



Center for Clinical Standards and Quality

Ref: QSO-23-06-ALL

DATE: January 19, 2023

TO: State Survey Agency Directors

FROM: Directors, Quality, Safety & Oversight Group (QSOG) and Survey & Operations Group (SOG)

SUBJECT: Provider and Supplier Compliance Education Through Quality in Focus (QIF) Trainings

Memorandum Summary

Quality in Focus: CMS developed a series of short (10–15 minutes), Quality in Focus interactive videos tailored for specific provider types. The series aims to increase the quality of care for people with Medicare and Medicaid by reducing the deficiencies most commonly cited during the CMS survey process, such as infection control and accident prevention.

Background:

CMS performs over 100,000 compliance surveys of Medicare and Medicaid-certified providers and suppliers, each year. To increase compliance with CMS' health and safety regulations, CMS has used the findings from those surveys to inform a series of short (10–15 minutes) Quality in Focus interactive training videos tailored for specific provider types. The intent of this initiative is to provide a resource for providers and suppliers to proactively address common compliance concerns and therefore increase the quality of care for patients and residents.

These trainings highlight both specific citation patterns as well as compliance solutions to incorporate into a facility's operational practices.

Each interactive video focuses on a specific health or safety citation, with the goal of helping facilities to proactively identify and prevent these deficiencies in the future.

QIF interactive videos are currently available for:

- **Ambulatory Surgical Center (ASC)**
 - Infection Control Citations
- **Intermediate Care Facility for Individuals with Intellectual Disabilities (IICF/IID)**
 - Program Implementation Citations
- **Community Mental Health Center (CMHC)**
 - Local, State, Tribal Collaboration Process Citations;
- **Hospice**
 - Plan of Care Citations;
- **Psychiatric Residential Treatment Facility (PRTF)**
 - Post-Intervention Debriefing Citations;
- **Skilled Nursing Facility/Nursing Facility (SNF/NFs)**
 - Treatment and Prevention of Pressure Ulcer Citations;
 - Free of Accident Citations;
 - Medication Error Citations;
- **Outpatient Physical Therapy (OPT)**
 - Equipment, Buildings, and Grounds Maintenance Citations;
- **Comprehensive Outreach Rehabilitation Facility (CORF)**
 - Local, State, Tribal Collaboration Process Citations
- **Home Health Agency (HHA)**
 - Incomplete Individualized Plan of Care Citations
- **Rural Health Clinic (RHC)**
 - Preventative Maintenance Program Citations
- **Portable X-ray**
 - Personnel Monitoring Citations
- **End Stage Renal Disease (ESRD)**
 - Cleaning and Disinfecting Citations
- **Hospital**
 - Patient Safety

See the [Quality, Safety & Education Portal Training Catalog](#), and find the videos in the Quality in Focus tab.

Contact:

For questions or concerns relating to this memorandum, please contact QSOG_QSED@cms.hhs.gov

Effective Date:

Immediately. Please communicate to all appropriate staff within 30 days.

/s/

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