

2011

Fall Classes

HCPPro
**Survey Prep
Boot CampSM**

LONG-TERM CARE VERSION

**The QIS is
headed your way.
Don't be caught
off guard.**

Charlotte, NC

October 24–27

San Diego, CA

November 7–10

**REGISTER 30 DAYS IN ADVANCE AND SAVE \$200!
Call HCPPro at 800/780-0584 to receive your discount.**

Survey Prep Boot CampSM Long-Term Care Version

Survey Prep Boot CampSM—Long-Term Care Version is an intensive, four-day course outlining how to survive the new Quality Indicator Survey (QIS) process, how to be compliant with new and upcoming F-tags, how to develop strategies for coping with surveyors, and how to avoid deficiencies in this volatile regulatory environment. And now that CMS requires survey data to be publicly reported, long-term care facilities must learn to embrace this transparency or risk losing business. Join your peers at the **Survey Prep Boot Camp** to master the survey process, increase your facility's marketability, and illustrate your commitment to quality improvement and person-centered care.

With a focus on the new QIS methodology, this course outlines a pathway for long-term care facilities to improve survey outcomes and to use the resident's voice to guide high-quality care. It provides an in-depth review of all recent and upcoming regulatory changes and the tools and resources necessary to ensure that a facility is survey-ready year round.

After attending this Boot Camp, you will be able to:

- ★ Implement internal auditing techniques to identify high-risk deficiency areas before a survey team does
- ★ Design a practical, commonsense plan of correction to address any deficiencies uncovered during a mock survey
- ★ Reduce survey stress with insight into a surveyor's approach during a QIS or traditional survey
- ★ Remain compliant with new and upcoming F-tags through a faculty of regulatory specialists who monitor the most current regulations and latest trends in survey citations
- ★ Perform mock surveys, benchmarking, mapping, and more using tangible tools that you can immediately implement at your facility
- ★ Take advantage of HCPro's vast resources as you develop your survey preparation strategy

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2011 DATES AND LOCATIONS

Location	Class Dates
Charlotte, NC Hilton Garden Inn Charlotte/Ayrsley 1920 Ayrsley Town Blvd. Charlotte, NC 28273 Telephone: 704/970-5000 Room Rate: \$144	Oct. 24–27 Hotel Cutoff Date: October 3, 2011
San Diego, CA Homewood Suites by Hilton San Diego Airport/Liberty Station 2576 Laning Road San Diego, CA 92016 Telephone: 619/222-0500 Room Rate: \$152	Nov. 7–10 Hotel Cutoff Date: October 8, 2011

Class times are 8:30 a.m.–5:00 p.m. Monday–Thursday.

SPECIAL ROOM RATES ARE AVAILABLE! LIMITED AVAILABILITY—REGISTER EARLY!

HOTEL RESERVATIONS

We have negotiated a special rate for a limited number of rooms at each course location. Rooms are available on a first-come, first-served basis and may sell out. For the special discounted room rate, reservations must be made by the date mentioned above. Be sure to identify yourself as a participant of HCPro's **Survey Prep Boot CampSM—Long Term Care Version** program.

COURSE FEE

The registration fee is \$1,299, and includes the course workbook. For information regarding administrative policies, such as cancellations, transfers, refunds, or comments, call 800/780-0584 or visit www.hcprobootcamps.com.

**REGISTER TODAY! Visit www.hcprobootcamps.com
or call 800/750-0584.**

REGULATORY EXPERTS



DIANE L. BROWN, BA, REGULATORY SPECIALIST, is a long-term care educator, consultant, editor, and author with more than 25 years of operational experience in healthcare. In her current role at HCPro, Inc., in Danvers, MA, she develops quality educational programs, provides custom training to facilities, and investigates new opportunities for business development. She is a regulatory specialist and lead instructor for HCPro's **Survey Prep Boot CampSM—Long-Term Care Version**, **Medicare Boot Camp[®]—Long-Term Care Version**, **MDS 3.0 Boot CampSM: Beyond the Basics**, and **MDS 3.0 Essentials Boot CampSM Online**.



FROSINI RUBERTINO, RN, CRNAC, C-NE, CDONA/LTC, is a registered nurse with more than 30 years of experience in the healthcare industry. A former member of Arkansas Health Association's Education Committee, she is currently a clinical services consultant for an Arkansas-based clinical consultant group. As an HCPro faculty member, she brings her experience in risk management, Medicare and regulatory compliance, clinical systems, and education into the classroom.

Biographical information for other HCPro instructors is available on our website. To find out which instructor is scheduled to teach a particular class, please contact us at 800/780-0584 or visit www.hcprobootcamps.com.

Faculty subject to change. Faculty Disclosure Statement: HCPro, Inc., has confirmed that none of the faculty presenters or contributors have any relevant financial relationships to disclose related to the content of this educational activity.

WHAT BOOT CAMP GRADUATES ARE SAYING

"I thoroughly enjoyed this session. I am taking back with me a lot of valuable information and ways to fine-tune our systems."

—Connie Harvey, RN, Director of Clinical Services,
Capital Health Systems, Dayton, OH

"Excellent course. Scary how much I did not know prior to this class. Great instructor—very knowledgeable and demonstrated positive teaching methods. Interacted well with class. Very enjoyable experience."

—Charlie Hicks,
South Lyon Medical Center, Yerington, NV

"Very helpful to see where we have come from, where we are, and where we are going in the survey system and QIS."

—Mark Steele, VP Regional Operations Manager,
ABHOW, Fresno, CA

UNIQUE PROGRAM FEATURES

- ★ **Focus on the Actual Rules**—By adhering to current CMS regulations and the detailed survey process, you will develop tactics to improve survey outcomes and quality of care.
- ★ **Hands-On Learning**—Attendees work through a set of exercises/case studies after each module to ensure that they understand the concepts and know how to apply them to real-world situations.
- ★ **Small Class Size**—A low participant-to-teacher ratio is guaranteed.
- ★ **Highly Rated, Well-Established Program**—Course participants consistently give the course an overall rating of 4.8 or higher (on a 5.0-point scale).
- ★ **Post-Program Support**—Three weeks after the program, you have the opportunity to participate in a follow-up call with your instructor, in which you can ask additional questions about what you learned, address any implementation issues, or get help prioritizing your to-do list. In addition, our instructors are available for consulting with your organization should you wish to explore that opportunity at any time.

COURSE AGENDA

MODULE 1: YOUR SURVEY DATA

- Introduction to the Nursing Home Compare website
- Implementation of OBRA and the current era of nursing home regulation
- Details of the Five-Star Quality Rating System—The public display of your survey data
- Regulatory research: End your confusion over the CMS website and find what you need

MODULE 2: TYPES OF SURVEYS AND MANAGING COMPLAINTS

- Brief overview of the types of surveys
- Complaint surveys (usually abbreviated surveys)
- Federal oversight surveys
- Managing and minimizing complaints and complaint surveys

MODULE 3: QUALITY INDICATOR SURVEY (QIS) STAGE I PROCESSES

- Review of the QIS Stage I process
- Description of the tasks involved in the standard QIS process
- Determining types and size of samples
- Conducting interviews and record reviews
- Review of computer-assistance provided to surveyors

- Examination of the QCLs and their relationship to QM/QIs
- Review of the facility-level survey tasks

MODULE 4: QIS STAGE II PROCESSES

- Review of the QIS Stage II process and associated survey forms
- Description of the tasks and completion of the facility-level tasks
- MDS and QCLs control over the direction, scope, length of Stage II
- In-depth review of computer-selected care areas by survey team
- Staff education on how to respond during the survey process
- Critical element pathways and relationship to investigative protocols

MODULE 5: THE TRADITIONAL SURVEY PROCESS

- Off-site preparation
- On-site survey tasks and phases of the survey
- Surveyor tools for traditional survey
- Major differences between the QIS and traditional survey process
- How to prepare for survey when unsure whether you will have a QIS, traditional, or blended survey

COMMON QUESTIONS

WHO SHOULD ATTEND?

SNF administrators, directors of nursing, executive directors, CEOs, owners, staff developers, charge nurses, MDS coordinators, and anyone else at your facility who is involved in the survey process and quality improvement efforts.

WHAT IS THE CANCELLATION POLICY?

Visit www.hcprobootcamps.com or call 800/780-0584 for details.

ARE THERE ANY PREREQUISITES?

Because of the fast-paced nature of this course, it is recommended, although not required, that participants have a working knowledge of the long-term care state survey process. This course is taught on a basic to intermediate level.

ARE CONTINUING EDUCATION CREDITS OFFERED?

Visit us at www.hcprobootcamps.com for complete information about continuing education credits.

MODULE 6: DETERMINING SCOPE AND SEVERITY

- Statement of deficiency (CMS-2567)
- Deficiency categorization
- Understanding the scope and severity grid
- Application of the psychosocial scope and severity
- Impact on your facility's Five-Star rating

MODULE 7: WRITING YOUR PLAN OF CORRECTION

- Understanding the format
- Answering the four questions
- Submission timeframes
- When to ask for help

MODULE 8: RESPONDING TO CITATIONS AND THE APPEALS PROCESS

- IDR process
- Additional appeals process
- Enforcement process and penalties

MODULE 9: WHAT TO DO IF YOU ARE PLACED IN IMMEDIATE JEOPARDY

- Determination of Immediate Jeopardy
- Enforcement process and penalties

MODULE 10: FOCUS ON SURVEY DEFICIENCIES (F-TAGS)

- Overview of nursing home deficiency requirements and patterns
- Focus on recent quality of care F-tag revisions
- Focus on recent quality of life changes
- Review of nursing home deficiency requirements, documentation, patterns, and terms

MODULE 11: CONDUCTING MOCK SURVEYS AS A QUALITY CONTROL TOOL

- Overview of survey preparation techniques
- Process and problem identification
- Ensuring your facility is always survey-ready

MODULE 12: OPERATIONAL FOCUS REQUIRED FOR GOOD SURVEY OUTCOMES AND QUALITY CARE

- Auditing current processes
- Meet CQI requirements and understand the relationship to the Five-Star System
- Staffing changes to yield best results
- Benchmarking and implementing changes

Agenda subject to change.

ADDITIONAL SERVICES

ON-SITE EDUCATION

Bring the **Medicare Boot Camp**[®]—Long-Term Care Version, **Survey Prep Boot Camp**SM—Long Term Care Version, or **MDS 3.0 Boot Camp**SM: **Beyond the Basics** to your facility. If you have a group to train, holding a Boot Camp at your organization is easy and cost-effective. Eliminate travel costs and enjoy a group discount while ensuring that your staff is up to date on the latest regulations and guidelines.

HC PRO BOOT CAMPS FOR LONG-TERM CARE

Medicare Boot Camp[®]—Long-Term Care Version

This training program covers the Medicare rules and regulations applicable to skilled nursing facilities. The objective of this four-day course is to provide course participants with a detailed understanding of the Medicare rules with a particular emphasis on the operational application of those rules.

MDS 3.0 Boot CampSM: **Beyond the Basics**

This four-day training program focuses on accurate completion of the new MDS 3.0 assessment and links the assessment process to clinical standards of care. This program identifies process changes that will result in a successful transition to MDS 3.0, including clinical care, clinical outcomes, and reimbursement.

Visit www.hcprobootcamps.com, or contact us at 800/780-0584.



HC Pro and Beacon Health Consulting helps you overcome the daily and long-term challenges your facility faces. Our experienced consultants will partner with you to achieve efficient, customized solutions in such areas as reimbursement/case-mix analysis, Medicare compliance, survey preparation and remediation, and documentation review.

For details, call Elizabeth Petersen at 781/639-1872, Ext. 3432
or visit www.CenterForPostAcuteExcellence.com.

COURSE REGISTRATION FORM

Please mail or fax the completed form to:

Registration Rates:

- \$1,099 Early Bird Rate
- \$1,299 Standard Rate

Register 30 days **in advance** and **save \$200!**
Call 800/780-0584.

HCPro, Inc.
P.O. Box 3049
Peabody, MA 01961-3049
Phone: 800/780-0584
Fax: 800/738-1553

HCPro Boot Camps™

75 Sylvan Street
Suite A-101
Danvers, MA 01923

Course Location

Course Dates

Name

Nickname

Organization

Title

Address

City

State

ZIP

Phone

Fax

E-mail Address

A check for my course fee is enclosed (made payable to HCPro, Inc.)

Charge my course fee to (circle one): VISA MasterCard American Express Discover

Name on Card

Signature

Cardholder Street Address

ZIP

Card Number

Exp. Date

Upon receipt of this form and your course fee, we will send confirmation of your registration, including hotel information and information about any manuals/texts required for class (this information is also available on our website at www.hcprobootcamps.com).