



# Oregon

Kate Brown, Governor

**Department of Human Services**

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TO: Residential Care and Assisted  
Living Facilities



FROM: Safety, Oversight and  
Quality

**RE: Quality Measurement Program – Upcoming Webinars**

Earlier this month a Provider Alert was sent out announcing the dates and times for webinars that will address the reporting of quality metrics. This Alert provides information on accessing each webinar. These series of webinars provide crucial information on the Quality Metrics Program that will begin in so facilities are prepared to begin tracking data in January of 2020. Dates and times with access information to the webinars are as follows:

### **Webinar #1 – Introduction to Quality Metrics**

*This webinar will provide an overview of each metric and explain in detail what facilities need to track and report in order to comply with the new law. We will also discuss the process for facilities to register for access to the Quality Measurement Application to report data.*

Tuesday, December 10, 2019, 10:00 – 11:30 am

[Join Skype Meeting, or by phone at 1-\(503\)\\_-934-1400, Conference ID 69090784#](#)

Thursday, December 12, 2019, 2:00 – 3:30 pm

[Join Skype Meeting or by phone at 1-\(503\) 934-1400, Conference ID 97590340#](#)

Friday, December 13, 2019, 10:00 – 11:30 am

[Join Skype Meeting or by phone at 1-\(503\) 934-1400, Conference ID 54458451#](#)

### **Webinar #2 – All About Metric #5**

*This webinar will offer information on Metric #5, which requires all facilities to contract with an independent 3<sup>rd</sup> party consultant to conduct a resident satisfaction survey. We will talk about how to find approved vendors, options for contracting, and how data will be reported for this metric.*

Tuesday, December 17, 2019, 10:00 – 11:30 am

[Join Skype Meeting](#) or by phone at 1-(503) 934-1400, Conference ID 12157128#

Thursday, December 19, 2019, 2:00 – 3:30 pm

[Join Skype Meeting](#) or by phone at 1- (503) 934-1400, Conference ID 98202128#

Friday, December 20, 2019, 10:00 – 11:30 am

[Join Skype Meeting](#) or by phone at 1 (503) 934-1400, Conference ID 4403594#

### **Webinar #3 – Quality Metrics Portal Login and Navigation**

*This webinar will provide an opportunity for participants to take a guided tour through the Quality Metrics Application that all facilities must use to report data.*

Tuesday, January 7, 2020, 10:00 – 11:30 am

[Join Skype Meeting](#) or by phone at 1 (503) 934-1400, Conference ID 4633649#

Thursday, January 9, 2020, 2:00 – 3:30 pm

[Join Skype Meeting](#) or by phone at 1 (503) 934-1400, Conference ID 68757011#

Friday, January 10, 2020, 10:00 – 11:30 am

[Join Skype Meeting](#) or by phone at 1 (503) 934-1400, Conference ID 69125233#

Each webinar will be presented three times. No registration is needed, but space is limited. We encourage staff in each facility to participate in the webinar together (view on the same computer).

If you unable to attend any of the scheduled webinars, there will be a recording of each which can be accessed at <https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/Quality-Metrics.aspx>.

DHS will also hold monthly Quality Metrics Q & A webinars in 2020 so you can ask any questions you may have. Stay tuned for the dates of these webinars – they'll be coming to you in December.