



**Center for Clinical Standards and Quality/Survey & Certification Group**

**Admin Info: 17-24-ALL**

**DATE:** September 01, 2017

**TO:** State Survey Agency Directors  
State Training Coordinators and Regional Office Training Administrators

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Emergency Preparedness Training Online Course –On Demand on the Integrated Surveyor Training Website 24/7 - 365

**Memorandum Summary**

- **Emergency Preparedness Training:** The Centers for Medicare & Medicaid Services (CMS) has developed the new Emergency Preparedness Training which is available on-demand and learners may access it at their convenience: 24 hours a day, 7 days a week, and 365 days a year.
- **The Emergency Preparedness Basic Surveyor Training Course is a required course for all State Survey Agency (SA) and Regional Office (RO) surveyors** and reviewers who conduct or review health and safety or LSC surveys for emergency preparedness requirements. Non-survey professionals and other SA or RO support staff responsible for ensuring compliance with regulations are also encouraged to take the course.
- All surveyors are required to take the training prior to surveying the Emergency Preparedness requirements. **Surveying for requirements begins November 15<sup>th</sup>, 2017.**

**How to Self-Enroll:** Learners may self-register and self-launch the course on the Integrated Surveyor Training Website at <https://surveyortraining.cms.hhs.gov>.

**Background**

The CMS Survey & Certification Group (SCG) developed the Emergency Preparedness Basic Surveyor Training online course to help health and safety and Life Safety Code (LSC) surveyors and reviewers gain proficiency in surveying all affected participating providers and certified suppliers for compliance with their individual emergency preparedness requirements. Because the individual regulations for each provider and supplier type share a majority of standard requirements, this training provides guidance and survey procedures for all provider and supplier types in a single course.

Note: We do not anticipate the E-Tags for the emergency preparedness regulations to become available in ASPEN prior to the end of October. Surveyors should not use the E-Tags until November 15, 2017.

### **Emergency Preparedness Basic Surveyor Training: Now Available On-Demand**

The online course is now available on the Surveyor Training Website On-Demand. Learners can self-register and self-launch the online course at a time that is convenient to them; 24 hours a day, 7 days a week, and 365 days a year. Once enrolled, learners will have continued (ongoing) access to the course, so that they can review it at when needed.

### **Course Access Instructions**

Follow the instructions below to Self-Register and Self-Launch the online course:

- Go to the Surveyor Training Website: <https://surveyortraining.cms.hhs.gov>.
- Select “**I AM A SURVEYOR**”.
- Enter your username and password into the fields\*.
- Select the “**Submit Logon**” button.
- Select “**Course Catalog**”.
- Type the course name in the “Search Courses” field, type:
  - **Emergency Preparedness Basic Surveyor Training**
- Select the “**Register**” button.
- Select the “**Launch the Course**” button.

*\*Contact the **CMS Surveyor Training Website Help Desk** for assistance if you forgot or don't have your username and password or if you need technical support.*

### **Target Audience**

The Emergency Preparedness Basic Surveyor Training Course is a required course for all SA and RO surveyors and reviewers who conduct or review health and safety or LSC surveys for emergency preparedness requirements.

- All surveyors are required to take the training prior to surveying the emergency preparedness requirements. Surveying for requirements begins November 15<sup>th</sup>, 2017.
- Non-survey professionals and other SA or RO support staff responsible for ensuring compliance with regulations are also encouraged to take the course.
- Newly hired surveyors will take this required course during their State Survey Agency orientation, prior to participating in a survey as a team member.

### **Course Goal & Description**

This self-paced, asynchronous online course takes approximately 17 hours to complete. It is approved for 1.7 Continuing Education Units (CEUs). It consists of a pre-test, 2 learning modules, a final post-test\*, and a course evaluation.

*\*Learners are given three attempts to pass the final Post-Test with a score of 80 percent or higher. Learners who do not successfully pass the Post-Test within three attempts may re-enroll.*

### **Help Desk Contact Information**

If you need technical assistance, please contact the CMS Integrated Surveyor Training Site Help Desk by phone or by email:

- ISTW Help Desk phone number: 1-855-791-8900
- ISTW Help Desk email: [cmstraininghelp@hendall.com](mailto:cmstraininghelp@hendall.com)

**Effective Date:** Immediately. This policy should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/  
David R. Wright

cc: Survey and Certification Regional Office Management  
State Survey Agency Training Coordinators  
Regional Office Training Administrators