

Centers for Medicare & Medicaid Services
Special Open Door Forum:
Long-Term Care Hospital Quality
Thursday, July 26, 2012
2:30pm - 4:00pm Eastern Time
C-113 (Baltimore); Conference Call Only (DC)

Agenda Topics will include:

- Information specifically pertaining to the free downloadable Software *LASER (LTCH Assessment Submission Entry & Reporting)*
- Questions and Answers Related to *LASER*
- Updates related to the free, upcoming technical trainings related to the submission of the LTCH CARE Data Set
- Updates related to the LTCH Quality Reporting Manual Release and FAQs
- Updates related to the posting of the May, 2012 LTCH QRP Train-the Trainer Conference Training Materials
- Additional information about trainings
- General Questions and Answers

Target Audience:

- LTCH Providers, as well as LTCH Software developers, are highly encouraged to attend

Special Open Door Participation Instructions:

Dial: 1-800-837-1935 & Conference ID: 13198135

Note: TTY Communications Relay Services are available for the Hearing Impaired. For TTY services dial 7-1-1 or 1-800-855-2880. A Relay Communications Assistant will help.

A transcript and audio recording of this Special ODF will be posted to the Special Open Door Forum website at: <http://www.cms.gov/Outreach-and-Education/Outreach/OpenDoorForums/ODFSpecialODF.html> .

For automatic emails of Open Door Forum schedule updates (E-Mailing list subscriptions) please visit our website at <http://www.cms.gov/opendoorforums/> .

Thank you for your interest in CMS Open Door Forums.

Audio File for Transcript:

<http://downloads.cms.gov/media/audio/072612LTCHQualitySODFAudioID13198135.mp3>

CENTERS FOR MEDICARE & MEDICAID SERVICES

Moderator: Charles Padgett
July 26, 2012
2:30 p.m. ET

Operator: Good afternoon. My name is (Beth) and I will be your conference facilitator today. At this time, I would like to welcome everyone to the Centers for Medicare & Medicaid Services Long-Term Care Hospital Special Open Door Forum.

All lines have been placed on mute to prevent any background noise. After the speakers' remarks, there will be a question and answer session. If you would like to ask a question during this time, simply press star, then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Thank you.

Charles Padgett, from CMS, you may begin your conference.

Charles Padgett: Thank you. Hi. My name is Charles Padgett and I am the lead for the LTCH quality program here at CMS. And I'm going to be hosting the – this afternoon's special open-door forum. I'd like to just welcome everybody that's joined us here and I'll get started here.

On today's call we're going to be providing you with a series of important updates and announcements. And many of these announcements pertain to the upcoming trainings and open-door forums that we'll be providing this summer and early in the fall.

We hope you can join us on our next special open-door forum calls and we'll be able to take advantage of the free training, also, that we're going to be providing in preparation for the LTCH quality reporting program. And our program is scheduled to begin on October 1, 2012.

And we're doing this in response to numerous requests for additional information. We have, today, speakers who will provide specific information related to the use of the downloadable software that can be used for entering the LTCH CARE data set assessment information for those LTCHs who

choose to use it. This software or user tool, as it's called, is called "LASER" and that's spelled, L-a-s-e-r. And LASER stands for LTCH Assessment Submission Entry and Reporting.

I'd like to now introduce Sally Mitchell who will provide you information related to LASER. After Sally has completed her discussion, I'll be providing a few updates on information pertaining to the program. And then we'll open the lines for question and answers related to any of the topics we've discussed today.

Quickly, before I turn it over to Sally, I just want to request that listeners keep their questions to the information presented during the call today. We'll not be addressing questions related to the LTCH PPS final rule that's coming up nor will we be discussing questions presented during the training.

That said, I'll provide updates related to those items and let you know how to access that information and also let you know when it will be made available to you. OK. I'm going to turn it over to Sally Mitchell at this point. Sally?

Sally Mitchell: Thank you, Charles. The Long-Term Care Hospital quality reporting program and the LTCH CARE data sets were developed by CMS. LASER is a free java-based application that provides an option for facilities to collect and maintain facility, patient and LTCH CARE assessed information for subsequent submission to the National Data Repository which is otherwise known as the ASAP system, which stands for Assessment, Submission and Processing.

LASER displays the LTCH CARE assessment instrument similar to the paper version of the form. Here is a brief overview of the main functions you'll be doing in LASER. Upon the initial log in to LASER, the first task you will need to do is to set up your facility and enter in your facility information.

The next step you will need to do is to set up user IDs for your staff that will be using the system. Once you have your users set up, you can enter in patient information and the assessment data. As you enter assessment data, error and (worry) messages are listed in a window in the lower-left side of the screen.

All errors must be corrected before you can export the assessments. Once the errors have been addressed and the assessment verified, it will become export-ready and you can export it.

In order to export your assessments you'll need to log in and select the export option. Here you'll be able to export all assessments marked "Export Ready" into one file or assessments can be selected one at a time. You will need to specify where you would like to save the exported file.

It is recommended that you maintain all export files. If needed, these can be used to restore the database by importing exported files into the tool.

Once you've exported your file, you will need to log into the LTCH submission system and submit them to CMS. The LASER tool does not provide the ability to submit assessments. It's only a tool for maintaining your facility, patient and assessment data and exporting this data in the proper format so that it can be submitted to the ASAP system.

This covers the main activities you'll be working on within the LASER tool. We will be offering trainings related to LASER. There will be four recorded WebEx training videos available the week of August 20 that will review the same key areas I just went over.

The first WebEx review how to log in to the tool. This will also show you how to add facility and user information.

The next WebEx will cover the steps needed to add patient and assessment information. Then there will be a WebEx to show you how to import and export assessments. The final user tool WebEx will review the report available within the LASER tool.

We hope these videos can be used (as an) initial training tool as well as a resource for training future employees. These WebEx's will be posted on the QTSO Web site which is www.qtso.com.

There will also be a demonstration version of LASER available for download from the QTSO Web site later in August. This tool will allow you to enter in

test facility, user, patient and assessment data so they can get comfortable with the tool prior to October 1.

This demo version will not allow exports. And any information that is entered into it will be considered test data. You will need to enter in all your live data into the production version once it is available.

The production version of LASER will be available to download in late August or early September. There will also be user guides posted soon for LASER and the ASAP system on the QTSO Web site.

We will take any questions related to LASER during the Q&A period of this call. Charles Padgett will now provide announcements and information related to the quality reporting program. Charles?

Charles Padgett: Thank you, Sally. I appreciate it. I'd like to now provide you with some continued updates on the information pertaining to the LTCH quality reporting program.

On June 28 of this year, we hosted the second LTCH vendor software developer call and the call summary and questions and answers, specifically related to LASER, can be found on the QTSO Web site. I'm going to give that address which is <https://www.qtso.com/vendorltch.html>.

The Q&A document also includes other technical Q&As that CMS has received through the LTCH tech issues mailbox. And additionally, the minutes from the first vendor call are also going to be provided on that same Web site.

We'd like to encourage you to familiarize yourself with the qtso.com Web site. And we encourage your software developers and/or vendors to sign up to the Web site for important technical announcements.

We'd like to remind you that the final LTCH submission specifications have been posted on the CMS Web site. You can reach that Web site by going to <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment->

[Instruments/LTCH-Quality-Reporting/LTCHTechnicalInformation.html](#) -all one word-dot html .

You can also get to the LTCH quality reporting Web site and the technical Web site by Googling LTCH quality reporting. The Web site normally is one of the first two hits under that. That's an easy way to find it. Also you can just go to cms.gov and do a search for LTCH in that – our Web site will come up that way as well.

On July 18 of this year the LTCH CARE data set submission specifications were updated and posted. The new version is version 1.00.3. This version addresses all the issues that were addressed in the errata document that was posted in June of 2012. These data specifications are effective for October 2012.

The previous version, which is version 1.00.2 and that errata document have been removed from the download section of the Web site. So the previous version is no longer available. The new version is now up on the Web site.

We'd like to encourage you to submit any questions and comments you have and provide these two specific e-mail addresses for you to use. The first e-mail address is LTCHQualityQuestions@cms.hhs.gov for questions pertaining to the reporting program itself. And for technical questions, we ask that you submit your questions or comments to LTCHTechIssues@cms.hhs.gov .

The May 2012 National Train the Trainer conference PowerPoint slides are ready for posting, are being – and made – and they're being made available beginning this week. We will also be providing copies of the training videos coming up here shortly.

These free downloadable training materials will be available on the CMS LTCH QRP Web site which I gave earlier. It's www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/LTCH-Quality-Reporting/LTCHTechnicalInformation.html .

We'd like to really thank everybody for all the comments and questions that they submitted at the May 2012 National Train the Trainer Conference. We use that information in our ongoing careful review of the manuals for any errors or omissions and also helps guide us in determining important policy decisions.

From the comments and questions, we will provide a list of what CMS believes to be important facts related to the LTCH QR program. And we'll additionally provide an FAQ list very soon.

Two important facts that will be included in the FAQ list, I'm going to go over those, one of those is that we have removed the language surrounding the requirements of an RN signature for the LTCH CARE data set submission. Again, there was a lot of comments related to this.

We have – we have decided to remove the language surrounding the requirement of an RN signature for the LTCH CARE data set submission. And this will be evident and available in our updated manual. And we have also removed the language surrounding an assessment coordinator. And more information related to that will, of course, be available in our updated manual.

The LTCH manual – the LTCH quality reporting program manual has been posted in its draft form. And we anticipate that the final manual will be posted early to mid August. We will provide the highlights and the major changes in the manual for you. But we certainly encourage you to read the manual in its entirety. I can't stress that enough.

Many of the questions submitted following the in-person training we conducted in May inform changes to the program manual itself and asking you to be certain to read the manual in its entirety. We're trying to ensure a successful start to this program while at the same time attempting to eliminate as much confusion and uncertainty as possible.

So really taking a look at that manual and understanding what's included in it now - when we post the final version here, is going to be important.

We're aware that this is a new program. And we'll be providing a help desk specifically for technical issues related to the LTCH CARE data set submission and submission process. I'm going to give you the phone number to that help desk.

The toll free phone number to the LTCH technical issues help desk is going to be, area code 877-201-4721. Again, the toll free number to the LTCH quality reporting program technical help desk is area code 877-201-4721.

Additionally, you can choose to fax the question to that help desk. I'm going to give up the fax number which is area code 888-477-7871. Again, the fax number to the technical help desk is 888-477-7871. And, additionally, you can always e-mail us at help@qtso.com. The hours for the QIES technical help desk are 7 am to 7 pm Monday through Friday. Of course, you can e-mail that help desk 24 hours a day.

A help desk specifically for clinical and coding questions related to the LTCH CARE data set has also been established. You can contact the help desk by e-mail at any time. The e-mail address is LTCHQualityQuestions@cms.hhs.gov.

In addition to these two help desks, the technical and then the help desk related to coding and general quality reporting program questions, the CDC which you will be reporting the HAI measures through – has a help desk as well. And that e-mail help desk is NHSN@cdc.gov.

We're also going to be providing additionally trainings specific to the LTCH quality reporting program and data submission of the LTCH CARE data set as was mentioned and as was mentioned related to the use of the LASER tool.

We hope to provide additional assessment completion trainings on the use of the LTCH CARE data set sometime in August and again in September. We intend to provide these trainings in a downloadable format so that you can retain these trainings for future use and multiple viewings. They're going to be available on the LTCH quality reporting program Web site provided earlier.

And I'm going to go over some technical training and their dates here. The following technical training is related to the LTCH CARE data set submission and LASER will be available for downloading on www.qtso.com.

The first of which is the CMSNet and QIES user ID registration training. That's CMSNet and QIES – Q-I-E-S – user ID registration training that is going to be a recorded WebEx and it's going to be posted the week of July 30, 2012.

Following that, there's going to be a training entitled, "LTCH Assessment Submission Process". Again, that's going to be a recorded WebEx and it's going to be posted the week of August 27, 2012.

And the third training here is going to be called "LTCH Assessment and Validation Reports". And that training is going to be – again, be a recorded WebEx and it's going to be posted the week of August 27, 2012 as well.

Again, all of these trainings are going to be made available for download at the www.qtso.com Web site. That's www.qtso.com. In addition to those, we're going to have LASER trainings that are going to be available by going to that same Web site, www.qtso.com.

The first of which is going to be titled, "LASER Log-In Process". Again, that's a recorded WebEx and it's going to be posted by the week of August 20, 2012. We're going to have one called "LASER Patients and Assessment Entry". And that WebEx will be posted by the week of August 20 as well.

We're going to have a training titled, "LASER Import and Export Process", recorded WebEx, which is going to be posted by August 20, 2012. And, lastly, we're going to have a training titled, "LASER Reports", which again, is going to be a recorded WebEx posted by the week of August 20, 2012.

The LASER demonstration version which, as Sally mentioned earlier, of the LTCH assessment collection tool, is going to be posted by the same week you know once again, August 20, 2012. That's a big week for us here. These technical trainings will also be made available for download on the qtso.com.

We always encourage LTCHs to continue to visit the CDC NHSN site for updates and trainings as well.

Beyond all of the trainings I just covered, we're going to be conducting an additional series of LTCH special open-door forum very similar to this one where you have the chance to interact and ask questions. The next of which is scheduled for August 16, 2012. And, again, it's going to be held from 2:30 to 4:00 pm. So that will be Thursday, August 16, 2012. And that special open-door forum will be held from 2:30 to 4:00 pm.

We're going to hold one in September, on September 20. Again, that's a Thursday, from 2:30 to 4:00 pm. And we're going to hold one in October, on October 18, 2012, again, from 2:30 to 4:00 pm.

For your convenience, we'll make the transcripts of this and all calls available on the cms.com special open-door forum Web site as well as the LTCH quality reporting Web site we provided earlier beginning next week. Additionally, an encore recording of the call will be made available I believe beginning two hours after the end of the call. The information regarding access to that is going to be given at the end of the call here.

Now we'd like to speak to some questions and answers pertaining to LASER that we received in the LTCH technical issues mailbox. Again, I'm going to turn it over to Sally who will review these with you. After that, we're going to open up the line for questions from our listeners. And I'll turn it over to Sally now.

Sally Mitchell: Thanks, Charles. OK. One of the questions that we have received is, our understanding is that the LASER tool will provide the ability for the LTCH provider to enter all assessment data manually. The LASER tool then transmits the data to CMS in the required data format. Please confirm if this is true.

The answer is, LASER is the CMS free software for long-term care hospitals to use to enter individual patient data – the long-term care hospital care data sets. The software uses the required data format. However, you will need to transmit the data to CMS. CMS will post the demo version of LASER later

this summer for providers to practice if they choose to use the LASER software and not use other vendor software.

Another question is, will the LASER tool have the ability to accept and upload an electronic data file with partial assessment data such as patient demographic information and other data that can be pulled from our electronic medical records and then permit the user to manually enter or edit data prior to submission?

The answer is no. LASER does not interface with other systems. You will need to manually enter all data.

Facility information will only need to be entered once. Certain patient demographic information will also only need to be entered once. However, all clinical information will need to be entered manually.

The next question is, is there going to be a client server version of the LASER software? The answer is that there will be a standalone install and a network install available of LASER.

The next question is, advice for the network install of LASER, please address the following: How many facilities will it handle? Will it be able to handle time zones? How many concurrent users log in to the software?

Does the software handle record locking, meaning that two people cannot access the same assessment at the same time? Or will LASER allow two users on the same assessment and the last one saved overwrites the first person's changes? And there is there a way for batch submission through ASAP or other way of assessments from a central location, possibly for several locations or facilities?

The answers are that there is not a limit in the LASER software, either the Java virtual machine or machine won't limit the number of facilities the software can handle. Will it be able to handle time zones? No. It uses the system date of the machine it is installed on. For how many concurrent users can be logged in to the software? The answer is, for a standalone version, one; client server, one per machine.

Does the software handle record locking? The answer is yes. It will provide an error message stating that the record is in use and the identifier for that user. And is there a way to batch submissions? And that, we weren't actually sure of the question - but I think the answer is we'll need more information I guess.

The next question we received is on LASER security permissions. Can a user ID have access to more than one facility? And the answer is no. That users can be assigned to one facility at a time.

And will the LASER software integrate with an active directory? And the answer is no.

Next question is, is there a way to archive off old assessment data, over a year old, for example. Since we meet roughly 5,500 patients a month, it will be good for us to have a way to archive out old patient data, otherwise, we'll have an incredibly long list of patients.

We would prefer archiving as to the (leading) so we could get back to the date of the assessment if necessary. This is strictly the patient list in LASER as we know that the XML file of the saved assessment needs to be stored externally. And the answer is that LASER does not have an archive feature.

The next question is, will LASER be updated electronically, automatically or have a field that can be marked once a submission has been successfully completed the CMS through ASAP? The answer is no. It will still export it relative of its success or failure through ASAP. To check whether all records were accepted, users must review their final validation reports.

Will LASER be updated electronically, automatically with information from Casper whether the transmission was successful or declined? The answer is no. As per previous, you must review your final validation report.

Are there any kinds of reports to tell the user when an assessment has not been completed and/or transmitted? There are various reports as well as search

capabilities. And if you do not receive your final validation – that will be available through LASER.

What date will LASER be available so we can load the software, prepare deployment to all of our facilities and start training staff? The production available version will be end of August, early September. The target currently is August 30. The demo version will be made available in mid August. We will also provide the training mentioned previously in mid August.

What database will LASER use for the client server? The answer is MySQL.

What are the licensing requirements for the database? The answer is, there are none. MySQL is an open source with a general public license.

We've also received a question regarding optional fields of LASER and asking if there's any optional fields in the care data tool set. There are some optional fields in LASER that are on the user facility screens. These are things such as the user phone number, user extension and facility address. These are fields that are not submitted to ASAP or CMS but are placed in the tool strictly for the benefit of the users.

And then, the last question is, if there is a time stamp mechanism in LASER that tracks that the fields have been completed within the three-day assessment and the five days additional for form completion. No additional date checks besides the edits in the assessments for any of the form date handling.

For example, for the assessment reference data, there is an edit check that you can check to make sure that the completion date minus the assessment reference date is less than or equal to five days. If not, there will be a warning displayed on LASER.

And that is all the questions I had, so I'll turn it back over to Charles for his questions.

Charles Padgett: Thank you, Sally. I appreciate it. We're not going to go ahead and open up the line for general questions and answers and please feel free to ask questions about anything we presented today.

Male: (Beth), if you will remind the callers how to enter the queue to ask their questions?

Operator: As a reminder, ladies and gentlemen, if you would like to ask a question, press star, then one on your telephone keypad. If you would like to withdraw your question, press the pound key. We'll pause for a moment to compile the Q&A.

Your first question comes from the line of Jayne Chambers, Federation of American Hospitals. Your line is open.

Jayne Chambers: Hi. Thank you. Can you tell me how the vendors are going to be certified if you're using a vendor to submit data on your behalf?

(Ellen Barry): Hi. This is Ellen Berry. CMS does not certify vendors as a private businesses agreement between the LTCH and the vendor and CMS does not partake in that.

Jayne Chambers: OK. Thank you.

Operator: Your next question comes from Meredith Missroon, Shepherd Center. Your line is open.

Meredith Missroon: Hello. We were wondering on the discharge assessment timeframe. Is it three days prior to the day of discharge or is it one day?

Charles Padgett: Yes, you're correct. It's three days prior to the day of discharge. The date of discharge is the ARD and so the look-back period will be three days previous to that.

Meredith Missroon: So, for example, if we did a clinical assessment and we captured the – whether or not the patient was comatose three days prior to discharge, that was in the assessment window.

Charles Padgett: I'm sorry, can you repeat that?

Meredith Missroon: I just picked an example of one of the things on the assessment, for example, to ask whether or not the patient is comatose or persistent vegetative state. So if our nurses did that assessment three days prior to the day the patient left, that's within the window, correct?

Charles Padgett: OK. So maybe I didn't say this clearly. So the ARD, well, it's the end of the three days. So the ARD and the discharge data are the same and will be considered day three. So two calendar dates prior to the that, that's what you'll be considering.

So if, say, the discharge is the 30th of the month, then, you'll look to back to the 29th and the 28th.

Meredith Missroon: OK.

Charles Padgett: And those will be your three days. So if something happened three days prior to that, meaning, on the 27th, that will not be considered in the discharge data.

Meredith Missroon: OK. But as long as – if one of our nurses does the assessment within those – let's say, on the 29th, that's within the limit but it doesn't have to be on the day of discharge. It's (been) a three-day assessment period.

Charles Padgett: That's correct.

Meredith Missroon: Thank you.

Charles Padgett: Absolutely.

Operator: Your next question comes from Gary Williams, Kindred Healthcare. Your line is open.

Gary Williams: Hello, everyone. I just had a quick question about – you did say that – did I hear you correctly in saying that the RN is no longer required to sign the care tool completion section?

Charles Padgett: That's correct.

Gary Williams: OK. And that you've also removed the assessment coordinator verbiage or term out of there, correct?

Charles Padgett: Yes, sir. Correct.

Gary Williams: Excellent. I just want to make sure I heard that correctly. Thank you so much.

Charles Padgett: Not a problem.

Female: This is the CMS, Stella Mandl - just a point of clarification - it is the LTCH CARE data set.

Charles Padgett: OK. Next question.

Operator: Your next question comes from the line of Mary Dawson, Regional Hospital. Your line is open.

Mary Dawson: Thank you. We've got some of our desktops operating at 64 bit and some at 32 bit. And my question is, do we have to reload desktops that will be using the LASER with the 32 bit or will – or will a 64 bit be compatible?

Female: Sixty-four bit is compatible with 32 bit LASER, so you should be able to run it.

Mary Dawson: OK. Great. Thank you.

Operator: Your next question comes from the line of Donna Smaha, Noland Health Services. Your line is open.

Donna Smaha: My question is related to interrupted stays in the timeline for the assessment because if you have a patient, for example, that goes back unexpectedly to an acute care hospital, what would the look-back period be, for example, be for when (our threshold's) measurement?

And then the second question is, on return from the acute care hospital, do we complete a new admission assessment?

Charles Padgett: OK. Thank you for your question. I'm going to refer you to the updated manual and I'm going to – I'm going to also give you an answer here or try to clarify this for you.

So during an uninterrupted stay – an interrupted stay will – is only considered a stay outside the LTCH at another facility lasting less than three calendar days.

Donna Smaha: OK.

Charles Padgett: So if a patient is discharged from an outside, whether it's on a planned or unplanned basis, and is gone from that LTCH for less than three days and then returns, there will be no discharge or admission paperwork surrounding that interrupted stay.

If a patient is discharged, unplanned or planned, from the LTCH and is gone for greater than the three-day period, when they return to the LTCH, they will need a new admission and they should have also a discharge form completed on them when they exited the LTCH.

Donna Smaha: OK. So, on the discharge, I'm asking if you had a weekly measurements and wound assessments, for example, on a Monday and they were discharged on a Thursday. That's more than the three-day look back, but you don't have time to actually do the measurements before they transfer. Can you use the – just the last available set of data?

Charles Padgett: If it's...

Donna Smaha: It was unplanned transfer.

Charles Padgett: Yes. I'm going to – I'm going to ask that you submit your question to our – to our e-mail box so that we can answer it more appropriate – more appropriately. OK? So that would be – you would submit that to the LTCHQualityQuestion@cms.hhs.gov then we'll be able to provide a written answer.

Donna Smaha: All right. Thank you.

Charles Padgett: You're welcome.

Operator: Again, if you would like to ask a question, star one on your telephone keypad.
If you would like to withdraw your question, press the pound key.

Your next question comes from the line of Joan Carson, Gaylord Hospital.
Your line is open.

Joan Carson: Thank you. We have a question regarding the attestation signatures that are required. We had used an electronic medical record and much of the assessment data we will be pulling electronically. And we were not anticipating handwritten signatures of attestation signatures for every piece of documentation. Is there any provision made for that in the revisions that are being made to the manual?

Charles Padgett: Hello? Can I ask that you submit that question to our mailbox?

Joan Carson: Yes, I will.

Charles Padgett: Thank you very much. And before we take any more questions, I just want to ask if we can limit the questions to the – to the material that we presented during the call today. I know providers have a ton of questions surrounding policy and the data sets and so forth. And we're going to speak to those in the documents we released very shortly. And they will also be spoken to in the new release of the manual.

I think the manual – the updated manual is going to help clarify a lot of the questions and concerns that providers have at this time. And we'll be more than happy to answer any of those questions in writing, should you submit them to our LTCH quality questions mailbox. Thanks. Next question?

Operator: Your next question comes from the line of James Codman, Spectrum Health.
Your line is open.

James Codman: Hi. Thank you. The manual contains appendix D which has an item matrix titled "Mandatory Items". I'm wondering if you can just explain or confirm

that the items that are not access mandatory are considered things we should get to the best of our ability. Is that correct?

Charles Padgett: OK. So what I'm going to tell you is we have since updated in item matrix and that will be released with the updated manual and there will be a whole section speaking to that required items versus voluntary items and so forth.

So I'm going to ask for you to wait for that release which should be sometime right after the first week of August. And I think that will answer your question then.

James Codman: OK. Thank you.

Charles Padgett: Thank you.

Operator: Your next question comes from the line of Angela MacMillan, Lourdes Specialty Hospital of Southern New Jersey. Your line is open.

Angela MacMillan: I just wanted to make sure that all the questions are going to – the answers are going to be captured and posted in your FAQs. I think the questions about the interrupted stay are very interesting and I'd like to really see the answers to that.

Charles Padgett: Yes. Yes. They will be. We will specifically be speaking to that particular item, the interrupted stay. But all of the questions submitted will be answered.

Operator: Again, if you would like to ask a question, star one on your telephone keypad. Your next question comes from the line of Kevin Williams, Acuity Healthcare Systems. Your line is open.

Kevin Williams: Thank you. You may have mentioned this here or I may have just missed it but I'm just trying to get an idea of when the manual is going to be updated and that what Web site can we get the new manual?

Charles Padgett: Thanks for your question. The manual is going to be released after the first week of August. And the manual will be available on our LTCH quality reporting Web site.

You can get to that Web site. I gave that Web address out earlier. It's pretty lengthy. But if you just go to the www.cms.gov Web site you can – you can do a search for LTCH quality reporting. That will get you there.

Or you can also just Google, "LTCH quality reporting" and our LTCH quality and our LTCH quality technical site both will pop up below there. And you'll be able to access them in that fashion as well.

Kevin Williams: Thank you very much.

Charles Padgett: You're welcome.

Operator: We have no further questions at this time. I will turn the call back to our presenters.

Charles Padgett: OK. If there's no further questions, that's going to conclude the call today. I want to thank everybody for joining the call. And, again, we encourage you – I'm just going to mention, again, to review all of the information that's available on the QTSO Web site which is www.qtso.com, also the LTCH quality reporting Web site and the LTCH quality reporting technical page which is available on the LTCH quality reporting Web site.

Again, the manual is going to be released after the first week of August. And I encourage everybody to take part in all of the training that I went over. And all of the training dates are going to be made available on our Web site as well. So I continue – I encourage you to frequently check the Web site for those updates.

Thank you very much.

Operator: This concludes today's conference call. You may now disconnect. Thank you.

END