

Prerequisite (Recorded Session)



CMS Survey Cycle—From Complaint to Enforcement



State Agency Director Orientation Course

April 22–23, 2024
Hilton Baltimore—Inner Harbor
401 West Pratt Street, Baltimore, MD 21201

Day 1: Monday, April 22, 2024

Moderators—TBD

HOLIDAY 4–6

8:30 AM	Welcome and Logistics Caprina Buckner, Tarnisha Boone	15 min
8:45 AM	Overview and Welcome David Wright, Karen Tritz, Mark Hennessey	30 min
9:15 AM	Overview, Goals, and Icebreaker Activity TBD	60 min
10:15 AM	“Survival of the Fittest”—Your First Year as a State Agency Director TBD	45 min
11:00 AM	BREAK	15 min
11:15 AM	“Survival of the Fittest”—Panel TBD	30 min
11:45 AM	Immediate Jeopardy and Appendix Q TBD	60 min
12:45 PM	LUNCH	90 min
2:15 PM	CMS Survey Cycle—From Complaint to Enforcement TBD	30 min
2:45 PM	Managing Complaints—CMS Expectations and State Perspective TBD	30 min
3:15 PM	BREAK	15 min
3:30 PM	SOG CMS Location and State Survey Agency Working Relationship TBD	30 min
4:00 PM	Action Plan Debrief (Wrap-Up of Day 1) TBD	15 min
4:15 PM	ADJOURN	
4:30 PM	Networking Event (Optional)	

Day 2: Tuesday, April 23, 2024

HOLIDAY 4–6

8:30 AM	Recap Day 1 Activity—Key Terms and Topics Review TBD	30 min
9:00 AM	Problem Areas and Challenging Issues TBD	30 min
9:30 AM	Federal Budget and Appropriations Overview TBD	30 min
10:00 AM	BREAK	15 min
10:15 AM	State Survey Agency Budget Overview TBD	30 min
10:45 AM	Long Term Care Process (Survey and Enforcement) TBD	45 min
11:30 AM	LUNCH	90 min
1:00 PM	Federal Appeals Process TBD	45 min
1:45 PM	Handling Public Inquiries—Freedom of Information Act (FOIA) and Data Requests TBD	30 min
2:15 PM	BREAK	15 min
2:30 PM	Partnering with the Media TBD	30 min
3:00 PM	Clinical Laboratory Improvement Amendments TBD	45 min
3:00 PM	Ask Us Anything TBD	60 min
4: PM	ADJOURN	