

The Survey Team Leader

A Centers for Medicare and Medicaid Services (CMS)
Satellite Broadcast and Webcast

Friday, July 30, 2010
1:00 PM –2:30 PM EDT

PLEASE ADJUST TIMES FOR YOUR TIMEZONE

This broadcast is the first of a three-part series examining the role of the survey team leader. This show will focus on both the basic regulatory requirements of a team leader as spelled out in the SOM as well as tips and suggestions for both new and experienced team leaders.

CALL FOR VIEWER SUBMISSIONS

For this broadcast, we would like to hear from surveyors across the country regarding your own experiences as/with a survey team leader. Selected submissions will be aired during the broadcast.

We'd like to hear and see your responses to the following question:

“If you could offer one piece of advice to a new team leader, what would it be?”

Your submissions should be no more than 30 seconds in length, and can be recorded via smartphone, webcam, video camera, or other video recording device. Detailed instructions for recording via common Macintosh and PC software, plus iPhone and Blackberry, as well as recording tips and submission information are provided on page 3 of this document. All submissions should be received no later than July 9th.

Goals

The goal is to provide surveyors with a better understanding of the requirements of the team leader role, both in a regulatory and operational sense.

Objectives

After viewing this program, participants will be able to:

- Describe the regulatory requirements of a survey team leader.
- Identify real-world problems that survey team leaders face.
- Describe effective strategies for being a more effective survey team leader.

Target Audience

CMS Regional Office and State agency nursing home surveyors.

Faculty

Jane McNally, RN

Total Solutions / MS Dept. of Health

Registration and Viewing Instructions

Individual and Site registration is available today. To obtain CEUs for viewing the training program you must go to the CMS website. For individual and site registration and viewing instructions go to: <http://surveyortraining.cms.hhs.gov>.

Webcast Information

This program will have a live Webcast and will be available for viewing up to one year following July 30 at <http://surveyortraining.cms.hhs.gov>.

Satellite Technical Specifications

This broadcast will be available on C and Ku Digicipher bands. Specific satellite technical specifications will be available at <http://surveyortraining.cms.hhs.gov> or can be obtained by calling 1-800-401-9387.

Handouts

Handouts for this broadcast will be available at the following website after July 15: <http://surveyortraining.cms.hhs.gov>.

JOIN THE CMS LIVE WEBCAST AND SATELLITE CONFERENCE!

The Survey Team Leader Webcast and Satellite Broadcast Friday, July 30, 2010 1:00-2:30 PM EDT

On Friday, July 30, 1:00-2:30 p.m. EDT, the Center for Medicaid and State Operations will sponsor a live Webcast and satellite broadcast entitled “**The Survey Team Leader.**” This broadcast is designed to provide surveyors with an understanding of the basics of the survey team leader role, including both regulatory requirements and real-world suggestions and guidance.

Presenters and Topics

Time (EDT)	Topic	Presenter
1:00 – 1:05 p.m.	Welcome and Introduction	Cheryl Martin, Moderator Jane McNally, RN
1:05 – 1:15 p.m.	Introduction to the Team Leader	Jane McNally, RN
1:15 – 1:25 p.m.	Live Q&A	Moderator Jane McNally, RN
1:25 – 1:35 p.m.	What is a Team Leader?	Jane McNally, RN
1:35 – 1:45 p.m.	Live Q&A	Moderator Jane McNally, RN
1:45 – 1:50 p.m.	Regulatory Requirements	Jane McNally, RN
1:50 – 1:55 p.m.	Live Q&A	Moderator Jane McNally, RN
1:55 – 2:00 p.m.	Tips and Suggestions: Part I	Jane McNally, RN
2:00 – 2:05 p.m.	Live Q&A	Moderator Jane McNally, RN
2:05 – 2:15 p.m.	Tips and Suggestions: Part II	Jane McNally, RN
2:15 – 2:25 p.m.	Live Q&A	Moderator Jane McNally, RN
2:25 – 2:30 p.m.	Conclusion	Moderator Jane McNally, RN

Faculty Biographical Information

Jane McNally, RN

Jane McNally graduated from Eastern IL University and the University of IL. with undergrad studies in Nursing and Grad studies in Psychology. As a Registered Nurse she has years of experience in LTC, having served as a Director of Nursing, Administrator and Regional Director (trouble shooter) for a large LTC Corporation. Jane has 13 years experience as a federal surveyor in the Chicago office and was recognized as Federal Employee of the year in 1997. Jane assisted in the development of a surveyor training manual and assisted in redefining interpretive guidelines for several regulations. Jane still stays active, conducting complaint surveys, citing and writing deficiencies, which lends support while serving as an instructor in the Basic Long Term Care Course for new state and federal surveyors. Jane’s goals are to make quality of life as good as possible for residents in nursing homes.

VIEWER SUBMISSION INFORMATION

iPhone Recording Instructions

1. Select the "Camera" icon.
 2. Slide the selector switch at the bottom right from still photo (on the left) to video (on the right).
 3. Click the red dot button to begin recording. Click again to finish recording.
 4. Click on the camera roll icon at the far left of the task bar.
 5. Your clip will appear. Click the "Share" icon at the far left of the screen.
 6. Click "Email Video."
 7. Enter "CMSFeedback@tdpsvs.com" in the email address pane. Enter "CMS Viewer Segment" in the subject line, and add your name, location, and position with CMS or your state agency to the body of the email. Then click "Send."
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Mac Recording Instructions using iMovie, which is included with OS X and a built-in iSight camera.

Open "iMovie" either via a shortcut or by going to Macintosh HD > Applications > iMovie.

1. Click the camera icon on the far left-hand side of the screen or, under the "File" menu, select "Import from camera."
 2. Using the drop down "Camera" menu, select "Built-in iSight." (If you are using an external webcam, select it instead.)
 3. In the "Video Size" menu, select "640x480."
 4. Click "Capture."
 5. In the info box that pops up, click the radio button next to "Create new Event" and enter a title for your video. Record your video and then click "Stop" when finished.
 6. Click "Done."
 7. Click and drag to highlight all of the thumbnails of your clip. Then click and drag the highlighted thumbnails to the Project pane, where it says "Drag media here to create a new project."
 8. In the "Share" menu, click "Export Movie."
 9. In the "Export As" box, enter a title for your video. By default, the video will be saved to your "Movies" folder.
 10. Under "Size to Export" click the radio button next to "Mobile." This should correspond to a resolution of 480 x 272.
 11. Click "Export."
 12. Go to Macintosh HD > Users > Your User Folder > Movies. Attach the movie file to an email and send to CMSFeedback@tdpsvs.com and include "CMS viewer segment" in the subject. Please include your name, location, and position within CMS or your state agency.
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Windows PC Webcam Recording Instructions using Windows Movie Maker, which is included with Windows XP, Vista and Windows 7.

Go to Start > All Programs > and highlight/open "Windows Movie Maker"

1. In the Windows Movie Maker "Movie Tasks" pane, select "Capture from Video Device."
2. Select an available device, typically available and displayed is the built-in camera on your laptop or a camera connected via a USB port. Click "Next."
3. Enter a title for your video and select a place to save it. Click "Next."
4. In the next screen, "Video Setting," select "Other Settings" and choose "Video for Broadband (512kps)." Click "Next."
5. The next screen, "Capture Video" displays the "Start Capture" and "Stop Capture" buttons. Click "Start Capture" to begin recording and click "Stop Capture" to stop the recording. Click "Finish" after stopping the recording and your video can be reviewed in Windows Movie Maker and will be saved in the place you selected in Step #3.
6. Email your video to CMSFeedback@tdpsvs.com and include "CMS viewer segment" in the subject. Please include your name, location and position with CMS or your state agency.

Blackberry Mobile Phone:

1. Select the "video" camera feature
2. Select "Options" and choose "Normal" (not "MMS") setting to ensure the highest quality level recording is made. (Setting for normal shows 480x352.)
3. Note: a 30-second recording will be about 2-4MB and will be OK to email.
4. 6. Email your video to CMSFeedback@tdpsvs.com and include "CMS viewer segment" in the subject. Please include your name, location and position with CMS or your state agency.

Do's:

- Choose a quiet, well-lit location for your recording.
- Frame yourself similar to a passport photo, showing head and shoulders.
- Be sure not to exceed 30 seconds total length.
- Please submit your recording no later than July 9th, 2010.

Dont's:

- If recording using a cell phone, please do not attempt recording while hand-holding the phone. This will create a shaky image. Instead, rest the phone on a table or desk top ensure a steady image.
- Clips exceeding 30 seconds will not be edited to be made shorter and therefore cannot be considered.

Notes:

- If recording using hard media like videotape or disc, mail your recording to TDP, LLC, 1401 Mercantile Lane, Suite 211, Largo MD, 20774, attn: CMS Feedback
- Very large file sizes may exceed upload/download limits of some email programs. It should be safe to keep the video file size under 4MB.

**The Survey Team Leader
Satellite Broadcast
TECHNICAL FACT SHEET**

DATE: July 30, 2010

TEST TIME: 12:30 – 1:00 p.m. EDT
11:30 – 12:00 p.m. CDT
10:30 – 11:00 a.m. MDT
9:30 – 10:00 a.m. PDT

PROGRAM TIME: 1:00 – 2:30 p.m. EDT
12:00 – 1:30 p.m. CDT
11:00 – 12:30 p.m. MDT
10:00 - 11:30 p.m. PDT

**WEBCAST
TROUBLESHOOTING**

NUMBER: 703-812-8816

**SATELLITE TROUBLE
NUMBER:**

410-786-3618

Individuals and Sites outside of the CMS satellite network who wish to set up a site for this program or view this broadcast via webcast should go to <http://surveyortraining.cms.hhs.gov>. Handouts can also be found at that website.

Guidance for Locating Downlink Sites

In general, there are 2 major formats for satellite transmission - digital and analog. CMS uses both analog and digital formats, CMS's Digital network is a closed network which can only be viewed by its ten regional offices and several State survey agencies in regions VIII, IX, and X. The Digital format that CMS uses is called Digicipher. CMS is also capable of transmitting and receiving programs in KU-band and C-band analog. Ku-band and C-band have been in use for many years, can be received by thousands of 'steerable' analog dishes nationwide. C-band is the oldest transmission signal and the most widely used. NOTE: This is NOT 'video conferencing,' which is carried by telephone lines.

Locating an Analog Downlink Site

Potential Analog Downlink Sites: There are thousands of steerable analog downlink dishes nationwide at public schools, colleges, libraries, hotels, television stations, restaurants, private residences, etc. A few calls should locate one near you.

Here are some places to start calling:

- Your Local Cable and Satellite Television Provider: Contact your local cable/satellite television distributor, which is probably listed under “Television -- Cable & Satellite.” Ask to speak with the programming staff and inquire about their willingness to simulcast the broadcast on your area's public access channel. Advise them that this broadcast is free of charge. Satellite television distributors may be able to provide you with a list of public institutions such as libraries, community centers, health care centers, and public schools that subscribe to their services. You may also wish to contact your local public TV station and ask that they download and air the program on their station.
- Public Libraries: Larger public libraries are a good place to check for satellite downlink facilities. Check library listings in the local government section of the blue pages of your local telephone directory.
- Educational Institutions: Universities, community colleges, and large public high schools often have satellite downlink capabilities.
- Hotels and Business Centers: Large hotels that frequently host conventions in business districts, may be able to receive satellite broadcasts. These hotels may charge a fee for viewing.
- Health Care Facilities: Many hospitals and health maintenance organization (HMO) offices have satellite reception capabilities.
- Copy Centers: Commercial office supply centers may also have satellite capabilities.

What Information Do I Need to Give the Site Contact Person?

When you contact an analog site, you will need to give the contact person the satellite coordinate information. The coordinates for the broadcast should be made available from the Central Office contact approximately 30 days prior to the broadcast.

Here is the information you will need to provide:

- Transmission Type:
- Satellite:
- Orbital Location:
- Transponder:
- Polarity:
- Downlink Frequency:
- Satellite Help Hotline:
- Broadcast Schedule:
- Test Signal:
- Broadcast Title:

Reserving a Downlink Site

You will need to know what to ask the person who answers the phone, who may or may not be the best person at that organization to help.

If the facility has an analog satellite:

You are interested in viewing a satellite C-band and/or KU band analog broadcast and you understand that this facility may have that capability. You should have the satellite coordinates for reference. Some satellite dishes can't be pointed to all satellites.

You should also ask:

- If the facility can receive the broadcast, is the viewing room open to the public and not reserved for another use at the time of the broadcast?

- If the viewing room is available, how many people will it hold, and is there any fee for its use?
- Will the facility let you phone or fax your questions in to a toll free number?
- You should point out that this broadcast is open to the public and employees of the hosting facility with an interest in the topic are welcome.
- As a courtesy, you should offer the hosting facility a list of the people who will attend.
- Are there any special arrangements necessary for entry to the site?
- It is your responsibility to arrange for sign language interpretation if you anticipate that individuals with hearing impairments will attend.

If you find a site, you should be prepared to perform as site coordinator.

Typically, site coordinators will:

- Locate a suitable location.
- Promote the event locally.
- Direct individuals to register if necessary
- Download material (e.g., sign-in sheet, evaluation, participant guide) if available
- Ensure that participants sign in on the day of the event.
- Distribute copies of the participant guide and handouts to participants the day of the broadcast.
- Assist participants with the use of the distance learning equipment.
- Receive instructions from the broadcast director regarding any activities they may be asked to facilitate.
- Encourage active participation in event activities.
- Record the broadcast for office use.
- Encourage participants to complete the evaluation form (included in the handout).
- Mail/fax the sign-in sheet and completed evaluation form to Central Office following the event.