

Table of Contents

About the Author and Expert Reviewers	iv
AANAC and the Education/Certification Programs.	vi
Course Objectives	1
Pretest.	2
Overview	5
Survey Readiness: The First Step.	6
Appendix P: Survey Protocol for Long-Term Care Facilities	7
<i>Traditional Standard Survey Tasks</i>	9
Appendix PP—Guidance to Surveyors for Long-Term Care Facilities.	21
From Regs to Policies and Procedures	25
<i>Defining Policies and Procedures</i>	25
<i>Example of Policy-and-Procedure Review Criteria Record</i>	28
<i>Implementing Policies and Procedures</i>	29
<i>Facility Practices Support P&Ps</i>	30
Measuring Compliance and Identifying Areas of Improvement	31
<i>Developing Resident Care Systems</i>	31
<i>SOM, Appendix Q, “Guidelines for Determining Immediate Jeopardy”</i>	38
Setting Priorities and Restoring Compliance.	41
Quality-Improvement Actions.	44
Everybody Was Sure That Somebody Did It!.	47
<i>Interventions Designed to Create a Self-Directed Environment</i>	50
<i>Dividends to Documentation</i>	53
Prepare Well to Achieve Success.	54
Pretest Answer Key	62
References and Additional Resources	63
Source Documents	65
<i>Example Lists for Survey-Ready Manual</i>	66
<i>CMS-671, LTC Facility Application for Medicare/Medicaid; Facility Staffing</i>	72
<i>CMS-672, Resident Census and Conditions of Residents</i>	74
<i>CMS-802, Roster/Sample Matrix</i>	76
<i>CMS-2567, Statement of Deficiencies and Plan of Correction</i>	77
<i>Facility Characteristics Report (Exhibit 268)</i>	78
<i>Facility Quality Measure Report (Exhibit 269)</i>	79
<i>Resident Level Quality Measure Report (Exhibit 270)</i>	80
<i>Survey Worksheets</i>	81
AANAC Training Manual Evaluation.	99
AANAC Membership.	101