



“CMS Survey Focus for 2024”

Virtual Seminar

Six 2-hour sessions over a 2-week period

February 7-9, 2024

February 20-22, 2024



Educator. Motivator.
Communicator.
Consultant.
Author... **Catherine R. “Cat” Selman, BS**, uses her dynamic personality and compelling presence to spread the message of common-sense strategies for the aging services professional. She presently serves as President and Co-owner of The Cat Selman Company, a company specializing in continuing education for healthcare professionals. Ms. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi.

With over 40 years’ experience in management, education and consultation, Ms. Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. In demand, and on topic, she is considered an authority in aging services.

CMS made numerous revisions to the Surveyor Guidance that became effective October, 2022. Most of you have already experienced at least one survey under this new guidance.

At the end of each calendar year, CMS determines the deficient areas that have had the most negative impact on a resident’s quality of care and quality of life. These findings are drawn from Facility Surveys, CASPER data, and reports from various agencies, including the Office of the Inspector General (OIG). Not only are these deficient “findings” focused to your State Surveyors, they have also been “flagged” for Surveyors during Federal Surveys.

We will be offering our annual, 12-hour, virtual seminar, featuring CMS’ Survey Focus for 2024: Staff training/competencies, QAPI basics, Discharges, Trauma-Informed Care, and Non-pharmacological Interventions, as well as other pertinent information.

Last year’s seminar was so successful, that numerous facilities requested we keep making these type of continuing education opportunities available. Due to staffing issues and costs, facilities found that more of their professionals could attend a virtual training more easily, as opposed to an “in-person” training. Most of you have heard Cat present before, so you already know the material will be presented in an accurate, common-sense, practical and entertaining way. You probably also know that the sessions will not be boring... ***If you want to know what the survey focus will be this year, and learn techniques/best practices for your staff to implement, please don’t miss this opportunity!!***

Since this course will be conducted virtually, online, we are able to offer a special discounted price for Facility registrations. Take advantage now! Go to: <https://catselman.com/seminar/virtual-seminar-cms-survey-focus-for-2024>.

Dates

**February 21-23, 2023 &
February 28 - March 2, 2023**

12:00p.m. - 2:00p.m. EST

11:00a.m. - 1:00p.m. CST

10:00a.m. - 12:00p.m. MST

9:00a.m.- 11:00a.m. PST

Program Fees

\$595 per facility (up to 5 people)

\$275 per person - All 6 sessions

Individual Session Registration is not available for this course.
ATTENTION: Licensed Social Workers must attend ALL sessions in order to receive credit.

Special Note: Each person MUST sign in with their own individual email address, since participation is automatically tracked electronically.

Important Instructions:

The training will be conducted as a ZOOM meeting. You may join the meeting by clicking on the link that will be sent to you after registering. For the first time only, once you click on the link, Zoom will give you prompts to download and run their program (if the program has not already been installed on your computer). **It is suggested that you do this prior to the first session**, to make certain that you don't run into any problems. Once you have installed the Zoom application, you will get prompts to join the meeting. Be sure and check all of your settings, making certain that you have enabled both your Audio and Video, so that we will be able see and hear you. An automatic tracking program will record your attendance.

Program Schedule

Registration: Link opened 15 minutes prior to each session

Presentation: 12:00p.m. - 2:00p.m. EST on each scheduled day

Please note the specific times for your geographic location.

Education Credit

12 hours of continuing education credit **approved by:**

- Licensed Administrators (The National Continuing Education Review Service (NCERS) of the National Association of Long Term Care Administrator Boards (NAB), Approval #20250206-12-A99456-DL
- Licensed Social Workers (This program is Approved by the National Association of Social Workers; Approval # 886421320-1628 for 12 continuing education contact hours.)
- Certified Activity Professionals (Approved by NCCAP)

CE applications have been submitted to:

- Nurses - ANCC (12.5 contact hours)

This activity has been submitted to the Mississippi Nurses Foundation, Inc. for approval to award contact hours. The Mississippi Nurses Foundation is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

Register today on-line, by mail, or e-mail!

Make check payable and mail to:
The Cat Selman Company
1147 Kahite Trail
Vonore, TN 37885

Call
(601)497-9837
with any
questions

Registration Form

1. "CMS Revised Surveyor Guidance Virtual Seminar"

Facility - Entire Course (\$595) {Up to 5 persons}

Individual - Entire Course (\$275)

2. Facility Name: _____

Address: _____

Phone: _____

3. Attendee(s) Name & Title (Please print or type.)

4. Contact Information: **** REQUIRED**

(Please type or print clearly.)

****Name:** _____

****Phone:** _____

****E-mail:** _____

Method of Payment: Money Order Facility Check MasterCard Visa Today's Date _____

Name as it appears on Credit Card: (Please print) _____

Credit Card Number

Expiration Date

3-Digit Security Code

Amount to be charged: _____ Signature: _____

If paying by credit card, address MUST match billing address on record. My signature authorizes The Cat Selman Company to make the above charge to my credit card. No personal checks will be accepted. Credit Card receipts will be provided to individuals by email.

Agenda/Sessions: CMS Survey Focus for 2024

February 7, 2024 (Wednesday - Please note times for your specific time zone.)

12:00p.m. - 2:00p.m. EST

(11:00p.m.-1:00p.m. CST; 10:00a.m.-12:00p.m. MST; 9:00a.m.-11:00 p.m. PST)

Session 1: "CMS Requirements of Participation: Staff Competencies & Training"

CMS requires that a "facility must have sufficient staff who provide direct services to residents with the appropriate competencies and skills sets to provide nursing and related services to assure resident safety and attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care and considering the number, acuity and diagnoses of the facility's resident population in accordance with §483.70(e)." The revised CMS Surveyor Guidance provides new clarifications, additional definitions, and detailed content for these trainings. Changes were made in approximately 10 areas of required education/training components. So what does this mean in regard to facility assessment, hiring of staff, and the training that we provide within our buildings? In this session, Cat will be covering the requirements and surveyor guidance for assessing staff competencies. Attention will be given to CMS expectations for staff training in all disciplines/departments, as well as recommendations suggestions on how to meet these specific requirements.

February 8, 2024 (Thursday - Please note times for your specific time zone.)

12:00p.m. - 1:00p.m. EST

(11:00p.m.-12:00p.m. CST; 10:00a.m.-11:00p.m. MST; 9:00a.m.-10:00 p.m. PST)

Session 2 - Part 1: "QAPI Basics"

CMS requires that all skilled nursing centers develop Quality Assurance & Performance Improvement (QAPI) programs. The purpose of the program focuses on systems of care, outcomes of care, and quality of life. In this session, Cat will offer a "common sense," realistic way to implement this process in your facility. She will be addressing the 5 CMS Elements of QAPI, as well as the 12 Action Steps that CMS recommends to get started. Additionally, Cat will be providing suggestions/ ideas for PIPs, as well as discussing which areas of care and quality of life are "best received" by surveying agencies. We've made this harder than it is! QAPI shows us how to make improvements in our weakest areas. Let's identify those areas, BEFORE the survey team finds them...

1:00p.m. - 2:00p.m. EST

(12:00p.m.-1:00p.m. CST; 11:00p.m.-12:00p.m. MST; 10:00a.m.-11:00 p.m. PST)

Session 2 - Part 2: "Social Services and the Revised MDS 3.0"

In August, 2023, CMS released the updated final Minimum Data Set (MDS) 3.0. This new document, including all finalized revisions, will go into effect October 1, 2023. Guidance and examples in numerous chapters and appendices have been revised for clarification and to reflect current regulations and best practices. A number of the revisions directly involve items and sections that are historically considered social service responsibilities, or have psychosocial implications. In this session, Cat will address those specific revisions, and provide guidance, not only regarding the revisions, but the implications they may have for your interdisciplinary care team.

February 9, 2024 (Friday - Please note times for your specific time zone.)

12:00p.m. - 2:00p.m. EST

(11:00p.m.-1:00p.m. CST; 10:00a.m.-12:00p.m. MST; 9:00a.m.-11:00 p.m. PST)

Session 3: "The Keys to Caring..."

Now more than ever, our staff need to know a resident's story! From the moment we meet a new "admit" the "facts" begin pouring in - birth date, marriages, education, occupation, children, significant health issues, and on and on it goes. We have the DATA, but often don't discover the *person* until we read their obituary - it is filled with insight and stories we wish we had known. We need to meet the PERSON, not the RESIDENT. When we know their story we can better meet their needs and provide true, person-centered care. The better we know them the more likely we are to avoid the desensitization that happens because of what we see, hear and work around each day. We need to see our elders as individuals. Did we knock on his door? speak to Mrs. Jones when we passed her in the hall? respond to calls for help no matter how often they happen? did we have a conversation during her meal? Come and learn as Cat teaches us the role we play in developing an elder's story, a process that ultimately helps us better meet the needs of people with dementia and helps us provide true, person-centered care and improve the quality of life of those we serve.

Agenda/Sessions

February 20, 2024 (Tuesday - Please note times for your specific time zone.)

12:00p.m. - 2:00p.m. EST

(11:00p.m.-1:00p.m. CST; 10:00a.m.-12:00p.m. MST; 9:00a.m.-11:00 p.m. PST)

Session 5: “CMS 2024 Survey Focus - Most-Cited Deficiencies”

In November, 2023, CMS released guidance to surveyors on areas of focus for upcoming surveys in 2024. CMS identified three (3) long-term care concern areas, and specific Ftags/Requirements of Participation, along with certain Critical Element Pathways. In this training, Cat will address these areas of concern, as well as the "top 10" most-cited deficiencies that are currently trending; i.e., nurse staffing, unnecessary Psychotropic medications, and facility-initiated discharges. She will be providing recommendations/suggestions regarding facility, staff, and operational practice that should be in place to meet these new challenges.

February 21, 2024 (Wednesday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

Session 5: “CMS Requirements of Participation: Non-pharmacological Interventions”

“Non-pharmacological intervention” refers to care that does not involve medications, generally directed to stabilizing and/or improving a resident’s mental, physical, and psychosocial well-being.” CMS requires that “non-pharmacological interventions/approaches” be utilized in a number of specific care areas: behavior, pain management, psychosocial disorders, and trauma, to name a few. In addition to the care areas, CMS has very detailed guidance regarding staff competencies and non-pharmacological interventions. In this session, Cat will address each regulation that provides surveyor guidance for these specific interventions. Additionally, she will be provide effective examples that are included in the revised Surveyor Guidance. If Surveyors have been given examples of these interventions, you may be assured this will be a focus when they review your assessments, and, more specifically, your care plans.

February 22, 2024 (Thursday - Please note times for your specific time zone.)

12:00 p.m. - 2:00 p.m. EST (11:00-1:00 CST; 10:00-12:00 MST; 9:00-11:00 PST)

Session 6: “Trauma-Informed Care: How Should We Train Our Staff?”

The intent of F699 (Trauma-Informed Care) is to ensure that facilities deliver care and services which, in addition to meeting professional standards, are delivered using approaches which are culturally-competent and account for experiences and preferences, and address the needs of trauma survivors by minimizing triggers and/or re-traumatization. This requirement is not just the responsibility of the Licensed/Certified/Registered professionals in your facility. It applies to ANY staff person who provides care or services to individuals within your building...CNAs, dietary staff, laundry aides, housekeeping, and volunteers. How facilities get this training accomplished will prove to be quite a challenge. In this session, Cat will present a “common-sense” approach to educating our staff. Cat’s presentation and handouts, along with specific recommendations, will be able to be utilized in your own staff trainings. This session is a “must” for all staff.



CE Certificate will be awarded at the conclusion of the seminar and evaluations are completed/returned. Credit will be awarded for the time that was actually attended and recorded. Licensed Social Workers MUST attend the entire course to receive CE Credit. Partial credit CANNOT be awarded to Licensed Social Workers only.