

# CMS Advisory Services for Health Care Systems

Prepare for or Respond  
to a CMS Survey



System accreditation leaders face many challenges ensuring CMS compliance across their systems. Resources and budgets are decreasing. There are approximately 128,000 pages of regulations a hospital needs to follow daily across CMS, OSHA, state, Joint Commission, CDC, and others. CMS requirements are complex and constantly changing and it's hard to understand the intent and interpretive guidelines of the regulations and what the CMS surveyors are looking for during a CMS survey. Not to mention that establishing clear accountability across the system is difficult.

Many system accreditation leaders underestimate the likelihood that CMS will visit and find noncompliance. Did you know that sixty calendar days after a Joint Commission survey, a system is at risk for a full CMS validation survey? Health care consumerization is also increasing survey likelihood, because patients, now bearing more of the cost, are more apt to complain. Evidence confirms CMS surveys are on the rise. Survey and certification requests increased \$40 million in 2017 and CMS has increased its budget to conduct 55,600 complaint surveys\*. Given the likelihood of a CMS visit, systems need to proactively prepare and respond.

## Let JCR CMS experts help you be proactive

JCR experts can help your system sites achieve and maintain compliance with the CMS CoPs before, during and after a CMS survey in order to help your system maintain Medicare and Medicaid reimbursement. Our experts work with you to help identify challenges, cultivate tailored solutions, structure activities and interact/advocate with key stakeholders across the continuum of care. JCR CMS experts can also help identify which federal, state, and local regulations apply to your system's geographic locations.

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“We had our validation survey this week and at the Exit Summary we received NO (zero) clinical deficiencies. I would like to personally thank your team for all of their expertise in assisting us with our overall compliance and success. I appreciated your quick response earlier this year to get your team here as quickly as possible! I felt very defeated after your team left based on all the deficiencies they noted, but we picked ourselves up and completed the mission. We are truly a better organization and I am so very proud of our team.”

**Chief Nursing Officer**  
Large Health System

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## JCR Offers Systems a Model for Continuous Readiness

JCR offers a system model for preparing for and responding to CMS with the goal of continuous readiness. We work with your accreditation leader to help assess readiness with the CMS Conditions of Participation (CoPs) in real-time so your system is prepared and survey-ready. Mock surveys are conducted which informs a plan, so that any gaps in compliance can be addressed. If you have to respond to CMS, a dedicated JCR CMS consultant can be onsite within 24 hours to help you work through your statement of deficiencies and assist you with developing your plan of corrections so improvements can be implemented, putting your compliance back on track.

### JCR CMS Advisory Services is the only solution for your system that:

- Provides consultants who are all former state and federal surveyors trained by CMS
- Offers pay as you need off-site advisory services which includes phone and/or email access to a JCR CMS expert, billed monthly at an hourly rate
- Has a seat at the table with CMS so we are always up to date on changes
- Can have a JCR consultant onsite within 24 hours of CMS arriving to provide guidance
- Has a 100% acceptance rate from CMS on our clients' plan of corrections
- Includes free 60-day access to CMSAccess®, a convenient, all-in-one portal to the latest information about Medicare certification, requirements, and survey methodology

You do not have to be accredited by The Joint Commission to work with JCR CMS experts. We have specialized consultants in the following areas to help with CMS compliance:

- Ambulatory Surgical Centers
- Dialysis Centers
- EMTALA
- Home Health and Hospice
- Hospitals
- Long Term Care Facilities
- Organ Transplant
- Psychiatric Hospitals

	PLAN ➡	ONSITE ➡	REPORT ➡	CLOSE GAPS
<b>PREPARE</b>	<ul style="list-style-type: none"> <li>- Schedule consultant</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct mock survey</li> <li>- Specialized consultants for focus areas: EMTALA, SNF, life safety</li> </ul>	<ul style="list-style-type: none"> <li>- Uses principles of documentation</li> <li>- Full report within 10 business days</li> <li>- Executive summary</li> </ul>	<ul style="list-style-type: none"> <li>- Implement improvements</li> </ul>
<b>RESPOND</b>	<ul style="list-style-type: none"> <li>- Onsite in 24 hours</li> </ul>	<ul style="list-style-type: none"> <li>- Dedicated consultant works through statement deficiencies</li> </ul>	<ul style="list-style-type: none"> <li>- Plan of corrections</li> </ul>	<ul style="list-style-type: none"> <li>- Implement solutions</li> </ul>

**For more information about CMS Advisory Services call 630.268.7400 or visit [www.jcrinc.com/consulting/](http://www.jcrinc.com/consulting/).**



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\*Source: <https://www.hhs.gov/about/budget/fy2017/budget-in-brief/cms/program-management/index.html>