



**Center for Clinical Standards and Quality/ Quality, Safety & Oversight Group**

**Admin Info: 24-03-ALL**

**DATE:** October 10, 2023

**TO:** State Survey Agency Directors

**FROM:** Directors, Quality, Safety & Oversight Group (QSOG) and Survey & Operations Group (SOG)

**SUBJECT:** New Mandatory Quality, Safety, & Education Portal (QSEP) Training Release: Electronic Code of Federal Regulations (eCFR): Using eCFR to Locate a CFR Citation

**Memorandum Summary**

- Newly revised mandatory training, Electronic Code of Federal Regulations (eCFR): Using eCFR to Locate a CFR Citation, was released on July 13, 2023. Surveyors are required to log into QSEP and complete the training in the mandatory section of their training plan.

**Background:**

CMS is responsible for providing comprehensive training to surveyors (see: Article IV (B)(2) of the 1864 Agreement and 42 CFR 488.314(b)). As such, CMS is exercising this responsibility through a newly revised mandatory QSEP training, Electronic Code of Federal Regulations (eCFR): Using eCFR to Locate a CFR Citation, that was released on July 13, 2023. The training must be taken and passed by new surveyors per their training plans.

New surveyors who've not yet completed the training will need to take the updated training in its entirety. Existing surveyors who completed the training before it was updated are highly encouraged to revisit the training for an updated understanding of the eCFR.

**Action Needed: Newly revised mandatory training, Electronic Code of Federal Regulations (eCFR): Using eCFR to Locate a CFR Citation, was released on July 13, 2023. New surveyors are required to log into QSEP and complete the training in the mandatory section of their training plan.**

Please remind new surveyors to complete and pass this training.

**Contact:**

For questions or concerns about this memorandum, please [email](#) or call the QSEP Help Desk at 855-791-8900.

**Effective Date:**

Immediately. Please communicate to all appropriate staff, including Regional Training Administrators (RTA) and State Training Coordinators (STC), as soon as possible.

/s/

Karen L. Tritz  
Director, Survey & Operations Group

David R. Wright  
Director, Quality, Safety & Oversight Group

**Resources to Improve Quality of Care:**

*Check out CMS's new [Quality in Focus](#) interactive video series. The series of 10–15 minute videos are tailored to provider types and aim to reduce the deficiencies most commonly cited during the CMS survey process, like infection control and accident prevention. Reducing these common deficiencies increases the quality of care for people with Medicare and Medicaid.*

*Learn to:*

- *Understand surveyor evaluation criteria*
- *Recognize deficiencies*
- *Incorporate solutions into your facility's standards of care*

*See the [Quality, Safety, & Education Portal Training Catalog](#), and select *Quality in Focus*.*