

# Opening the Door to the Quality Indicator Survey in Oklahoma

**September 22, 2011  
The Basics of QIS**

**September 23, 2011  
Intermediate QIS Training  
Metro-Tech Conference Center  
Oklahoma City**

Sponsored by:  
**LeadingAge™**  
Oklahoma  
formerly OKAHSa

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# QIS Survey Process

**LeadingAge Oklahoma**  
P.O. Box 1383  
El Reno, OK 73036

**LeadingAge™**  
Oklahoma  
formerly OKAHSa

**PLEASE ROUTE TO:**

- ✓ Administrator
- ✓ Leadership Team
- ✓ Director of Nursing

# QIS Opening the Door to a **NEW** Survey Process

- Determine what changes you will need to make internally to match the new process by comparing and contrasting the new QIS to the traditional survey
- Be sure you know what will be expected by understanding how CMS will be using the various QIS forms and procedures
- Get guidance on how to use the QIS procedures and tools in your ongoing quality assurance and improvement efforts
- Hear the latest developments in provider and surveyor experiences with the QIS
- Includes a comprehensive training manual with a CD that includes all the CMS forms that will be used going forward to train your own staff and prepare for a new survey process
- Debunk the myths surrounding the new QIS process

# QIS Survey Process

Opening the Door to the  
Quality Indicator Survey in Oklahoma

## September 22: 1- Day The Basics of QIS An Overview of the QIS Protocols, Forms and QA/QI Applications

Nursing Home Quality's 1-Day Basic QIS Course details the QIS process used by state surveyors and teaches providers how the QIS tools and procedures can be used in their own quality assurance and improvement programs. This program is an ideal introduction to the Quality Indicator Survey for everyone in your facility including administrators, directors of nursing, social workers, nurse managers, dietary managers, activities managers, and consultants. Led by a Nursing Home Quality QIS instructor, this course includes a general orientation and introduction to the QIS process, as well as a comparison of the QIS with the traditional survey process. The course also provides instruction on the use of the CMS QIS forms and procedures for Stage I, Facility Tasks, and Stage II. Course registrants will receive guidance on how the QIS forms and procedures can be used by nursing facilities in their ongoing quality assurance efforts.

### Objectives

- Background & Development of the QIS Survey process
- Overview & Comparison with Traditional Survey
- Using the QIS for Quality Improvement
- Training in the use of the CMS QIS forms and procedures for:
  - Stage 1: Interviews, Resident Observation, Clinical Medical Record
  - Facility Review Tasks: Mandatory - Dining, QA, Medication Administration, and Infection Control and Triggered - Abuse, Environment, Staffing, Admission & Discharge, Personal Fund
  - Stage II: Investigation

## September 23: 1-Day Intermediate QIS Training A Detailed Exploration of How to Utilize QIS Tools, Protocols & Concepts

Nursing Home Quality's 1-Day Basic QIS Course is a prerequisite for the 1-Day Intermediate QIS Course. This program builds upon the 1-Day Basic QIS Course by providing a detailed exploration of the ways in which nursing facilities can utilize the QIS tools, protocols, and concepts in their ongoing quality assurance efforts. Course registrants will learn practical effective techniques for developing continuous survey readiness. Throughout the course, illustrative resident scenarios are used as a framework for in-depth discussion of the use of the QIS for quality assurance purposes. Quality of Care and Life Indicators (QCLI's) utilized in the QIS Stage I are explored, analyzed and applied to practice. QIS Stage II in-depth investigative protocols are used as hands on learning experience to target quality assurance efforts and guide providers' exploration of regulatory compliance.

### Objectives

- Approaches for using the QIS Process for on-going Quality Assurance, with emphasis on Quality of Life
- Investigation of Case Studies on Choices, Resident Rights, Activities, Personal Care & Abuse
- Understand assessment scoring and results interpretation form illustrative resident scenarios

### Seminar Information

For additional information, contact Mary Brinkley, LeadingAge Oklahoma, 405-640-8040 or mary@LeadingAgeOK.org.

### Agenda September 22, 2011

8:00 - 8:30 a.m. Registration  
8:30 - 12:00 p.m. Program  
12:00 - 1:00 p.m. Lunch-Provided  
1:00 - 4:00 p.m. Program

### Agenda September 23, 2011

8:00 - 8:30 a.m. Registration  
8:30 - 12:00 p.m. Program  
12:00 - 1:00 p.m. Lunch- Provided  
1:00 - 4:00 p.m. Program

It is important to check-in by 8:30 if you are receiving CEU credit.

### Continuing Education Credit

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Long Term Care Administrator Boards (NAB) and approved for 6 clock hours of continuing education credit each day for a total of 12 hours.

### Registration Fees

**Sept. 22 CEU Credit & Non-CEU** Pre-registered \$125 Late Registration \$150  
**Sept. 23 CEU Credit & Non-CEU** Pre-registered \$125 Late Registration \$150

Registrations must be received by September 9 to receive the pre-registration rate. Cancellations received prior to September 9 will receive credit, less a \$15.00 processing fee. Cancellations received prior to September 16 will receive 50% credit. Substitutions are accepted. On-line registration is available at [www.LeadngAgeOK.org/education](http://www.LeadngAgeOK.org/education) for credit card payments only. Registration fee includes lunch. Registration includes a comprehensive training manual and CD. **Pre-registration is required. No "on-site" registrations will be accepted.**

### Program Faculty

This training will be conducted by Cindy Mason, an expert faculty from Nursing Home Quality, the organization contracted by CMS to train state survey agencies nationwide. The organization's founder, Dr. Andrew Kramer, designed the two-stage quality assessment system for nursing homes, which was incorporated into the new QIS. Cindy Mason is an important member of Dr. Andrew Kramer's QIS team of experts. She has more than 25 years experience in advising nursing home administrators and staff. Licensed as a clinical social worker, nursing home administrator, and health care risk manager, she translates complex regulatory requirements into concepts that can be applied to managing the daily operations of nursing home life. As a long term care consultant, staff educator, and national speaker, Cindy has worked with all levels of nursing home staff on regulatory compliance and skill development.

### Location

**Room: H/I Metro-Tech Conference Center**, 1900 Springlake Drive, OKC, OK 73111

### Directions

- |  |   |
|--|---|
| <p><b>From I-35</b></p> <ul style="list-style-type: none"> <li>• Exit on NE 36 Street</li> <li>• West to M L King Ave.</li> <li>• Turn right onto M L King Ave.</li> <li>• Left at Conference Center entrance</li> </ul> | <p><b>From I-44</b></p> <ul style="list-style-type: none"> <li>• Exit on M L King Ave.</li> <li>• South 1.5 mi. past Springlake Dr.</li> <li>• Right at Conference Center entrance</li> </ul> |
|--|---|

**Hotel: special rate, \$89 (code 07J)** available at OKC Marriott  
3233 NW Expressway, OKC, OK 73112, (405) 879-7040

\* See "Registration Fees" for details. Registration includes lunch  
Please make check payable to: LeadingAge Oklahoma, and mail to P.O. Box 1383, El Reno, OK 73036.

Approved by NAB for 6 hours CEU Credit  
each day for a total of 12 hours.

NAME (please print)	NHA License No.	September 22 Basic \$125	September 23 Intermediate \$125	CEU's	REGISTRATION FEE
				YES NO	
				YES NO	
				YES NO	
				YES NO	
<b>TOTAL:</b>					

ADDRESS: \_\_\_\_\_  
\*Pre-Registration due by September 9, 2011 CEU & Non-CEU - \$125 per day Late Registration \$150 per day

FACILITY: \_\_\_\_\_  
QIS Survey Process, September 22 & 23, 2011  
Location: Metro-Tech Conference Center, Oklahoma City, OK  
Sponsored by: LeadingAge Oklahoma  
McKesson and Sequoia Health Services

PHONE: \_\_\_\_\_