

LTCSP Team Coordinator Skill Building Tool Instructions

Purpose

The self-assessment tool is designed to help a new surveyor identify strengths and areas for development to implement key components of the nursing home LTCSP. The tool encourages new surveyors to become more engaged and empowered in their own learning working towards proficiency of the LTCSP. Completion of the tool is in collaboration with the PC, FM and TU for monitoring and tracking the successful progression of a new surveyor's training in the LTCSP seven-part workflow. The process will assist in building a personal Nursing Home Surveyor Professional Development Plan.

Before you begin the LTCSP Self-Assessment

Take time to reflect on the experience, knowledge and training gained so far. Any long term care experience? Number of LTCSP surveys been a part of? Awareness or understanding of the components under each section of the LTCSP 7-part workflow. Observation of each component occurred at least once? Articulate the basic principles of the components to easily explain it to someone else? Ensure each will be part of a consistent practice? Any questions from the experiences, computer trainings, or classroom trainings so far?

Step 1

The initial self-assessment will be completed at the end of Session I Classroom Training. With the reflective thoughts as noted above, work through the key components of the LTCSP placing your initial self-assessment selection into the first "SA" box. Select one of the following five choices that most closely represents your current skill level. Also, write something in the notes and/or goals for proficiency areas. **Those items with an asterisk* require a review of the detailed components in the Procedure Guide.**

Remember, this is your self-assessment and identification of your learning needs, so be honest and as specific as possible.

STATUS	DESCRIPTION	STATUS	DESCRIPTION
0	Not applicable / Not observed	3	Has a basic understanding of the LTCSP and the ability to perform the tasks/skills consistently and accurately; requires minimal coaching; able to survey independently
1	Has limited knowledge and understanding of tasks / skills; requires maximum coaching and supervision; unable to survey independently	4	Has ability to perform tasks/skills with structure; demonstrates proficiency and insight; able to coach others
2	Has fundamental knowledge and understanding of tasks / skills; requires limited coaching and supervision; unable to survey independently		

ABBREVIATIONS

SA	Self-Assessment	PC	Peer Coach	FM	Field Manager
TU	Training Unit	TM	Team Member	TC	Team Coordinator

Step 2

Prior to your first participatory survey, share your initial self-assessment selections and goals with your PC and FM to initiate a personal Professional Development Plan. Speak freely and openly with your PC and FM to develop goals for a basic understanding of the LTCSP. This is your opportunity to formally let your FM and PC know how you feel about your LTCSP skills and communicate any professional development goals or needs that you may have. The PC and FM should document in this area too.

Step 3

Upon completion of each survey, meet with your PC and FM for their collaborative feedback regarding each skill building criteria, selecting one of the five choices regarding your skill level. The PC and FM should document specific notes and goals moving you towards a basic understanding in the provided area.

Step 4

Prior to all subsequent surveys during the skill building process, be sure to work through the list of skill building criteria within each part of the LTCSP. Be sure to select one of the five choices that most closely represents your skill level at the time of that specific survey.

Step 5

Continue to repeat Step 4 after each survey and Step 5 before each survey during the skill building process.

Step 6

The FM will share the new surveyor's skill building tool with the TU seeking assistance in the areas determined to require additional training. When you, your PC and FM determine you are at a status of a three (3) skill level, the FM will request a trainer to join a survey to provide feedback and coaching as needed.

Step 7

Prior to completing Basic Training and the SMQT, the TU will observe you on one or more surveys.

NEW SURVEYOR'S NAME	DATE OF HIRE	FIELD MANAGER'S NAME	REGION
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AGING AND LONG-TERM SUPPORT ADMINISTRATION (AL TSA)
 RESIDENTIAL CARE SERVICES (RCS)
 LONG TERM CARE SURVEY PROCESS (LTCSP)

LTCSP Team Coordinator (TC) Skill Building Tool

PEER COACH'S NAME	ENDING DATE OF SESSION 1	ENDING DATE OF SESSION 2	TRAINER'S NAME
OBSERVATIONAL SURVEY: FACILITY NAME	DATE	OBSERVATIONAL SURVEY: FACILITY NAME	DATE

Example

The example below shows a new surveyor participated in three training surveys under the preceptor's guidance. According to the legend, notice the documentation of the new surveyor's self-assessment and proficiency status for each item documented by the new surveyor, PC, FM, and TU.

Part 1: Off-Site Preparation

NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	SURVEY DATE 11/20/XX				SURVEY DATE 1/5/XX				TC SURVEY DATE 03/28/XX			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TC	* Completed multiple parts of offsite prep screen	1	1	1	0	2	2	2	0	3	3	3	0
TC	Team supplies and set-up	1	1	1	0	3	2	2	0	3	3	3	0

NOTES
 Survey date: 11/20/XX Did not know where to get the information from to complete the off-site prep screen. This resulted in a 3-hour delay of entering the facility. The PC completed the offsite prep. Survey date: 1/5/XX the new surveyor completed the offsite prep screen with assistance from the team.

GOALS FOR PROFICIENCY

Survey 11/20: Will continue to practice TC role showing progress in completing offsite prep screen.

Part 1: Off-Site Preparation

NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TC	a. Exported shell from ACO / Import shell into ASE-Q												
TC	b. Added team members in ASE-Q as needed												
TC	c. * Completed multiple parts of offsite prep screen, including adding complaints per procedure guide steps												
TC	d. * Made facility unit assignments												

NEW SURVEYOR'S NAME		DATE OF HIRE	FIELD MANAGER'S NAME								REGION			
TC	e. * Made mandatory facility task assignments													
TC	f. * Shared offsite prep data with team members													
TM	g. * Perform independent review of offsite prep data													

NOTES

GOALS FOR PROFICIENCY

Part 2: Facility Entrance													
NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TC	a. Introduced surveyors (explains survey process), asked for list of residents and new admissions, provided survey announcement signs. Entrance Conference.												
TM	b. Initiated brief kitchen visit, then promptly to assigned area; others promptly to assigned area												
TM	c. Asked for a resident roster for assigned area with new admissions identified												

NOTES

GOALS FOR PROFICIENCY

Part 3: Initial Pool Process													
NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TM	a. * Briefly screened all residents in assigned area identifying an appropriate number of residents for initial pool, including vulnerable residents with concerns and/or newly admitted												

	residents. Prioritized resident selection based on most significant potential concerns.													
TM	b. Reviewed the MDS indicators, matrix, and active complaint allegations prior to entering the resident's room													
TM	c. During screening, selected one of the IP Indicators: Yes, No, or Maybe													
TM	d. Assessed resident's personal environment and public area for concerns													
TM	e. Conducted dining task													
TM	f. Throughout survey, continually used data sources for review of Infection Control Practices													
TM	g. Throughout survey, continually used data sources for review of Sufficient and Competent Nurse Staffing													
TM	h. Conducted Resident Representative Interviews (RRI) / family interviews													
TM	i. Conducted a limited record review while observing residents in their environment, after conducting interviews and observations													
TM	j. Recognized areas requiring further investigation. Used probing and brief record review to rule out unnecessary investigations.													
TM	k. Identified MDS discrepancy for resident(s)													
TM	l. Documented all information in the LTCSP tool													
TM	m. Completed RRs in an area that allows for observation of residents and staff													

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GOALS FOR PROFICIENCY

Part 4: Sample Selection														
NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE				
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU	
TC	a. Shared the combined data with the team													
TC / TM	b. Referred to the Sufficient / Competent Nurse Staffing Task													

TM	c. Actively participated in selecting the resident sample following the steps in the procedure guide												
TC	d. Facilitated the team discussion of the system selected residents to determine replacing any of the residents												
TC / TM	e. * Included residents from each required review category if concerns arise												
TM	f. Facilitated the team discussion of any additional residents the surveyor(s) wanted to include in the sample												
TM	g. Ensured a surveyor was assigned to all residents in the sample, complaint / FRI residents and unnecessary medication residents												
TC	h. * Assigned a surveyor to facility triggered tasks												
TC	i. Ensured surveyors with MDS discrepancy residents are assigned to the Resident Assessment Task												
TC	j. * Finalized Closed Record Sample												
TC	k. Shared the final data with the team												

NOTES

GOALS FOR PROFICIENCY

Part 5: Investigation (Information Gathering)													
NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TM	a. Reviewed the MDS with CAAs, physician orders, and care plan												
TM	b. Followed the CE pathway or Appendix PP to guide probes for observation, interview and record review for investigation												
TM	c. Performed necessary, multiple observations, and/or interviews												
TM	d. Performed care observations for wound care, restorative, transfers, ADLs, oral care, pressure ulcers, etc.												
TM	e. Documented all investigative notes in the LTCSP tool												
TM	f. Recognized areas for investigation												
TM	g. Answered every CE as Yes, No, or NA												

TM	h. Documented all final citation and severity decision												
TM	i. Sufficient quality investigative documentation to reflect determination of a compliance decision -with or without deficient practice												
TM	j. Used Deficiency Categorization to determine severity level												
TM	k. Referred to Psychosocial Outcome Severity Guide												
TM	l. Reviewed the Facility Assessment												
TM	m. Team meeting – facilitated meeting and actively participated in discussing concerns												

NOTES

GOALS FOR PROFICIENCY

Part 6: Ongoing and Other Survey Activities (Information Analysis for Deficiency Determination)													
NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TC	a. Daily communication with facility administration on progress of survey and completed tasks												
TM	b. Documented all final citation and severity decisions of assigned closed record(s), hospitalization, discharge, death												
TM	c. * Completed all assigned facility tasks investigations												
TM	d. Completed QAA / QAPI at the end of the survey . Used input from entire team to identify systemic issues to be discussed during QAA/QAPI investigation												
TM	e. Documented final citation and severity decisions of QAA / QAPI												
TM	f. Shared completed investigation data with TC												
TM	g. Team meeting – actively participated in discussing concerns												
TM	h. Determined citations of past noncompliance at the time of the current survey												

TC / TM	i. Ended investigations with communication to facility management of the preliminary deficient practice information in an understandable manner related to regulatory requirements													
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GOALS FOR PROFICIENCY

Part 7: Potential Citations (Exit Conference)													
NEW SURVEYOR'S ROLE	SKILL BUILDING CRITERIA	TC SURVEY 1 DATE				TC SURVEY 2 DATE				TC SURVEY 3 DATE			
		SA	PC	FM	TU	SA	PC	FM	TU	SA	PC	FM	TU
TC / TM	a. Made a scope and severity determination for individual potential deficiencies												
TC / TM	b. Determined the presence of substandard quality of care												
TC / TM	c. Determined the need for an extended survey												
TC / TM	d. Conducted the Exit Conference with facility staff, the Ombuds, an officer of the organized residents' group, additional residents												
TM	e. Communicated preliminary deficient practice information in an understandable manner related to regulatory requirements												
TC	f. Provided facility with the list of survey sampled residents												
TC	g. Loaded Cites												

NOTES

GOALS FOR PROFICIENCY

Survey 1	LOCATION	DATE OF SURVEY
NEW SURVEYOR'S SIGNATURE	DATE	NEW SURVEYOR'S PRINTED NAME

PEER COACH'S SIGNATURE		DATE	PEER COACH'S PRINTED NAME
FIELD MANAGER'S SIGNATURE		DATE	FIELD MANAGER'S PRINTED NAME
TRAINING UNIT STAFF'S SIGNATURE		DATE	TRAINING UNIT STAFF'S PRINTED NAME
Survey 2	LOCATION		DATE OF SURVEY
NEW SURVEYOR'S SIGNATURE		DATE	NEW SURVEYOR'S PRINTED NAME
PEER COACH'S SIGNATURE		DATE	PEER COACH'S PRINTED NAME
FIELD MANAGER'S SIGNATURE		DATE	FIELD MANAGER'S PRINTED NAME
TRAINING UNIT STAFF'S SIGNATURE		DATE	TRAINING UNIT STAFF'S PRINTED NAME
Survey 3	LOCATION		DATE OF SURVEY
NEW SURVEYOR'S SIGNATURE		DATE	NEW SURVEYOR'S PRINTED NAME
PEER COACH'S SIGNATURE		DATE	PEER COACH'S PRINTED NAME
FIELD MANAGER'S SIGNATURE		DATE	FIELD MANAGER'S PRINTED NAME
TRAINING UNIT STAFF'S SIGNATURE		DATE	TRAINING UNIT STAFF'S PRINTED NAME