



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 15-31-Hospitals

DATE: May 1, 2015

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Hospital Basic Training Online Course: Part 2 – Now Open for Enrollment

Memorandum Summary

We are pleased to announce that registration is now open for the first offering of the Hospital Basic Training (Part 2) online course scheduled for July 1, 2015. The Hospital Basic Training online course replaces the Basic Hospital classroom training. It is a two-part online course. Learners must complete both Part 1 and Part 2.

- **Hospital Basic Training Part 1 online:** opened in November 2014
- **Hospital Basic Training Part 2 online:** scheduled to open July 1, 2015

How to Enroll:

State Training Coordinators and Regional Office Training Administrators may log into the TotalLMS registration system (<https://cms82.sumtotalsystems.com>) to enroll staff.

The TotalLMS course code is: **OCMSHOSPLBPT2_ONL**

Help Desk Information:

Should you need technical assistance with your course registration, please contact the TotalLMS Help Desk at help@qtso.com

Background

The Centers for Medicare & Medicaid Services (CMS) Survey & Certification Group has developed a Hospital Basic Training (HBT) online course. The Hospital Basic Training online course replaces the traditional Basic Hospital classroom training. It is a two-part online course. Before they are considered qualified to conduct Federal hospital surveys, learners must successfully complete both Part 1 and Part 2 of the HBT online course, as well as participate as trainees in surveys.

Hospital Basic Training Part 1 Online Course: Opened in November 2014

The HBT Part 1 online course opened to learners in November 2014. Learners enroll for an eight (8) week period to complete this self-paced online course. Upon successful completion of the HBT Part 1 online course and prior to enrolling in HBT Part 2, a surveyor candidate is expected to gain additional experience by functioning as a member of a survey team conducting several Federal hospital surveys, whether for a complaint or a full survey. The surveyor candidate may only survey for those Conditions of Participation (CoPs) addressed in HBT Part 1. It is expected that the hospital surveyor candidate will receive ongoing mentoring during these surveys.

Hospital Basic Training Part 2 Online Course: Is Now Open for Enrollment

The first offering of HBT Part 2 online course is scheduled for July 1, 2015 through August 31, 2015. Learners must have successfully completed HBT Part 1 prior to enrolling in HBT Part 2, and must have participated as part of a hospital survey team conducting several Federal hospital surveys. HBT Part 2 learners will be enrolled for an eight (8) week period to complete this self-paced online course. After successful completion of both HBT Parts 1 and 2, and the survey participation, a surveyor may function as an independent surveyor at the discretion of the State Survey Agency (SA) or Regional Office (RO).

Course Description

The HBT online course is designed to provide learners with the basic knowledge and skills needed to survey hospitals for compliance with the Medicare Hospital CoPs. It is a self-paced, asynchronous, web-based training. Learners may access the online course 24/7 during the timeframe they are enrolled.

The HBT online course is divided into two parts, with on-the-job survey experience being required between the two parts:

- Hospital Basic Training (Part 1) online course consists of three phased pre-tests, ten learning modules, three phased quizzes, and a final post-test*.
- Hospital Basic Training (Part 2) online course consists of two phased pre-tests, additional learning modules, two phased quizzes, and a final post-test*.

**Learners are given three attempts to pass each final post-test with a score of 80 percent or higher. Learners who do not successfully pass the post-test within three attempts may enroll in a future Hospital Basic Training course offering.*

Learners must complete Parts 1 and 2 successfully no later than one year after their initial enrollment in Part 1.

Course Goal

This two-part online course and on-the-job training prepares learners to function as independent members of a hospital survey team or as hospital complaint investigators.

Target Audience

The HBT online course is a required course for all new SA and RO hospital surveyors and reviewers.

We also encourage preceptors and mentors to enroll in the online course, along with their new hospital surveyor candidates, not necessarily to complete the course but rather to allow the preceptor to assist and guide the new surveyor through their whole training process, including the online course, mentoring, field survey observations and activities.

Experienced hospital surveyors and reviewers may also benefit from periodically reviewing portions of this course to remain current with their skill set.

Time Needed for Part 1 and Part 2 Completion

Depending on level of experience and learning style, learners may require more or less time. The average course completion time for Part 1 is 52 hours. The estimated course completion time for Part 2 is 31 hours.

Support a Successful Online Learning Environment

To promote success in this online course, please provide learners with quiet, uninterrupted time to review the online lessons and study (just as they would have in a face to face course offering). Avoiding interruptions and distractions is a vital component to effective learning in an online environment.

Contact: For enrollment or registration questions, please contact our Training Coordinator at Ruth.Rivera@cms.hhs.gov.

Effective Date: Immediately. This policy should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management
State Training Coordinators
Regional Office Administrators