



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 15-33-ALL

DATE: May 8, 2015

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group (SCG)

SUBJECT: Training Needs Analysis

Memorandum Summary

Needs Assessment: The SCG Training Team is currently conducting three training needs assessment surveys, targeted at understanding the training needs of Regional Training Administrators (RTA), State Training Coordinators (STC) and surveyors.

Survey Due Date: The surveys are being sent from Centers for Medicare & Medicaid Services (CMS) contractor, Healthcare Management Solutions, to RTA, STC and Surveyor email addresses gathered from our Learning Management System and other sources. The surveys will close on May 20, 2015.

The CMS Survey and Certification Training Team is gathering preliminary data from three groups:

1. A stratified random sample of surveyors of all provider types (State and Regional);
2. All State Training Coordinators; and
3. All Regional Training Administrators

The questionnaires are being sent out, on behalf of CMS, from Healthcare Management Solutions (HMS), LLC. A unique email invitation from Leah McJilton (HMS) with a subject line of "Request for (Surveyor/RTA/STC) Expertise" is being distributed, with information regarding participation in a Training Needs Assessment questionnaire. The questionnaire is brief and should not take more than 10 minutes to complete. The deadline for completion is May 20, 2015.

The purpose of the questionnaire is to assess current training needs directly from end users and utilize feedback in developing a strategic training plan that is customized to meeting those needs. We look forward to receiving this important information from the RTA, STC and surveyor groups, who we believe are among the best qualified to help us understand current training needs and plan effectively for the future.

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For questions or concerns with this survey, please contact Anita Segar at 410-786-4614.

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

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management