

**LARA**  
LICENSING AND REGULATORY AFFAIRS  
CUSTOMER DRIVEN. BUSINESS MINDED.

**Bureau of Health Care Services**

**Joint Provider Surveyor Training**

Roxanne Perry, Director  
Facility Complaint and Investigation Section  
April 9, 2013

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**Long Term Care Division Updates**

1. Fillable form/On-line submission
2. Electronic PoC submission
3. MI – ACTS
4. CIU/Team surveyor cross training
5. Provider trainings

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**Fillable form/On-line submission**  
**(MI Health)**

- Began Mid-February
- Easier for facilities to complete
- Easier to read
- Easier to put in to ACTS

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### Electronic SOD/PoC

- Progress is being made
- Piloting/testing anticipated late summer
- Annual and abbreviated surveys will be sent to facility electronically
- Facility will return PoC electronically

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### Electronic SOD/PoC

- Information technology stakeholder subcommittee has given feedback on draft screen shots
- System will include a public facing website for review of SOD/PoC

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### MI-ACTS

- 3.5 million grant from CMS
- Web-based system for managing facility reported incidents
- Piloted in Michigan and possibly a few other states
- Intended for national implementation

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**MI-ACTS**

Benefit to facility:

- 1) On-line submission
- 2) Identifies if incident is reportable/consistency
- 3) Helps establish best practice
- 4) Assist in root cause analysis
- 5) Ability to run reports on submissions

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**MI-ACTS**

Benefit to State:

- 1) On-line retrieval
- 2) 362 and 363 automatically matched
- 3) No manual data entry
- 4) Consistency
- 5) Ability to run reports

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**Team/CIU Surveyor Cross Training**

- Team surveyors are attending refresher sessions on the complaint/FRI process
- Lansing and Detroit team surveyors will begin writing reports in ACTS
- Objective is to have team surveyors conduct FRI's or complaints when efficient

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### Provider Trainings

- "Emergency Preparedness for LTC Facilities"

Sponsored by the Office of Public Health Preparedness and the BHCS Long Term Care Division

Trainings to take place through out the state from May - October 2013

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### Provider Trainings

- Future topics include: "Standard Survey Through the Eyes of a Surveyor"

Sponsored by the BHCS Training Unit

A one day training for Administrators and Director's of Nursing

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### Keynote Address:

**Dr. Lory Bright-Long, MD,CMD**

*"Reducing Antipsychotic Medication Use in LTC"*

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