

ISDH Long Term Care
Newsletter Issue # 11-07
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In Today's Issue:

- Survey Report System Update

Online Survey Report System



Overview of Survey Report System

The Indiana State Department of Health (ISDH) Survey Report System is now operational. The Survey Report System will first be introduced to comprehensive care facilities (nursing homes) and residential care facilities (licensed assisted living). The system will later be expanded to other health care facilities, agencies, and centers.

The ISDH Survey Report System will be used by the ISDH to send health care facilities the "Survey Report Form 2567" along with survey letters and documents issued by the ISDH as part of the licensing and certification process. Here are some of the things that the system will accomplish:

- The system will eliminate the need for mailing surveys and documents.
- The system will enable the health care facility to immediately view and print survey reports and survey related documents through the online system.
- The system will allow health care facilities to complete and submit the Plan of Correction (POC) online and upload supporting documents as part of the Plan of Correction.
- The survey report with its plan of correction will be posted online on the ISDH Consumer Report.
- The online system increases the efficiency of the survey process allowing for quicker responses.

Implementation Status

The ISDH Survey Report System was implemented on March 1, 2011. All future surveys for comprehensive care facilities (nursing homes) and residential care facilities (licensed assisted living) will utilize the new system. Upon entry into the facility, surveyors will confirm email addresses and provide facilities with access information. All survey reports and survey-related documents will be posted to the Survey Report System and facilities must submit their plan of correction, if required, through the system.

User's Manual

The ISDH created a [Survey Report System User's Manual](#). The User's Manual is designed to assist health care facilities in utilizing the Survey Report System. The Manual provides a step by step explanation of the system using screenshots.

The ISDH encourages individuals assigned to access and submit documents through the system to review the User's Manual prior to the facility's next survey. The Manual is available at the above link and will be available through the Survey Report System.

Piloting the System

In late 2010, the ISDH piloted the system with two facilities and made revisions based on their recommendations. In early February, the ISDH had those two facilities review the updated system and provide additional input. In the second half of February, the ISDH utilized the system on several actual surveys. Through that process the ISDH was able to identify and correct several flaws. While there will always be compatibility issues that have to be resolved, the system appears to be working well and has received a positive response from users.

Providing the ISDH with the Facility Email Address

Facilities will access the ISDH Survey Report System through the ISDH State Health Gateway. Instructions for accessing the State Health Gateway are included in the User's Manual and will be provided to facilities when surveyors begin a survey. The system will require a username and password which will be provided to the facilities by surveyors at the time of the facility's first survey after implementation of the system.

In ISDH LTC Newsletter Issue # 11-04, the ISDH requested facilities to complete a registration form providing the ISDH with the facility email address that they wish to use for this system. This will assist the ISDH to ensure that we have correct contact information on the facility. About half of the facilities have submitted or confirmed their email address. Any facilities that have not yet completed the registration form are encouraged to do so. The online registration form is found at www.in.gov/isdh/25053.htm.

The registration is solely to ensure that the ISDH has the email address that the facility wishes to use for survey notifications. The ISDH needs every nursing home to provide the facility email address to which they wish survey document notifications to be sent. A facility may, but is not required to, select a second email address for notifications to be sent. Some facilities may want to use the second email notification address for their corporate office or owners. At the time of entry into a facility, surveyors will confirm these email addresses and provide the facility with the username and password needed to access the system.

Common Problems

There have been a few common problems that users have experienced. The following are a few of the problems:

- There have been compatibility issues between systems. These are usually easily resolved and once resolved the problem should not reappear. The ISDH IT staff are available to assist facilities experiencing system compatibility issues. Contact information is found in the User's Manual and within the Survey Report System.

- Some users have experienced being timed out of the system. The system is designed so that it logs out if there is no activity within twenty (20) minutes. Particularly if entering the plan of correction directly into the system, several users reported being timed out which required them to log back in and reenter their information. The system does not recognize typing in information as an activity. Saving information is an activity recognized by the system. To prevent this from occurring, users should frequently save the information being entered.

- The system is quite easy to use. In fact, it is so easy users tend to jump ahead in entering data. Particularly the first couple of times that the facility uses the system, the ISDH encourages the user to follow the User's Manual as a guide.

- Some facilities have attempted to enter into the ISDH Gateway and Survey Report System prior to receiving their username and password. Until your first survey is completed using this system, there is nothing in the system to view or do. At the time of your first survey using this system, the surveyors will

provide your initial username and password. You will then be able to access the system.

Consumer Reports

As required by the Affordable Care Act, one of the features of the system is that all surveys will be posted on the ISDH Web site in the facility's consumer report or report card. Surveys are then available to the public. Once a survey is completed and the plan of correction submitted, the survey report will be added to the facility's consumer report. The ISDH updates the reports every two weeks so the survey report may not appear for two to four weeks after the survey report is finalized.

The ISDH expects surveys to begin appearing on the Web site this week. To provide a standard starting point, all surveys with an exit date of January 1, 2011 or later will be posted on the consumer reports. For surveys from January 1 through the implementation of the Survey Report System, the ISDH scanned the survey into the system. Those survey reports therefore will not necessarily be a "clean" copy of the survey report. Survey reports obtained through the Survey Report System will produce a clean copy of the survey.

Facility Action Items



If the Indiana comprehensive care facility (nursing home) and residential care facility (licensed assisted living) has not already done so, the facility should complete the following action items:

1. Review the Survey Report System User's Manual.
2. Identify (or create) a facility email address for ISDH survey notifications.
3. Determine an additional office or individual entity that the facility would like to receive ISDH survey notifications.
4. Complete the online registration form at www.in.gov/isdh/25053.htm providing the ISDH with information needed to register your facility into the Survey Report System.
5. Enjoy using the new system for your next survey.



The ISDH is excited to implement the ISDH Online Survey Report System. We believe that you will like the system and find it efficient. If you encounter problems with the system, please let us know and we will assist in resolving the problem.

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