



Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 18-05-NH

**DATE:** November 24, 2017  
**TO:** State Survey Agency Directors  
**FROM:** Director  
Survey and Certification Group  
**SUBJECT:** Preparation for Launch of New Long-Term Care Survey Process (LTCSP)

Memorandum Summary

- **The new computer-based LTCSP will be effective November 28, 2017.**
- **Appendix P will no longer be available:** Beginning with surveys occurring on November 28, 2017, Appendix P will no longer be accessible. The LTCSP procedure guide will replace Appendix P as the procedural and technical guide for conducting LTC standard surveys. Chapter 7 of the State Operations Manual (SOM) will be revised to include survey policy.
- **Survey Resources:** A link to resources surveyors will need to conduct LTC surveys will be made available on **November 17, 2017**. **Surveyors must download items included on this link to their survey laptops by November 28, 2017.**

Background

Beginning November 28, 2017, the Centers for Medicare & Medicaid Services (CMS) is launching the new LTCSP. The LTCSP will be implemented by each state for all LTC standard surveys and reflects CMS efforts to create an effective and efficient survey process that combines the best of both the Traditional and Quality Indicator Survey processes into a single nationwide survey process.

CMS began weekly training sessions in July, in an effort to ensure that all States and Regions have been fully trained in the new LTCSP.

**Appendix P No Longer Available**

Appendix P of the SOM has historically been the survey protocol, containing high-level policy as well as step-by step procedures for conducting the LTC standard survey. During development and testing of the new survey process, a LTCSP procedure guide was created. This procedure guide has undergone revisions based on test results, is now finalized, and will replace Appendix P as the procedural and technical guide for conducting LTC standard surveys. The LTCSP procedure guide will be made available to all surveyors via a Survey Resources link (see below).

Policies not included in the LTCSP procedure guide will be added to Chapter 7 of the SOM.

**Survey Resources**

CMS has identified survey policy-related information which surveyors will need to conduct surveys, and has either incorporated it into the survey software, the LTCSP procedure guide, or created a separate document that is available on the Survey Resources link at the following website: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes.html>.

**Surveyors must download items included on this link to their survey laptop computers prior to conducting surveys on November 28<sup>th</sup>.** CMS recommends creating a folder on the desktop entitled “Survey Resources” and saving each document to this folder.

**Contact:** For questions or concerns, please contact [NHSurveyDevelopment@cms.hhs.gov](mailto:NHSurveyDevelopment@cms.hhs.gov).

**Effective Date:** Immediately. This information should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 10 days of this memorandum.

/s/  
David R. Wright

cc: Survey and Certification Regional Office Management