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**Resource and support survey introduction to State Survey Team Members:**

CMS is piloting a new Federal Monitoring Survey to replace the existing FOSS/FOQIS surveys. Under this pilot, federal oversight of surveys done by state agencies will be conducted primarily in three ways: full comparative surveys, focused concern surveys and **resource and support surveys**. The survey process that we are piloting this week is a **resource and support survey**. A **resource and support survey** is a process where a federal surveyor accompanies a state survey team on-site and engages in an on-going dialogue with members of the state survey team to ensure that all areas of concern are investigated thoroughly and according to CMS's survey protocols. The Federal surveyor is intended to be a resource to the state team during this process. **There are no evaluations of any aspect of the state team's work during a resource and support survey. No ratings or scores will be issued for this survey--this includes the investigation, decision making and the final 2567 that is issued.** The intent of the process is to create an environment where surveyors feel free to share concerns, seek clarification and have the opportunity to "talk through" evidence that has been gathered.

The Federal surveyor will have specific areas of concern that he or she will be focusing on during the survey. These concerns were developed by the CMS Regional Office and Indiana State Department of Health and were based on data taken from Nursing Home Compare, PDQ reports and MDS Data. **The concern focus areas for FY19 include: nationwide, abuse and staffing; regional, unnecessary medications – psychotropic; Indiana and Michigan only, advanced directives; and Ohio, Wisconsin, Illinois, and Minnesota only, activities.** The Federal surveyor will accompany the state surveyor investigating these specific areas and will make observations of care, provide support during interviews of facility staff and review relevant records. The Federal surveyor and the state surveyor should discuss findings as necessary related to these areas of concern.

In addition to actively observing the survey process related to the identified concerns and providing support, feedback and guidance as necessary, the federal surveyor is available as a resource throughout the survey for any additional concerns. State surveyors are encouraged to seek clarification of any aspect of the survey process with the Federal surveyor. The Federal surveyor's role is to provide clarification of CMS interpretive guidance and assist in applying a given set of facts to the regulatory requirements. Throughout the survey, the federal surveyor will be taking notes. These notes are to jog the surveyor's memory for creation of a learning tool. Following the completion of the survey, the Federal surveyor will draft and submit to the survey team a "lessons learned" document. This document will reinforce any areas that were clarified during the survey and will include a review of the concern area citations on the 2567 in order to provide feedback on how documentation may be improved.

**Additional information if they want to know how the state will be evaluated:**

All evaluations of state survey performance will be done through focused concern surveys. The Comparative survey process will remain unchanged. CMS will conduct a full comparative survey within 30 to 60 days following a state survey and the findings of the CMS survey will be compared with the findings of the state. In addition to full comparative surveys, CMS will be conducting focused concern surveys in conjunction with the resource and support

surveys. Resource and Support surveys will be conducted during the first half of each fiscal year. During the second half of the fiscal year, the resource and support surveys will be replaced with focused concern surveys. A focused concern survey will be conducted within 30 to 60 days of a survey conducted by the state surveyors but will only look at those specific areas of concern identified in the Resource and Support Surveys. The findings specific to these areas of concern will then be compared with the state survey results to determine if all areas were investigated thoroughly and appropriate compliance decisions were made.