Mission Statement

The mission of the Department of Health and Human Services (DHHS) is to protect the health of all Americans and provide essential human services, especially for those who are least able to help themselves.

1.1 Background

Critical Access Hospitals (CAH) are required to comply with the Federal requirements set forth in the Medicare Conditions of Participation (CoPs) in order to receive Medicare or Medicaid payment. The goal of a CAH survey is to determine if the CAH complies with CoPs at 42 CFR 485, Subpart F.

Therefore, to ensure beneficiaries receive quality care and services, the Critical Access Hospitals Basic Training Online Course is designed to increase surveyor proficiency in the CAH survey process.

1.2 Course Goal

The goal of this course is to provide you with the basic knowledge and skills needed to survey CAHs in accordance with Federal regulations.

1.3 Course Description

The training provides instruction to assist surveyors in identifying circumstances of CAH noncompliance with the CoPs. You will utilize the electronic Code of Federal Regulations (e-CFR) and the survey process in the State Operations Manual (SOM), Appendix W to identify issues of noncompliance with the CAH CoPs at Title 42, Part 485.

1.4 Audience

The Critical Access Hospital Basic Training Online Course is a required course for all State Survey Agency (SA) and Regional Office (RO) surveyors and reviewers who conduct or review CAH surveys.

- New CAH surveyors are required to take this course prior to participating in a CAH survey as a team member.
  - This course is the first part of the learning process for CAH surveyors to gain proficiency.
  - After reviewing the CAH online course and successfully passing the Post-Test, new surveyors must accompany an experienced preceptor to observe and participate in surveys before surveying independently.
- All existing CAH surveyors and reviewers are required to successfully complete this course within one year of the Survey and Certification Group’s (SCG) release of the Admin memo.
- Non-survey professionals and other SA or RO support staff responsible for ensuring compliance with regulations are also encouraged to take the course.
Thereafter, we highly recommend all surveyors review the course content on a periodic basis or as directed by their SA to refresh their knowledge.

#### 1.5 Course Objectives

The objectives for this course are to:

- Locate and define the requirements for qualification as a CAH.
- Identify the basic CAH survey process.
- Identify the general requirements of CAH.
- Identify the governing body, personnel, and emergency services requirements for CAH.
- Identify the provision of services requirements for CAH.
- Identify the building safety; clinical records; surgical services; periodic evaluation and quality assurance review; and organ, tissue, and eye procurement requirements for CAH.

#### 1.6 Module and Lesson Outline

Critical Access Hospitals Basic Online Training Course has five learning modules. Here is an outline of the modules and lessons that you will learn about in this course:

**Module 1: Critical Access Hospital Survey and Certification Process**

- Lesson 1: Overview of Critical Access Hospitals
- Lesson 2: Critical Access Hospital Survey Process

**Module 2: General Requirements**

- Lesson 1: Compliance with Federal, State, and Local Laws and Regulations
- Lesson 2: Status and Location
- Lesson 3: Number of Beds and Length of Stay

**Module 3: Governing Body, Personnel, and Emergency Requirements**

- Lesson 1: Organizational Structure
- Lesson 2: Staffing and Staff Responsibilities
- Lesson 3: Emergency Services

**Module 4: Provision of Services**

- Lesson 1: Laboratory Services
- Lesson 2: Radiology Services
- Lesson 3: Rehabilitation Therapy Services
- Lesson 4: Pharmacy Services
- Lesson 5: Infections and Communicable Diseases of Patients and Personnel
- Lesson 6: Dietary Services
- Lesson 7: Nursing Services
- Lesson 8: Patient Visitation Rights
Module 5: Building Safety and Other Requirements

- Lesson 1: Physical Plant and Environment
- Lesson 2: Clinical Records
- Lesson 3: Surgical Services
- Lesson 4: Periodic Evaluation and Quality Assurance Review
- Lesson 5: Organ, Tissue, and Eye Procurement

1.7 Course Design

The Critical Access Hospitals Basic Online Training Course provides surveyors with the basic knowledge and skills needed to investigate and review in accordance with Medicare regulations and policy. The online course consists of the following required components:

- Pre-Test
- Learning Modules with lessons, topics, and knowledge check questions
- Post-Test *
- Course Evaluation

* To complete this course, learners must complete each of these required components and pass the Post-Test with a minimum score of 80 percent. Learners are allowed three attempts to pass the Post-Test. Learners who do not pass the post-test within three attempts will need to re-enroll in the course.

1.8 Online Course Progression

Each module in the Critical Access Hospitals Basic Online Training Course contains one or more lessons. From the Surveyor Training Website (STW), learners will select Critical Access Hospitals Basic Online Training Course from My Courses, and then select Launch the Course from the information screen to begin. Learners will then select the appropriate module. Each module is listed as a separate menu item within the course.

Learners must complete the modules in the order they appear. Once a module is selected, learners will progress through each lesson within the module as designated on the Module Menu frame.

Upon completion of each module, learners may exit and select the next module from the STW.

1.9 Pre-Test

Your first task in the online course is to complete the Pre-Test:

- Do not study for the Pre-Test.
- You do not need to achieve a passing score on the Pre-Test. We expect that Pre-Test scores will be low. Its purpose is to measure your baseline knowledge.
- We will compare your Pre-Test and Post-Test scores to help us gauge the effectiveness of the course.

1.10 Post-Test
Details about the Post-Test are provided for you below:

- The Post-Test is an open book exam.
- Note that if you exit the exam to look up a resource or to review the learning module again, it will exit you from the exam and it will count as an attempt.
- You are allowed three attempts to pass the Post-Test.
- If you do not pass the exam with a minimum score of 80 percent on the first try you may choose from the following options:
  - Take a break.
  - Review the lessons, knowledge check questions, and resource materials again.
  - Engage in additional self-study as needed.
  - Talk with your Training Coordinator or supervisor to arrange time to review the material.
  - Retake the exam when you are ready, up to two additional times during the month you are enrolled.
- If you do not successfully pass the Post-Test within three attempts, you may enroll in another course and repeat the entire course.

For technical support, please contact the CMS Training Support Help Desk.

### 1.11 Estimated Contact Time (To Complete the Online Course)

Estimated contact time (often referred to as “seat time”) refers to the amount of time the average learner would require to view all of the course content and participate in the online activities. Because learners can review the material in this online course at their own pace, the time to complete it will vary for each learner. On average, it should take approximately 24 hours to complete this course.

### 1.12 Learner Participation

In addition to reviewing the self-paced course content displayed on the STW, you will demonstrate a level of participation by responding to knowledge check questions and accessing additional information through hyperlinks.

### 1.13 Knowledge Checks

The knowledge check questions are a type of interaction presented throughout each lesson. They help you assess your learning, to see if you have met the learning objectives for that lesson. After you complete a knowledge check question, you will be provided with immediate feedback regarding the accuracy of your response.

For correct responses, you will be told that your response is correct and given the reason why. For incorrect responses, you will be told that your response is incorrect and given the correct response and a reason why.

### 1.14 Keeping Track of Course Completion: Bookmarking

Learners may exit a module at any time. However, the system will not save your place within the course. When returning to the module, learners need to resume where they left off.
Additionally, a printable Bookmarking Tool is provided in the Course Introduction that can be used to manually keep track of your progress.

### 1.15 Field Survey Mentoring and Preceptor Observations and Experience

#### About the State Agency Field Survey Experience

Successful completion of this online course is the first part of the learning process for the new CAH surveyor to gain CAH proficiency. The next part of the learning process is a recommended State Agency Field Experience. Please contact your manager, supervisor or State Training Coordinator to arrange the field experience with an experience preceptor.

The information below provides more information about the field experience.

#### State Agency Field Survey Experience

- The field survey experience is voluntary on the part of the States, but, it is strongly recommended for all newly trained CAH surveyors.
- The State Agency field survey experience is for recommended for new CAH surveyors and staff.
- The field experience is a State Agency led training function.
- The field experience should ideally occur after the learner completes all online course requirements and successfully passes the post-test with a score of 80% or higher.
- Given the unpredictable nature of complaint surveys, however, the field experience may need to be concurrent with the online course.
- The State Agency should provide an experienced preceptor to progressively mentor the newly trained surveyor for at least two CAH surveys following the completion of the online training component and prior to the new surveyor conducting a CAH survey alone.
- Additional mentored surveys may be necessary before the preceptor is satisfied that the student is ready to perform survey tasks independently.
- This mentoring process should be documented in the SA surveyor training records.

#### Note for Experienced CAH surveyors:

To create a baseline documentation of the competency of all CAH surveyors, we are requiring all State Agency and Regional Office CAH surveyors and staff who currently conduct or review CAH surveys to successfully complete the CAH Basic Training online component of this course. Experienced CAH surveyors (who have been conducting CAH surveys for more than one year) do not need to complete a precepted field survey experience.
1.16 Media and the Course

This course uses a number of media resources including web pages and PDF documents. The minimum computer requirements section of this syllabus (section 1.17) identifies Adobe Acrobat as required software for this course. Having this program is the first step to accessing the media in this course.

1.17 Recommended Minimum Configuration Requirements

The following computer configuration is required for access to the online classroom via the STW learning environment. If your computer does not have the proper hardware, the course may run slowly or may not run at all. Prior to running the course on your computer, compare your current system configuration with the system requirements below:

Hardware Minimum Requirements:

- 1.2 GHz CPU or greater with minimum of 2 GB RAM
- Network adapter: Wired for network connectivity; wireless network cards must support WPA-2 level encryption
- DSL or cable broadband Internet (Dial up not compatible)
- 3G and 4G connections are not recommended when taking tests
- CD/DVD drive and speakers may be required; refer to course requirements

Operating Systems Requirements:

- Windows 7 (32-bit or 64-bit)
- MAC OSX 10.7 (or later)
- Android 4.2.2 (or later)

Browser Requirements:

The following tables highlight the platform and browser configurations tested for using the following support terms:

- Supported: Supported by the vendor and STW.
- Unsupported: Unsupported by the vendor or not supported by STW.

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<tr>
<th>Microsoft Windows Operating Systems</th>
<th>Internet Explorer 11</th>
<th>Google Chrome (34 or later)</th>
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<tr>
<td>Windows 7 (64-bit)</td>
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<td>Windows 8 (32-bit)</td>
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### Apple Mac Operating Systems

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</tbody>
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**Plug-ins:**

Acrobat Reader is required for PDF files.

**Computer Monitor Screen Resolution:**

This course is best viewed with a screen resolution of 1024x576. For help changing your monitor’s resolution, contact the Help Desk.

### 1.18 Copyright Warning

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