

New York

1

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT**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 Bureau of Long Term Care Services evaluates and fosters statewide consistency of the surveillance process. Area Office surveyors are trained to consistently apply federal decision making criteria contained in TASK 6 of Appendix P, Survey Protocol for Long Term Care Facilities. Statements of deficiencies are routinely reviewed by Area Office supervisory staff.

The Central Office Quality Improvement Unit reviews Statements of Deficiencies to ensure statewide uniformity. Area Office Long Term Care Program Directors are informed verbally and in writing of the results of these reviews.

Quality Improvement staff also conduct onsite reviews of the surveillance process. Surveyors performance in regard to consistent application of the survey process is evaluated and feedback is provided to individuals and supervisors.

The Bureau of Long Term Care Services staff respond to code interpretation and surveillance questions from the area offices. These questions and answers are sent to all offices to ensure consistency of code interpretation and application of the survey process.

Various improvement measures to foster consistency are in effect including regularly scheduled meetings with Long Term Care Program Directors from the 6 area offices and workgroups of surveillance staff who are participating in the development of tools to measure and reduce inconsistencies.

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