



THE VOICE

The e-newsletter of National Consumer Voice for Quality Long-Term Care

February 12, 2019

OIG Report Finds that CMS Guidance to State Agencies on Verifying Correction of Deficiencies Needs to Be Improved

The Office of the Inspector General (OIG) released a report stating that the Centers for Medicare & Medicaid Services' (CMS) guidance to state survey agencies regarding verifying that nursing homes corrected identified deficiencies needs to be improved. The OIG report found that seven of the nine selected state agencies did not always verify nursing homes' correction of deficiencies before certifying whether the nursing homes are in compliance with Federal participation requirements for Medicare and Medicaid. In the case of less serious deficiencies, six of the seven state agencies accepted a nursing home's correction plan as confirmation of substantial compliance with Federal participation requirements. Three of these seven state agencies had technical issues with maintaining supporting documentation in the software-based system used to support the survey and certification process and therefore did not have sufficient evidence of correction of deficiencies. The OIG report warned that the health and safety of nursing home residents may be at risk when state agencies certify that nursing homes are in compliance without properly verifying

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Tuesday, March 12: Traumatic Brain Injury Stakeholder Day, Hosted by ACL in Washington, DC, RSVP to NCAPPS@acl.hhs.gov

that the deficiencies have been corrected. The report stated that CMS's guidance to state agencies on verifying nursing homes' correction of deficiencies and maintaining documentation to support verification needed to be improved. Read the report summary and full report [here](#).

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Materials Available from NORC Webinar on NORS; Still Time to Register for Remaining Webinars in the Series

Materials are available from "Introduction to the Revised National Ombudsman Reporting System (NORS)," the first webinar in a series from the National Long-Term Care Ombudsman Resource Center on the revised National Ombudsman Reporting System training materials. The purpose of this webinar series is to introduce the new training materials to help long-term care ombudsman programs prepare for the transition to new codes, definitions, and activities on October 1, 2019.

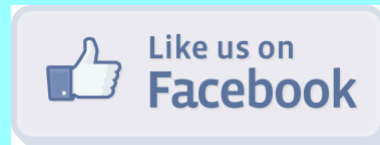
The first webinar in the series introduced the revised new NORS data collection, and the following four webinars will cover each part of the revised four-part training. View the slides from the first webinar as a PDF [here](#) and as a PowerPoint with presenter notes [here](#). Other resources referenced during the webinar include: [Table 1: Case Data Components](#); [Table 2: Complaint codes and definitions](#); [Table 3: State Program Information](#); and the [NORS webpage on the NORC website](#).

Long-Term Care Ombudsman can still register for the remaining webinars:

- **Part I: Case, Complaint, Complainant and Information and Assistance** February 27, 2019 3:00 – 4:30 ET
- **Part II: Coding Complaints** March 19, 2019 3:00 – 4:30 ET
- **Part III: Closing the Case – Verification, Referral, and Disposition** April 30, 2019 3:00 – 4:30 ET

November 3-6, 2019: Consumer Voice Annual Conference, Crystal Gateway Marriott, Arlington, Virginia

Join the conversation and follow us on social media!



Last Week's Most Popular Post:

Wednesday, February 6:

[Update on Nursing Home Arbitration Rule](#)



Last Week's Most Popular Tweet:

Wednesday, February 6:

[New Medicare "What's Covered" app from CMS can help people easily get accurate, consistent original Medicare coverage information](#)

Long-Term Care Resources & News

- [STEADY U Ohio](#), *Ohio Department of Aging*

- **Part IV: Activities** May 29, 2019 3:00 – 4:30 ET.

Register [here](#). (You only need to register once to attend all four remaining webinars.)

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Webinar Series from Christopher & Dana Reeve Foundation on Pain Medication Education

Join the Christopher & Dana Reeve Foundation Paralysis Resource Center for the second webinar in their [three-part series](#) on pain medication education and resources. "Understanding Opioids and Signs of Addiction" will be held Wednesday, February 20 at 12:00pm ET. The webinar will focus on understanding opioids and recognizing the signs of addiction. The topics covered in the session include a brief summary of the [first webinar](#) in the series, discussing the origin of opioids, how they work, and the causes and treatments of opioid use disorder. There will also be a brief overview of what the final webinar will feature on March 13, which includes opioid tapering options. Register for the webinars [here](#).

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Spotlight on Resources



Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer Voice](#) and [NORC websites](#) to explore all the available resources. Check out this week's highlighted resource:

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Read past issues of The Voice [here](#).

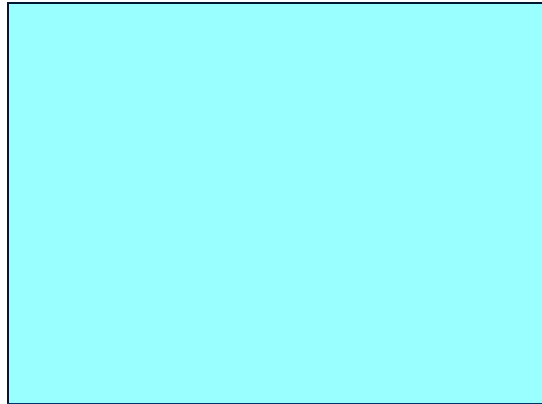
Support the Consumer Voice While You Shop Online

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Consumer Voice & NORC Training Center - Check out courses on:

- Abuse, Neglect & Exploitation
- How to Create and Deliver Advocacy Messages
- Nursing Home Discharges
- Revised Federal Nursing Home Regulations
- Nursing Home Transitions
- Volunteer Management

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Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. We are a primary source of information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual. Consumer Voice's mission is to represent consumers at the national level for quality long-term care, services and supports.

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