

## Survey Capabilities:

HMS has been successfully performing surveys on behalf of the Centers for Medicare and Medicaid Services (CMS) for more than 15 years. We conduct surveys throughout the U.S. and its territories, and efficiently deliver a consistent and quality survey product. Additionally, HMS performs surveys directly for State Survey Agencies (SAs).

HMS surveyors are CMS trained and certified and can perform initial, recertification, complaint, and life safety code surveys for long-term care (LTC) and acute continuing care (ACC) facility types, including:

- Skilled Nursing Facilities (Nursing Homes)
- End-Stage Renal Disease (ESRD)
- Hospice
- Home Health Agencies
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)
- Hospitals (all types)
- Outpatient Physical Therapy/Outpatient Speech Pathology
- Comprehensive Outpatient Rehabilitation Facilities (CORFs)
- Rural Health Clinics
- Ambulatory Surgical Centers (ASCs)
- Portable X-ray

## Complete or Partial Team

A full or partial team can be provided based on needs to complete the survey requested.

## Survey Process:

HMS developed innovative solutions to apply to the survey process, facilitating efficient, effective, and quality surveys, via use of our Coordination Center (CC), our Survey Management Application (SMA), and internal Protected Health Information/Personally Identifiable Information (PHI/PII) documentation repositories, including two-factor authentication.

## Survey Management Application (SMA)

The HMS SMA is a customized web-based application designed to manage the critical details of multiple simultaneous surveys. Through the SMA, HMS can assign surveyors based on qualifications, availability, and geography.

## Quality Assurance:

HMS recognizes that quality is integral to the survey process, and has instituted a rigorous Quality Assurance (QA) program that includes the following features:

- Former Regional Location and SA QA staff as part of the documentation review team
- Senior management observation of onsite surveys to ensure consistency, provide continuous performance improvement, and monitor competency of surveyors
- Automatic notification and escalation of pre-defined tags/citations based on severity
- Custom checklists to ensure processes unique to a contract or survey type adhere to individual requirements

## Management Consulting:

HMS supports states and the federal government to provide management consulting to SAs to review survey programs and make recommendations consistent with CMS directives, state statute and rule, and best practices used by other SAs. HMS management consultants are Subject Matter Experts (SMEs) in state program administration, legal processes and review, compliance monitoring, quality assurance, survey processes, federal enforcement, and many other fields of expertise. They conduct interviews with SA staff and stakeholders, review documentation (e.g., policies, procedures, statutes, etc.), evaluate IT applications and systems, and evaluate survey program components to make recommendations that assist in restructuring or enhancing the state survey program.

Using interviews with surveyors, administrative and clerical staff, conducting record review, and evaluating current processes, HMS assesses the inputs and outputs, execution and controls, the appropriate use of technology, staffing, and other needs for the following major processes:

- State Surveys
- Quality Assurance Activities
- Complaint Management
- Workload Management
- Staff Readiness and Competencies

In addition, HMS: 1) evaluates existing SA policies and conducts a gap analysis for non-existing or non-compliant policies, 2) creates or edits policies to comply with CMS and SOM requirements, 3) develops or revises checklists to document SA processes such as receiving survey documentation and confirming that all required elements are included as required by the Principles of Documentation and other SA internal directives, and 4) works with SAs to propose imposition of sanctions, and prohibition of excessive overtime.

## Implementation and Continuous Improvement:

HMS assists SAs with developing communication channels to ensure timely and regular sharing of appropriate information among organization levels and within employee workgroups. We identify and recommend the data elements that are available for tracking to quantify and analyze process quality improvements. These elements are used to track progress and assess whether proposed changes were successful. HMS will maintain open communication and provide regular reporting to the SA and convey new or escalating risks to facilitate a timely implementation of process improvements.

## IT Consulting:

HMS supports states and the federal government by providing IT consulting to SAs, reviewing survey IT programs, and making recommendations consistent with CMS directives, state statute and rule, and best practices used by other SAs. HMS IT consultants are SMEs in application development, IT consulting, data analysis and reporting, CMS systems administration, and many other areas of expertise. We conduct interviews with SA staff and stakeholders, review IT documentation (e.g., network diagrams, system supporting documentation, system training documentation, etc.), and evaluate IT applications and systems to make recommendations that assist in restructuring or enhancing the state survey program.

## Contact Us

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