- Projection of training needs for October 1, 2016 to September 30, 2017 – Estimate the number of staff (including surveyors and other employees) who will need training, for basic, post basic and online courses;
- Need for courses not identified on draft Training Schedule;
- Consultation with Training Director on specific training needs and issues;

- Interest in workgroup participation, identification of specific areas of interest;
- Long term, short term and imminent training needs; and,
- Additional comments/feedback

Completion

The TNA will be available via Survey Monkey. A link will be provided to the RTAs and STCs via email. The email will also include a Word document with the list of questions on the survey. States and Regions will complete the assessment simultaneously during the specified three-week period. The TNA will be conducted twice a year: April and October.

States will receive an individual report of their responses. The ROs will be provided with reports of responses received from States within their purview. We recognize that it is not always possible for SAs and ROs to accurately predict training requirements for the entirety of the projection period. We strongly recommend that you use your past experience, and knowledge of previous and expected turnover to determine a best estimate of overall training needs.

We use a comprehensive, integrated approach to determining training needs, which includes student allocation numbers requested by States and Regions, among other factors such as program updates, and past enrollment and utilization data from our Learning Management System.

For questions regarding this memorandum, please contact Anita Segar at 410-786-4614 or anita.segar@cms.hhs.gov

/s/
Thomas Hamilton

Attachments: FY 2015 Training Schedule
Course Catalog

Cc: Regional Training Administrators (RTAs)
State Training Coordinators (STCs)