DEPARTMENT OF HEALTH & HUMAN SERVICES
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Center for Clinical Standards and Quality

Admin Info: 24-21-NH

DATE: August 06, 2024

TO: State Survey Agency Directors

FROM: Directors, Quality, Safety & Oversight Group (QSOG) and Survey & Operations
                      Group (SOG)

SUBJECT: Training Plan for iQIES Launch in Long-Term Care

Memorandum Summary

- The iQIES Nursing Home launch is currently scheduled for February 2025. The CMS
  iQIES team developed a training and support plan to help all State Agency and CMS staff
  prepare for the launch and transition to the iQIES platform. This memo provides high-level
  details about the training plan to transition Long-Term Care (LTC) to the iQIES platform.

- The LTCSP training will focus on technical and related procedural changes.

Background:
In May 2021, State Survey Agencies (SAs) and CMS locations began a phased transition to the
Internet Quality Improvement and Evaluation System (iQIES).   iQIES is CMS' new tracking,
analysis, and data repository system for survey and certification, and other functions
(CMS.gov/About iQIES).

The iQIES Nursing Home launch is currently scheduled for February 2025. The CMS iQIES
team developed a training and support plan to help all State Agency and CMS staff prepare for
the launch and transition to the iQIES platform.

Discussion:
CMS-organized trainings will take place in October, November, and December 2024, and
include a Train the Trainer (T3) model for the LTCSP. Most trainings will consist of live video
instruction and a Q&A session. The trainings are scheduled to take place in 1.5-hour segments,
except for the Provider, Intake, and Enforcement (PIE) trainings, which will last 2 hours. States
and CMS locations can anticipate a total of approximately 16.5 hours of training related to the

migration of LTC to the iQIES platform. The LTC Survey Process (LTCSP) training for surveyors will take a minimum of 6 hours. Trainings are being held on two dates to allow attendees to select the sessions that work best for their schedule.

CMS will also conduct live "office hours" calls to answer questions users and trainers raise. These office hours will occur before and after the February launch of iQIES for LTC. We'll provide state agency and CMS location staff access to on-demand iQIES training videos, user manuals, and other iQIES materials to help states train individual users.

CMS requests that each state and CMS Location identify at least two trainers to attend a virtual training for the LTCSP. If your state requests more trainers to meet your individual state's needs, please use the email address below to provide the exact number. A list of recommended trainer qualifications and responsibilities is located at the end of this document. Once the trainers from each state and CMS location have attended the required T3 trainings, each state will be responsible for planning and conducting training in the LTCSP on the iQIES platform for all other applicable state agency staff.

The trainings are organized in a manner that allows states more time to train appropriate staff, particularly in areas that may require more detailed understanding. For example, the LTCSP will be one of the first training sessions to take place (slated for October), which will allow states nearly three months to gain a better understanding of the LTCSP functionality in iQIES and train front-line surveyors before the February launch. Also, since the LTCSP is a more complex area, trainings will contain both a technical (part a) focus as well as a training that focuses on procedural (part b) changes. LTCSP trainings are being held back-to-back for a total of 3 hours a day.

Note: If states use a contract agency to conduct surveys for the state, the state agency will be responsible for ensuring the contract surveyors participate in all required trainings in advance of the transition to iQIES.

Trainings that focus on oversight activities will be made available to staff in the CMS locations, as appropriate. We will communicate specific training details for CMS locations, separately.

A training schedule and additional information about each training session is found later in this memorandum. State agencies should allow staff to attend trainings that pertain to their area of work within the state agency or CMS location. For each training listed below, when applicable, reports and dashboards will be included in the training.

1. **Managing a Survey (Approximately 1.5 hours)**
   CMS will offer this live virtual training session twice during over one week in October 2024. We'll offer two identical sessions during this week so individuals can choose the training session that best fits their schedule. This training will cover:
   - adding a survey, responsible staff, survey team members, 670-time entries;
   - entering citations;
   - Statement of Deficiency; and
   - forms, letters, notes, and attachments.

2. **LTCSP (Approximately 6 hours)**
   CMS will offer T3 sessions for the LTCSP. These trainings will be provided over two weeks, with identical sessions each week to allow individuals to choose the training session that best fits their schedule. These sessions are intended for LTCSP trainers identified by each survey agency, who will help train other LTCSP users in their respective states.

   CMS requests that each state provide a minimum of two SMQT-qualified trainers to attend LTCSP-specific trainings.

   State agencies will need to identify and submit names of the qualified trainers via email to NHSurveyDevelopment@cms.hhs.gov by **September 9, 2024**. Subject line must include: IQIES Training - <your state> Trainers.

   The live virtual T3 training sessions for the LTCSP will take place in October 2024 and will focus on the technical and procedural differences users can expect with the transition to iQIES.

   All LTCSP trainers are required to attend **both** types of trainings (technical and procedural). Trainings should each last 90 minutes for both the technical review, as well as the review of procedural changes to the LTCSP.

   CMS will give all state survey agencies access to iQIES training videos, user manuals, and other materials to help train individual users. Additionally, recorded versions of the live T3 training will be made available on-demand via the Quality Safety Education Portal (QSEP).

3. **Provider, Intake, and Enforcement (PIE): (Approximately 6 hours)**
   This virtual training session will take place in November 2024 for all users who handle provider demographics, intakes, and enforcement components in iQIES. We'll offer these training sessions over three weeks. We'll offer two identical two-hour sessions each week so individuals can choose the training session that best fits their schedule.

4. **Electronic Plan of Correction (ePOC) Training sessions (Approximately 1.5 hours)**
   This virtual training session will take place in December 2024. Two identical 90-minute sessions will be provided over one week, so individuals can choose the training session that best fits their schedule. This training will review the ePOC process from a State Agency "General User's" perspective. Other stakeholders will be given access to publicly facing, on-demand training for ePOC for LTC providers.

5. **Offline Training sessions (Approximately 1.5 hours)**
   This virtual training session will take place in December 2024. CMS will offer two identical sessions over one week so individuals can choose the training session that best fits their schedule. This training instructs users, including LTCSP trainers and general users, about the offline capabilities that iQIES offers and how to utilize it with LTCSP.

This training is currently scheduled to occur in December, nearly two months after the LTCSP training, because of continued offline capability development.

Ways to Prepare For the Transition

1. **Identify the appropriate LTCSP trainers and staff for each training session**
   States should identify an individual with experience in the current LTCSP to attend the LTCSP-specific training sessions. Similarly, state agency staff responsible for intakes (e.g., complaints or Facility Reported Incidents) or enforcement activities should attend those training sessions as well.

2. **Review existing iQIES training videos on QSEP**
   While these training videos are geared toward acute and continuing care provider types, they are helpful in understanding the underlying iQIES system. CMS will update the videos to include LTC functionality as we approach the LTC launch date.

3. **Review materials**
   These may include FAQs, quick reference guides, and other documentation on the QIES Technical Support Office (QTSO) website.

4. **Request access to the iQIES Training Environment**
   CMS will update the iQIES Training Environment with Nursing Home functionality, which includes the LTCSP. Please note that development is still in progress and some LTC functionality is not yet available. You can find the instructions for accessing the iQIES Training Environment on the QTSO website.

As we approach the Nursing Home launch, the iQIES Team will offer pre- and post-launch office hours. In these sessions, individuals will be able to ask questions and/or request a demo of iQIES functionality. We recognize that transitioning from one system to another can be concerning, and encourage you to take advantage of these office hour sessions. CMS will communicate office hours registration information and details as we get closer to the transition.

iQIES LTC Training Preparation for Survey Agencies

1. **LTCSP Trainers:**
   CMS will provide two T3 trainings that focus on the LTCSP. Each LTCSP-focused training will be offered two times.

NOTE: All LTCSP trainers are required to attend two LTCSP-focused training sessions. Trainings should each last 90 minutes for the technical review, plus an additional 1.5 hours to review procedural changes to the LTCSP.

Things to consider when selecting a Trainer:

CMS expects the LTCSP trainers to coordinate and conduct the training for all active LTC surveyors in their state. Below are some suggestions for survey agencies to consider when selecting trainers for this role.

Qualifications:
- Should be an SMQT LTC surveyor.
- Experience conducting nursing home recertification surveys using the LTCSP.
- Good organizational skills
- Good knowledge of the SOM and other resources used in the LTC survey process.
- Good communication skills.
- Willing to participate in routine conference calls.
- Experience and level of comfort using a computer.
- Comfortable speaking in front of others.

Responsibilities:
- Attend a virtual training and will be responsible helping train other surveyors in their state using the LTCSP in the new iQIES platform. The look, feel, and some actions will differ from the current version of LTCSP in ASPEN.
- Serve as a Subject Matter Expert (SME) for other SA surveyors.
- Be asked to participate in routine calls with CMS during the transition and post-launch.

2. **Surveyor Training:**
   CMS will provide training for the trainers identified by the state survey agency. After completing the T3 training described above, these trainers will then become subject matter experts (SME) and able to assist training current Long-Term Care (LTC) surveyors in their states.

   The minimum IT requirements needed to access these training webinars are located in *Attachment A* of this memorandum. CMS will send more information about accessing the training webinars, with additional logistics, at a later date.

3. **Action Items for the Survey Agency:**
   - Review LTCSP Trainer qualifications and responsibilities listed in this memorandum.
   - Identify a minimum of two LTCSP Trainers.
   - Submit the names of your trainers to NHSurveyDevelopment@cms.hhs.gov by September 9, 2024.
   - Identify which T3 offering the trainer will attend.
   - Plan and prepare for state surveyor training (review logistics, reserve training location, and AV support (if needed), train surveyors on basic computer skills (if needed).

Contact:
For questions or concerns relating to this memorandum, please contact:

1. NHSurveyDevelopment@cms.hhs.gov for LTCSP questions. Please specify iQIES Transition in subject line.
2. iqies@cms.hhs.gov

Effective Date:
Immediately. Please communicate to all appropriate staff within 30 days.

/s/

Karen L. Tritz

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Attachment(s)- Attachment A – Training Schedule at a Glance

Resources to Improve Quality of Care:
Check out CMS's new Quality in Focus interactive video series. The series of 10–15 minute videos are tailored to provider types and aim to reduce the deficiencies most commonly cited during the CMS survey process, like infection control and accident prevention. Reducing these common deficiencies increases the quality of care for people with Medicare and Medicaid. Learn to:
- *Understand surveyor evaluation criteria*
- *Recognize deficiencies*
- *Incorporate solutions into your facility's standards of care*

See the Quality, Safety, & Education Portal Training Catalog, and select Quality in Focus.

Get guidance memos issued by the Quality, Safety and Oversight Group by going to CMS.gov page and entering your email to sign up. Check the box next to "CCSQ Policy, Administrative, and Safety Special Alert Memorandums" to be notified when we release a memo.

Training Schedule at a Glance

(Shaded rows indicate alternative duplicate training sessions)

Topic	Date/Time (All times are ET)	Audience	Length	T3/User Training
October 2024			**Total 6hr**	
LTCSP Part 1A (Technical)	10/15/2024 1:30pm-3:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 1B (Procedural)	10/15/2024 3:30pm-5:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 1A (Technical)	10/17/2024 1:30pm-3:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 1B (Procedural)	10/17/2024 3:30pm-5:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 2A (Technical)	10/22/2024 1:30pm-3:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 2B (Procedural)	10/22/2024 3:30pm-5:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 2A (Technical)	10/24/2024 1:30pm-3:00pm	LTCSP Trainers	1.5 hrs	T3
LTCSP Part 2B (Procedural)	10/24/2024 3:30pm-5:00pm	LTCSP Trainers	1.5 hrs	T3
October 2024			**Total 1.5 hrs**	
Managing a Survey (Technical)	10/29/2024 1:30pm-3:00pm	**Staff responsible for:** • Creating surveys • Finalized citations (2567) • IDR & IIDR • POC • Waivers • Letters • Notes • Attachments • Forms • Dashboards	1.5 hrs	User Training
Managing a Survey (Technical)	10/31/2024 1:30pm-3:00pm		1.5 hrs	User Training
November 2024			Total **6 hrs**	
PIE- **Provider**	11/05/2024 1:30pm-3: -30pm	**Staff responsible for**: • Adding providers	2 hrs	User Training

		- Change of Ownership - Administrators - Bed Summaries - forms - Letters - Reports - Dashboards		
PIE- **Provider**	11/07/2024 1:30pm-3:30pm		2 hrs	User Training
PIE- **Intake**	11/12/2024 1:30pm-3:30pm	**Staff Responsible For:** - Intake workflow (adding, deleting allegations, triage, creating a survey) - Reports - Dashboards	2 hrs	User Training
PIE- **Intake**	11/14/2024 1:30pm-3:30pm		2 hrs	User Training
PIE- **Enforcement**	11/19/2024 1:30pm-3:30pm	**Staff Responsible For:** - Enforcement - Appeals - CMP/CMPTS - Reports - Dashboards	2 hrs	User Training
PIE- **Enforcement**	11/21/2024 1:30pm-3:30pm		2 hrs	User Training
December 2024			Total **1.5 hrs**	
ePOC	12/03/2024 1:30pm-3:00pm	**Staff Responsible For:** Overall ePOC functions	1.5 hrs	User Training
ePOC	12/05/2024 1:30pm-3:00pm		1.5 hrs	User Training
December 2024			Total **1.5 hrs**	
Offline	12/10/2024 1:30pm-3:00pm	LTCSP Trainers and general users	1.5 hrs	User Training & T3
Offline	12/12/2024 1:30pm-3:30pm	LTCSP Trainers and general users	1.5 hrs	User Training & T3

Training System Requirements

Recorded Training (QSEP)	Live Training (Zoom)	iQIES Training Environment
Available via the Quality, Safety & Education Portal (QSEP) 24/7/365. Participants can access the course at any time. There is not a trainer present. **Note:** You must have a HARP account to access QSEP. You also need the QSEP User Role to access the secure side of QSEP. Here are the instructions to obtain the appropriate credentials. Please email the QSEP Help Desk or call 855-791-8900 if you need help accessing QSEP or training content.	Participants can access the training from their laptop or other non-mobile device at a predetermined day and time. *Registration for the live events will be required.* **Note:** If you experience Zoom audio issues, refer to the following resource: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061902	Available 24/7/365: https://training-iqies.cms.gov/ **Note:** You must have a HARP account to access the iQIES Training environment. You will also need to request a user role. For state agencies, you must have the appropriate privileges assigned to you by your State Agency Security Official (SASO). Access the Survey and Certification: Training Environment Access Job Aid for detailed instructions on requesting a user role. Please email the iQIES Service Center or call 1-888-477-7876 (Select Option 1) if you need help accessing the iQIES Training environment.
System Requirements Most recent version of Chrome, Firefox, Microsoft Edge or Safari.	System Requirements **Computer:** • macOS X with macOS X (10.11) or later • Windows 11 • Windows 10 **Note**: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported. • Ubuntu 12.04 or higher • Mint 17.1 or higher • Red Hat Enterprise Linux 8.0 or higher • Oracle Linux 8.0 or higher • CentOS 8 or higher • Fedora 21 or higher • OpenSUSE 13.2 or higher • ArchLinux (64-bit only) **Internet & Speakers/Microphone:** • An internet connection – broadband wired or wireless (3G or 4G/LTE) • Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth • A webcam or HD webcam - built-in, USB plug-in **Browser:** • Most recent version of Google Chrome, Firefox, Microsoft Edge or Safari.	System Requirements Most recent version of Google Chrome, Firefox, Microsoft Edge or Safari. If you experience issues, it is possible that you are not using the most recent browser version. You should also check your browser settings to make sure both JavaScript and cookies are enabled. It is also possible that you may need to clear your browser's cache.