



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 15-30-ALL

DATE: April 24, 2015

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: One-Time Funds for Distance Learning Training Resources

Memorandum Summary

One-Time Funds: Some one-time funds are available that States may request for FY2015 expenses, with a priority on training resources.

Background

As referenced in the Admin Info Memo 15-26-ALL - FINAL Fiscal Year (FY) 2015 State Medicare Allocations for Survey & Certification (S&C), we have a small amount of one-time funds available, principally from non-delivery deductions.

Priority for FY2015 is for requests for equipment that will improve the ability of State surveyors to participate effectively in distance learning. The following recommendations are intended to assist States with determining the scope and nature of training equipment that may be necessary to better support effective online learning.

Recommendations

General headset specifications:

- The headsets should be capable of being plugged into the desk phone. A headset that plugs into the computer may not necessarily mean that the webinar audio can be received and heard. Because the Centers for Medicare & Medicaid Services (CMS) does not currently support Voiceover Internet Protocol (VoIP), which allows audio to be heard through the computer speakers, you must obtain a headset that works with your current telephone system.
- Compatible with current desk phone; connects to the desk phone;
- Style considerations: over the head, over the ear, behind the neck; wired and/or wireless (any style conducive to all-day wear);
- Wireless headphone devices should include rechargeable capabilities;

- Adjustable fit for all-day wearing comfort;
- Volume control;
- Audio performance and a microphone to allow the participants to speak (should not be audio only);
- Audio performance: noise-cancelling microphone recommended; and,
- Select a model/brand ideal for telephone intensive users, including call center, help desk, customer service organizations.

Because we use the telephone system for webinar audio, the participant will need access to an outgoing telephone line for the duration of the webinar training. The dial-in number used by CMS is a toll-free number.

Videos are often used in the webinar training courses for scenario based learning activities. In order to accommodate the audio portion of the video, participants need active computer speakers with volume control. If the participants are in a cubicle environment, separate headsets may be needed to prevent disturbance to individuals working in close proximity.

Web-based learners require the ability to work undisturbed, in a quiet environment which may include a closed office or a conference room. If a quiet environment is not available at work, we recommend that they are provided the option to work at an alternate duty station with adequate equipment. Additionally, learners should not be interrupted with work assignments during the operational hours of our webinar training classes.

Due to firewalls and internal limitations on websites accessible by users, State and Federal surveyors should be allowed access to CMS YouTube site:
<https://www.youtube.com/user/CMSHHSgov>

Internal or external CD/DVD drives would allow for access to electronic documentation provided via CD/DVD.

Adobe Connect

The current widely used platform for webinars is Adobe Connect. No software purchase is needed for the webinar platform; however an up-to-date version of Adobe Flash Player may need to be downloaded.

Adobe Connect Version 9.1 specifications:

Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP, Windows 7 or Windows 8; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista®
- Windows 8 (32-bit/64-bit), Windows 7 (32-bit/64-bit), Windows Vista, Windows XP
- 512MB of RAM (1GB recommended) for Windows XP, Windows 7 or Windows 8; 1GB of RAM (2GB recommended) for Windows Vista
- Browser options: Microsoft Internet Explorer 8, 9, 10, 11; Mozilla Firefox; Google Chrome

- Adobe® Flash® Player 10.3+ (11.2+ recommended)

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.6, 10.7.4, 10.8
- No Adobe Connect Add-in support for Mac OS X 10.5 (Leopard). Users on Leopard can attend meetings in the browser.
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 10.3+ (11.2+ recommended)

Linux

- Ubuntu 11.04, 12.04; Red Hat Enterprise Linux 6; OpenSuSE 11.3
- No Add-in support for Linux. Users on Linux can attend meetings in the browser.
- Mozilla Firefox
- Adobe Flash Player 10.3+ (11.2+ recommended)

Mobile

- Apple supported devices: iPhone 5S, iPhone 5, iPhone 4S, iPad with Retina display, iPad 3, iPad 2, iPad mini, and iPod touch (4th & 5th generations)
- Apple supported OS versions summary: iOS 6 and higher
- Android supported devices: Motorola DROID RAZR MAXX, Motorola Atrix, Motorola Xoom, Samsung Galaxy Tab 2 10.1, Samsung Galaxy S3 & S4, Nexus 7 tablet
- Android supported OS versions summary: 2.3.4 and higher

Considerations

- On Android devices, the Adobe Connect Mobile 2.1 app no longer requires the Adobe AIR Runtime to be installed.
- All features of Adobe Connect Mobile are supported when attending meetings on Adobe Connect Server version **8.2 and higher**, from a supported mobile device.
- New features added in Adobe Connect Mobile 2.1 may not be enabled in all Adobe Connect Server meetings running on an 8.1 or older server.
- Meeting server must be Adobe Connect **7.5.1 or higher** in order to use Adobe Connect Mobile 2.1.

Virtual environments

- Citrix XenApp 6.5
- VMware View 5.1

Additional requirements

Bandwidth: 512Kbps for participants, meeting attendees, and end users of Adobe Connect applications. Connection: DSL/cable (wired connection recommended) for Adobe Connect presenters, administrators, trainers, and event and meeting hosts.

Contact: States may request funds for training equipment through their CMS Regional Office after May 1, 2015 with a copy to the Central Office (Bary.Slovikosky@cms.hhs.gov). As with any equipment purchase, States are required to submit into the S&C/CLIA Automated budget system a CMS 1466 form detailing the equipment requested.

Effective Date: Immediately. This information should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management