

# CDPH Leadership Updates and District Sessions

November 7, 2023



# Welcome

Trina Gonzalez  
Vice President, Policy  
California Hospital Association

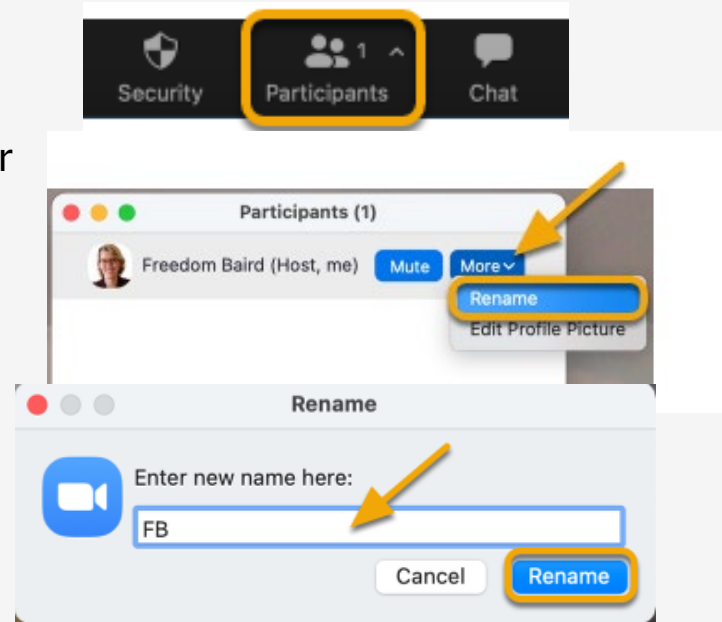


Continuing education credits are offered for this program for compliance, health care executives, and nursing.

Please submit your questions throughout the presentation in the chat box usually found at the bottom of your Zoom screen.

# Please rename yourself for this meeting

- **First Last – District (i.e. John Smith – Riverside)**
- To do this do the following:
  1. Click the “participants” icon in the Zoom toolbar
  2. In the Participants window, next to your name click “More” and choose “Rename”
  3. Enter your first and last name followed by your CDPH district name and then select “rename”



*Thank you! This will help us assign you to your breakout room if you're unable to do so yourself.*

# Agenda

9:00 – 9:55 am	CMS/CDPH Presentation
9:55 – 10:00am	Break
10:00 – 10:30 am	District Breakout Sessions
10:30 – 11:00	Wrap up



**Cassie Dunham**

Deputy Director  
Center for Health Care Quality  
California Department of Public  
Health



**Chelsea Driscoll**

Chief of the Public Policy &  
Prevention Division  
California Department of Public  
Health



**David R. Wright**

Director of the Quality, Safety &  
Oversight Group  
Centers for Medicare & Medicaid  
Services

# CMS Hospital Update

*2023 California Hospital Association Annual Meeting*

David R. Wright, Director

Quality, Safety and Oversight Group

[David.Wright@cms.hhs.gov](mailto:David.Wright@cms.hhs.gov)



by Lookup

## Organization Performance

Hospitals with Recent Substantial Deficiencies  
Nursing Home Complaint Surveys

## Suppliers

Reports

Surgical Centers (ASCs)

Centers

Medical Health Centers (CMHCs)

Outpatient Rehab Facilities (CORFs)

ESRDs

Skilled Health Centers (FQHCs)

Agencies

Care Facilities for Individuals with Intellectual Disabilities

Government Organizations (GO)

Performance Report

Performance Report

Physical Therapy/Speech Pathology (OPT)

# Welcome to S&C's Quality, Certification and Oversight Reports (QCOR)

## What's New on QCOR?

### New Features

An additional survey type has been added to QCOR for the survey and deficiency reports. These surveys are referred to as *Infection Control* for nursing homes and *Special* for other provider types. These types of inspections look at specific healthcare areas related to infection control.

A downloadable Code of Federal Regulations deficiency tags guide is available in the Resources tab.

Also, users can now view information related to transplant programs under the Hospitals link on QCOR. There is additional information on transplant programs in the QCOR FAQs.

### Home Health Agencies (HHA), Ambulatory Surgical Centers (ASC), and Hospices Information

Due to system migrations, HHA provider and survey information is only complete and accurate through May 19, 2021. ASC provider and survey information will only be complete and accurate through May 9, 2022. Hospice provider and survey information will only be accurate and complete through September 29, 2022. Information about specific enforcement actions related to HHAs, ASCs, and hospices remain available by request, under the Freedom of Information Act. CMS is working to update the QCOR website during the system migration.

### Attention QCOR users

If you require assistance using the QCOR application, please contact the QCOR Help Desk. For email requests, please use [qcorhelp@innosoft.com](mailto:qcorhelp@innosoft.com).

[Access and Information](#) | [CMS Deficiency Process](#) | [Vulnerability Disclosure Policy](#)

# Quality, Certification and Oversight Reports

<https://qcor.cms.gov/>

## Search

### Provider Reports

[Active Provider and Supplier Counts](#)  
[New Provider and Supplier Counts](#)  
[Terminated Provider Counts](#)

### Survey Reports

[Overdue Recertification Surveys](#)  
[Recertification Survey Counts](#)  
[Survey Activity Report](#)  
[Frequency of Data Entry \(F4\)](#)

### Deficiency Reports

[Deficiency Count](#)  
[Average Number of Deficiencies](#)  
[Citation Frequency](#)

## Hospital Provider Reports

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The data in these reports, including provider and supplier counts and percentages, are valid for the subset of providers or suppliers for which there are survey records in CASPER.  
[For More Information](#)

Source: CASPER (09/17/2023)

[Accessibility Information, Privacy & Security](#)

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Go To: [S&C QCOR Start Page](#)

# Quality, Certification & Oversight Reports

  
Hospitals (including CAHs and REHs)



## Driving Healthcare Quality

Welcome to the Quality, Safety & Education Portal (QSEP)

Login

Sign Up

Select [here](#) for public access to the Training Catalog



<https://qsep.cms.gov/welcome.aspx>

The Quality, Safety & Education Portal (QSEP) provides the full curriculum of surveyor training and guidance on healthcare facility regulations.

# Quality in Focus (QIF) Training-Provider Specific Courses



## Driving Healthcare Quality

Welcome to the Quality, Safety & Education Portal (QSEP)

<https://qsep.cms.gov/ProvidersAndOthers/publictraining.aspx>

### QIF interactive videos are currently available for:

- **Ambulatory Surgical Center (ASC)**- *Infection Control Citations*
- **Intermediate Care Facility for Individuals with Intellectual Disabilities (IICF/IID)**-  
*Program Implementation Citations*
- **Community Mental Health Center (CMHC)**-*Local, State, and Tribal Collaboration Process Citations*
- **Hospice**-*Plan of Care Citations*
- **Psychiatric Residential Treatment Facility (PRTF)** -*Post-Intervention Debriefing Citations*
- **Skilled Nursing Facility/Nursing Facility (SNF/NFs)**-*Treatment and Prevention of Pressure Ulcer Citations;*  
*Free of Accident Citations; Medication Error Citations.*
- **Outpatient Physical Therapy (OPT)**-*Equipment, Buildings, and Grounds Maintenance Citations*
- **Comprehensive Outreach Rehabilitation Facility (CORF)**-*Local, State, and Tribal Collaboration Process Citations*
- **Home Health Agency (HHA)**-*Incomplete Individualized Plan of Care Citations*
- **Rural Health Clinic (RHC)**-*Preventative Maintenance Program Citations*
- **Portable X-ray**-*Personnel Monitoring Citations*
- **End Stage Renal Disease (ESRD)**-*Cleaning and Disinfecting Citations*
- **Hospital**-*Patient Safety*

## Recent Hospital Guidance

- Rural Emergency Hospitals: <https://www.cms.gov/files/document/qso-23-07-reh.pdf>
- CAH Distance and Eligibility: <https://www.federalregister.gov/documents/2022/11/23/2022-23918/medicare-program-hospital-outpatient-prospective-payment-and-ambulatory-surgical-center-payment> (Nov 2023)
- Workplace Safety: <https://www.cms.gov/files/document/qso-23-04-hospitals.pdf>
- Patient Safety Work Products and QAPI: <https://www.cms.gov/files/document/qso-23-24-hospital.pdf>
- Co-Location: <https://www.cms.gov/files/document/qso-19-13-hospital-revised.pdf>
- Ligature Risk: <https://www.cms.gov/files/document/qso-23-19-hospitals.pdf>
- AO Survey Expectations

## FY 2024 President's Budget

- Allow Accrediting Organization (AO) Surveys to be public
- CLIA Waiver Authority
- Psych Hospital Terminations

<https://www.hhs.gov/sites/default/files/fy-2024-budget-in-brief.pdf>

# Break

10:05 – 10:10 a.m.



# District Office Breakout Sessions

10:10 – 10:40 a.m.

At the end of the breakout, you will be automatically placed back into the general session meeting.





Please submit your questions throughout the presentation in the Chat box usually found at the bottom of your Zoom screen.

**Cassie Dunham**

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Center for Health Care Quality  
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Centers for Medicare & Medicaid Services  
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# Thank You

Thank you for participating in today's webinar.  
An online evaluation will be sent to you shortly.

For education questions, contact:  
[education@calhospital.org](mailto:education@calhospital.org)