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STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: INDIANA

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

The Training Department, within the Bureau of Quality Assurance has a variety of programs which attempt to minimize the inconsistencies among surveyors. For new surveyors we provide two (2) weeks in-house training. During this two week period we review all aspects of the survey process, emphasizing the protocols developed by both the State and Federal agencies. The third week new surveyors are involved in a "mock" survey at a long-term care facility with a training officer, using the knowledge they have learned in-house.

For older surveyors we provide bi-monthly staff meetings. These provide inservice training on documentation, policies and procedures, interpretation of new regulations plus education on pharmacy issues, dental services, and mental health issues to name just a few. In addition, surveyors receive any appropriate directives or updated information through their weekly mail.

The training department also chairs a Quality Assurance Committee monthly. Randomly selected survey reports from each area are reviewed. Each survey is critiqued using the guidelines provided by HCFA in "Principles of Documentation". The comments generated from this meeting are then shared with the Area Supervisors and individual surveyors.

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