

ISDH Long Term Care  
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## Indiana QIS Implementation History

The Indiana State Department of Health (ISDH) is nearing completion of the implementation of the Quality Indicator Survey (QIS) Process. Beginning October 29, 2012, all nursing home certification surveys will utilize the QIS Process. The QIS Process is perhaps the most significant change to the nursing home survey process in many years.

The QIS Process was developed by the Centers for Medicare and Medicaid Services (CMS) to improve survey consistency and efficiency. The process is a computer-driven process that utilizes tablet computers and templates to guide surveyors through the survey process. In early 2010, the ISDH was informed that Indiana would be approximately the 11th state to begin implementation of the QIS Process. In August 2010, ISDH staff began working with CMS and the University of Colorado to plan for implementation.

In January 2011, training began for the ISDH's four surveyors who would become the QIS Trainers. The four completed training in March 2011 and were certified as QIS Trainers. Current QIS Trainers are Brenda Buroker, Courtney Hamilton, Debora Barth, and Donna Smith. Three of the four have also completed train-the-trainer training from CMS.

Training of long term care surveyors began in March 2011. The training consisted of one week of classroom preparation, one mock survey, a week of review and evaluation, and two surveys of record with trainer oversight. The total training process was about six weeks for each training group. Two survey teams were trained at a time.

Training will begin on October 29 for the final two survey teams along with remaining surveyors that have not received the training. That means that all certification surveys will be using the QIS Process. The final two teams to receive training are from Survey Area 4. The following surveyors begin training on October 29:

### Area 4 Team A:

Michelle Carter  
Michelle Hosteter  
Rita Mullen

### Area 4 Team B:

Heather Lay  
Janet Stanton

Additional Surveyors:

Chris Greeney  
Chuck Stevenson  
Brenda Nunan  
Janie Faulkner  
Joyce Hoffman

Implementation of the QIS Process has been a challenge for state survey agencies. It is a time-consuming process and only a very few states have completed QIS implementation. Some states have been implementing for over five years and are still not fully implemented. The ISDH decided to commit to a two-year implementation process. One of the biggest challenges was changes in staffing. That significantly complicated having enough QIS trained surveyors on a team and required a lot of flexibility in assigning teams. It has been a challenge but we stuck to the implementation schedule and completed as planned. We thank our long term care surveyors for their diligence in completing the training and maintaining survey schedules.

The ISDH thanks health care facilities for their contributions to the implementation. We especially thank the many facilities that served as a mock survey site. That was a significant time commitment for those facilities and we appreciate their efforts to accommodate the training process. The ISDH realizes that there has been a lot of uncertainty for the past two years. Facilities were unsure about the impact of the QIS Process and when it would be used at their facility. We appreciate everyone's patience and support of the process.

## Staff Update

The following is a survey staff update for August and September 2012 for the Division of Long Term Care.

New Long Term Care Surveyors: The ISDH welcomes the following new surveyors and staff:

Robert Sutton - Medical Surveyor 3 for Life Safety Code - hired August 6, 2012

Gordon Tyree - Public Health Nurse Surveyor 3 - Survey Area 5 - hired September 4, 2012

Gwen Pumphrey - Public Health Nurse Surveyor 3 - Survey Area 5 - hired September 17, 2012

Debra Peyton - Public Health Nurse Surveyor 3 - Survey Area 5 - hired September 17, 2012

Departures: The following surveyors are no longer employed with the ISDH. We thank them for their service to the State and wish them well in their new opportunities.

Jenny Ridao - Medical Surveyor 3 - ICF/IID Program

Kelly Sizemore - Public Health Nurse Surveyor 3 - Survey Area 1

Kathy Craig - Medical Surveyor 3 - ICF/IID Program - 10 years of service

Marcia Mital - Public Health Nurse Surveyor 3 - Survey Area 1 - 11 years of service

Sheila Sizemore - Public Health Nurse Surveyor 3 - Survey Area 1 - 11 years of service

Vallie Cassette - Public Health Nurse Surveyor Supervisor 5 - Survey Area 0 - 21 years of service

Retirements: The ISDH especially thanks those individuals who have committed a significant length of service to the State. We appreciate their dedication and many contributions to public health and wish them well in their retirement.

Donna Groan - Public Health Nurse Surveyor 3 - Survey Area 5 - retired August 31, 2012 after 13 years of service

Ellen Ruppel - Public Health Nurse Surveyor 3 - Survey Area 2 - retired September 7, 2012 after 19 years of service

A Special Retirement at the ISDH:

Last week the ISDH celebrated the contributions to the State of Indiana of a long time employee. Louis Douglas retired on October 19 after working at the ISDH State Laboratory for 65 years. After graduating from Purdue University with a Science Degree, he joined the ISDH in 1947 as a Bacteriologist. Over the course of his career, he had worked in four state lab buildings. He is, by far, the longest serving ISDH employee. We recognize his many years of service to the State and wish him well in his retirement. To begin his retirement, Mr. Douglas has begun volunteering at the Indiana War Memorial.