



Oregon

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NF-22-040 – Provider Alert

Date: July 15, 2022

To: All Nursing Facility Providers

From: Safety, Oversight and Quality Unit,
Office of Aging and People with Disabilities

Subject: **Review Revised CMS Memo QSO-22-19-NH**



Please review the Revised Long-Term Care Surveyor Guidance within [CMS Memo QSO-22-19-NH](#).

Memorandum Summary

- **Revised Surveyor Guidance:** CMS is releasing the following guidance and associated training for nursing home surveyors:
 - Phase 2 and 3 Requirements: Clarifications and technical corrections of Phase 2 guidance issued in 2017, and new guidance for Phase 3 requirements which went into effect in November 28, 2019.
 - Arbitration Requirements: Guidance on the new requirements which became effective September 16, 2019.
- **Effective Date:** Surveyors will begin using this guidance to identify noncompliance on October 24, 2022. This will allow for ample time for surveyors and facilities to be trained on this new information.
- **Training Resources:** Training for surveyors and providers is available in the Quality, Safety, and Education Portal (QSEP) (<https://qsep.cms.gov/welcome.aspx>) that will explain the updates and changes of the regulations and guidance.
- **Complaint and Facility Reported Incidents (FRIs):** CMS revised the guidance in Chapter 5 and related exhibits of the State Operations Manual (SOM) to strengthen the oversight of nursing home complaints and FRIs.

- CMS also revised its guidance for all Medicare-certified provider/supplier types to improve consistency across the State agencies in their communication to complainants.
- **Psychosocial Outcome Severity Guide:** CMS revised guidance to clarify the reasonable person concept and examples across the different severity levels.

If you have licensing questions, please contact your licensing team:

Nursing Facilities: NF.licensing@dhsosha.state.or.us

Oregon Department of Human Services website: www.oregon.gov/DHS/