

The Survey Team Leader: Entrance and Exit Conferences

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

Friday, August 27, 2010
1:00 PM –2:30 PM EDT

PLEASE ADJUST TIMES FOR YOUR TIMEZONE

This broadcast is the second in a three-part series examining the role of the survey Team Leader. This show focuses on entrance and exit interviews, presenting both the regulations and real-world tips and recommendations for best practices, including how to deal with problematic facility staff and how to handle the end of day debrief when required.

Goals

The goal is to provide surveyors with a better understanding of the most effective ways to conduct both entrance and exit interviews during a survey.

Handouts

Handouts for this broadcast will be available at the following website after August 13:
<http://surveyortraining.cms.hhs.gov>.

Objectives

After viewing this program, participants will be able to:

- Identify the regulatory requirements for entrance and exit interviews.
- Describe best practices for conducting entrance and exit interviews.
- Identify common problems that can occur as well as solutions for those problems.

Target Audience

CMS Regional Office and State agency nursing home surveyors.

Faculty

Jane McNally, R.N.

Total Solutions / MS Dept. of Health

Registration and Viewing Instructions

Individual and Site registration is available today. 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 August 27 at <http://surveyortraining.cms.hhs.gov>.

Satellite Technical Specifications

This broadcast will be webstreamed. It will not be available on C and Ku Digicipher bands.

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The Survey Team Leader: Entrance and Exit Conferences Webcast and Satellite Broadcast Friday, August 27, 2010 1:00-2:30 PM EDT

On Friday, August 27, 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: Entrance and Exit Conferences.**” This broadcast is designed to provide surveyors with an understanding of recommended best practices for conducting both entrance and exit conferences, including tips designed to smooth the process as well as handle difficult facility staff members.

Presenters and Topics

Time (EDT)	Topic	Presenter
1:00 – 1:05 p.m.	Welcome and Introduction	James Adams, Moderator Jane McNally, R.N.
1:05 – 1:15 p.m.	Introduction to Entrance/Exit Interviews	Jane McNally, R.N.
1:15 – 1:25 p.m.	The Regulations	Jane McNally, R.N.
1:25 – 1:45 p.m.	The Entrance Interview	Jane McNally, R.N.
1:45 – 1:55 p.m.	Live Q&A	Moderator Jane McNally, R.N.
1:55 – 2:00 p.m.	The End of Day Debrief	Jane McNally, R.N.
2:00 – 2:05 p.m.	Live Q&A	Moderator Jane McNally, R.N.
2:05 – 2:20 p.m.	The Exit Interview	Jane McNally, R.N.
2:20 – 2:25 p.m.	Live Q&A	Moderator Jane McNally, R.N.
2:25 – 2:30 p.m.	Conclusion	Moderator Jane McNally, R.N.

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.