

ISDH Long Term Care
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Online Survey Report System



The Indiana State Department of Health (ISDH) is going green. Online survey reports and plans of correction have arrived!

The Indiana State Department of Health (ISDH) is excited to announce a new online survey report system. Providers requested an easier and quicker system to complete and submit plans of correction. Consumers requested online access to survey reports. Our budget director requested a more efficient and less costly system. These requests have been granted with the introduction of the ISDH Survey Report System.

The ISDH 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.

The ISDH is very excited about this new system. When you think about the number of health care facilities surveyed by the ISDH, you can appreciate the amount of paper going back and forth between the ISDH and providers. The ISDH also responds to a large number of public records requests asking for copies of surveys. This system significantly increases efficiency and saves funds by allowing for electronic transfer of surveys and documents.

Development



For quite some time the ISDH, consumers, and health care facilities have had an interest in an online survey system. In recent years, a few states developed and implemented an online system. The ISDH studied those systems and explored how to implement a system in Indiana.

In the early summer of 2010, the ISDH began development of the online system. The system was developed by ISDH information technology staff along with survey staff.

In March 2010, the Patient Protection and Affordable Care Act was passed by Congress. That Act contains a provision requiring the posting of survey reports on the state web site. While the Centers for Medicare and Medicaid Services has not yet issued implementation regulations, the ISDH Survey Report System will likely fulfill that requirement.

How the System Works



Notification Process

When a survey report, letter, or other document is issued by the ISDH, the facility will be notified via email that a survey document has been posted to the ISDH Survey Report System. To notify the facility when survey documents are placed on the Survey Report System, the System will send an email to the email address provided by health care facility. The recipient will then go online to access the surveys and documents.

Selecting Facility Email Addresses

Every facility must designate an email address where survey notifications will be sent. When surveyors enter the facility, the surveyors will confirm the information.

The ISDH highly recommends that each facility identify an email address that is assigned to the facility rather than one individual. Having a facility email address for this purpose eliminates the need to change designated addresses whenever staffing changes and allows multiple individuals to access when one individual is unavailable.

A facility may request one additional notification for the corporate office, owners, or other individual. Once a notification is sent by the ISDH, the facility will be responsible for monitoring the facility's email address and obtaining the documents.

User's Manual

The ISDH's goal is to have an user friendly system. We believe that the system is intuitive and will not require detailed instructions. We piloted the system with a couple of facilities and they were able to easily navigate without assistance. We appreciate however that some individuals like the comfort of clear step-by-step directions. The ISDH has therefore developed an *User's Manual for the Survey Report System*. Final updates are now being made to the *User's Manual*. It will be released before the system goes live.

Registration



Facilities will access the ISDH Survey Report System through the ISDH State Health Gateway. Instructions for accessing the State Health Gateway will be provided to facilities when the system is implemented. 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.

To prepare for implementation, the ISDH will begin registering facilities into the system. A link to an online registration site is found below.

The registration is solely to ensure that the ISDH has the email address that the facility wishes to use for survey notifications. In order to register, 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.

Implementation Plans



The ISDH is currently putting some finishing touches on the Survey Report System and *User's Manual*. As facilities submit their registration information, the ISDH will enter that information into the System in preparation for going live.

In early February, the ISDH will begin having a few facilities pilot the System for their survey to make sure that everything is working properly. If the system is going to be used for a survey, surveyors will inform the facility at the time of entry into the facility.

Once we are confident that the System is working as planned, the System will be used for all comprehensive care (nursing home) and residential care (licensed assisted living) facilities. Our expectation, if all goes as planned, is that the Survey Report System will be implemented for all surveys by March 1, 2011.

Facilities will not use the system until the time of their next survey whenever that occurs. That could potentially be as long as 15 months away. At the time of the next survey, facilities will be given instructions as to how to access and utilize the system to include their access passwords.

In the near future, the ISDH Consumer Reports for nursing homes and residential care facilities will be updated to include all survey reports with its plan of correction. Survey reports will be posted going back to January 1, 2011. Survey reports will not be posted until ten days after notification is sent to the facility through the system.

The ISDH will be available to assist with any problems that occur and want to know of any problems or suggestions to improve the system. This is the initial version and we fully expect to improve the system over time based on the input of users.

Facility Action Items



Every Indiana comprehensive care facility (nursing home) and residential care facility (licensed assisted living) is requested to complete the following action items by February 4, 2011.

1. Identify (or create) a facility email address for ISDH survey notifications.
2. Determine an additional office or individual entity that the facility would like to receive ISDH survey notifications.

3. 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.



The ISDH is excited to introduce the ISDH Online Survey Report System. I thank our staff who have put a lot of effort into this project. As we roll out the system over the next month, we hope that it will significantly increase the efficiency of the survey process for health care facilities, consumers, and the state.

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