



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

November 17, 2023

**AL TSA: NH #2023-039**  
**QUALITY, SAFETY & EDUCATION PORTAL (QSEP)**

Dear Nursing Facility/Home Administrator:

Recently Residential Care Services (RCS) added an important training link to the Nursing Home Provider Page: the Center for Medicare and Medicaid Services (CMS) Quality, Safety & Education Portal ([QSEP](#)). This portal access allows providers and their staff the same training opportunities as state survey agency staff in critical care areas. We hope utilization of this portal will enhance the knowledge of facility staff, and create a better quality of life for residents in long-term care facilities.

The Quality, Safety & Education Portal ([QSEP](#)) is an online platform, accessible on-demand 24/7 to learn what you want, where you want, when you want. [QSEP](#) provides the full curriculum of surveyor training and guidance on health care facility regulations. These trainings are accessible to the public by clicking on "Public Access" in the blue ribbon. To view Nursing Home (NH) specific trainings, click the drop-down menu "Select Provider/Supplier Type" then select "SNF/NF – Skilled Nursing Facilities/Nursing Facilities".

Some examples of areas of focus that are highlighted in the training are:

- Infection prevention and control training including setting up an effective IPC program.
- Training and guidance surrounding emergency preparedness and the four core elements necessary for a successful program.
- Several other training areas directly related to resident care and program support.

If you have any questions, please contact Tiffany Meyers, Nursing Home Policy Program Manager, at (360) 464-0373 or [tiffany.meyers@dshs.wa.gov](mailto:tiffany.meyers@dshs.wa.gov).

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott".

Amy Abbott, Director  
Residential Care Services

DSHS: "Transforming Lives"