

The Home Care Association of Colorado presents
The Survey Process A-Z: How to Ace Your Surveys!
A Three Session Audio-Conference Series

By **Elaine Graves**, RN, BSN, MA, President, MEG Associates Consulting Group, Inc.
 and **Margo R. Zink**, RN, BSN, MN, EdD

11:00 a.m. to 12:30 p.m. Mountain Time

Thursday, June 11, 2009: (register by 6/4/09)	The Survey Process: Surveyor Perspective
Thursday, June 25, 2009: (register by 6/18/09)	The Survey Process: Agency Perspective
Thursday, July 9, 2009: (register by 7/2/09)	The Survey Process: Quality Perspective

Audio-Conference Description

Three compelling reasons to dial in to these timely audio conferences:

June 11th (Audience: Administrative/Supervisory personnel, especially those with little or no survey experience, or those who want more information.) **Topics to be covered:** (1) Organization of the Medicare Home Health Program (CMS/Regional/Colorado offices), (2) Overview of all the Conditions of Participation (CoP) (Partial/Extended and complaint investigations), (3) Components of the Standard Survey, (4) Components of the Partial/Extended Survey, (5) Outcome-Oriented Survey Process (pre-survey, survey process, statements of deficiency).

June 25th (Audience: Administrative/Supervisory/clinical staff personnel, especially those with little or no survey experience, or those who want more information.) **Topics to be covered:** (1) Management Preparation (preparing for standard survey, survey process, plan of correction and appeal process), (2) Clinical Preparation (home visit, POC/goals, documentation, competency).

July 9th (Audience: Administrative/Supervisory/clinical staff personnel, especially those with little or no survey experience, or those who want more information.) **Topics to be covered:** (1) Utilization reviews, (2) OASIS accuracy (OASIS submission statistics, OASIS error summary, OBQM adverse event outcome reports, OBQI Reports), (3) Quality focused CoPs (plan of correction/implementation).

Conference Objectives – upon completion, you and your staff will be able to:

The Survey Process: Surveyor Perspective – June 11

- ◆ Identify the organization of the Medicare Home Health Program;
- ◆ Describe the differences between a condition and standard level deficiency;
- ◆ Distinguish the conditions/standards in the standard level survey;
- ◆ Define the conditions in the partial/extended survey;
- ◆ Review the complaint investigation process.

- ◆ Discuss clinical preparation for the home visit and documentation review;
- ◆ Describe clinical competencies required;
- ◆ Distinguish organizational versus clinical CoPs.

The Survey Process: Quality Perspective – July 9

- ◆ Identify the Gtags for reporting OASIS data;
- ◆ Describe the content of the five OASIS reports used in the survey process;
- ◆ Explain the purpose of Outcome-Based Quality Improvement (OBQI);
- ◆ Describe the OASIS report content used in the survey;
- ◆ Discuss common agency mistakes related to OASIS.

The Survey Process: Agency Perspective – June 25

- ◆ Identify the steps required for standard and partial/extended survey preparation;
- ◆ Describe how to effectively go through the survey and appeal process;
- ◆ Learn how to write a plan of correction;

(continued next column)

**SAVE TIME & TRAVEL COSTS
 FOR YOU AND YOUR STAFF! REGISTER FOR MORE
 THAN ONE SESSION AND SAVE \$\$\$**

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This is how it works...

Complete the Registration Form for your agency and return to HCAC. Registered locations will be sent an e-mail confirmation on the Monday prior to the scheduled date of each audio-conference with dialing information and a web link to download handout materials and/or resources. Join the call by dialing the toll-free number and giving the confirmation number. Gather your staff and listen via speakerphone to the presentation, follow along with the handouts and participate in live, interactive Q&A.

PLEASE NOTE: Registration fees are based on each dial-in connection; multiple call-ins from your agency will be charged. We are unable to accommodate more than one agency per call-in.

Certificates of attendance will be mailed after evaluations are received.

THREE SIMPLE WAYS TO REGISTER BE SURE TO INCLUDE ALL INFORMATION REQUESTED BELOW:

**REGISTER
BY SESSION'S
DEADLINE!**

1. **Register Secure On-line** at: www.hcaonline.org
2. **Fax** this completed form below to (303) 694-4869
3. **Mail** completed form to the HCAC Office, 7400 E. Arapahoe Road #211, Centennial, CO 80112-1281

Please register by session's deadline to guarantee that you receive e-mailed confirmation details.

Please type or print legibly all information below.

Name	Agency
Address	City/State/Zip Code
Phone ()	Fax ()
Email (Mandatory Field)	

Select Your Session(s) -- Register for more than one and save \$\$\$:

<input type="checkbox"/> Thursday, June 11, 2009	The Survey Process: Surveyor Perspective	(register by 6/4/09)
<input type="checkbox"/> Thursday, June 25, 2009	The Survey Process: Agency Perspective	(register by 6/18/09)
<input type="checkbox"/> Thursday, July 9, 2009	The Survey Process: Quality Perspective	(register by 7/2/09)

Please circle as appropriate

This fee includes one dial-in connection. Additional fees will be charged if there are multiple dial-ins. Written requests for refunds received on or before the registration deadline for each session will receive a 50% refund less a \$50 processing fee for the cancelled session. Fees are non-refundable after this date; There are no refunds for no-shows.

	1 Session	2 Sessions (w/discount)	3 Sessions (w/discount)
HCAC Member	\$149	\$289	\$429
Non-Member	\$249	\$489	\$729

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 Please bill us. *We understand that we will be billed \$20 for each invoice if not paid within 30 days.*

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