



## **Center for Clinical Standards and Quality/Survey & Certification Group**

### **Admin Info: 17-01-Hospitals/Training**

**DATE:** October 28, 2016

**TO:** State Survey Agency Directors  
State Training Coordinators and Regional Office Training Administrators

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Hospital Basic Training Online Course (Part 1) and (Part 2) Now Available 'On Demand' on the Surveyor Training Website

### **Memorandum Summary**

- The **Hospital Basic Training (Part 1)** and **Hospital Basic Training (Part 2)** online courses are now available on the Surveyor Training Website on demand 24 hours a day, 7 days a week, 365 days a year. Learners may self-register and self-launch the online course at any time that is convenient for them. Once enrolled in the course, learners will remain in the course and have continued access to it. We encourage all Hospital surveyors, reviewers, and certification staff to access this course and review it on an as needed basis.
- **How to Enroll:** Learners may self-register and launch the course on the Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>.

### **Background**

The Centers for Medicare & Medicaid Services (CMS) Survey & Certification Group developed a Hospital Basic Training online course in 2014. In the past few years, the course was available to learners on a scheduled basis for a limited amount of time. State Training Coordinators registered learners for a specific course date. Once enrolled, learners could access the course during the 60 day timeframe in which they were enrolled. At the end of the scheduled period, learners were unenrolled from the course. Course evaluation feedback from Hospital surveyors indicated that they would like to have continued access to the Hospital Basic Training online course. The Central Office Training Division has provided a solution that will provide Hospital surveyors with continued access to the Hospital Basic Training online course.

### **Hospital Basic Training (Part 1) and (Part 2) Online Course: Now Available on Demand!**

The Hospital Basic Training Part 1 and Part 2 online course is now available on the Surveyor Training Website on Demand. Learners can self-register and self-launch the online course at any time that is convenient to them 24/7 – 365. Once a learner is enrolled in the course, they will have continued access to that course.

### **Course Access**

### **How To Self-Register and Launch the Course:**

Follow instructions below to self-register and self-launch the online course on the CMS Surveyor Training Website:

Login Instructions:

1. Go to the Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>
2. Select “**I AM A SURVEYOR**”.
3. Enter your username and password into the fields\*.
4. Select the “**Submit Logon**” button.
5. Select “**Course Catalog**”.
6. Scroll down and search for the Hospital Basic Training (Part 1) course.
7. Select the “**Register**” button.
8. Select the “**Launch Course**” button.

*\*If you don't have a username or password, contact the [Help](#) desk for assistance.*

### **Instructions for State Training Coordinators to Register Learners:**

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

### **Complete Both HBT Part 1 and 2**

Learners must complete Hospital basic Training (HBT) Part 1 and Part 2.

- To complete the training, learners will follow the instructions above to self-register and self-launch the Hospital Basic Training (Part 1) online course. Learners take the HBT 1 pretest, then review the HBT 1 learning modules, and then take the HBT 1 post-test.
  - A passing score of 80% or higher on the HBT (Part 1) post-test is required to successfully complete HBT Part 1.
- After the Hospital Basic Training (Part 1) is successfully completed, learners follow the same instructions above to self-register and self-launch the Hospital Basic Training (Part 2) online course. Learners take the HBT 2 pre-test, review the HBT 2 learning modules, and then take the HBT 2 post-test.
  - Learners must pass the HBT (Part 2) post-test with a score of 80% or higher.

Learners will be expected to successfully complete both Parts 1 and 2 of the Hospital Basic Training course within one year of enrolling in Part 1.

### **Target Audience**

**New Staff:** The Hospital Basic Training online course is a required course for all new State Survey Agency (SA) and Regional Office (RO) hospital surveyors and reviewers.

**Preceptors:** We encourage preceptors to enroll in the online course, along with their new hospital surveyor candidate, 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 on-line course, mentoring, and field survey observations and activities.

**Experienced Staff:** Experienced hospital surveyors and reviewers will benefit from periodically reviewing and completing this course to remain current with their skill set.

### **Course Description**

The Hospital Basic Training online course is designed to provide surveyors with the basic knowledge and skills needed to survey hospitals for compliance with the Medicare Hospital Conditions of Participation (CoPs). It is a self-paced asynchronous web-based training.

The Hospital Basic Training online course is divided into 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\*.

Together, this two-part online course prepares surveyors to function as independent members of a hospital survey team or as hospital complaint investigators.

*\*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 course offering.*

### **Course Goal**

Upon successful completion of the Hospital Basic Training, Part 1 online course, a surveyor may function as a member of a survey team, whether for a complaint or a full survey, but may only survey for those CoPs addressed in Part 1. After successful completion of both parts, a surveyor may function as a sole surveyor at the discretion of the SA or RO.

It is expected that the hospital surveyor candidate will receive ongoing mentoring with an experienced preceptor during the training and during the initial field survey mentoring and observations. The State Survey Agency will coordinate preceptor activities with an experienced mentor for the new surveyor.

### **Prerequisites**

The Hospital Basic Training (Part 1) and (Part 2) online course has two prerequisites:

- Basic Health Facility Surveyor Course: Introduction to Surveying for Non-LTC; and,
- Principles of Documentation for Non-LTC

Both prerequisites must be completed prior to registering for the HBT online course. They are available on demand on the Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>.

### **Estimated Seat Time for HBT Part 1 and HBT Part 2 Completion**

The estimated course completion time for Hospital Basic Training (Part 1) online course is about 52 hours. The estimated course completion time for the Hospital Basic Training (Part 2) online course is about 31 hours. Depending on level of experience and learning style, learners may require more or less time to complete the online components of the training. In addition, new surveyor candidates will need field survey observations with an experienced preceptor.

### **Online Learning Tips**

This online course contains audio and video. Learners will need a **quiet** place to work without distractions and access to headphones. Please provide learners with a quiet environment and uninterrupted time to complete the online course. We appreciate your support to promote success in this course.

**Contact:** If you need assistance, please contact the CMS Surveyor Training Site Help Desk, either by phone (1-855-791-8900) or by email at [cmstraininghelp@hendall.com](mailto:cmstraininghelp@hendall.com).

For enrollment or registration questions, please contact the Training Coordinator Fred Mehl at [Fred.Mehl@cms.hhs.gov](mailto:Fred.Mehl@cms.hhs.gov).

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

/s/

David R. Wright

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