

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: OREGON

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.

Quarterly trainings are held for the purpose of informing and educating survey staff in survey methods in order to reduce inconsistency. Regional office staff participate in these trainings in order to clarify regulations and policies and procedures and to interpret HCFA Central Office information.

Other programs regularly incorporated into the quarterly trainings are presentations by specialty survey staff, such as dieticians and social workers; individual and group exercises to measure application of scope and frequency to citations; and exercises to measure consistency in deficiency identification by individual surveyors and survey teams.

As much as possible, survey teams are drawn from a pool for each assignment, allowing for interchange among surveyors.

Bi-weekly staff meetings include instruction on and discussion of survey consistency issues with all staff.

Additional processes to reduce inconsistency include supervisory "round table review" of survey reports together with the survey teams, and a supervisory audit procedure to review reports for consistency between offices.

Quality improvement monitoring is ongoing.

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