

REGULATORY SERVICES

Facility Services

Work Measurement Study for the Period April 2005 - October 2005

Final Report

July 2006

Prepared by

Performance & Workload Measurement Unit Office of Budget & Data Management Services

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BACKGROUND

At the request of DADS Assistant Commissioner for Regulatory Services, Veronda Durden, and DADS Chief Financial Officer, Gordon Taylor, the work measurement study (WMS) of Regulatory Services Facility Services surveyors was conducted by the Performance and Workload Measurement (PWM) unit.

The study provides valid and reliable information about the amount of time Facility Services surveyors spend on regulatory and related activities.

Additionally, study results provide:

- information for evaluating the impact of program and policy changes on conducting compliance reviews, and;
- analytical tools for use by budget staff in the development of the:
 - Legislative Appropriations Request,
 - Equity of Service Statement, and;
 - Federal Budget Call Letter.

STUDY DESIGN

Methodology

To develop Facility Services surveyor standards and percentages of time with a high degree of statistical reliability, PWM employed a simple random sampling methodology. The sampling occurred in two stages:

- 1) start dates (day to start recording work activities) were randomly assigned to participants, and,
- 2) time samples (recording of activity) were randomly collected from each participant using Personal Digital Assistants (PDA's).

Participation

The scheduled six month Facility Services study period was April 2005 – September 2005. However, because of participant scheduling conflicts and delays in participant completion, the actual participation period was extended into October 2005 for a limited number of participants.

All Facility Services surveyors were asked to participate in the study and a total of 317 surveyors completed the study.

Each Facility Services surveyor participated for at least 104 work hours while submitting a minimum of 239 completed time samples. If a participant was not at work because of annual, sick, or compensatory leave, their participation dates were extended to reach the minimum number of samples required.

During the individual study periods, participants were asked to use a PDA set to emit random signals (optional beep or vibration) at an average of 2.5 times an hour. Participants were required to have the device on whenever they were working, including work occurring outside their normal assigned hours (See Appendix A).

Data Collection

Participants were asked for basic identification and work environment information at the beginning of the study. Throughout the study, participants entered activity information directly into the PDA.

Each time the device signaled, the participant recorded the corresponding Program/Facility Type, Compliance Review Type, and Activity Type they were performing at the moment of the signal (see Appendix B). Interactive PDA menu selections automated the recording of activities. Travel and lunch times were entered into the PDA using special manual procedures.

Participants were required to submit collected data at least once per week via the PDA "hot-sync" method that electronically transmitted their data to the PWM server (See Appendix C).

Confidence Intervals

When sampling is used to collect information, the intent is to draw conclusions about the universe from which the samples are selected. There is always a margin of error associated with this generalization process. The 95% confidence interval is the standard statistical index of the margin of error.

Because of the large number of samples collected throughout the Regulatory Services study (over 80,000 time samples); data for the percentages of time participants spent in given activities and standard times calculated are precise. A 95% confidence interval was achieved at the statewide and regional level.

Data Integrity

To ensure data integrity, there were a number of quality assurance steps and techniques employed, such as:

- extensive one-on-one phone training and instruction, with written instructions (see Appendix C);
- PDA automated menus allowing only logical activity entry combinations;
- PWM analysts reviewed participant submitted data throughout the study period;
- PWM analysts established data-cleaning procedures to capture and correct data entry errors prior to analysis of the data;
- a random sample of participant-collected study data was cross checked with actual program data records; and
- the standard times derived from study data was reviewed with program subject matter experts.

KEY FINDINGS

Standard Times

Of the twenty-eight (28) possible standard time combinations (the average amount of time to perform a given compliance review within a given Facility Services Program/Facility Type), eighteen (18) combinations had sufficient data to support standard times:

Nursing Facility	Resurvey/Recertification	226 hours	and	18 minutes
	Follow Up	5 hours	and	3 minutes
	Complaint/Incident	36 hours	and	13 minutes
	Change in Status	40 hours	and	17 minutes
	Monitoring	20 hours	and	35 minutes
ICE MD/DC Facility	Decument/Deceptification	01 hours	and	22 minutes
ICF-MR/RC Facility	Resurvey/Recertification	81 hours	and	33 minutes
	Follow Up	14 hours	and	9 minutes
	Complaint/Incident	40 hours	and	44 minutes
Assisted Living Facility	Initial	31 hours	and	55 minutes
	Follow Up	5 hours	and	49 minutes
	Relicensure	15 hours	and	8 minutes
	Complaint/Incident	20 hours	and	39 minutes
Adult Day Care Facility	Initial	14 hours	and	24 minutes
Addit Day Oale Facility				
	Follow Up	1 hour	and	48 minutes
	Relicensure	7 hours	and	59 minutes
	Complaint/Incident	10 hours	and	7 minutes
Unlicensed Facility	Follow Up	4 hours	and	41 minutes
	Complaint/Incident	13 hours	and	8 minutes

Program/Facility Types

Surveyors spent the following percentages of time on Program/Facility types:

Nursing Facility	58.3%
ICF-MR/RC Facility	16.6%
Assisted Living Facility	8.0%
Adult Day Care Facility	1.0%
Unlicensed Facility	0.5%
General Program Related	12.8%
Non-work	2.7%

Compliance Review Types

Surveyors spent the following percentages of time on Compliance Review types:

Resurvey/Recertification	51.8%
Complaint/Incident	31.9%
Relicensure	7.5%
Follow Up	5.5%
Initial	2.3%
Change in Status	0.7%
Monitoring Visit	0.4%

Activity Types

When activities are put into functional groups, over half of the time spent on Compliance Reviews is dedicated to the Survey functional grouping:

Survey	Record Review Information Gathering	17.9%
54.2%	Observation Information Gathering	13.3%
	Interview Information Gathering	10.6%
	Information Analysis	7.4%
	Daily & Final Exit	2.8%
	Entrance	2.2%
Preparation & Reporting	Report Generation	27.9%
33.1%	Pre-survey Preparation	5.2%
Travel-related	Travel	12.3%
12.7%	Trip planning & Post	0.4%

RESULTS

Standard Times Defined

Standard times are the average time to perform or complete a given compliance review within a given Facility Services Program/Facility Type. The standard time calculated for compliance review completion incorporates all time spent by surveyors, whether individually or collectively. The time samples reported and compliance reviews (as defined in Appendix B) completed by surveyors served as the basis for developing standard times and for determining percentages of time devoted to work activities.

To ensure statistical reliability, this report presents standard times for Program/Facility/Compliance Review Type combinations only where sufficient data is available. Where time samples reported or compliance reviews completed within a Program/Facility/Compliance Review Type combination were non-existent or too low for reliable calculation, **NS** (not sufficient) is listed. Unfeasible Program/Facility/Compliance Review Type combinations are grayed out.

Standard times are stated in hours and minutes (i.e., a standard time of 1:15 is equal to one hour and fifteen minutes).

Program/Facility Types Defined

- Nursing Facility (NF): A facility licensed to provide organized and structured nursing care and services. The facility may be certified to participate in the Medicare/Medicaid program. If the facility is licensed-only, it is called a private pay facility. If the facility is certified, then it may be made up of a combination of Title 18, Title 19, and non-participating beds and/or a nursing facility that is located in a hospital and licensed by the Department of State Health Services (DSHS). The nursing facility is certified to participate in the Medicare program by Regulatory Services. With exceptions, license renewal occurs bi-annually.
- ICF-MR/RC Facility: An intermediate-care facility that provides services to persons with mental retardation or a related condition (ICFMR/RC). All private facilities are licensed by Regulatory Services. State operated facilities (state schools, state centers, and community centers) are not licensed by Regulatory Services; however, all ICFMR/RC facilities are certified to participate in the Medicaid (Title 19) program. With exceptions, license renewal occurs bi-annually.
- Assisted Living Facility (ALF): A facility that provides needed supervision or assistance with routine living activities. These licensed-only facilities provide food, shelter and personal care services to four (4) or more residents in a residential setting. Assisted living facilities are not certified but must receive license renewals annually.
- Adult Day Care Facility (ADC): A facility that provides services regularly, but not overnight, to
 elderly or disabled. These licensed-only facilities provide day services to four (4) or more adults
 through structured programs designed to meet the needs of the elderly or disabled. Adult day
 care facilities are not certified but must receive license renewals annually.
- Unlicensed Facility (UF): An unlicensed facility of any kind except for ICF-MR/RC, state schools, state centers, community centers and SNF's.
- **General Program-Related:** Performance of Regulatory Services associated activities but the duties cannot be identified with a specific Program/Facility Type. Examples include: attending seminars or training, performing State Agency Quality Improvement Program Reviews, filing handbooks, etc.
- **Non-Work:** Performance of Non-Work related activities during the paid workday. Examples include: personal phone calls, breaks and speaking with PWM staff.

Compliance Review Types Defined

- **Initial:** A compliance review conducted to determine initial compliance with certification and/or state licensing.
- Resurvey/Recertification: A compliance review for recertification of facilities.
- **Follow Up:** A compliance review conducted to determine if corrective action has been met for deficiencies/violations cited during a previous compliance review.
- **Relicensure:** A compliance review conducted to determine compliance with state licensing regulations only on licensed only facilities.
- **Complaint/Incident:** Intake and investigation of a facility concerning allegations or incidents reported to Regulatory Services.
- Monitoring Visit: Monitoring of a facility (on-site or telephone contact) for financial distress, emergency situation, adverse consequence, special situation, voluntary withdrawal, closure or enforcement action.
- Change in Status: Changes for a facility; such as, change in management, change in ownership, and change in number of clients/beds, change in bed classification or status verification.

Standard Times for Program/Facility Types by Compliance Review Type

The WMS instrument gathered Facility Services-specific information on five (5) Program/Facility Types, seven (7) Compliance Review Types, and ten (10) Activity Types (See Appendix B).

Of the twenty-eight (28) possible standard time calculations for Program/Facility Types by compliance review combinations, eighteen (18) combinations had sufficient data to support standard times (See Table-1).

Table 1 provides the standard times for Program/Facility Types by Compliance Review combination.

Table-1. Standard Times in Hours and Minutes by Program/Facility Type by Compliance Review

Program/ Facility Type	Initial	Resurvey/ Recertification	Follow Up	Relicensure	Complaint /Incident	Change in Status	Monitoring Visit
Nursing Facility	NS	226:18	5:03	NS	36:13	40:17	20:35
ICF-MR/RC Facility	NS	81:33	14:09	NS	40:44	NS	NS
Assisted Living Facility	31:55		5:49	15:08	20:39	NS	NS
Adult Day Care Facility	14:24		1:48	7:59	10:07	NS	NS
Unlicensed Facility			4:41		13:08		

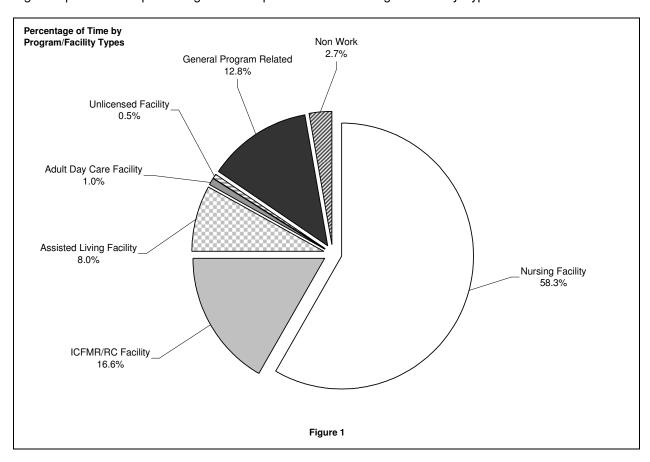
Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

Percentage of Time by Program/Facility Type

For all Program/Facility Types, Nursing Facilities (58.3%) and ICF-MR/RC Facilities (16.6%) encompass nearly seventy-five (74.9%) percent of surveyor time.

Assisted Living Facilities (8.0%), Adult Day Care Facilities (1.0%) and Unlicensed Facilities (0.5%) account for less than ten (9.5%) percent of surveyor time.

Figure 1 provides the percentage of time spent within each Program/Facility Type.



Facility Services - Program/Facility Types

•	Nursing Facility	58.3%
•	ICF-MR/RC Facility	16.6%
•	General Program Related	12.8%
•	Assisted Living Facility	8.0%
•	Non-work	2.7%
•	Adult Day Care Facility	1.0%
•	Unlicensed Facility	0.5%

The following pages provide analysis of the compliance review-related information presented in Figure 1.1

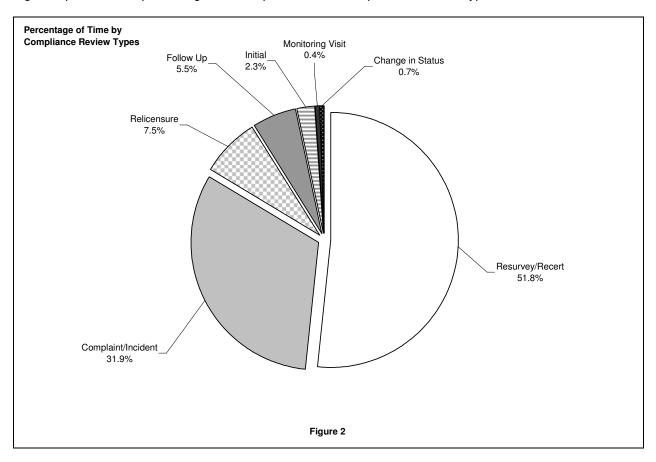
¹ General Program Related and Non-work Program/Facility Types do not have associated Compliance Review or Activity Types.

Percentage of Time by Compliance Review Type

For all Compliance Review Types, Resurvey/Recertification (51.8%) and Complaint/Incident (31.9%) account for nearly eighty-four (83.7%) percent of compliance review time spent by surveyors.

Relicensure (7.5%), Follow Up (5.5%), and Initial (2.3%) comprise over fifteen (15.3%) percent of all other Compliance Review Type activity

Figure 2 provides the percentage of time spent in each Compliance Review Type.



Facility Services – Compliance Review Types

•	Resurvey/Recertification	51.8%
•	Complaint/Incident	31.9%
•	Relicensure	7.5%
•	Follow Up	5.5%
•	Initial	2.3%
•	Change In Status	0.7%
•	Monitoring Visit	0.4%

The following pages provide analysis of Compliance Review Type data within each Program/Facility Type.

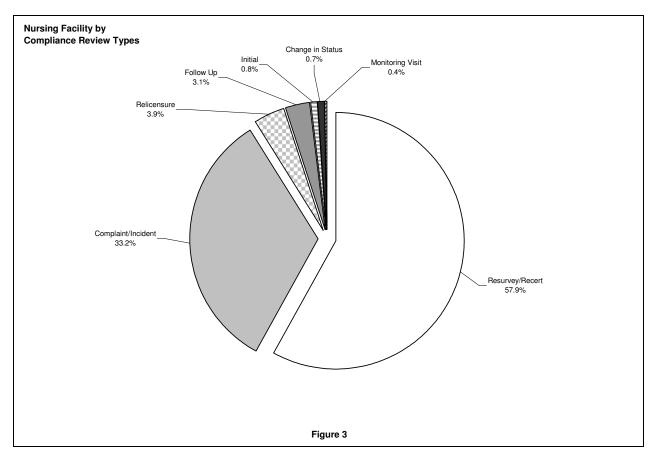
Percentage of Time by Compliance Review Type for each Program/Facility Type

Nursing Facilities: Previously, Figure 1 showed that Nursing Facilities comprise over fifty-eight (58.3%) percent of all time spent by surveyors.

For Compliance Review Types within a Nursing Facility, Resurvey/Recertification (57.9%) and Complaint/Incident (33.2%) account for over ninety-one (91.1%) percent of time spent by surveyors.

Relicensure (3.9%), Follow Up (3.1%), and Initial (0.8%) encompass nearly eight (7.8%) percent.

Figure 3 provides the percent of time spent in each Compliance Review Type within a Nursing Facility.



Nursing Facility - Compliance Review Types

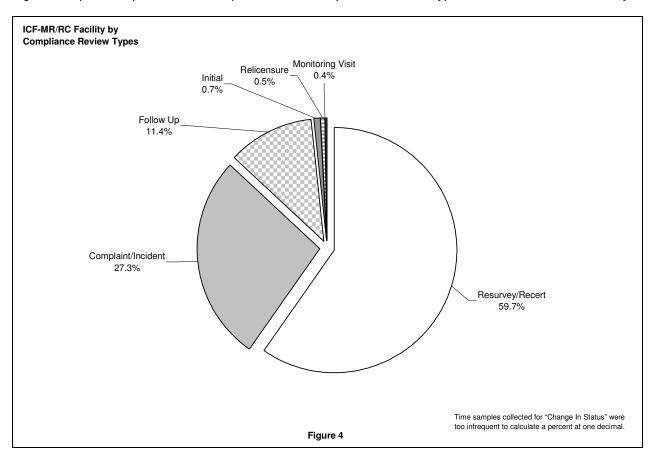
•	Resurvey/Recertification	57.9%
•	Complaint/Incident	33.2%
•	Relicensure	3.9%
•	Follow Up	3.1%
•	Initial	0.8%
•	Change In Status	0.7%
•	Monitoring Visit	0.4%

ICF-MR/RC Facilities: Previously, Figure 1 showed that ICF-MR/RC Facilities account for nearly seventeen (16.6%) percent of time spent by surveyors.

For Compliance Review Types within an ICF-MR/RC Facility, Resurvey/Recertification (59.7%) and Complaint/Incident (27.3%) make up eighty-seven (87.0%) percent of time spent by surveyors.

Follow Up encompass over eleven (11.4%) percent of surveyor time while all other Compliance Review Types account for less than one (1.0%) percent each. Time samples collected for Change In Status were too infrequent to calculate a percent at one decimal.

Figure 4 depicts the percent of time spent in each Compliance Review Type within an ICF-MR/RC facility.



ICF-MR/RC Facility - Compliance Review Types

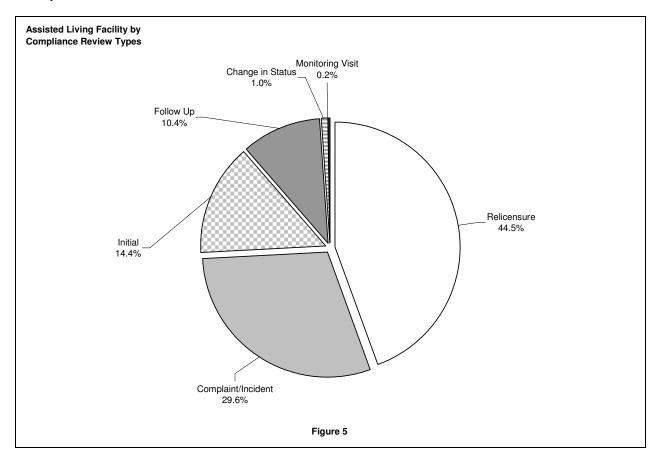
•	Resurvey/Recertification	59.7%
•	Complaint/Incident	27.3%
•	Follow Up	11.4%
•	Initial	0.7%
•	Relicensure	0.5%
•	Monitoring Visit	0.4%

Assisted Living Facilities: Previously, Figure 1 showed that Assisted Living Facilities account for eight (8.0%) percent of time spent by surveyors.

For Compliance Review Types within an Assisted Living Facility, Relicensure (44.5%) and Complaint/Incident (29.6%) constitute over seventy-four (74.1%) percent of time spent by surveyors.

Initial (14.4%), Follow Up (10.4%), and Change in Status (1.0%) account for nearly twenty-six (25.8%) percent of the remaining time spent by surveyors.

Figure 5 shows the percent of time spent in each Compliance Review Type within an Assisted Living Facility.



Assisted Living Facility - Compliance Review Types

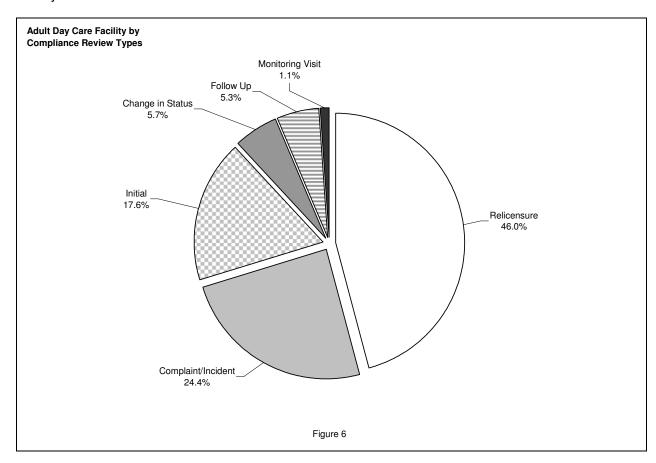
•	Relicensure	44.5%
•	Complaint/Incident	29.6%
•	Initial	14.4%
•	Follow Up	10.4%
•	Change In Status	1.0%
•	Monitoring Visit	0.2%

Adult Day Care Facilities: Previously, Figure 1 showed that Adult Day Care Facilities encompass one (1.0%) percent of all time spent by surveyors.

For Compliance Review Types calculated within an Adult Day Care Facility, Relicensure (46.0%), Complaint/Incident (24.4%), and Initial (17.6%) account for eighty-eight (88.0%) percent of time spent by surveyors.

Change in Status (5.7%), Follow Up (5.3%), and Monitoring Visit (1.1%) comprise the remaining surveyor time

Figure 6 provides the percent of time spent in each Compliance Review Type within an Adult Day Care Facility.



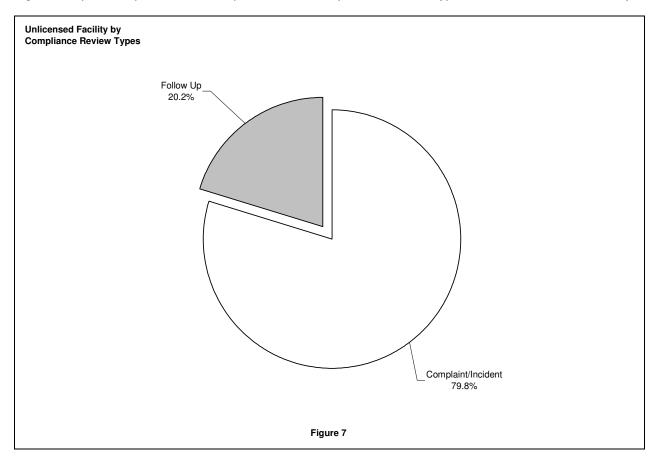
Adult Day Care Facility - Compliance Review Types

•	Relicensure	46.0%
•	Complaint/Incident	24.4%
•	Initial	17.6%
•	Change In Status	5.7%
•	Follow Up	5.3%
•	Monitoring Visit	1.1%

Unlicensed Facilities: Previously, Figure 1 showed that Unlicensed Facilities account for less than one (0.5%) percent of all time spent by surveyors.

For Compliance Review Types re-calculated within an Unlicensed Facility, the percent of time spent by surveyors is split between Complaint/Incident (79.8%) and Follow Up (20.2%).

Figure 7 depicts the percent of time spent in each Compliance Review Type within an Unlicensed Facility.



Unlicensed Facility – Compliance Review Types

•	Complaint/Incident	79.8%
•	Follow Up	20.2%

The following pages provide further analysis of Program/Facility Types and Compliance Review Types by breaking down the data by Activity Types.

Activity Types Defined

The PDA study instrument allowed an activity selection from a list of ten (10) Activity Types:

- Pre-survey Preparation: Any activity (except trip planning & actual travel) related to a specific compliance review occurring prior to the entrance conference.
- **Entrance**: A conference with facility staff stating the purpose of the compliance review and requesting information necessary to conduct the compliance review (including staff introductions.)
- **Record Review Information Gathering**: Information gathered through review of documented sources, such as records, reports, electronic records, etc.
- **Observation Information Gathering**: Information gathered about the residents, environment, and physical plant. Including formal environmental compliance reviews or impromptu discoveries.
- Interview Information Gathering²: Information gathered through conversations with staff, residents, family members, etc.
- **Information Analysis**: Evaluating information to determine compliance with certification and/or state licensing requirements. Including team meetings or discussions with PM or other surveyors.
- Daily & Final Exit: Conveying findings and recommendations of the compliance review.
- **Report Generation**: Completion of forms, reports, notes, narratives, referrals, statement of deficiencies or citations of the compliance review. Includes attending enforcement meetings.
- **Travel**: Travel related to compliance review. Actual travel as well as walking to and from mode of transportation. Wait time at the airport.
- **Trip Planning & Post**: Planning trip (making hotel, car, plane reservations, printing map, etc.). Compiling trip receipts and submission for reimbursement.

Percentage of Time by Activity Types

For all Compliance Review Types, Report Generation comprised nearly twenty-eight (27.9%) percent of surveyor time spent in compliance review-related activities. Report Generation was the single largest proportion of time required of surveyors.

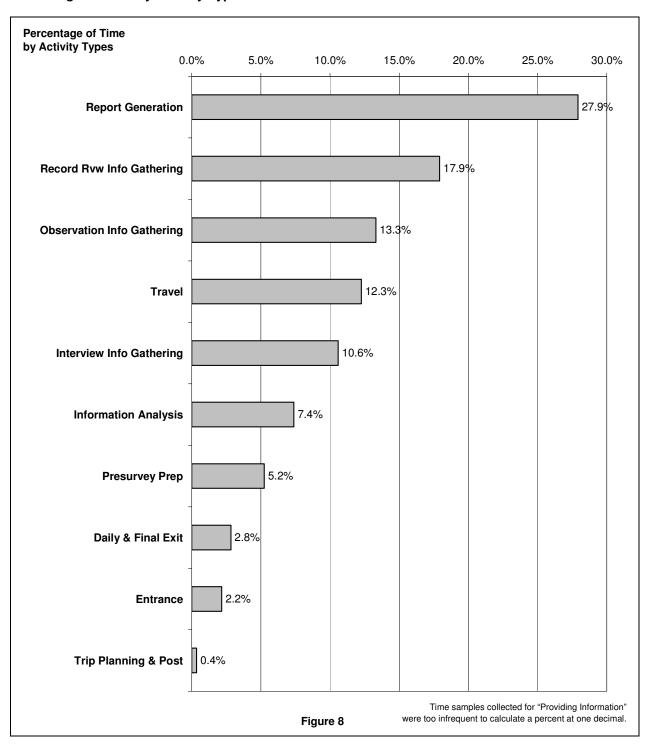
Record Review Information Gathering (17.9%) and Observation Information Gathering (13.3%) were the second and third most time consuming activities.

Travel and Trip Planning & Post accounted for nearly thirteen (12.7%) percent of surveyor time.

On the following page, Figure 8 depicts the percent of surveyor time spent in each Activity Type for all Compliance Review Types.

² For Unlicensed facilities, "Providing Information," defined as preparing or disseminating information related to service delivery specific to Unlicensed Facilities (Including inquiries and technical assistance) was added to the Activity selection list and "Interview Information Gathering" was deleted.

Percentage of Time by Activity Types



The following pages analyze Figure 8 data by Functional Groups and applicable Program/Facility Types³.

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³ The Program/Facility Types "General Program Related" and "Non-work" do not have associated Compliance Review Types or Activity Types.

Functional Groups Defined

To facilitate the ensuing analysis, related Activity Types were divided into three (3) functional groups to show the percentage of time spent. The following table summarizes the functional groups:

Table-2 Functional Groups

	Preparation & Reporting	Survey	Travel-related
Activity	Pre-survey Preparation	Entrance	Travel
Type	Report Generation	Record Review Information Gathering	Trip Planning &
		Observation Information Gathering	Post
		Interview Information Gathering/Providing	
		Information	
		Information Analysis	
		Daily & Final Exit	

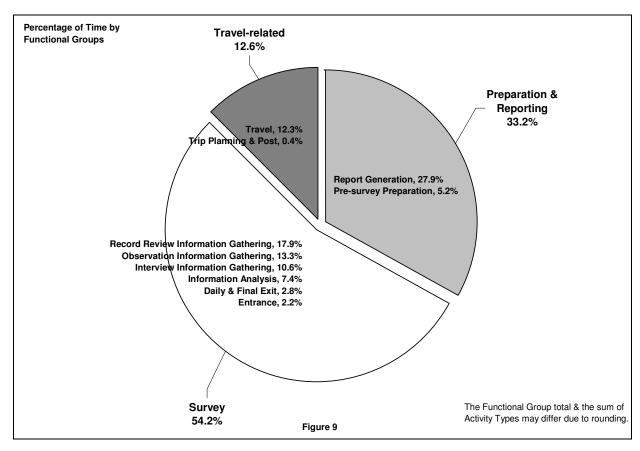
Percentage of Time by Functional Groups for Program/Facility Types

The Survey functional group comprises over fifty-four (54.2%) percent of surveyor time. Within the Survey functional group, surveyors spent the most time in Record Review Information Gathering (17.9%), Observation Information Gathering (13.3%), and Interview Information Gathering (10.6%).

Preparation and Reporting activities account for approximately thirty-three (33.2%) percent of surveyor time with Report Generation (27.9%) occupying the most time within the functional group.

Travel-related activities encompass nearly thirteen (12.6%) percent of surveyor time.





The following pages provide further analysis and comparison of Activity Types by Program/Facility Type.

Percentage of Time Comparison of Program/Facility Type by Functional Group

Previously, Figure 9 showed that the percentage of time spent within Functional Groups for all combined Compliance Review Types consisted of the following:

• Preparation and Reporting: thirty-three (33.2%) percent

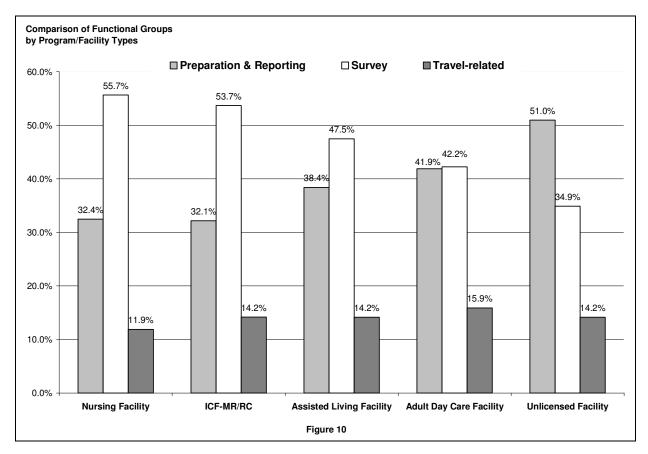
• Survey: fifty-four (54.2%) percent

Travel-related: thirteen (12.6%) percent

When calculated for each Program/Facility Type, the division of time spent by surveyors within Functional Groups differs slightly from the combined Compliance Review Type percentages:

- Nursing Facilities and ICF-MR/RC Facilities displayed a similar correlation to the combined Compliance Review Type breakdown.
- Preparation and Reporting activities encompassed far more time for Assisted Living Facilities (38.4%), Adult Day Care Facilities (41.9%), and Unlicensed Facilities (51.0%), with corresponding reductions in time within the Survey Functional Group.
- Travel-related percentages remained fairly consistent across all facilities, with a slightly lower percentage in Nursing Facilities.

Figure 10 depicts Program/Facility Types by the percentage of time spent within each Functional Group.



The following pages provide individual analysis of each Program/Facility Type depicted in Figure 10 by Functional Group.

Nursing Facility

For Activity Types within a Nursing Facility, the Survey functional group involves nearly fifty-six (55.7%) percent of surveyor time.

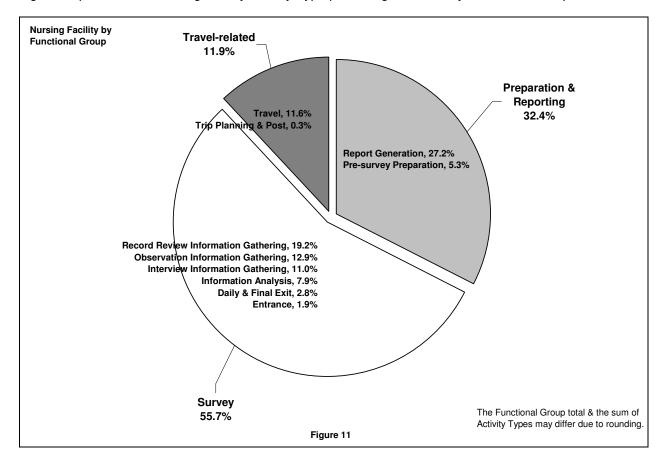
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (19.2%),
- Observation Information Gathering (12.9%), and
- Interview Information Gathering (11.0%).

Preparation and Reporting activities encompass over thirty-two (32.4%) percent of surveyor time with Report Generation (27.2%) comprising the largest proportion of the time.

Travel-related activities account for nearly twelve (11.9%) percent with Travel (11.6%) making up nearly all of the time spent.

Figure 11 provides the Nursing Facility Activity Type percentages of time by Functional Group.



ICF-MR/RC Facility

For Activity Types within an ICF-MR/RC Facility, the Survey functional group account for the largest proportion of surveyor time spent at nearly fifty-four (53.7%) percent.

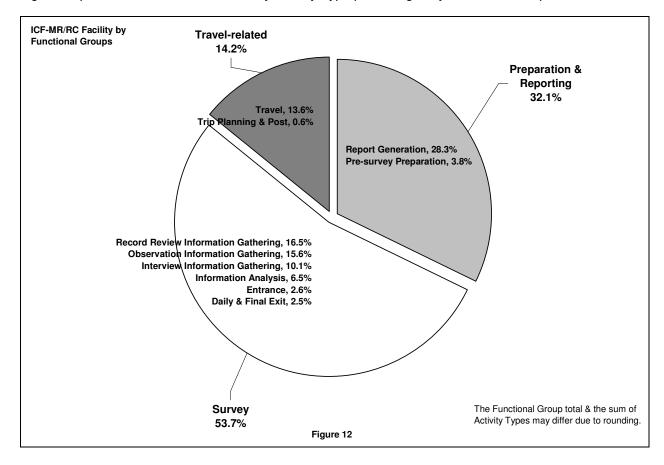
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (16.5%),
- Observation Information Gathering (15.6%), and
- Interview Information Gathering (10.1%).

Preparation and Reporting activities comprise approximately thirty-two (32.1%) percent of surveyor time with Report Generation (28.3%) comprising the greatest proportion of time.

Travel-related activities account for over fourteen (14.2%) percent with Travel (13.6%) making up nearly all of this time.

Figure 12 provides the ICF-MR/RC Facility Activity Type percentages by functional Group.



Assisted Living Facility

For Activity Types within an Assisted Living Facility, the Survey functional group account for the largest proportion of surveyor time spent at nearly forty-eight (47.5%) percent.

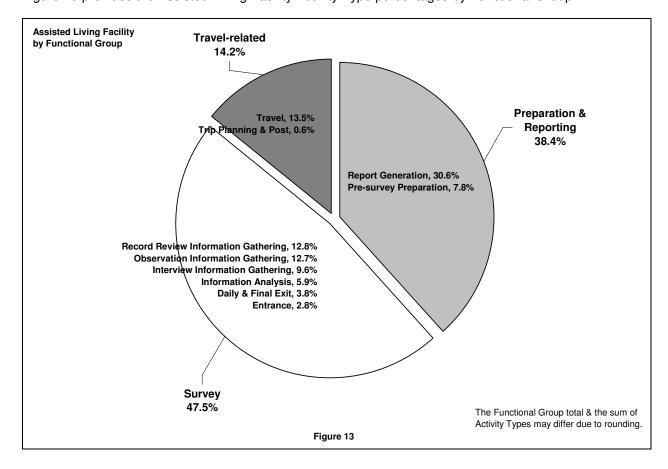
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (12.8%),
- Observation Information Gathering (12.7%), and
- Interview Information Gathering (9.6%).

Preparation and Reporting activities comprise over thirty-eight (38.4%) percent of surveyor time with Report Generation (30.6%) requiring the greatest proportion of time.

Travel-related activities account for approximately fourteen (14.2%) percent with Travel (13.5%) making up the greatest amount of this time.

Figure 13 provides the Assisted Living Facility Activity Type percentages by Functional Group.



Adult Day Care Facility

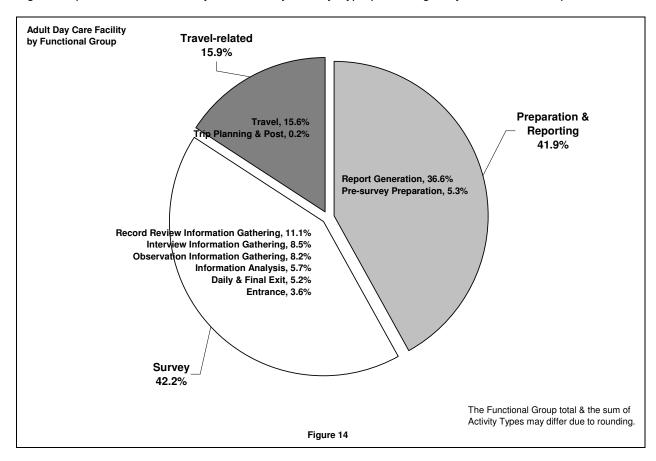
For Activity Types within an Adult Day Care Facility, surveyor time is split between the Survey functional group at over forty-two (42.2%) percent and Preparation and Reporting functional group at nearly forty-two (41.9%) percent.

Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (11.1%),
- Interview Information Gathering (8.5%), and
- Observation Information Gathering (8.2%).

Travel-related activities account for nearly sixteen (15.9%) percent of surveyor time with nearly the entire total consisting of Travel (15.6%).

Figure 14 provides the Adult Day Care Facility Activity Type percentages by Functional Group.



Unlicensed Facility

For Activity Types within an Unlicensed Facility, fifty-one (51.0%) percent of surveyor time consists of Preparation and Reporting. Report Generation (42.0%) is the single largest Activity Type demand on surveyor time for an Unlicensed Facility.

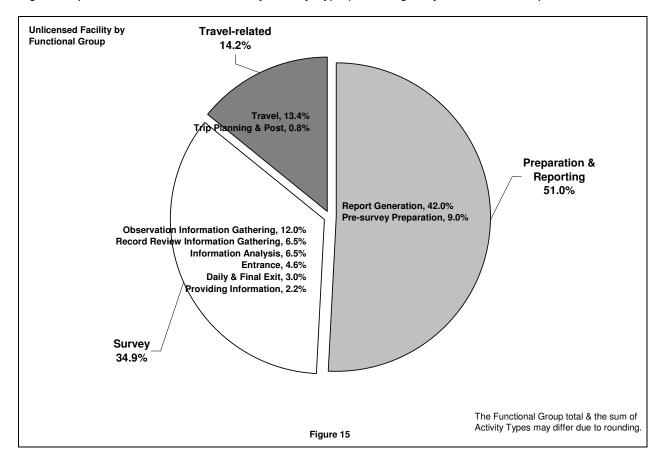
Survey activities account for nearly thirty-five (34.9%) percent of surveyor time.

Within the Survey functional group, surveyors spent the most time performing:

- Observation Information Gathering (12.0%),
- Record Review Information Gathering (6.5%), and
- Information Analysis (6.5%).

Travel-related activities account for over fourteen (14.2%) percent of time with Travel (13.4%) occupying the largest portion.

Figure 15 provides the Unlicensed Facility Activity Type percentages by Functional Group.



The following pages provide Functional Group analysis of Activity Types by Compliance Review Type.

Percentage of Time Comparison for Compliance Review Type by Functional Group

Previously, Figure 9 showed that the percentage of time spent within Functional Groups for all combined Compliance Review Types consisted of the following:

• Preparation and Reporting: thirty-three (33.2%) percent

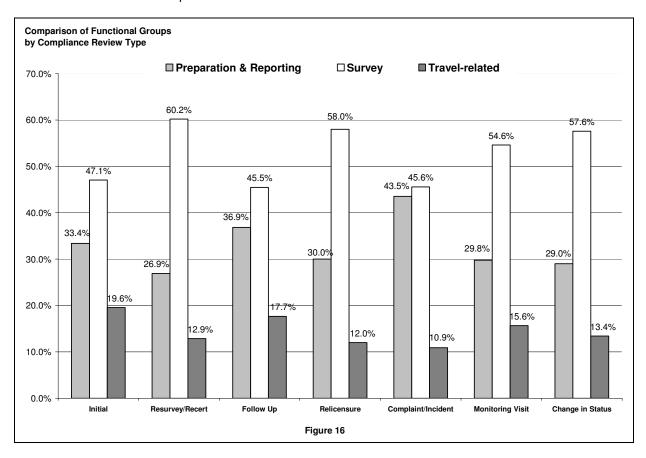
• Survey: fifty-four (54.2%) percent

Travel-related: thirteen (12.6%) percent

When calculated for Compliance Review Types, the division of time spent by surveyors within Functional Groups differs from the combined Figure 9 percentages:

- Preparation and Reporting activities encompassed far more time for Complaint/Incident (43.5%) than other Compliance Review Types.
- Survey activities comprise the largest percentage of surveyor time for all Compliance Review Types ranging from a high in Resurvey/Recertification (60.2%) to a low in Follow Up (45.5%).
- Travel-related percentages varied from the highest percentage in Initial (19.6%) to the lowest in Complaint/Incident (10.9%).

Figure 16 provides a comparison by Compliance Review Type of the percentage of surveyor time spent within each Functional Group.



The following pages provide individual analysis of each Compliance Review Type depicted in Figure 16 by Functional Groups.

Initial

For Activity Types within an Initial, Survey activities involve over forty-seven (47.1%) percent of surveyor time.

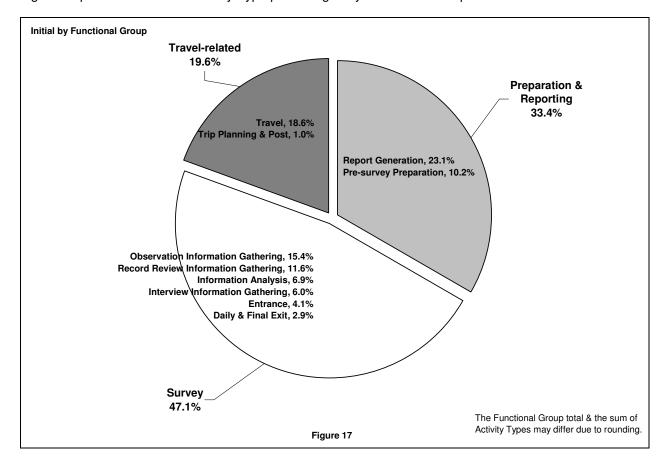
Within the Survey functional group, surveyors spent the most time performing:

- Observation Information Gathering (15.4%),
- Record Review Information Gathering (11.6%), and
- Information Analysis (6.9%).

Preparation and Reporting activities encompass over thirty-three (33.4%) percent of surveyor time with Report Generation (23.1%) comprising the largest proportion.

Travel-related activities account for nearly twenty (19.6%) percent of surveyor time with Travel (18.6%) comprising nearly all of the time spent.

Figure 17 provides the Initial Activity Type percentages by Functional Group.



Resurvey/Recertification

For Activity Types within a Resurvey/Recertification, Survey activities involve over sixty (60.2%) percent of surveyor time.

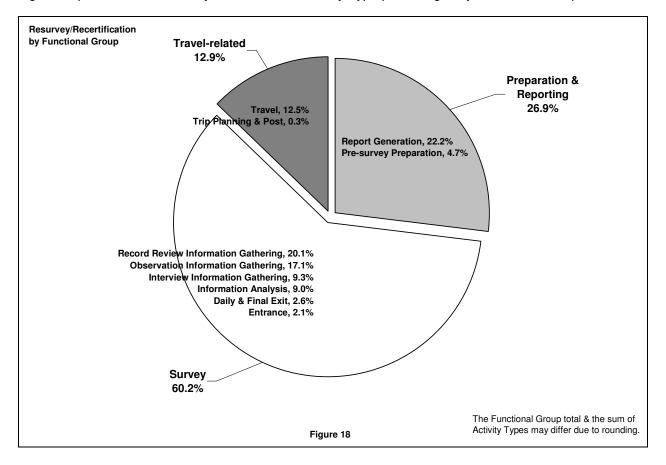
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (20.1%),
- Observation Information Gathering (17.1%), and
- Interview Information Gathering (9.3%).

Preparation and Reporting activities encompass nearly twenty-seven (26.9%) percent of surveyor time with Report Generation (22.2%) comprising the largest proportion.

Travel-related activities account for nearly thirteen (12.9%) percent of surveyor time with Travel (12.5%) comprising most of the time spent.

Figure 18 provides the Resurvey/Recertification Activity Type percentages by Functional Group.



Follow Up

For Activity Types within a Follow Up, Survey activities involve nearly forty-six (45.5%) percent of surveyor time.

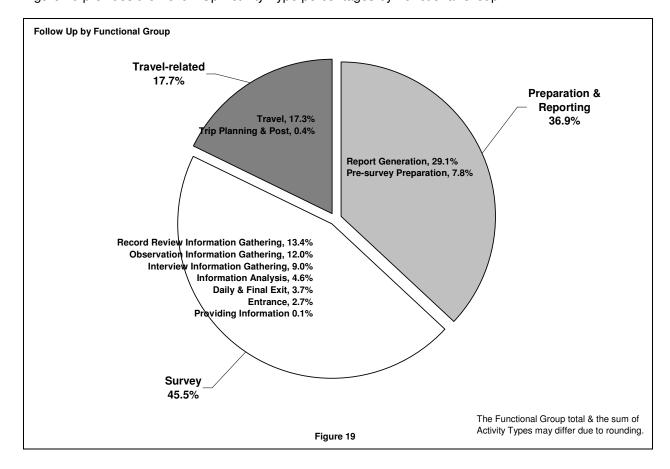
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (13.4%),
- Observation Information Gathering (12.0%), and
- Interview Information Gathering (9.0%).

Preparation and Reporting activities encompass nearly thirty-seven (36.9%) percent of surveyor time with Report Generation (29.1%) comprising the largest share of time.

Travel-related activities account for nearly eighteen (17.7%) percent of surveyor time with Travel (17.3%) the most time spent.

Figure 19 provides the Follow Up Activity Type percentages by Functional Group.



Relicensure

For Activity Types within a Relicensure, Survey activities involve fifty-eight (58.0%) percent of surveyor time.

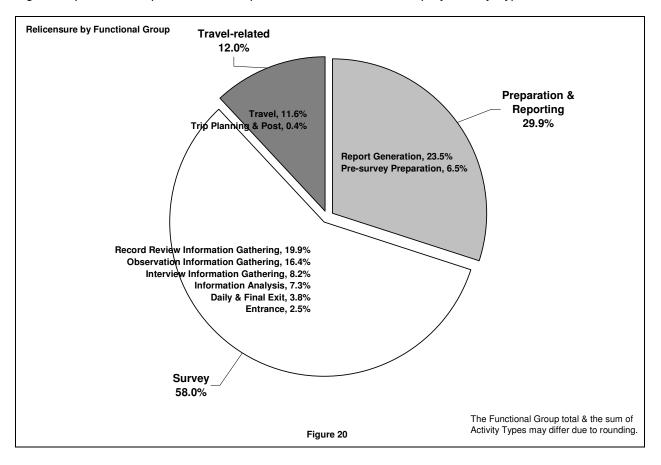
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (19.9%),
- Observation Information Gathering (16.4%), and
- Interview Information Gathering (8.2%).

Preparation and Reporting activities entail nearly thirty (29.9%) percent of surveyor time with Report Generation (23.5%) the largest percent.

Travel-related activities account for twelve (12.0%) percent of surveyor time with Travel (11.6%) the largest portion.

Figure 20 provides the percent of time spent in each Functional Group by Activity Type for a Relicensure.



Complaint/Incident

For Activity Types within a Complaint/Incident, Survey activities involve nearly forty-six (45.6%) percent of surveyor time.

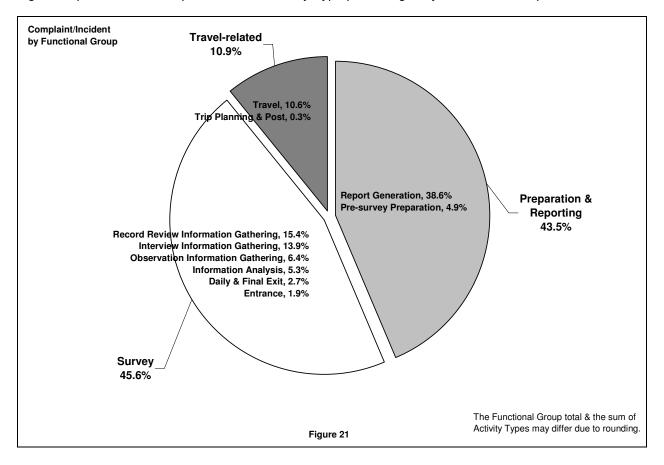
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (15.4%),
- Interview Information Gathering (13.9%), and
- Observation Information Gathering (6.4%).

Preparation and Reporting activities make up nearly forty-four (43.5%) percent of surveyor time with Report Generation (38.6%) occupying the largest percent of time.

Travel-related activities account for nearly eleven (10.9%) percent of surveyor time with Travel (10.6%) comprising the largest portion of time.

Figure 21 provides the Complaint/Incident Activity Type percentages by Functional Group.



Monitoring Visit

For Activity Types within a Monitoring Visit, Survey activities involve nearly fifty-five (54.6%) percent of surveyor time.

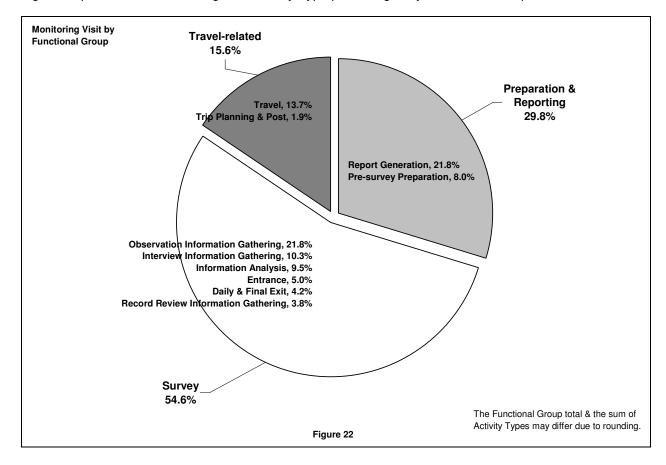
Within the Survey functional group, surveyors spent the most time performing:

- Observation Information Gathering (21.8%),
- Interview Information Gathering (10.3%), and
- Information Analysis (9.5%).

Preparation and Reporting activities encompass nearly thirty (29.8%) percent of surveyor time with Report Generation (21.8%) the largest percent of time.

Travel-related activities account for nearly sixteen (15.6%) percent of surveyor time with Travel (13.7%) comprising the largest portion of time.

Figure 22 provides the Monitoring Visit Activity Type percentages by Functional Group.



Change in Status

For Activity Types within a Change in Status, Survey activities account for nearly fifty-eight (57.6%) percent of surveyor time.

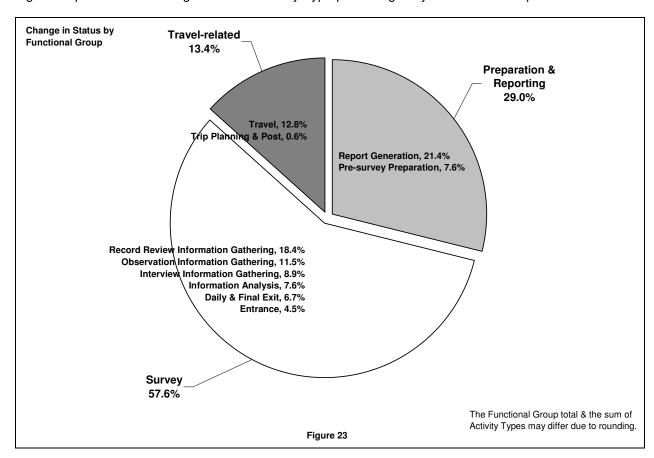
Within the Survey functional group, surveyors spent the most time performing:

- Record Review Information Gathering (18.4%),
- Observation Information Gathering (11.5%), and
- Interview Information Gathering (8.9%).

Preparation and Reporting activities comprise twenty-nine (29.0%) percent of surveyor time with Report Generation (21.4%) requiring the largest percent of time.

Travel-related activities account for over thirteen (13.4%) percent of surveyor time with Travel (12.8%) contributing the largest portion of time.

Figure 23 provides the Change in Status Activity Type percentages by Functional Group.



The following section provides further Functional Group analysis of Activity Types by looking at each preceding Compliance Review Type within a Program/Facility Type.

Percentage of Time Comparison Program/Facility Types by Compliance Review Types

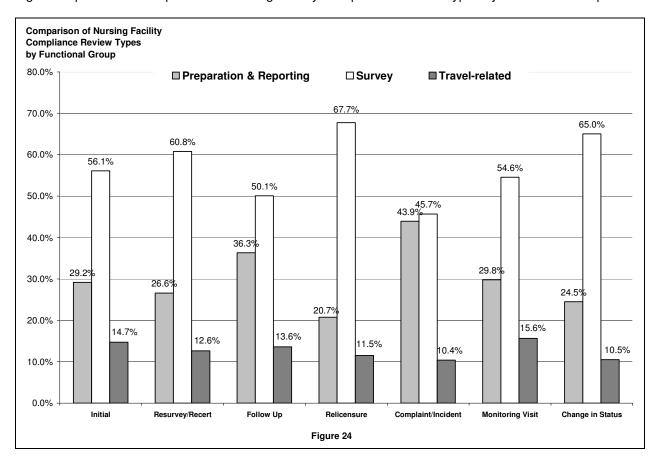
Previously, Figures 10 and 16 showed the percentage of time spent in Program/Facility Types and Compliance Review Types providing analysis by Functional Group. This section continues analysis for each Program/Facility Type providing a Functional Group breakdown by Compliance Review Type.

Nursing Facility

Nursing Facilities comprised over fifty-eight (58.3%) percent of all Program Type data collected. When re-calculating within Nursing Facilities for each Compliance Review Type:

- Preparation and Reporting activities ranged from a high in Complaint/Incident (43.9%) to a low in Relicensure (20.7%).
- Survey activities occupy the greatest percentage of surveyor time for every Nursing Facility Compliance Review Type. Relicensure (67.7%) displayed the highest percentage of time spent and Complaint/Incident (45.7%) the lowest percentage of time spent in Survey activities.
- Travel-related percentages varied from the highest percentage in Monitoring Visit (15.6%) to the lowest in Complaint/Incident (10.4%).

Figure 24 provides a comparison of Nursing Facility Compliance Review Types by Functional Groups.

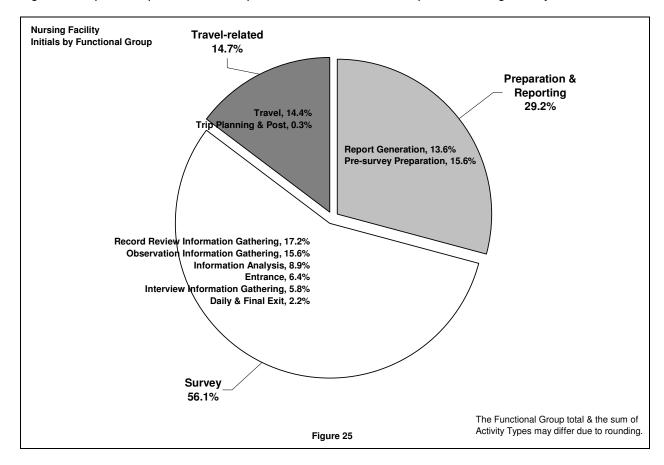


The following pages provide Functional Group analysis of each Nursing Facility Compliance Review Type shown in Figure 24.

Nursing Facility: Initial

- Preparation and Reporting activities involve over twenty-nine (29.2%) percent of surveyor time.
- Survey activities encompass over fifty-six (56.1%) percent of surveyor time.
- Travel-related activities account for nearly fifteen (14.7%) percent of surveyor time.

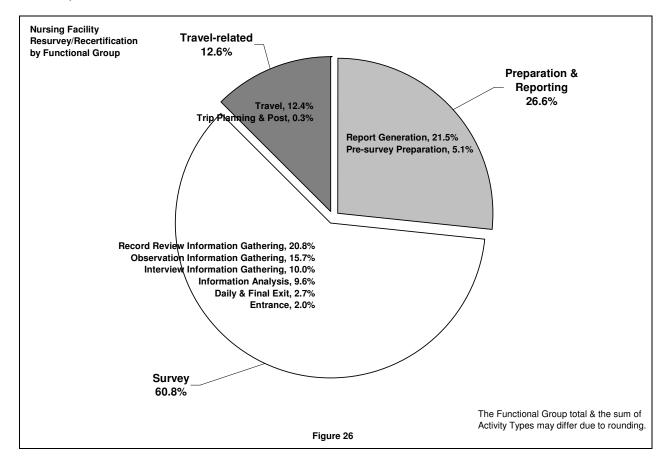
Figure 25 depicts the percent of time spent in each Functional Group for a Nursing Facility Initial.



Nursing Facility: Resurvey/Recertification

- Preparation and Reporting comprise nearly twenty-seven (26.6%) percent of surveyor time.
- Survey activities encompass nearly sixty-one (60.8%) percent of surveyor time.
- Travel-related activities account for nearly thirteen (12.6%) percent of surveyor time.

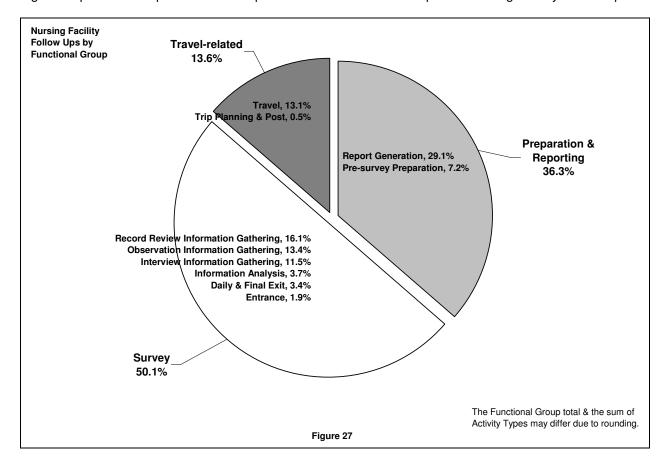
Figure 26 provides the percent of time spent in each Functional Group for a Nursing Facility Resurvey/Recertification.



Nursing Facility: Follow Up

- Preparation and Reporting comprise over thirty-six (36.3%) percent of surveyor time.
- Survey activities encompass over fifty (50.1%) percent of surveyor time.
- Travel-related activities account for nearly fourteen (13.6%) percent of surveyor time.

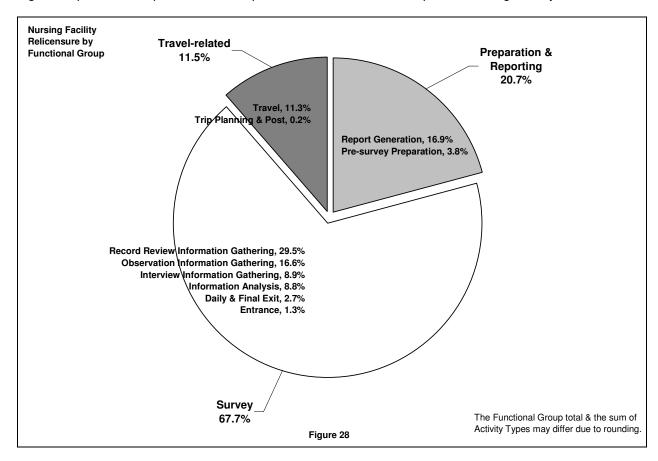
Figure 27 provides the percent of time spent in each Functional Group for a Nursing Facility Follow Up.



Nursing Facility: Relicensure

- Preparation and Reporting entail nearly twenty-one (20.7%) percent of surveyor time.
- Survey activities account for nearly sixty-eight (67.7%) percent of surveyor time.
- Travel-related activities make up almost twelve (11.5%) percent of surveyor time.

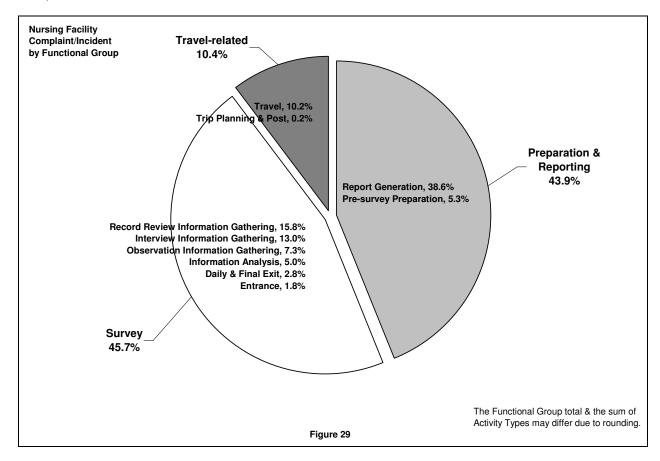
Figure 28 provides the percent of time spent in each Functional Group for a Nursing Facility Relicensure.



Nursing Facility: Complaint/Incident

- Preparation and Reporting involve nearly forty-four (43.9%) percent of surveyor time.
- Survey activities account for nearly forty-six (45.7%) percent of surveyor time.
- Travel-related activities compose over ten (10.4%) percent of surveyor time.

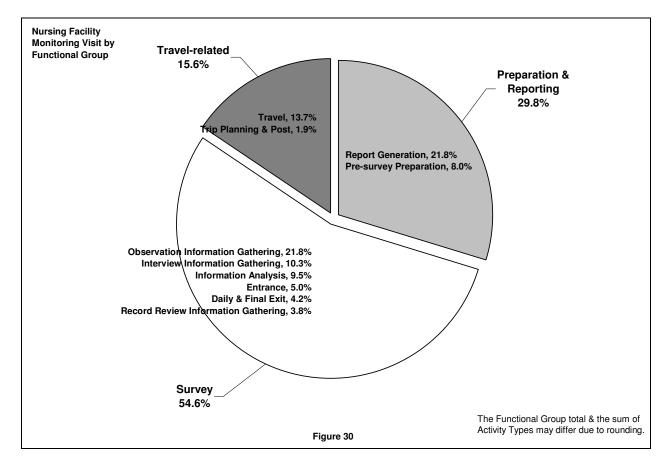
Figure 29 provides the percent of time spent in each Functional Group for a Nursing Facility Complaint/Incident.



Nursing Facility: Monitoring Visit

- Preparation and Reporting occupy nearly thirty (29.8%) percent of surveyor time.
- Survey activities account for nearly fifty-five (54.6%) percent of surveyor time.
- Travel-related activities entail nearly sixteen (15.6%) percent of surveyor time.

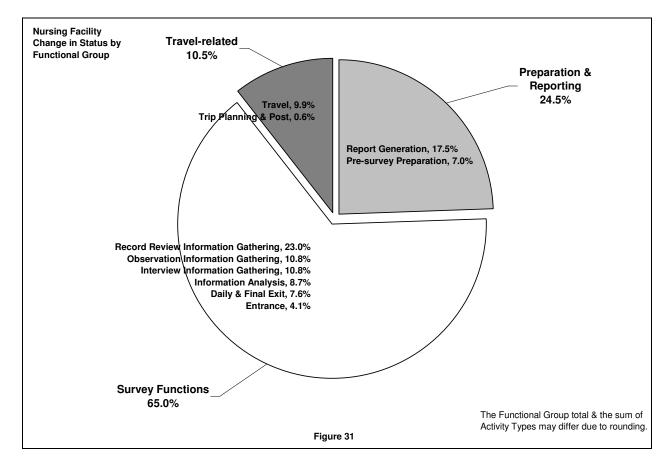
Figure 30 provides the percent of time spent in each Functional Group for a Nursing Facility Monitoring Visit.



Nursing Facility: Change in Status

- Preparation and Reporting takes up nearly twenty-five (24.5%) percent of surveyor time.
- Survey activities account for sixty-five (65.0%) percent of surveyor time.
- Travel-related activities require nearly eleven (10.5%) percent of surveyor time.

Figure 31 provides the percent of time spent in each Functional Group for a Nursing Facility Change in Status.

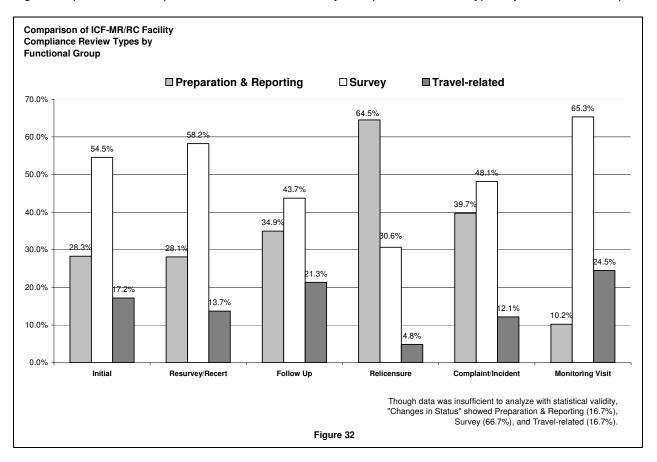


ICF-MR/RC Facility

ICF-MR/RC Facilities comprise nearly seventeen (16.6%) percent of total time within Program Types. When re-calculating within ICF-MR/RC Facilities for each Compliance Review Type:

- Preparation and Reporting activities ranged from a high in Relicensure (64.5%) to a low in Monitoring Visit (10.2%).
- Survey activities occupy the greatest percentage of surveyor time for most ICF-MR/RC Facility Compliance Review Types. Monitoring Visit (65.3%) display the highest percentage and Relicensure (30.6%) the lowest percentage of time spent.
- Travel-related percentages varied from the highest percentage in Monitoring Visit (24.5%) to the lowest in Relicensure (4.8%).

Figure 32 provides a comparison of ICF-MR/RC Facility Compliance Review Types by Functional Group.

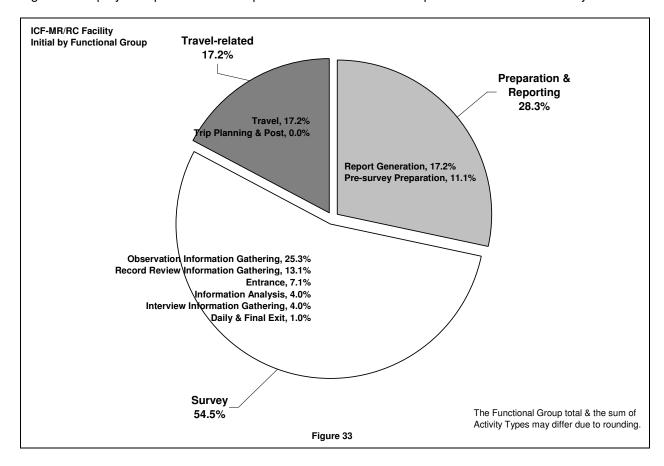


The following pages provide individual analysis of each ICF-MR/RC Compliance Review Type shown in Figure 32.

ICF-MR/RC Facility: Initial

- Preparation and Reporting comprise over twenty-eight (28.3%) percent of surveyor time.
- Survey activities account for nearly fifty-five (54.5%) percent of surveyor time.
- Travel-related activities involve over seventeen (17.2%) percent of surveyor time.

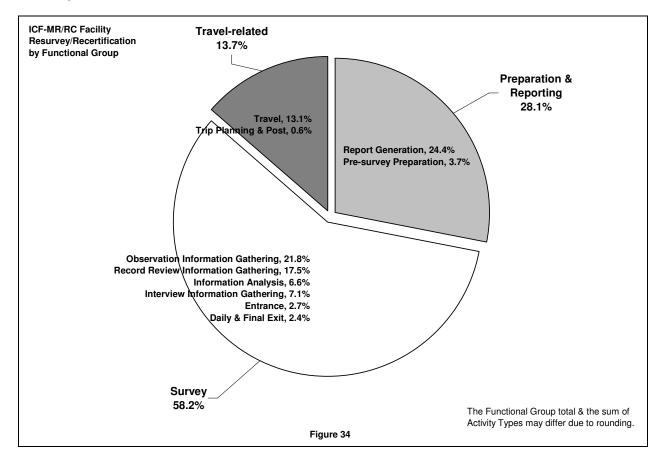
Figure 33 displays the percent of time spent in each Functional Group for an ICF-MR/RC Facility Initial.



ICF-MR/RC Facility: Resurvey/Recertification

- Preparation and Reporting comprise over twenty-eight (28.1%) percent of surveyor time.
- Survey activities account for more than fifty-eight (58.2%) percent of surveyor time.
- Travel-related activities involve nearly fourteen (13.7%) percent of surveyor time.

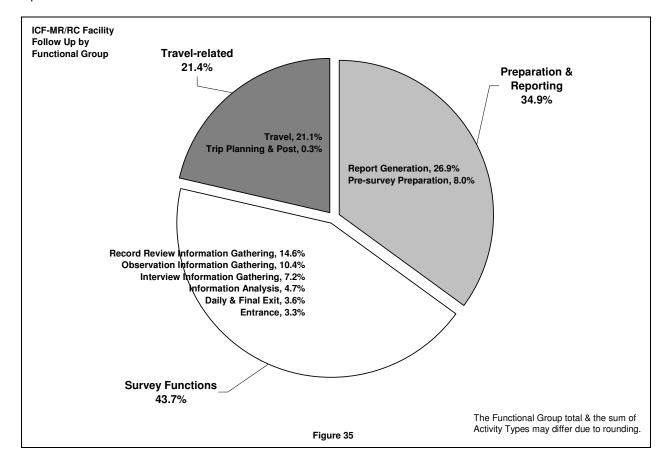
Figure 34 displays the percent of time spent in each Functional Group for an ICF-MR/RC Facility Resurvey/Recertification.



ICF-MR/RC Facility: Follow Up

- Preparation and Reporting encompass nearly thirty-five (34.9%) percent of surveyor time.
- Survey activities account for almost forty-four (43.7%) percent of surveyor time.
- Travel-related activities occupy over twenty-one (21.4%) percent of surveyor time.

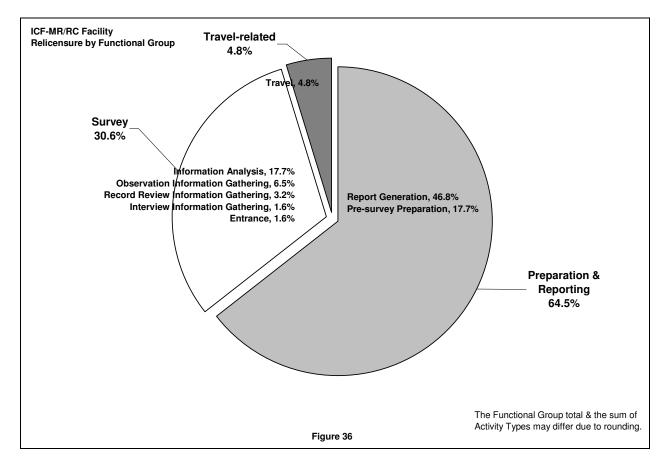
Figure 35 displays the percent of time spent in each Functional Group for an ICF-MR/RC Facility Follow Up.



ICF-MR/RC Facility: Relicensure

- Preparation and Reporting encompass nearly sixty-five (64.5%) percent of surveyor time.
- Survey activities account for almost thirty-one (30.6%) percent of surveyor time.
- Travel-related activities occupy nearly five (4.8%) percent of surveyor time.

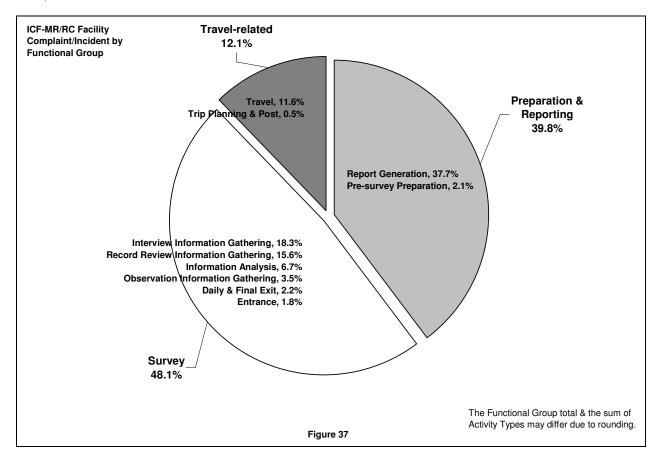
Figure 36 displays the percent of time spent in each Functional Group for an ICF-MR/RC Facility Relicensure.



ICF-MR/RC Facility: Complaint/Incident

- Preparation and Reporting account nearly forty (39.8%) percent of surveyor time.
- Survey activities encompass over forty-eight (48.1%) percent of surveyor time.
- Travel-related activities involve over twelve (12.1%) percent of surveyor time.

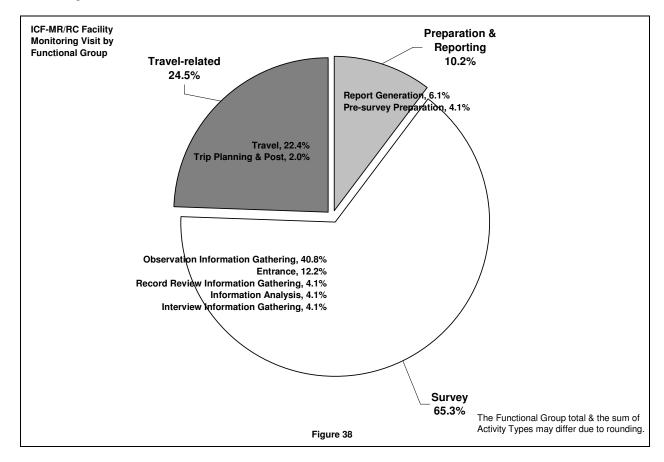
Figure 37 displays the percent of time spent in each Functional Group for an ICF-MR/RC Facility Complaint/Incident.



ICF-MR/RC Facility: Monitoring Visit

- Preparation and Reporting entail over ten (10.2%) percent of surveyor time.
- Survey activities take in over sixty-five (65.3%) percent of surveyor time.
- Travel-related activities account for almost twenty-five (24.5%) percent of surveyor time.

Figure 38 displays the percent of time spent in each Functional Group for an ICF-MR/RC Facility Monitoring Visit.



ICF-MR/RC Facility: Change in Status

Change in Status accounted for less than one-tenth (0.1%) percent of samples collected for ICF-MR/RC Facilities. The amount of samples was insufficient to analyze with statistical validity. From the samples collected:

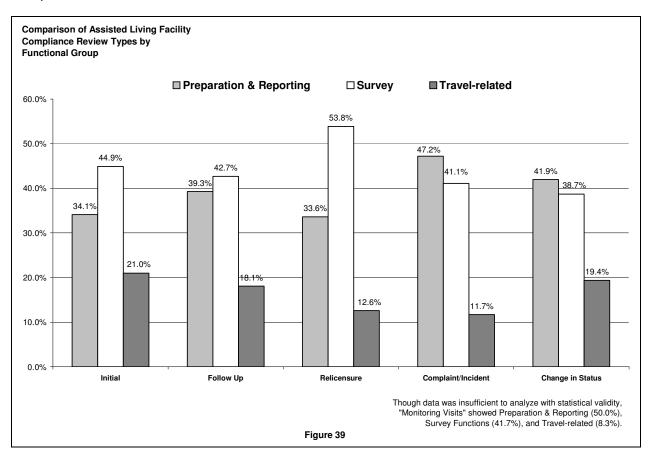
- Preparation and Reporting activities involve nearly seventeen (16.7%) percent of surveyor time.
- Survey activities make up nearly sixty-seven (66.7%) percent of surveyor time.
- Travel-related activities account for almost seventeen (16.7%) percent of surveyor time.

Assisted Living Facility

Assisted Living Facilities comprised eight (8.0%) percent of the total time spent within Program Types. When re-calculating within Assisted Living Facilities for each Compliance Review Type:

- Preparation and Reporting activities range from a high in Complaint/Incident (47.2%) to a low in Relicensure (33.6%).
- Survey activities range from a high in Relicensure (53.8%) to a low in Change in Status (38.7%).
- Travel-related percentages varied from the highest percentage in Initial (21.0%) to the lowest in Complaint/Incident (11.7%).

Figure 39 provides a comparison of Assisted Living Facility Compliance Review Types by Functional Group.

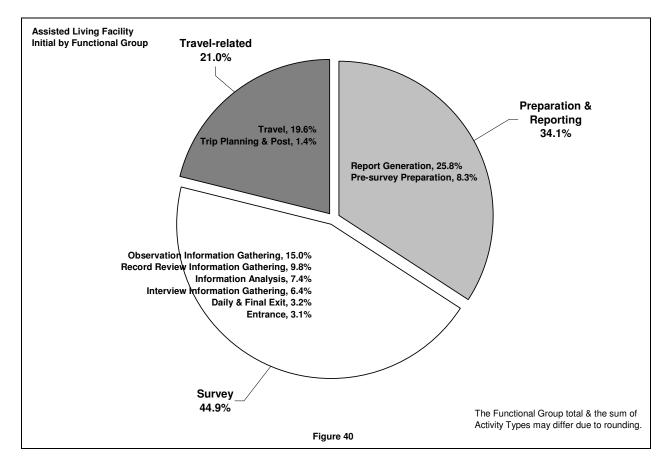


The following pages provide individual analysis of each Assisted Living Facility Compliance Review Type shown in Figure 39.

Assisted Living Facility: Initial

- Preparation and Reporting activities comprise over thirty-four (34.1%) percent of surveyor time.
- Survey activities make up nearly forty-five (44.9%) percent of surveyor time.
- Travel-related activities account for twenty-one (21.0%) percent of surveyor time.

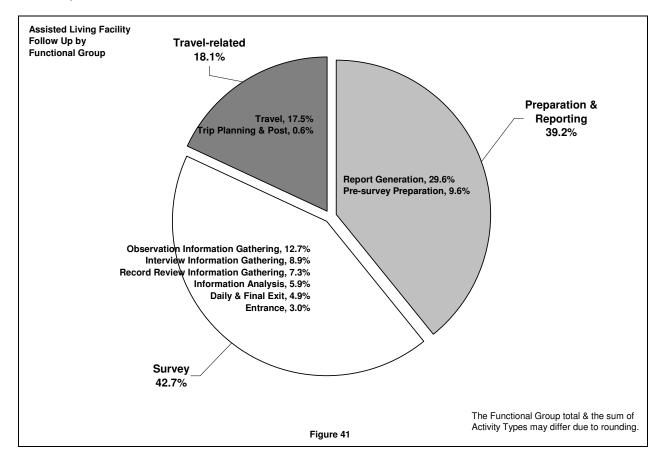
Figure 40 displays the percent of time spent in each Functional Group for an Assisted Living Facility Initial.



Assisted Living Facility: Follow Up

- Preparation and Reporting activities encompass over thirty-nine (39.2%) percent of surveyor time.
- Survey activities involve nearly forty-three (42.7%) percent of surveyor time.
- Travel-related activities account for more than eighteen (18.1%) percent of surveyor time.

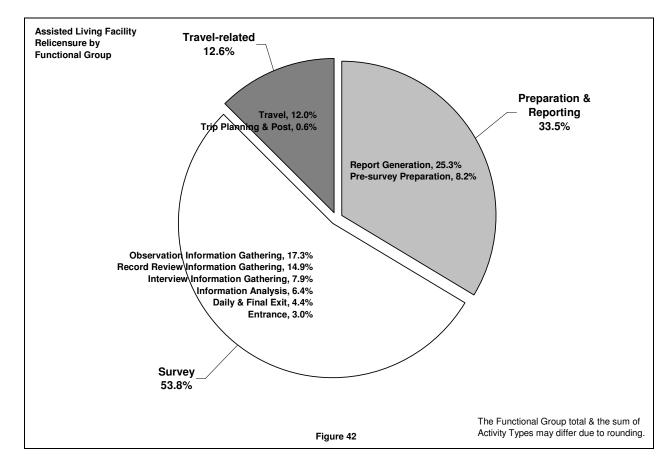
Figure 41 displays the percent of time spent in each Functional Group for an Assisted Living Facility Follow Up.



Assisted Living Facility: Relicensure

- Preparation and Reporting activities entail nearly thirty-four (33.5%) percent of surveyor time.
- Survey activities require nearly fifty-four (53.8%) percent of surveyor time.
- Travel-related activities account for almost thirteen (12.6%) percent of surveyor time.

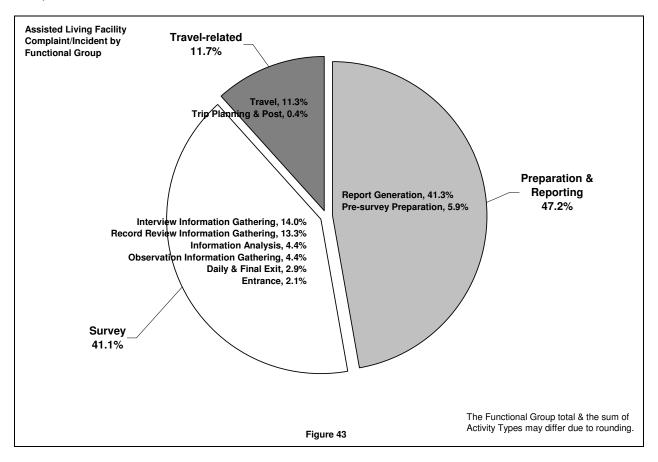
Figure 42 displays the percent of time spent in each Functional Group for an Assisted Living Facility Relicensure.



Assisted Living Facility: Complaint/Incident

- Preparation and Reporting activities comprise over forty-seven (47.2%) percent of surveyor time.
- Survey activities involve more than forty-one (41.1%) percent of surveyor time.
- Travel-related activities account for almost twelve (11.7%) percent of surveyor time.

Figure 43 displays the percent of time spent in each Functional Group for an Assisted Living Facility Complaint/Incident.



Assisted Living Facility: Monitoring Visit

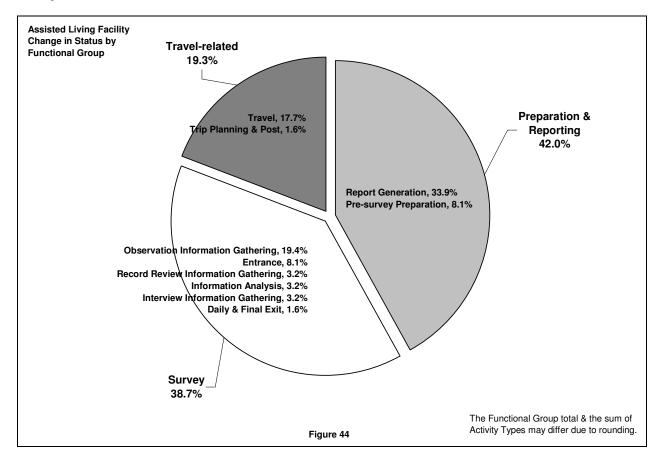
Though Monitoring Visit data was insufficient to analyze with statistical validity:

- Preparation and Reporting activities make up fifty (50.0%) percent of surveyor time.
- Survey activities require nearly forty-two (41.7%) percent of surveyor time.
- Travel-related activities account for more than eight (8.3%) percent of surveyor time.

Assisted Living Facility: Change in Status

- Preparation and Reporting activities require forty-two (42.0%) percent of surveyor time.
- Survey activities account for nearly thirty-nine (38.7%) percent of surveyor time.
- Travel-related activities contribute more than nineteen (19.4%) percent of surveyor time.

Figure 44 displays the percent of time spent in each Functional Group for an Assisted Living Facility Change in Status.

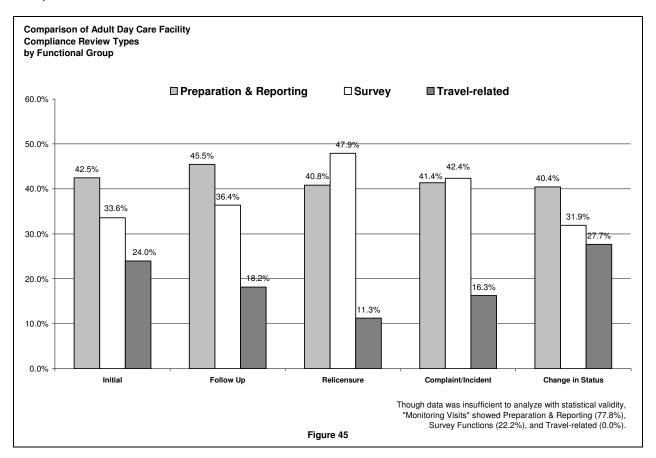


Adult Day Care Facility

Adult Day Care Facilities comprised one (1.0%) percent of total time samples collected. When recalculated within Adult Day Care Facilities for each Compliance Review Type:

- Preparation and Reporting activities range from a high in Follow Up (45.5%) to a low in Change in Status (40.4%).
- Survey activities range from a high in Relicensure (47.9%) to a low in Change in Status (31.9%).
- Travel-related percentages varied from the highest percentage in Change in Status (27.7%) to the lowest in Relicensure (11.3%).

Figure 45 provides a comparison of Adult Day Care Facility Compliance Review Types by Functional Group.

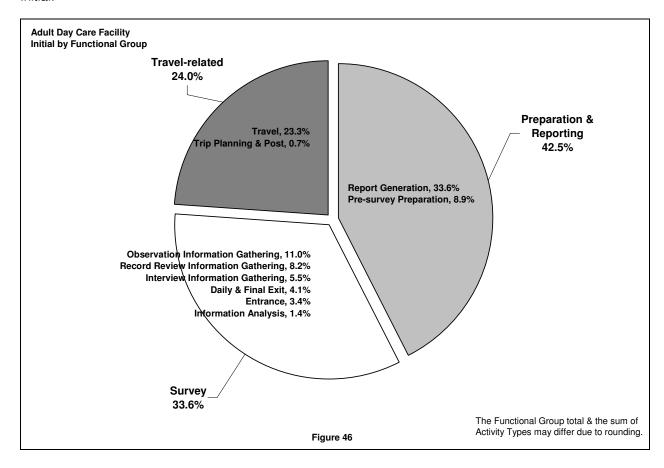


The following pages provide individual analysis of each Adult Day Care Facility Compliance Review Type shown in Figure 45.

Adult Day Care Facility: Initial

- Preparation and Reporting activities involve nearly forty-three (42.5%) percent of surveyor time.
- Survey activities comprise nearly thirty-four (33.6%) percent of surveyor time.
- Travel-related activities make up twenty-four (24.0%) percent of surveyor time.

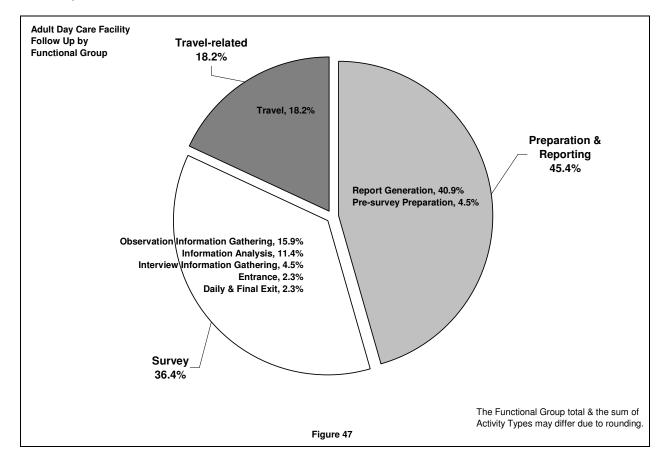
Figure 46 displays the percent of time spent in each Functional Group for an Adult Day Care Facility Initial.



Adult Day Care Facility: Follow Up

- Preparation and Reporting activities involve over forty-five (45.4%) percent of surveyor time.
- Survey activities comprise over thirty-six (36.4%) percent of surveyor time.
- Travel-related activities encompass more than eighteen (18.2%) percent of surveyor time.

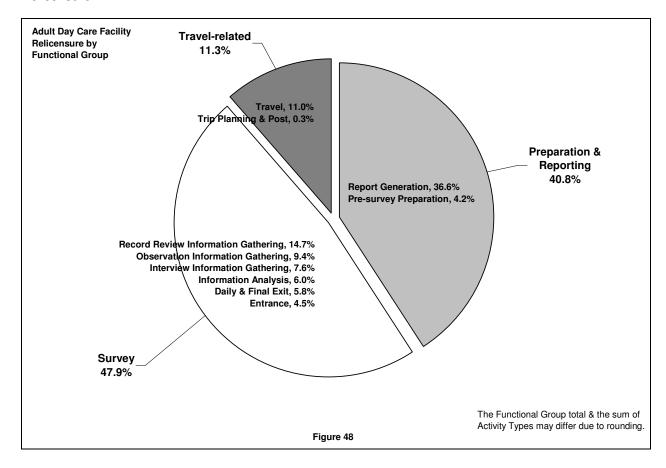
Figure 47 displays the percent of time spent in each Functional Group for an Adult Day Care Facility Follow Up.



Adult Day Care Facility: Relicensure

- Preparation and Reporting activities account for almost forty-one (40.8%) percent of surveyor time.
- Survey activities comprise nearly forty-eight (47.9%) percent of surveyor time.
- Travel-related activities encompass more than eleven (11.3%) percent of surveyor time.

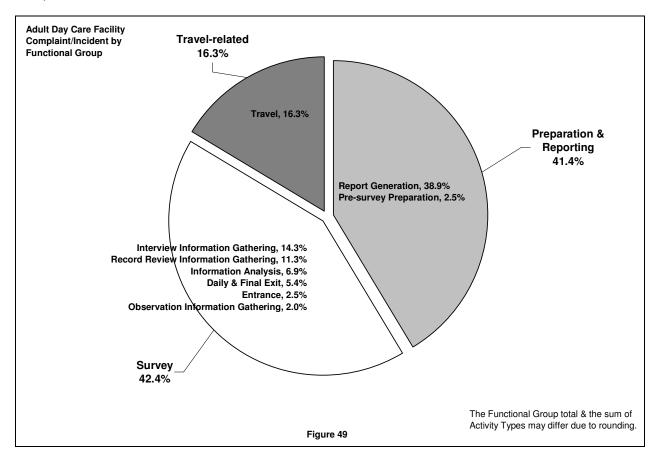
Figure 48 displays the percent of time spent in each Functional Group for an Adult Day Care Facility Relicensure.



Adult Day Care Facility: Complaint/Incident

- Preparation and Reporting activities involve over forty-one (41.4%) percent of surveyor time.
- Survey activities comprise more than forty-two (42.4%) percent of surveyor time.
- Travel-related activities make up over sixteen (16.3%) percent of surveyor time.

Figure 49 displays the percent of time spent in each Functional Group for an Adult Day Care Facility Complaint/Incident.



Adult Day Care Facility: Monitoring Visit

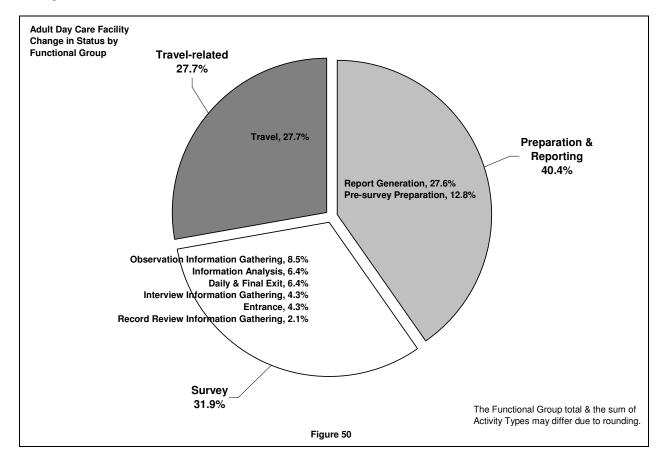
Though time samples collected for Monitoring Visit were too few to analyze with statistical validity:

- Preparation and Reporting activities account for nearly seventy-eight (77.8%) percent of surveyor time.
- Survey activities comprise more than twenty-two (22.2%) percent of surveyor time.
- Participants did not collect time samples for any Travel-related activities.

Adult Day Care Facility: Change in Status

- Preparation and Reporting activities account for over forty (40.4%) percent of surveyor time.
- Survey activities comprise nearly thirty-two (31.9%) percent of surveyor time.
- Travel-related activities account for nearly twenty-eight (27.7%) percent of surveyor time.

Figure 50 displays the percent of time spent in each Functional Group for an Adult Day Care Facility Change in Status.

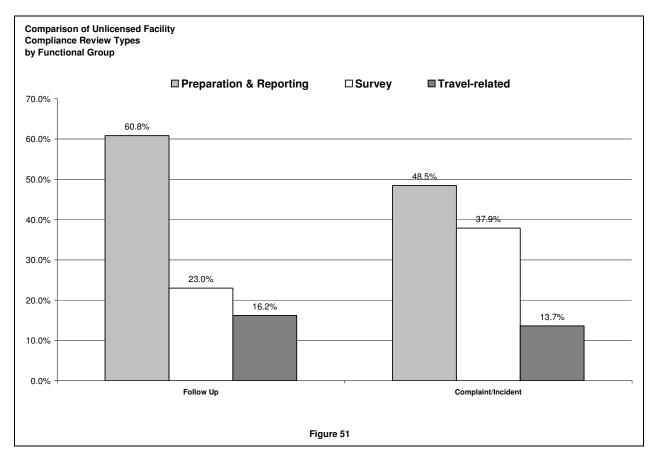


Unlicensed Facility

Unlicensed Facilities comprise less than one (0.5%) percent of the total time samples collected for Program Types. When re-calculated within an Unlicensed Facility for each Compliance Review Type:

- Preparation and Reporting activities comprise significantly more surveyor time for Follow Up (60.8%) than Complaint/Incident (48.5%).
- Survey activities account for more time in Complaint/Incident (37.9%) than Follow Up (23.0%).
- Travel-related activities were higher for Follow Up (16.2%) than Complaint/Incident (13.7%).

Figure 51 provides a comparison of Unlicensed Facility Compliance Review Types by Functional Group.

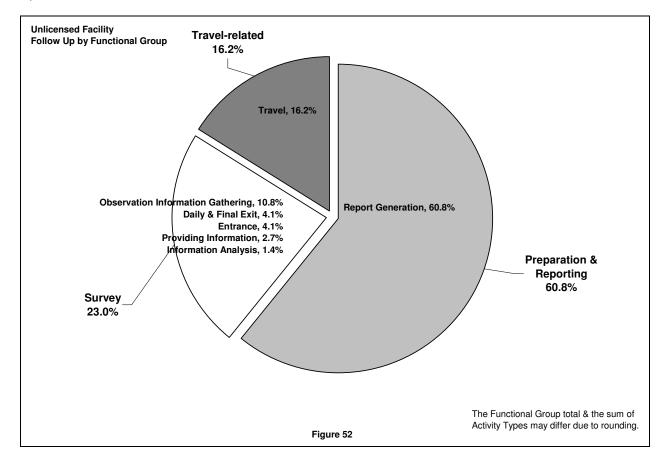


The following pages provide individual analysis of each Unlicensed Facility Compliance Review Type shown in Figure 51.

Unlicensed Facility: Follow Up

- Preparation and Reporting activities entail nearly sixty-one (60.8%) percent of surveyor time.
- Survey activities comprise twenty-three (23.0%) percent of surveyor time.
- Travel-related activities encompass over sixteen (16.2%) percent of surveyor time.

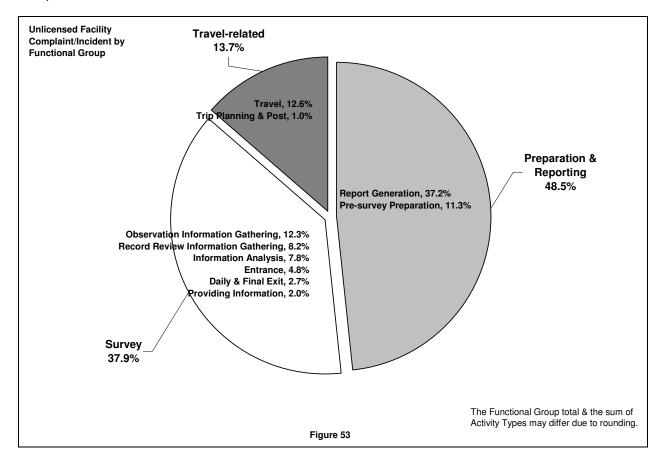
Figure 52 displays the percent of time spent in each Functional Group for an Unlicensed Facility Follow Up.



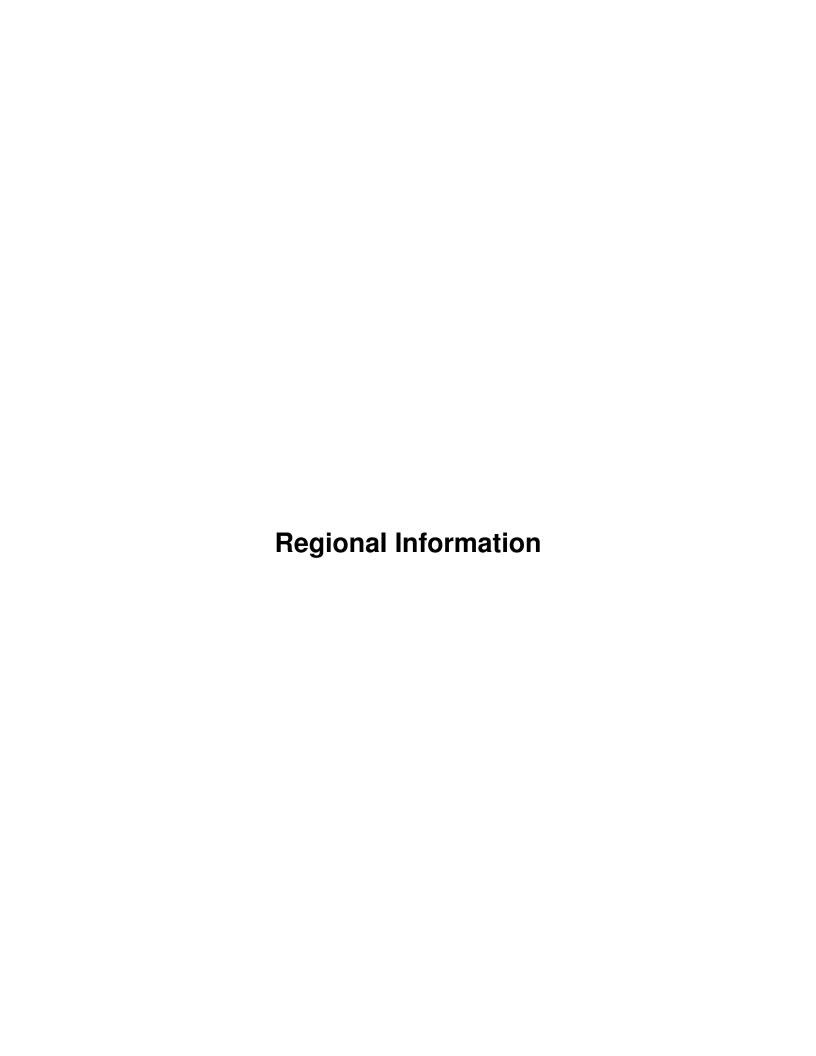
Unlicensed Facility: Complaint/Incident

- Preparation and Reporting activities account for nearly forty-nine (48.5%) percent of surveyor time.
- Survey activities comprise nearly thirty-eight (37.9%) percent of surveyor time.
- Travel-related activities entail close to fourteen (13.7%) percent of surveyor time.

Figure 53 displays the percent of time spent in each Functional Group for an Unlicensed Facility Complaint/Incident.



The following section contains summary charts of data re-calculated within each region.



Regional Standard Times for Program/Facility Types by Compliance Review Type

The following pages provide tables and charts depicting a regional summary for each of the following areas:

- Standard Times for Compliance Review Types
- Percentage of time by Program/Facility Types
- Percentage of time by Compliance Review Types
- Percentage of time for Activity Types by Functional Group

The following tables provide a comparison of the available standard times, in hours and minutes:

Table-3 Nursing Facility	Resurvey/ Recertification	Follow Up	Complaint/ Incident	
Region 1	120:03	10:04	26:24	
Region 2, 9, 10	204:05	1:54	37:11	
Region 3	273:51	4:57	40:33	
Region 4, 5	203:41	4:35	32:38	
Region 6	233:37	4:53	38:27	
Region 7	192:19	4:58	64:51	
Region 8	252:03	5:12	18:06	
Region 11	323:34	11:42	43:55	

Table-4 ICF-MR/RC Facility	Resurvey/ Recertification	Follow Up	Complaint/ Incident	
Region 1 ⁴	NS	NS	NS	
Region 2, 9, 10	45:14	11:22	31:28	
Region 3	83:36	8:26	23:26	
Region 4, 5	78:18	21:40	50:24	
Region 6	95:34	16:08	36:23	
Region 7	77:58	20:12	NS	
Region 8	93:36	10:39	41:59	
Region 11 ⁵	NS	NS	44:10	

Table-5 Assisted Living Facility	Relicensure	Follow Up	Complaint/ Incident	
Region 1	33:39	NS	4:38	
Region 2, 9, 10	12:37	6:38	14:56	
Region 3	20:29	6:14	37:38	
Region 4, 5	28:28	4:01	13:09	
Region 6	3:23	3:37	18:32	
Region 7	11:13	NS	21:23	
Region 8	14:34	6:31	14:29	
Region 11 ⁶	NS	NS	NS	

⁴ Region has only thirty-five (35) facilities and ICF-MR/RC product counts (completed compliance reviews) were under thirty (30).

See Limitations.

5 Region has only thirty-eight (38) facilities and ICF-MR/RC product counts (completed compliance reviews) were under thirty (30). See Limitations.

Assisted Living Facility product counts (completed compliance reviews) were under thirty (30). See Limitations.

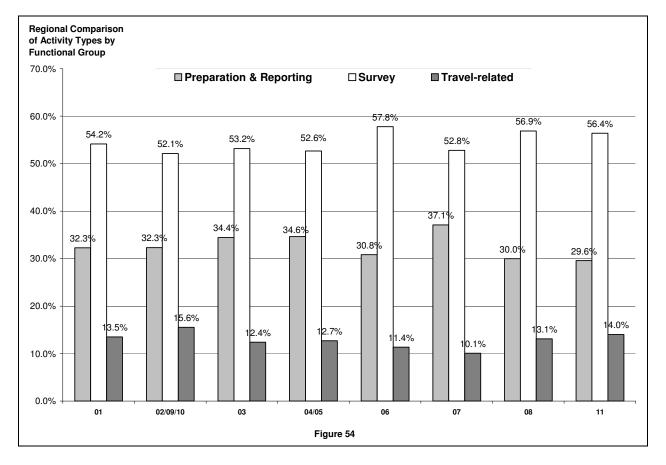
Regional Percentage of Time Comparison for Functional Groups by Region

For comparative purposes, the following chart provides a summary of Functional Groups for each region.

Generally, activities maintained a close correlation within regions:

- Preparation and Reporting activities range from a high in Region 07 (37.1%) to a low in Region 11 (29.6%).
- Survey activities ranged from a high in Region 06 (57.8%) to a low in Region 02/09/10 (52.1%).
- Travel-related activities ranged from a high in Region 02/09/10 (15.6%) to a low in Region 07 (10.1%).

Figure 54 provides a summary comparison of regions by Functional Group.



REGION 01

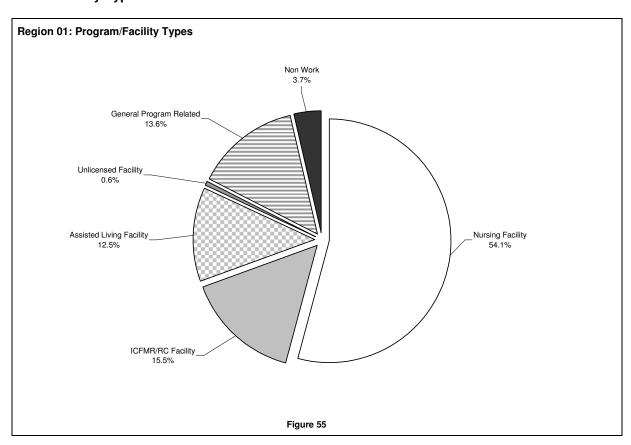
Table-6 Standard Times in Hours and Minutes

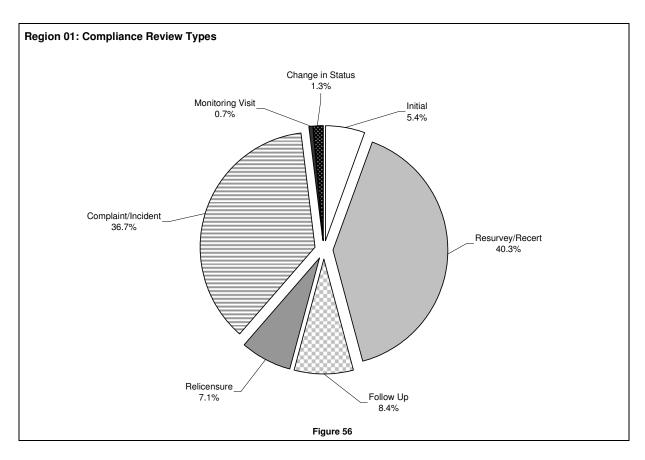
Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	120:03	10:04	NS	26:24	NS	NS
ICF-MR/RC Facility	NS	NS	NS	NS	NS	NS	NS
Assisted Living Facility	NS		NS	33:39	4:38	NS	NS
Adult Day Care Facility	NS		NS	NS	NS	NS	NS
Unlicensed Facility			NS		NS		

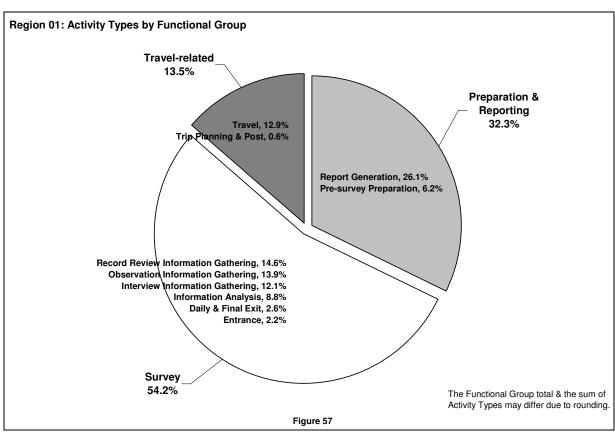
Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

The following pages provide charts depicting the regional percentage of time spent by:

- Program/Facility Types
- Compliance Review Types
- Activity Types







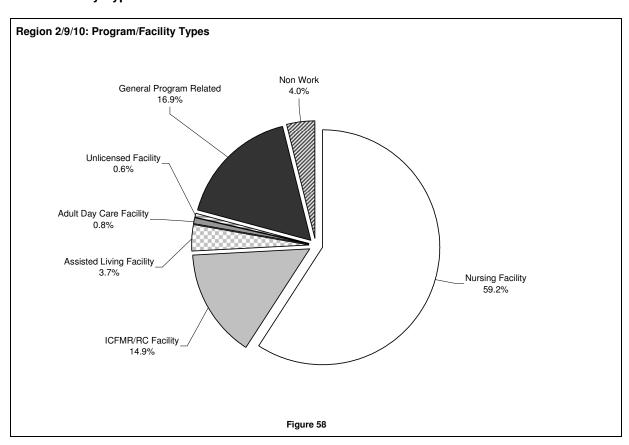
REGION 2/9/10

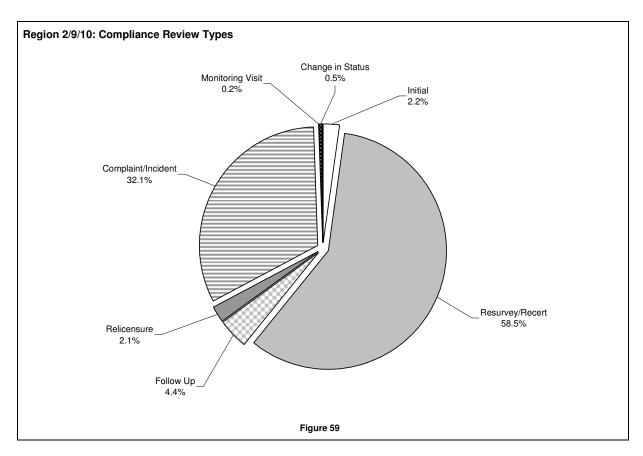
Table-7 Standard Times in Hours and Minutes

Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	204:05	1:54	NS	37:11	NS	NS
ICF-MR/RC Facility	NS	45:14	11:22	NS	31:28	NS	NS
Assisted Living Facility	NS		6:38	12:37	14:56	NS	NS
Adult Day Care Facility	NS		NS	NS	NS	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types





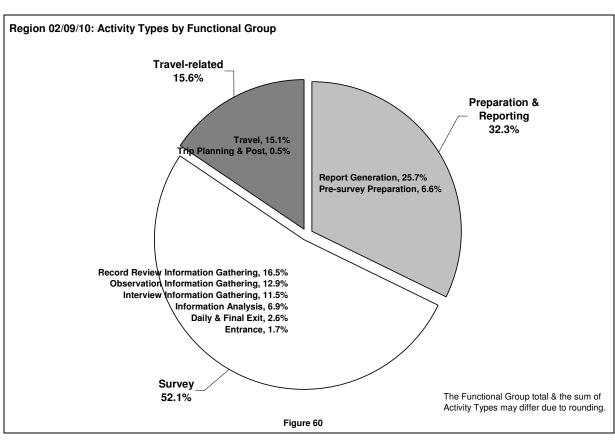
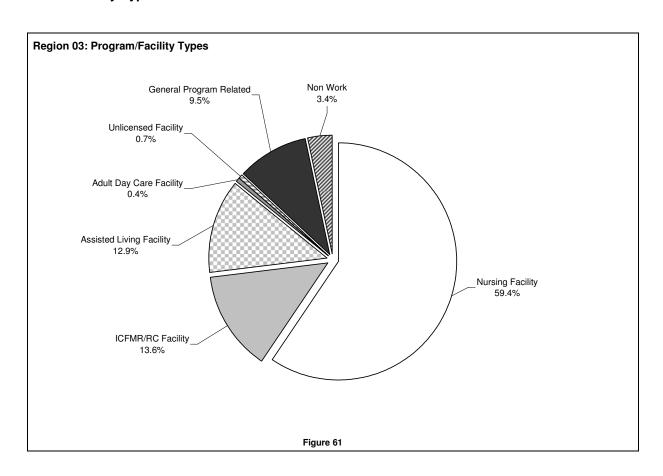


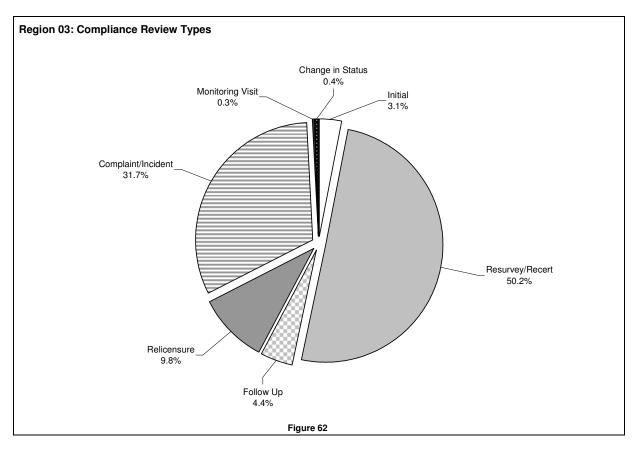
Table-8 Standard Times in Hours and Minutes

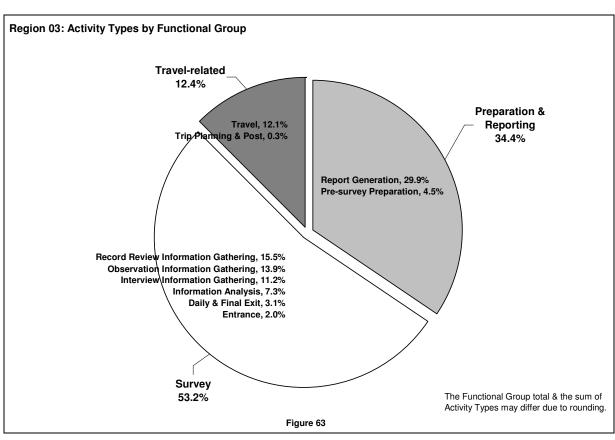
Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	273:51	4:57	NS	40:33	NS	NS
ICF-MR/RC Facility	NS	83:36	8:26	NS	23:26	NS	NS
Assisted Living Facility	41:08		6:14	20:29	37:38	NS	NS
Adult Day Care Facility	NS		NS	NS	NS	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types







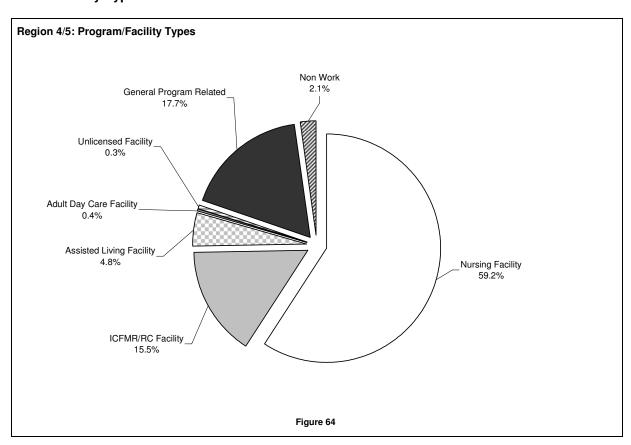
REGIONS 04/05

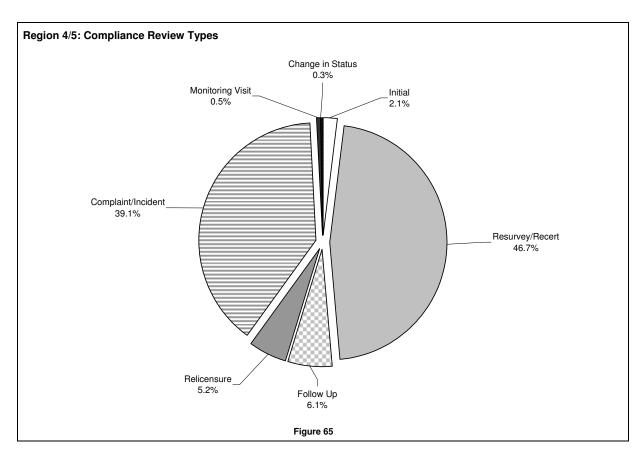
Table-9 Standard Times in Hours and Minutes

Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	203:41	4:35	NS	32:38	NS	NS
ICF-MR/RC Facility	NS	78:18	21:40	NS	50:24	NS	NS
Assisted Living Facility	NS		4:01	28:28	13:09	NS	NS
Adult Day Care Facility	NS		NS	NS	NS	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types





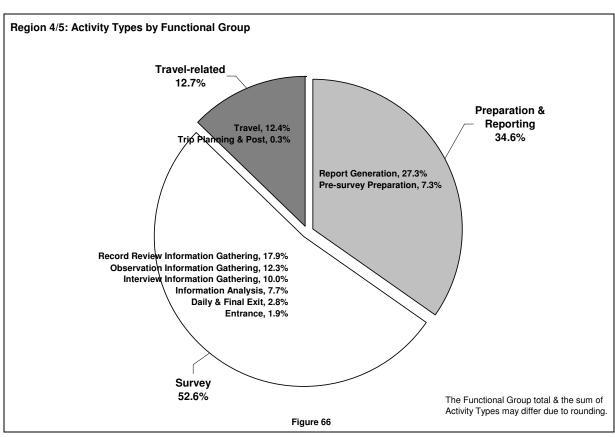
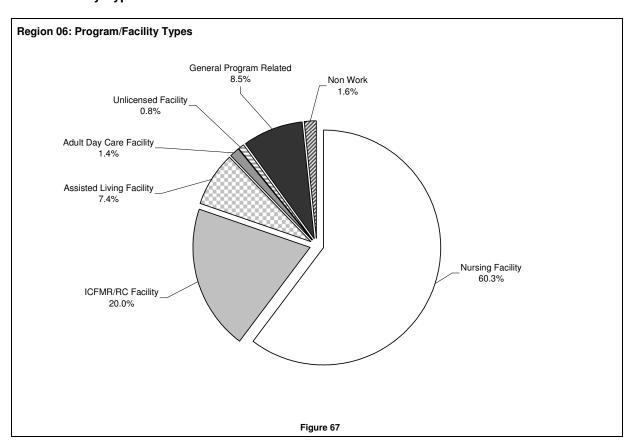


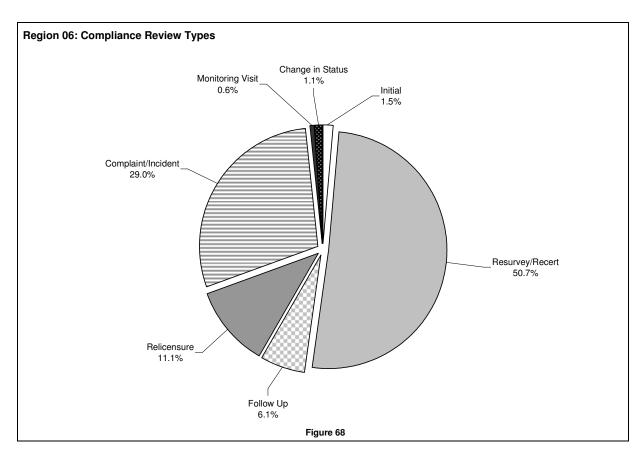
Table-10 Standard Times in Hours and Minutes

Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	233:37	4:53	NS	38:27	NS	NS
ICF-MR/RC Facility	NS	95:34	16:08	NS	36:23	NS	NS
Assisted Living Facility	5:58		3:37	3:23	18:32	NS	NS
Adult Day Care Facility	NS		2:09	8:25	NS	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types





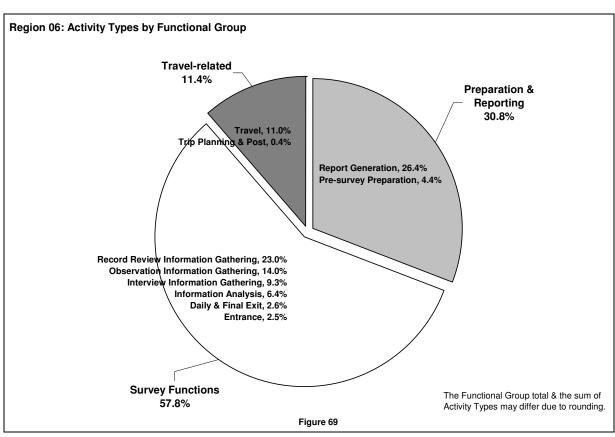
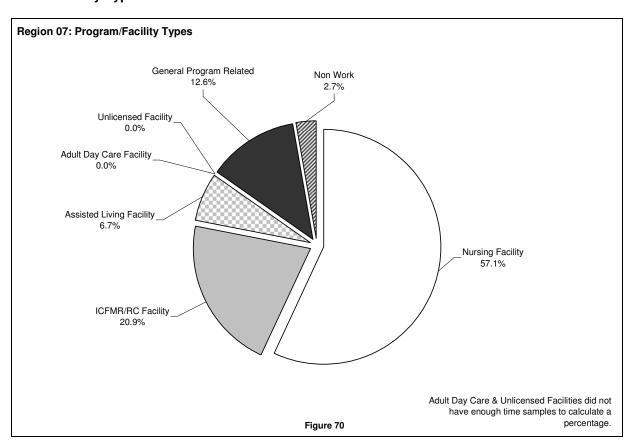


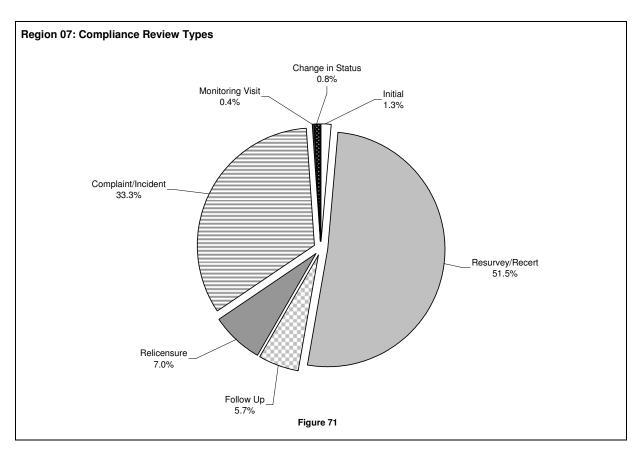
Table-11 Standard Times in Hours and Minutes

Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	192:19	4:58	NS	64:51	NS	NS
ICF-MR/RC Facility	NS	77:58	20:12	NS	NS	NS	NS
Assisted Living Facility	NS		NS	11:13	21:23	NS	NS
Adult Day Care Facility	NS		NS	NS	NS	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types





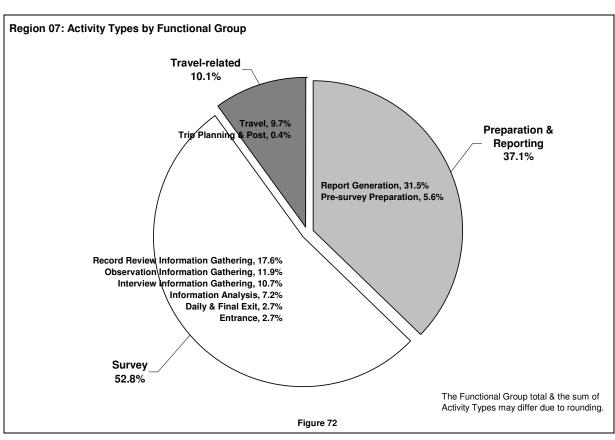
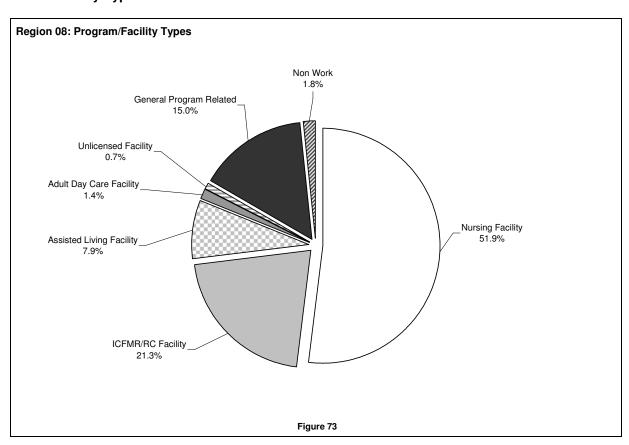


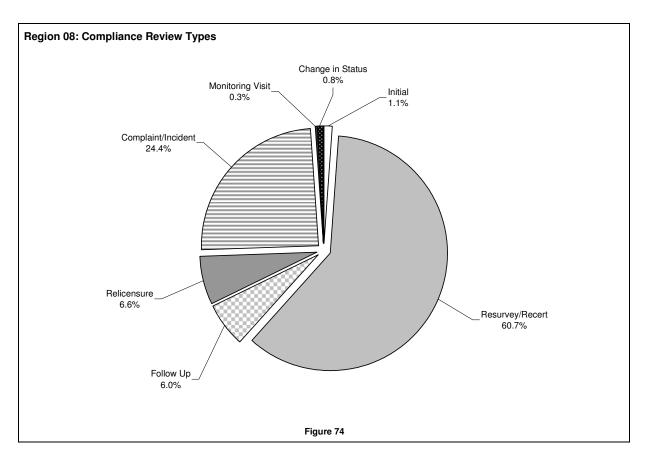
Table-12 Standard Times in Hours and Minutes

Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	252:03	5:12	NS	18:06	NS	NS
ICF-MR/RC Facility	NS	93:36	10:39	NS	41:59	NS	NS
Assisted Living Facility	NS		6:31	14:34	14:29	NS	NS
Adult Day Care Facility	NS		NS	3:12	NS	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types





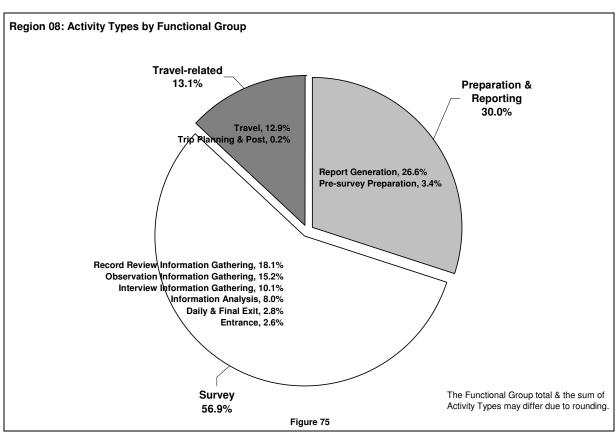
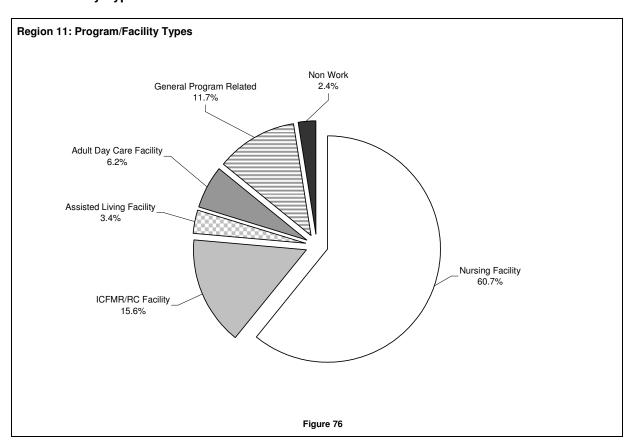


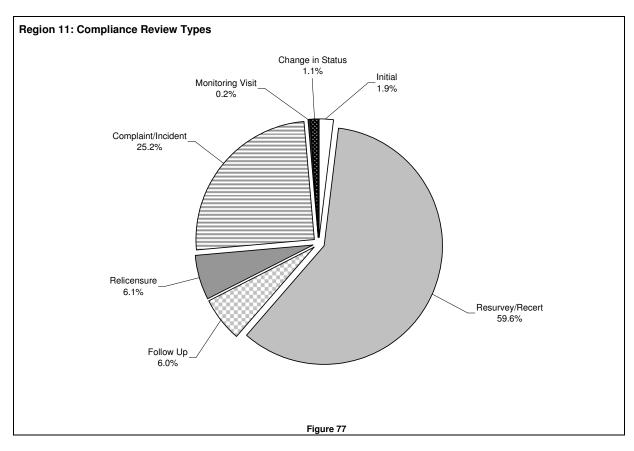
Table-13 Standard Times in Hours and Minutes

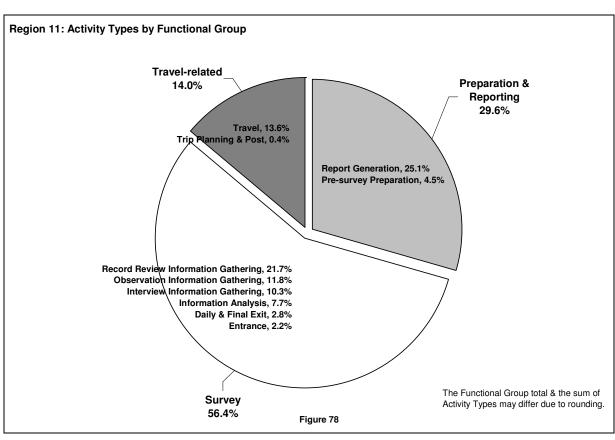
Program	Initials	Resurvey/ Recert	Follow Up	Relicensure	Complaint/ Incident	Monitoring	Change in Status
Nursing Facility	NS	323:34	11:42	NS	43:55	NS	NS
ICF-MR/RC Facility	NS	NS	NS	NS	44:10	NS	NS
Assisted Living Facility	NS		NS	NS	NS	NS	NS
Adult Day Care Facility	NS		0:35	6:53	12:12	NS	NS
Unlicensed Facility			NS		NS		

Standard times are only published when statistically reliable. Where time samples collected are insignificant and/or product counts (completed compliance reviews) are under thirty (30), standard times are not presented and denoted by NS.

- Program/Facility Types
- Compliance Review Types
- Activity Types







LIMITATIONS

Standard times were reported only for Program/Facility/Compliance Review Type combinations where sufficient data was available with statistical reliability. Where time samples reported or compliance reviews completed within a Program/Facility/Compliance Review Type combination were insufficient for a reliable calculation a standard time was not listed.

PWM calculates standard times on Program/Facility/Compliance Review Type combinations with a product count (completed compliance reviews) of thirty (30) or more. Standard times for unreported combinations can be provided, but without the level of statistical reliability as standard times presented within the report.

As used in this report, standard times indicate the average amount of time surveyors spent to complete a particular compliance review, not how much time the compliance review *should* have taken to complete.

Because this WMS was conducted for the period April through October 2005 instead of a full year, the impact of seasonality that the workload might have had on this WMS is unknown. Additionally, two natural disasters (Hurricanes Katrina and Rita) created widespread disruptions to normal business practices during the months of August and September.

RECOMMENDATIONS

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To better inform agency leadership of the effects of major initiatives and address seasonal concerns, it is recommended that work measurement studies be conducted on a continuous basis.

⁷ Statistical research has demonstrated that as the sample size approaches or exceeds thirty (30) the distribution of the means moves closer to the norm. Accordingly, in order to report the most statistically reliable standard times, PWM has established a product count of thirty (30) as the threshold for publishing the calculation.

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Appendix A

Basic Study Statistics

A-1. Basic Study Statistics

Average number of hours on study	104
Average number of beeps per hour	2.5
Length of study in weeks	3
Population	372
Number of participants [*]	317
Participation rate	85.2%

^{*} The total number of participants at the beginning of the study was 372, but only 317 were available and eligible (employed, fully trained, and not disqualified by management due to unrelated disciplinary action) by the time they were randomly selected to participate.

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Appendix B

Work Measurement Study Definitions

REGULATORY SERVICES DEFINITIONS

Facility Services Code Descriptions

Program/Facility Type	Description
Nursing Facility	Nursing home (licensed & certified)
	Nursing home (licensed only)
	Hospital (SNF)
ICFMR/RC Facility	ICF/MR/RC
	State schools
	State centers
	Community centers
Assisted Living Facility	Assisted Living Facility types:
	• A, B, C & E
Adult Day Care Facility	A facility that provides day services to four or more adults on a daily basis but not overnight.
Unlicensed Facility	An unlicensed facility of any kind except for ICFMR/RC, state schools, state centers, community centers and SNFs.
General Program-Related	Performance of Regulatory Services associated activities but the duties cannot be identified with a specific program/facility type.
	Examples of General Program-Related activities include:
	Performing State Agency Quality Improvement Program (SAQIP) reviews
	 Attending professional seminars for continuing education credit Attending investigation techniques training
	 Reviewing survey and certification clarification (S&CC) memos Filing handbook revisions, etc.
	Examples which would <u>NOT</u> be recorded as General Program-Related activities include: receiving a complaint intake, typing deficiencies, filing a 2567 and plan of correction (PoC), etc., as these should be identified with a specific program/facility type.
Non-Work	Performance of Non-Work related activities during the paid workday. Lunch time is outside of the paid workday, so lunch is NOT a Non-Work activity.
	Non-Work examples include:
	Personal phone calls
	Breaks
	 Working on this study (e.g., communication with a work measurement analyst)

Facility Services Code Descriptions (continued)

Compliance Review Type	Description
Initial	A compliance review conducted to determine initial compliance with
	certification and/or state licensing.
	Examples include:
	Initial licensing inspection of new facility
	Initial certification survey of new facility
	Initial Alzheimers certification Pales at the control of the
	Relocation survey (LSC) Final construction in a setting appropriate (LSC)
	 Final construction inspection approval (LSC) Initial certification after termination
Resurvey/Recertification	A compliance review for recertification of facilities. Examples are:
-	Standard survey/resurvey
	Look behind survey
	Fundamental survey
	Extended survey
Follow-up	A compliance review conducted to determine if corrective action has been met
	for deficiencies/violations cited during a previous compliance review.
	Examples include:
	Follow-up to complaint investigation
	Follow-up to incident investigation
	Follow-up to licensure inspection
	 Follow-up to survey (e.g. credible allegation 23-day, 90-day term,
	recertification)
	Follow-up to 90-day term (45-day visit)
	Follow-up to look behind survey
	Follow-up to denial of certification
	Follow-up to federal direct survey
	Follow-up to invoke ACC
	Telephone contact
	Follow-up to amelioration
D !!	Follow-up to compliance letter
Relicensure	A compliance review conducted to determine compliance with state licensing regulations only on licensed only facilities .
	Licensing inspection
	Alzheimer's recertification
	If this is an initial licensure, please select Initial.
Complaint/Incident	Intake and investigation of a facility concerning allegations or incidents
	reported to Regulatory Services.
	Complaint investigation and/or incident investigation
	Includes Chapter 242 complaints
Monitoring Visit	Monitoring of a facility (on-site or telephone contact) for:
	Financial distress
	Emergency situation
	Adverse consequence
	Special situation
	Voluntary withdrawal
	Closure
	Enforcement action
Change In Status	Changes for a facility such as:
	Change in management
	Change in ownership (CHOW)
	Change in number of clients/beds
	Change in bed classification
	Status verification

Facility Services Code Descriptions (continued)

Activity Type	Description
Pre-survey Preparation	Any activity (except trip planning & actual travel) related to a specific
	compliance review that occurs prior to the entrance conference.
Entrance	A conference with facility staff to state purpose of the compliance review and
	to request information necessary to conduct the compliance review. This also
	includes staff introductions.
Record Review	Information gathered through review of documented sources, such as
Information Gathering	records, reports, electronic records, etc.
Observation Information	Information gathered about the residents, environment, and physical plant
Gathering	(using the five senses). This could be a formal environmental compliance
	review and/or an impromptu discovery.
Interview Information	Information gathered through conversations with staff, residents, family
Gathering	members, etc.
Information Analysis	Evaluating information gathered to determine compliance with certification
	and/or state licensing requirements. Would include team meetings, contact
	with PM regarding findings or discussions with other surveyors.
Daily & Final Exit	Conveying findings and recommendations of the compliance review.
Report Generation	Completion of forms, reports, notes, narratives, referrals, statement of
	deficiencies or citations of the compliance review. Also includes attending an
	enforcement meeting.
Travel	Travel related to compliance review. Actual travel as well as walking to and
	from mode of transportation. Wait time at the airport.
Trip Planning & Post	Planning trip (making hotel, car, plane reservations, printing map, etc.).
	Compiling trip receipts and submission for reimbursement.

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Appendix C

Facility Services Study Instruction Booklet



DEPARTMENT OF AGING AND DISABILITY SERVICES

FACILITY SERVICES STUDY INSTRUCTION BOOKLET

2005

Performance & Workload Measurement Unit (PWM)
Office of Budget & Data Management
Department of Aging & Disability Services
701 W. 51st Street, W-421
Austin, TX 78751
Fax: (512) 438-4675

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Contacts and Troubleshooting Assistance

Performance & Workload Measurement Unit (PWM)
Office of Budget & Data Management
Department of Aging & Disability Services
701 W. 51st Street, W-421
Austin, TX 78751

Fax: 512/438-4675

Contacts For:

- General Study Questions
- PDA Equipment
- PDA Use

Wes Yeager, Manager (512) 438-3673 Jan Amazeen, Sr. Analyst (512) 438-3785 Vivian Haynes, Analyst 512/438-3341

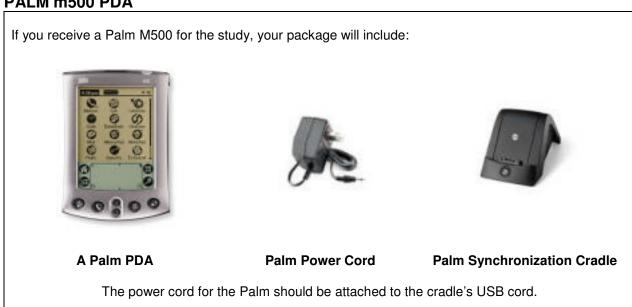
Or E-mail: workmeasurement@dads.state.tx.us

Please contact your Program Automation Coordinator (PAC) for any hardware or software problems/questions.

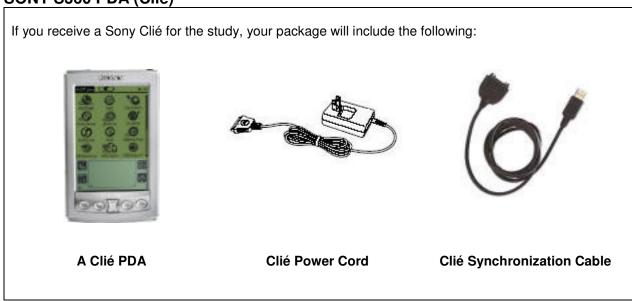
WORK MEASUREMENT EQUIPMENT

PDA HARDWARE

PALM m500 PDA



SONY S360 PDA (Clié)

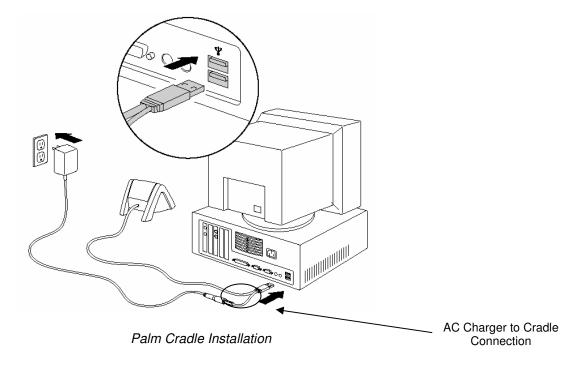


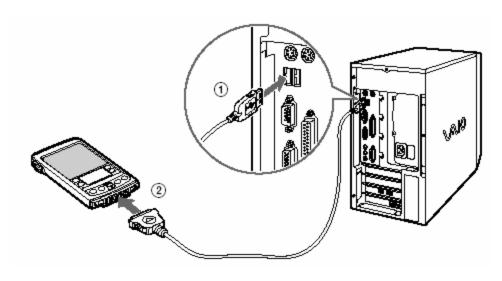
PDA HARDWARE SETUP

- 1. Shut down PC.
- 2. Plug the PDA synchronization cradle/cable into the USB port on the back of the PC below the area where the mouse and keyboard are plugged in as shown below.

Palm Only Note: The charger connects directly to the cradle. Be sure to plug the AC adapter into an AC current outlet after connecting the cradle to the PDA.

3. Power up PC.





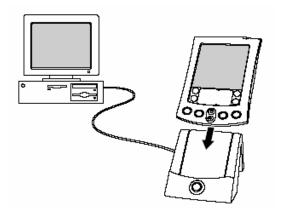
Clié Cradle Installation

3

PDA MAINTENANCE AND FAQ

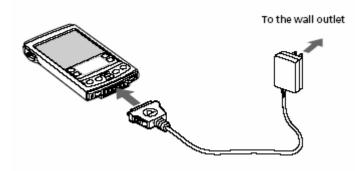
Charge the Palm PDA in the synchronization cradle as shown below:

Note: Be sure the AC Charger cable is connected to the Cradle Cable



Charge the Clié PDA, as shown below:

1. Connect the AC adapter to an AC current outlet and attach cable to PDA.



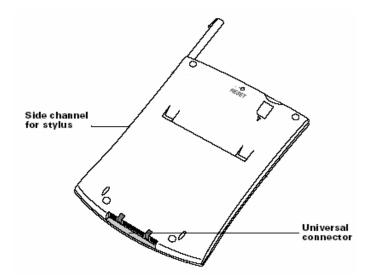
General Maintenance:

- Use the stylus supplied with the PDA. Never use an actual pen or pencil or other sharp object on the surface of the PDA screen.
- The PDA is not waterproof. Do not expose it to rain or other moisture.
- Do not drop the PDA or expose it to any strong impact.
- Do not leave the PDA on the dashboard of a car on a hot day. Keep it away from heaters and other heat sources.
- To clean the PDA dampen a soft cloth with a diluted window-cleaning solution and gently wipe the PDA screen.

FAQ

Where is the stylus?

It is located on the right side of the PDA in a designated slot.





Lost stylus?

Contact Performance & Workload Measurement unit (see Contacts and Troubleshooting Assistance) for further instructions.

My PDA keeps turning itself off.

The PDA turns itself off after two minutes of inactivity to conserve battery power.

My PDA won't turn on.

Follow the instructions for charging the PDA.

When I try to Hot Sync nothing happens.

Review the PDA Synchronization Procedures section. If the problem persists, contact your Program Automation Coordinator (see *Contacts and Troubleshooting Assistance*).

When I try to charge my PDA nothing happens.

Make sure all connections are secure (refer to charging section above) and that the PDA is turned off. If you are still having problems contact the Performance & Workload Measurement unit (see *Contacts and Troubleshooting Assistance*) for further instructions.

For additional problems or questions, contact the Performance & Workload Measurement unit. See *Contacts and Troubleshooting Assistance*.

PDA SYNCHRONIZATION PROCEDURES

The synchronization process, called the "HotSync Operation" or "Sync," is the transferring of information between a computer and a PDA. The PDA transfers data to your computer, which then transfers the data to a Performance & Workload Measurement server.

Palm PDA Sync Procedures

- 1. Place the PDA in the cradle
- 2. Press the Hot Sync button on the cradle as shown below:



3. The first time you sync the PDA, the following message will appear:



The above message will disappear when the following message comes up.

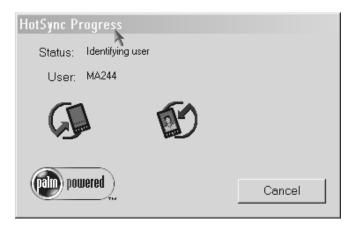


When you click on the OK button, the following message may appear.



Click on the OK button.

4. When the synchronization begins the following screen appears.



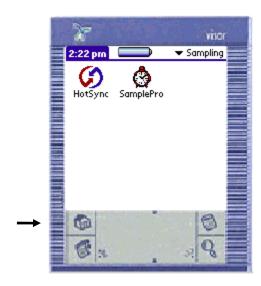
5. While synchronization is in progress, a screen similar to the following will be displayed:



When synchronization has completed successfully, the message below will appear: (For Windows 98 users it will appear minimized on the task bar). Leave the message on the screen/taskbar.



- 6. If synchronization is unsuccessful, contact your Program Automation Coordinator [or if you are a Program Automation Coordinator contact Performance & Workload Measurement Unit] (see Contacts and Troubleshooting Assistance).
- 7. When the PDA has finished synchronizing, repeat step 2.
- 8. You should then have a second successful message as shown above.
- 9. Click OK on the two messages.
- 10. Remove the PDA from the cradle.
- 11. Click the "Home" button below the PDA screen on the left and a screen similar to the following will appear:



PDA Sampling Screen

PDA SYNCHRONIZATION PROCEDURES

The synchronization process, called the "HotSync Operation" or "Sync," is the transferring of information between a computer and a PDA. The PDA transfers data to your computer, which then transfers the data to a Performance & Workload Measurement server.

Clié PDA Synch Procedures

- 1. Attach the Sync cable to the PDA as shown in PDA Client Hardware Setup.
- 2. From the PDA Sampling screen (see Palm PDA Sync Procedures step 8), click on the Hot Sync icon which takes you to the screen similar to the following.



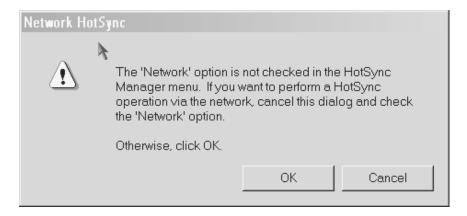
3. The first time you sync the PDA, the following message will appear:



The above message will disappear when the following message comes up.

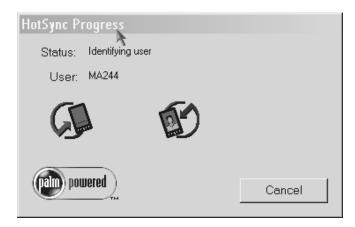


When you click on the OK button, the following message may appear.

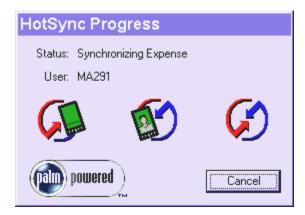


Click on the OK button.

4. When the synchronization begins the following screen appears.



5. While synchronization is in progress, a screen similar to the following will be displayed:



When synchronization has completed successfully, the message below will appear: (For Windows 98 users it will appear minimized on the task bar.) Leave the message on the screen/taskbar.



- 6. If synchronization is unsuccessful, contact your Program Automation Coordinator [or if you are a Program Automation Coordinator contact Performance & Workload Measurement Unit] (see Contacts and Troubleshooting Assistance).
- 7. When the PDA has finished synchronizing, repeat step 2.
- 8. You should then receive a second successful message as shown above.
- 9. Click OK on the two messages.
- 10. Remove the cable from the PDA.
- 11. Click the "Home" button below the PDA screen on the left and a screen similar to the following will appear:



PDA Sampling Screen

FACILITY SERVICES WORK MEASUREMENT STUDY INSTRUCTIONS

General Instructions

For each work day, the PDA device should be turned on as soon as you begin your work day, and should not be turned off until the end of your work day.

Do not record any signals during lunch break (or if you are off duty in the middle of the work day such as sick leave for a doctor appointment or annual leave to run a personal errand), but please record all break time using the appropriate program code of Non-work.

You should receive about 20 signals during an eight-hour work day (approx. 2.5 signals per hour). If you feel you are not receiving the correct amount of signals for two days in a row, please contact your Work Measurement Study analyst.

Your participation in the study will be for approximately 104 work hours and you must have at least 239 time samples in order to complete the study. If you take any leave, you will have to make up that time at the end of the study. For example, if you were on annual leave for two days, you will most likely need to extend your study participation a couple of days to be able to meet your study requirements.

PLEASE REMEMBER TO CHARGE YOUR PDA EACH DAY.

You will need to synch your data upon returning to your office. (See Syncing Procedures on page 6). This will send your data to the PWM server. Your analyst may call you to verify the data you synched.

You will be notified by your analyst when you have acquired the required number of hours and time samples. Your analyst will call you for an exit interview and provide you with equipment return instructions.

Program/Facility Type	Description
Nursing Facility	Nursing home (licensed & certified)
	Nursing home (licensed only)
	Hospital (SNF)
ICFMR/RC Facility	ICF/MR/RC
	State schools
	State centers
	Community centers
Assisted Living Facility	Assisted Living Facility types:
	• A, B, C & E
Adult Day Care Facility	A facility that provides day services to four or more adults on a daily basis but not overnight.
Unlicensed Facility	An unlicensed facility of any kind except for ICFMR/RC, state schools, state centers, community centers and SNFs.
General Program-Related	Performance of Regulatory Services associated activities but the duties cannot be identified with a specific program/facility type.
	Examples of General Program-Related activities include:
	 Performing State Agency Quality Improvement Program (SAQIP) reviews
	Attending professional seminars for continuing education credit
	Attending investigation techniques training
	Reviewing survey and certification clarification (S&CC) memos
	Filing handbook revisions, etc.
	Examples which would NOT be recorded as General Program-Related activities include: receiving a complaint intake, typing deficiencies, filing a 2567 and plan of correction (PoC), etc., as these should be identified with a specific program/facility type.
Non-Work	Performance of Non-Work related activities during the paid
	workday. Lunch time is outside of the paid workday, so lunch is
	NOT a Non-Work activity.
	Non-Work examples include:
	Personal phone calls
	Breaks
	 Working on this study (e.g., communication with a work measurement analyst)

Compliance Review Type	Description
Initial	A compliance review conducted to determine initial compliance with certification
	and/or state licensing.
	Examples include:
	Initial licensing inspection of new facility
	Initial certification survey of new facility
	Initial Alzheimers certification
	Relocation survey (LSC)
	Final construction inspection approval (LSC)
	Initial certification after termination
Resurvey/Recertification	A compliance review for recertification of facilities. Examples are:
	Standard survey/resurvey
	Look behind survey
	Fundamental survey
	Extended survey
Follow-up	A compliance review conducted to determine if corrective action has been met for
	deficiencies/violations cited during a previous compliance review. Examples include:
	Follow-up to complaint investigation
	Follow-up to incident investigation
	Follow-up to licensure inspection
	 Follow-up to survey (e.g. credible allegation 23-day, 90-day term,
	recertification)
	Follow-up to 90-day term (45-day visit)
	Follow-up to look behind survey
	Follow-up to denial of certification
	Follow-up to federal direct survey
	Follow-up to invoke ACC
	Telephone contact
	Follow-up to amelioration
	Follow-up to compliance letter
Relicensure	A compliance review conducted to determine compliance with state licensing
	regulations only on licensed only facilities.
	Licensing inspection
	Alzheimer's recertification
	If this is an initial licensure, please select Initial.
Complaint/Incident	Intake and investigation of a facility concerning allegations or incidents reported to
	Regulatory Services.
	Complaint investigation and/or incident investigation
	 Includes Chapter 242 complaints

Monitoring Visit	Monitoring of a facility (on-site or telephone contact) for:
	Financial distress
	Emergency situation
	Adverse consequence
	Special situation
	Voluntary withdrawal
	Closure
	Enforcement action
Change In Status	Changes for a facility such as:
	Change in management
	Change in ownership (CHOW)
	Change in number of clients/beds
	Change in bed classification
	Status verification

Activity Type	Description
Pre-survey Preparation	Any activity (except trip planning & actual travel) related to a specific compliance
	review that occurs prior to the entrance conference.
Entrance	A conference with facility staff to state purpose of the compliance review and to request information necessary to conduct the compliance review. This also includes staff introductions.
Record Review Information Gathering	Information gathered through review of documented sources, such as records, reports, electronic records, etc.
Observation Information Gathering	Information gathered about the residents, environment, and physical plant (using the five senses). This could be a formal environmental compliance review and/or an impromptu discovery.
Interview Information	Information gathered through conversations with staff, residents, family members,
Gathering	etc.
Information Analysis	Evaluating information gathered to determine compliance with certification and/or state licensing requirements. Would include team meetings, contact with PM regarding findings or discussions with other surveyors.
Daily & Final Exit	Conveying findings and recommendations of the compliance review.
Report Generation	Completion of forms, reports, notes, narratives, referrals, statement of deficiencies or citations of the compliance review. Also includes attending an enforcement meeting.
Travel	Travel related to compliance review. Actual travel as well as walking to and from mode of transportation. Wait time at the airport.
Trip Planning & Post	Planning trip (making hotel, car, plane reservations, printing map, etc.). Compiling trip receipts and submission for reimbursement.

FACILITY SERVICES STUDY INSTRUCTIONS

To turn on the PDA device, depress the on/off button located on the top right portion of the device. The following icon screen will appear: (For the Clié device a Pref icon will appear instead of the clock).



Remove the stylus located on the top right side of the PDA and tap on the Sample Pro icon to start the program. A sign-on screen will appear.



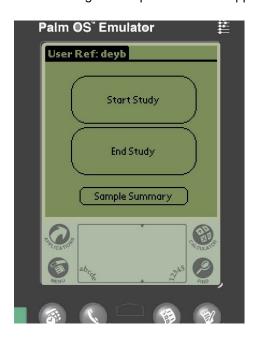
Enter your ID provided to you by Performance and Workload Measurement Unit. Use your stylus and tap on "abc" or "a" on the device (a keyboard should appear) use the keyboard to enter your ID, tap the **Done** key when finished.



Your ID should appear in the box. Tap the Continue button.



The following Main Input screen will appear. Using your stylus select the Start Study button.



The Sampling in Progress screen appears as shown below. At the bottom of the screen you will see three prompting modes: Sound, LED and Buzz. To activate these options tap the square in front of your selection(s). You may have 1 or more selected simultaneously. **Note:** (The more options selected, the more wear on the battery.) (The Clié device only has sound available.)



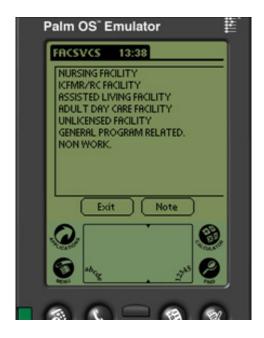
The study is now in progress. Please wait for a signal to enter your data. If you would like to access the Lunch/Leave/Travel option shown simply tap on the button on this screen. Refer to page 21 for Lunch/Leave/Travel information.

To stop the study, tap the Exit button. The study will close and you will be returned to the Main Input screen (see page 25).

When you are prompted for an entry by the device (Sound, LED and/or Buzz – according to the selected options), the screen shown below appears.



To enter data, tap the **o**K button to proceed to the data collection screen. Use your stylus and tap on your Program/Facility selection.



Then use your stylus and tap on your Compliance Review selection.



Then use your stylus and tap on your Activity selection. If you need to scroll to your Activity selection tap on the vertical scroll bar and drag down until the Activity appears, then make your selection.



Once you made all of the selections, review the selected entries and if the selections are correct, click OK. You will then be taken back to the Sampling in Progress screen shown on Page 18. If corrections are required, select the level above the inaccurate entry (or the Program Type level) and make the correct entries.



Lunch/Leave/Travel

The Lunch/Leave/Travel function is to record your Lunch time, your Leave time and any Travel time you take during the study day. Tap on the Lunch/Leave/Travel button with your stylus.



The following screen will appear. If this is the first Lunch/Leave/Travel entry of the day the screen will be blank. If Lunch/Leave/Travel entries have already been made for that day they will appear. Tap on the NEW button.



The following screen appears, tap on Lunch.



The following screen appears. The Start Time box will be highlighted, select the hour and minute vertical scroll areas to select the start time. Tap inside the End Time box and then select the hour and minute vertical scroll areas to select the stop time.



The system will calculate the total elapsed time and present it for confirmation purposes.

When you have defined the times click the OK button and the entry will be saved. The entry will appear in this window.



Repeat previous steps to record other Lunch/Leave/Travel times as necessary.

The next two screens show a Leave entry and a Travel entry.



(Travel Entry)



<u>Please Note:</u> If you receive a signal while recording Lunch/Leave/Travel times (prior to saving the entry), the Sampling Alert screen will appear. Upon completion of entering sampling data, you will need to start the Lunch/Leave/Travel entry process over.

When you have made all the entries, click Save and you will return to the same screen you were at prior to your Lunch/Leave/Travel entry.

To End the Study Day

To end your study day, tap the **EXIT STUDY** button.



The following Main Input screen will appear. When your work day has ended, completely exit out of the Sample Pro program at the Main Input screen by tapping the End Study button.



You will return to the icon screen, (as shown on page 18). Turn off the device. Please remember to charge the PDA daily.