REGULATORY SERVICES

Home & Community Support Services Agency (HCSSA)

Work Measurement Study for the Period March – September, 2008

**FINAL REPORT
November 2008**

Prepared by:

**Performance & Workload Measurement Unit
Budget & Data Management Section
Chief Financial Officer Division**

ACKNOWLEDGMENTS

Please send requests for Information or reports to:

Performance & Workload Measurement Unit (W-421)
Texas Department of Aging & Disability Services
P.O. Box 149030
Austin, Texas 78714-9030

For telephone inquiries, please call (512) 438-3785

TABLE OF CONTENTS

ILLUSTRATIONS

TABLES

BACKGROUND

With the approval of DADS Assistant Commissioner for Regulatory Services, Veronda Durden, and DADS Chief Financial Officer, Gordon Taylor, this work measurement study (WMS) of Regulatory Services Home and Community Support Services Agency (HCSSA) surveyors was conducted by the Performance and Workload Measurement (PWM) unit.

The study provides valid and reliable standard time calculations for the completion of specific surveyor products and the percentages of time surveyors spend on survey-related activities. A special focus of this study provided percentages of time spent in specific state mandated survey activities.

Additionally, the study results provide program managers with data for evaluating the impact of program and policy changes and provide budget staff additional data for use in the development of the Legislative Appropriations Request (LAR), the Federal Budget Call Letter, and the equitable distribution of agency resources.

STUDY DESIGN

Methodology

To develop standard times and percentages of time with a high degree of statistical reliability, PWM employed a simple random sampling methodology to conduct a Random Moment Time Study (RMTS) using Personal Digital Assistants (PDA's) for data collection.

A RMTS is a federally recognized statistical sampling technique where participants record work activities from pre-defined selections at random moments during the study period.

Sampling occurred in two stages:

1) random start dates were assigned to each participant to begin collecting data, and,
2) random time samples emitted by the PDA's were collected by participants.

Participation

The six month study period for data collection began March 1, 2008 and ended August 31, 2008. However, the study period was extended into September for a limited number of participants due to scheduling conflicts or delays in study completion.

All tenured surveyors were included in the study population with a total of 53 surveyors completing the study. Unless fully trained or actively participating in survey activities, new hires were exempted.

Surveyors participated in the study until collecting a minimum of 240 completed time samples. The average number of work hours needed to achieve completion was 118.5 hours (Appendix A).

Data Collection

With the assistance of regional Program Automation Coordinators, participants were provided with a PDA loaded with study software to serve as a self-contained data collection instrument for study information.

PWM analysts conducted one-on-one telephone training to participants explaining the purpose of the study, and the use of the PDA for collecting, entering, and submitting collected study data. Basic identification and work information for each participant was confirmed during the training session. Prior to the start of study telephone training, participants completed a PowerPoint orientation on the PDA as a data collection instrument (Appendix B).

The PDA study instrument used a menu-driven decision tree, with each selection determining the next level of choices. Each time the device signaled, participants recorded the corresponding activity they were performing at that moment (Appendix C). The PDA emitted random signals (time samples) at an average of 2.5 times per hour. Lunch, leave, and travel times were entered using special manual procedures.

Participants collected time samples whenever working, including work occurring outside normal assigned hours. At least once per week participants were required to submit collected data via the PDA "hot-sync" process to electronically transmit data to the PWM server (Appendix D).

Table 1:   Study Instrument Level Descriptions

Level 1	Agency Type	Home Health Agency[1] Hospice[2] Unlicensed Agency General Program Related[3] Non Work[4]
Level 2	Compliance Review Type	Initial Resurvey Relicensing Complaint/Incident Follow-up
Level 3	Activity Type	Pre-survey Preparation Entrance Record Review Information Gathering Observation Information Gathering Interview Information Gathering Information Analysis Daily & Final Exit Report Generation Travel Trip Planning & Post **State-only required activities[5]** Personnel Records Review DADS Rules Complaints Licensure Policy/Documents Review

---

[1] To differentiate between State and Federal-related activities and time requirements, Home Health Agencies were identified as either Licensed-only or Licensed & Certified.
[2] To differentiate between State and Federal-related activities and time requirements, Hospices were identified as either Licensed-only or Licensed & Certified.
[3] General Program Related provided recording of non-survey related work.
[4] Non work provided recording of non-work time.
[5] Specific state-only activity requirements identified for focused data collection.

Selections were entered into the PDA via a three-step entry process based upon the level definitions. Completing an entry took approximately 10 seconds. Figure 1 provides a flow chart of the entry process.

Figure 1:　　　Study Instrument Decision Tree
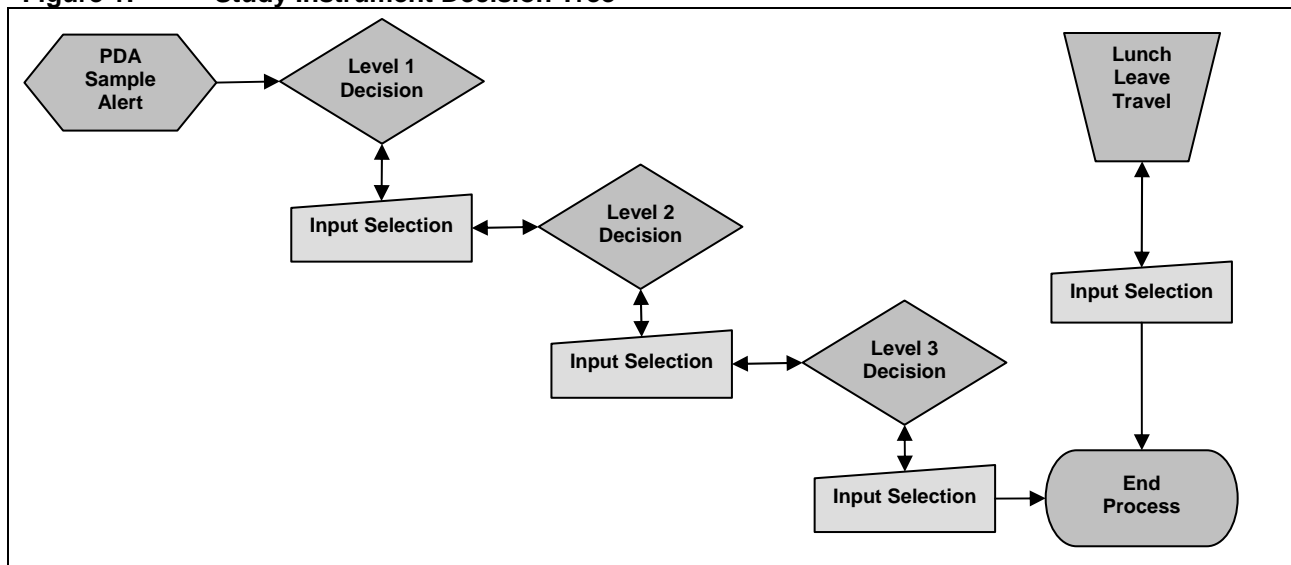
Confidence Intervals

The study maintained a ninety-five (95.0%) percent confidence interval with a margin of error of +/- 2.0.

The confidence interval is a mathematical description of the estimated range of values in which collected results are expected to fall. The degree of confidence, or confidence level, is an index of certainty that the probability of that expected range is true.

Surveyors collected 14,040 time samples during the six (6) month study period. Because of the large number of samples collected during the study the calculated standard times and derived percentages of time spent in given activities are both precise and statistically reliable.

Data Integrity

To ensure data integrity, PWM staff employed the following quality assurance steps and techniques:

- participants completed a PowerPoint presentation on the PDA as a data collection instrument;
- participants received one-on-one telephone training, with written instructions;
- the PDA data collection structure only allowed logical activity entry combinations;
- PWM analysts reviewed submitted data with the participant throughout the study period;
- PWM analysts used data-cleaning procedures to identify and correct data entry errors prior to analysis of the data; and
- a random sample of participant-collected study data was cross checked with actual program data records.

Notes:

KEY FINDINGS

Standard Times

Of the ten possible standard time combinations (the average amount of time to perform a given compliance review within a given HCSSA Agency Type), six combinations had sufficient data to support standard times:

Home Health Agency	Initial	19 hours and 56 minutes
	Resurvey	59 hours and 24 minutes
	Relicensing	29 hours and 31 minutes
	Complaint/Incident	24 hours and 37 minutes
	Follow Up	3 hours and 41 minutes
Hospice	Initial	NS
	Resurvey	NS
	Relicensing	NS
	Complaint/Incident	15 hours and 34 minutes
	Follow Up	NS

Agency Types

Home Health Agency	75.3%
Hospice	4.8%
Unlicensed Agency	0.2%
General Program Related	17.3%
Non-work	2.4%

Compliance Review Types

Resurvey	40.5%
Complaint/Incident	35.8%
Initial	16.7%
Follow Up	3.6%
Relicensing	3.5%

Activity Types

Preparation & Reporting 35.6%	Pre-survey Preparation	4.5%
	Report Generation	31.1%
	Entrance	2.1%
	Record Review Information Gathering*	28.2%
Survey 51.2%	Observation Information Gathering	1.9%
	Interview Information Gathering	8.9%
	Information Analysis	7.7%
	Daily & Final Exit	2.3%
Travel-related 13.2%	Travel	12.0%
	Trip Planning & Post	1.3%

State-only Requirements

*Record Review Information Gathering	Personnel Records Review	2.2%
	DADS Rules Complaints	1.3%
	Licensure Policy/Documents Review	1.3%

*Percentage of activities performed within Record Review Information Gathering.

STANDARD TIMES

Standard Time Defined

Results of a work measurement study are normally expressed in the output of a "standard time."

A "standard time" is the average time to perform or complete a given compliance review, from start to finish, within a given Agency Type. The time samples collected, compliance reviews completed (as defined in Appendix C), and hours worked serve as the basis for developing standard times and for determining percentages of time devoted to work activities. Standard time calculations include all time spent by surveyors, whether individually or collectively.

*To ensure statistical reliability, this report presents standard times only where sufficient data is available. Where time samples reported or compliance reviews completed within an Agency/Compliance Review Type combination were too low for reliable calculation, **NS** (not sufficient) is listed. Unviable Agency/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).

Agency Types Defined

- **Home Health Agency (HHA):** provides one or more health services required by an individual in a residence or independent living environment. The agency may be licensed-only, or licensed and certified.

- **Hospice:** provides intervention services that focus primarily on the reduction or abatement of physical, psychological, and spiritual symptoms of a terminally ill client, and support services for clients and their families. The agency may be licensed-only or licensed and certified.

- **Unlicensed Agency:** a facility operating without a license subject to licensure requirements..

- **General Program-Related:** activities that cannot be identified with a specific Agency Type. Examples include: Attending seminars, training, reviewing email and memoranda, filing handbook revisions, serving on workgroups of committees, etc.

- **Non-Work:** non-work related activities during the paid workday, as well as time spent working on the study. Examples include: personal phone calls, breaks, and speaking with PWM staff.

Compliance Review Types Defined

- **Initial:** A compliance review conducted to determine compliance with certification and/or state licensing, or after termination of certification (e.g. new agency or CHOW).

- **Resurvey/Relicensing:** A compliance review for resurvey (e.g. cyclical survey for HHA and Hospice) or to determine compliance with state licensing regulations (e.g. licensed-only agencies).

- **Complaint/Incident:** Intake and investigation of an agency concerning allegations or incidents reported to Regulatory Services.

- **Follow Up:** A compliance review conducted to determine if corrective action has been met for deficiencies/violations cited during a previous compliance review (e.g. monitoring reviews).

Standard Times: **Agency Type by Compliance Review Type**

The study instrument gathered HCSSA-specific information on three Agency Types, five Compliance Review Types, and ten Activity Types (Appendix C). Standard time calculation is not possible for Unlicensed Agency.

Of the ten possible standard time combinations, six combinations had sufficient data to support a standard time calculation.

Table 2:   **Standard Times in Hours and Minutes**

Agency Type	Initial	Resurvey	Relicensing	Complaint /Incident	Follow Up
Home Health Agency	19:56	59:24	29:31	24:37	3:41
Hospice	NS	NS	NS	15:34	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.

<u>Notes:</u>

PERCENTAGE OF TIME

Percentage of Time: Agency Type

The first level of data collected by surveyors identified one of five[6] Agency Types in which the surveyor was engaged at the time the PDA emitted a signal.

Surveyors spent the greatest percentage of time working in Home Health Agency. The second largest percentage of time was spent in General Program Related.

Figure 2:   Percentage of Time by Agency Type

Figure 2

---
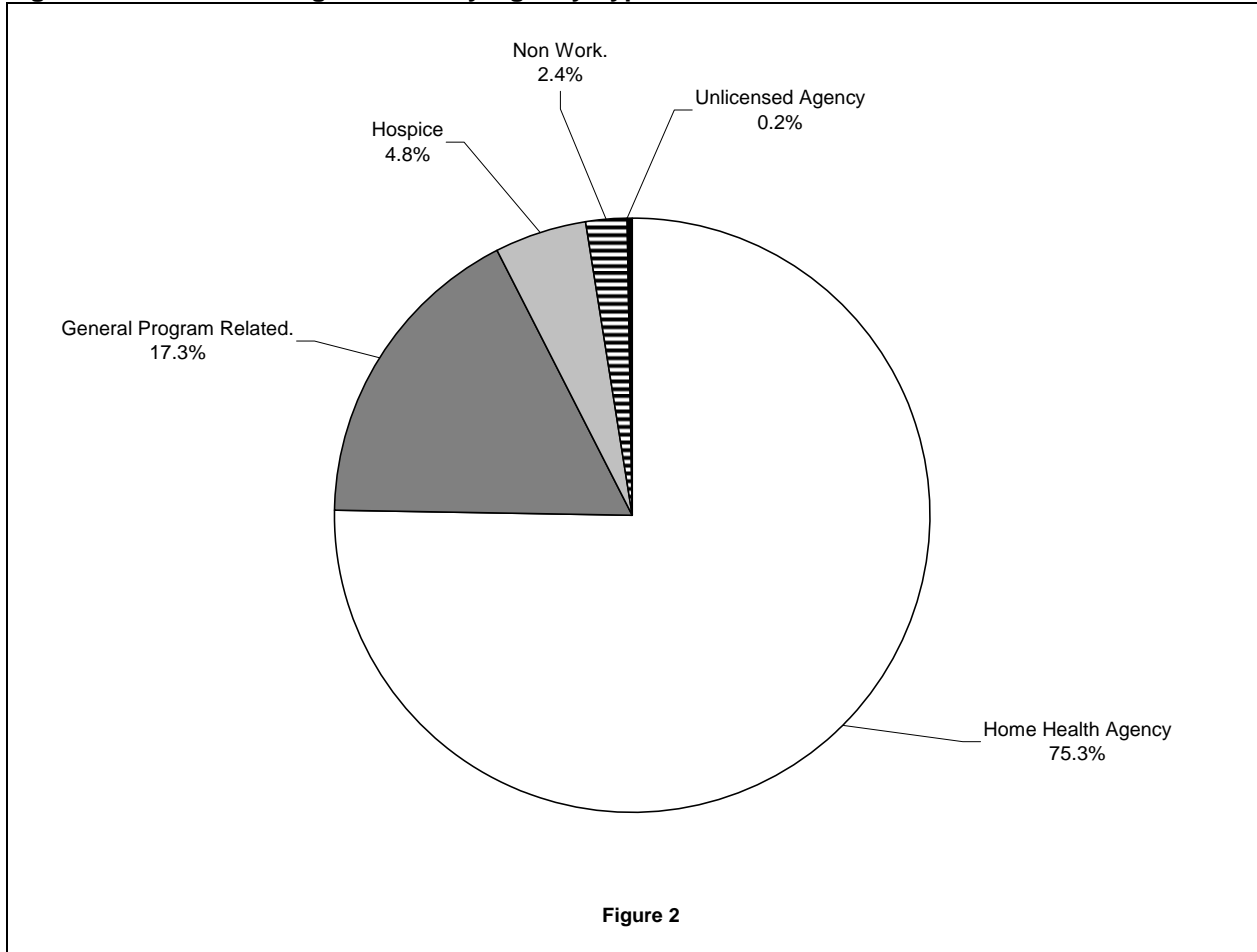
[6] General Program Related and Non-work were shown as Facility Types for data collection purposes.

Percentage of Time: Compliance Review Type

The second level of data collected by surveyors identified one of five possible Compliance Review Types predicated by the previous Agency Type selection.

Surveyors spent the greatest percentage of time in Resurvey. The second largest percentage of time was spent in Complaint/Incident.

Figure 3:   Percentage of Time by Compliance Review Type

Figure 3
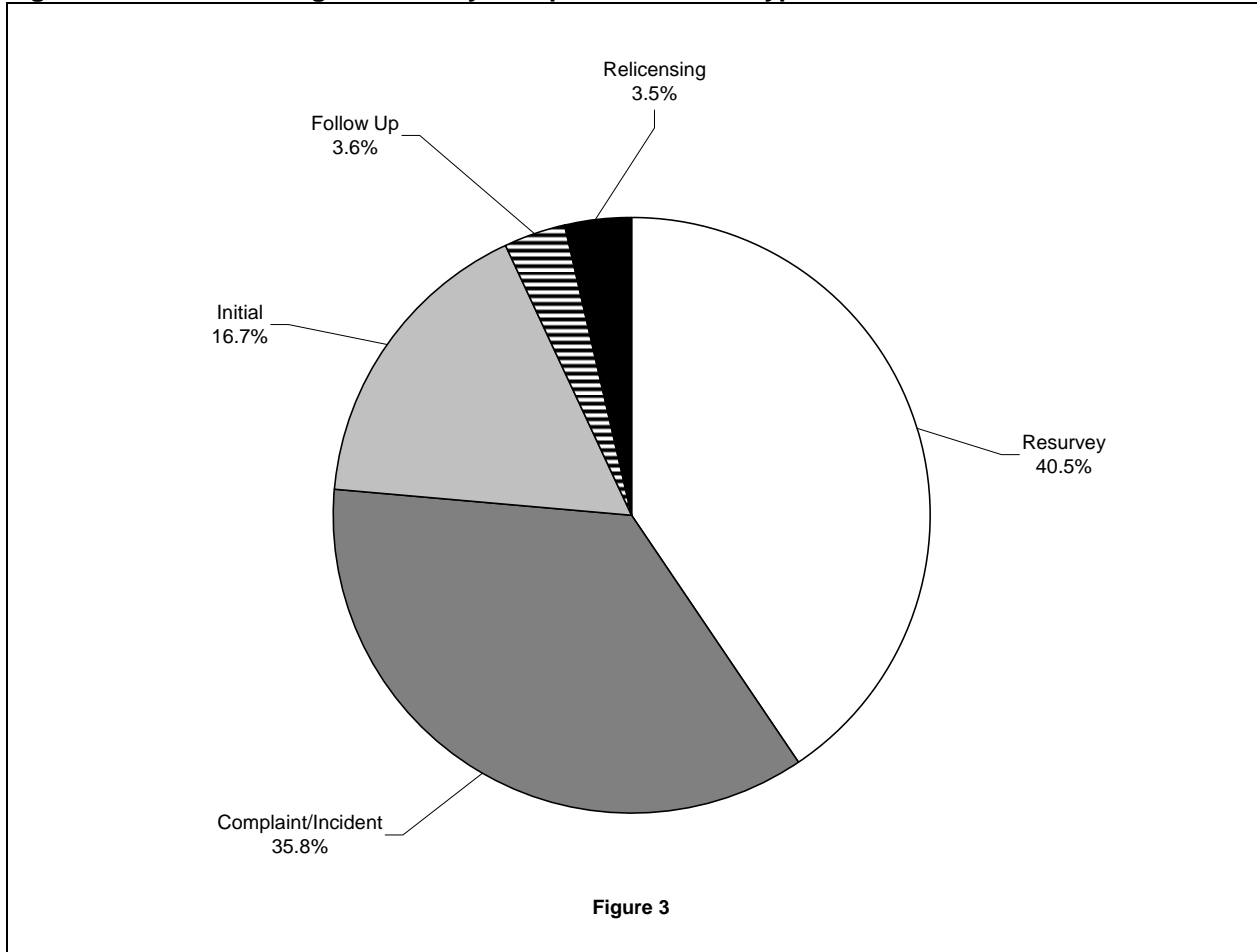
Percentage of Time: Activity Type

The third level of data collected by surveyors identified one of thirteen possible Activity Types predicated by the previous Agency and Compliance Review Type selections.

Surveyors spent the greatest percentage of time in Report Generation (31.1%).

Figure 4:   Percentage of Time by Activity Type

Figure 4
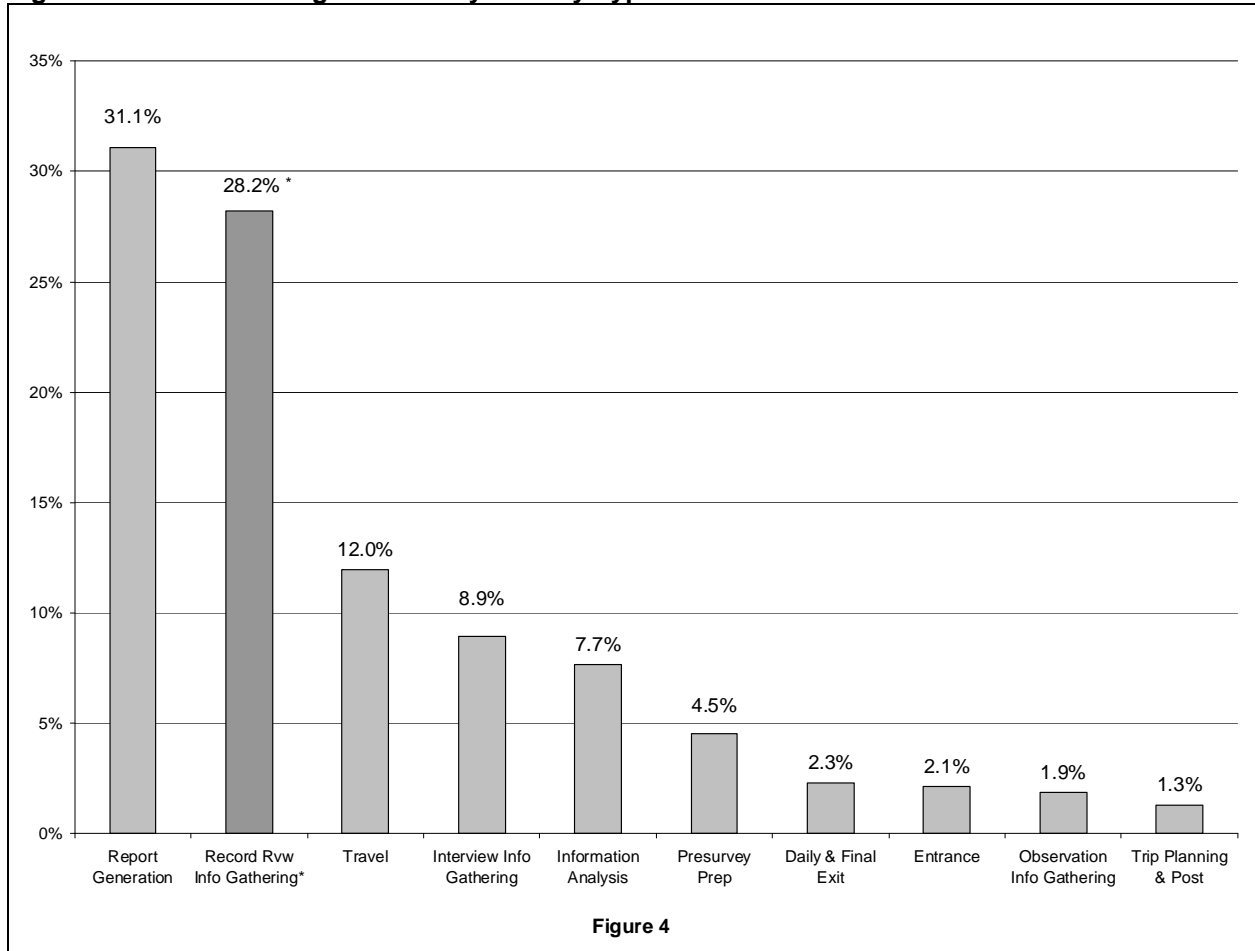
As previously stated, a special focus of this study was to provide percentage of time spent in specific state-only requirements. There were three state-only requirements.

Results show:

Across all Activity Types, state-only requirements:	4.8%
*Within Record Review Information Gathering:	16.8%
Licensure Policy/Document Review	4.5%
Personnel Records Review	4.4%
DADS Rules Complaints	7.9%

Percentage of Time: Functional Group

Related Activity Types are presented within the broader functional groups of Preparation and Reporting, Survey Related, and Travel Related.

Table 3:   Functional Groups

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	4.5%	35.6%
	Report Generation	31.1%	
Survey Related	Entrance	2.1%	51.2%
	Record Review Information Gathering	28.2%	
	Observation Information Gathering	1.9%	
	Interview Information Gathering	8.9%	
	Information Analysis	7.7%	
	Daily & Final Exit	2.3%	
Travel Related	Travel	12.0%	13.2%
	Trip Planning & Post	1.3%	

Figure 5:   Percentage of Time by Functional Group

Figure 5

- State-only requirements account for 4.8% of time.

HOME HEALTH AGENCY

Home Health Agency: Compliance Review Type

Home Health Agency accounted for 75.3%% of time samples collected (Figure 2, page 9).

Surveyors spent the greatest percentage of time working in Resurvey. The second largest percentage of time was spent in Complaint/Incident.

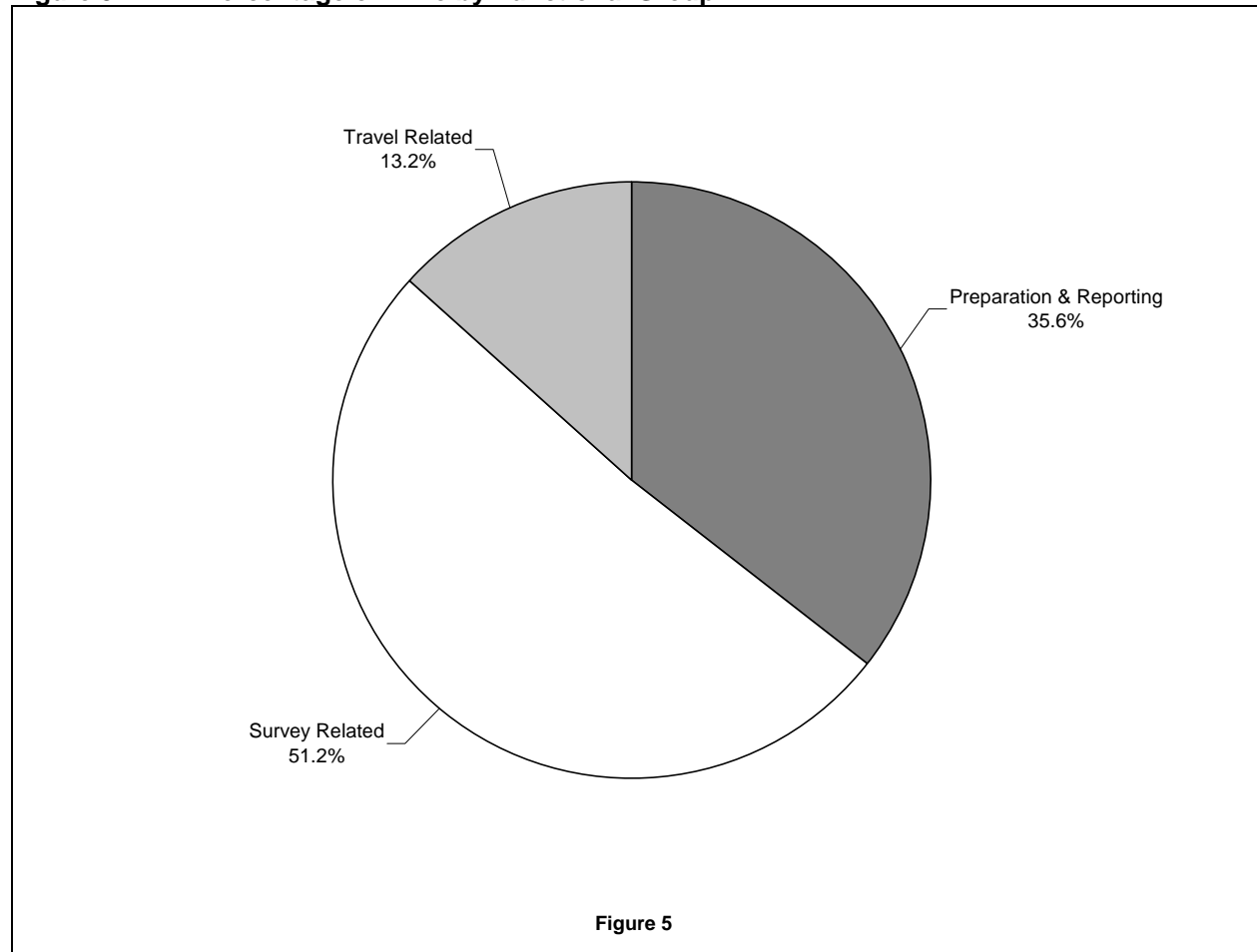**Figure 6:   Home Health Agency by Compliance Review Type**

Follow Up
3.2%

Relicensing
3.7%

Initial
16.1%

Resurvey
42.4%

Complaint/Incident
34.7%

Figure 6

13
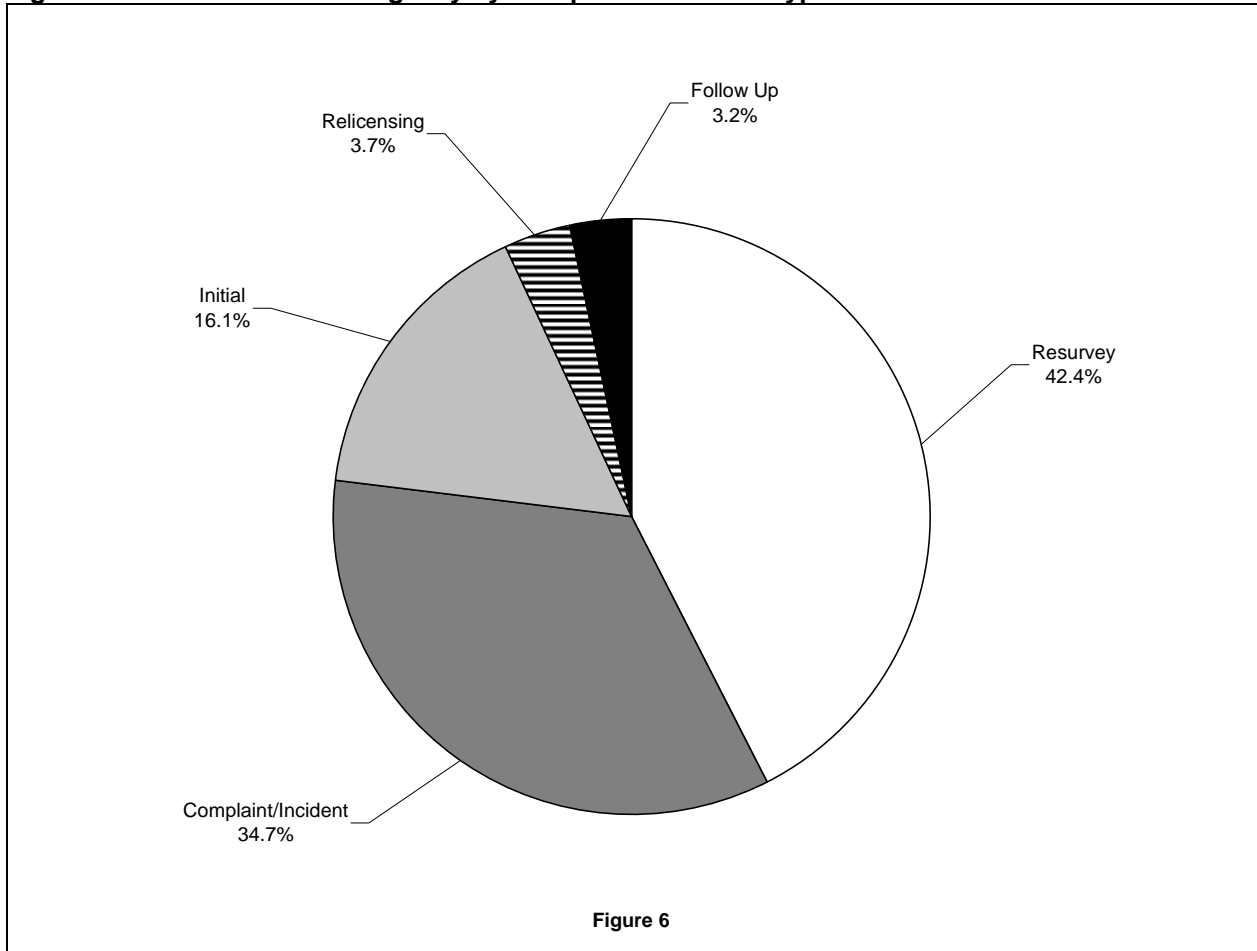
Home Health Agency: Functional Group

Table 4 provides a point of comparison for Home Health Agency Activity Types presented by Compliance Review Type. For context, the percentage of total time spent within Home Health Agency is shown in the header for each Compliance Review Type.

Focused analysis for each Home Health Agency Compliance Review Type is presented in the following pages.

Table 4:   Home Health Agency Activity Types by Compliance Review Type

Functional Group	Activity Type	Initial (16.1%)	Resurvey (42.4%)	Relicensing (3.7%)	Complaint/ Incident (34.7%)	Follow-Up (3.2%)
Preparation & Reporting	Pre-Survey Prep	4.8%	4.0%	3.6%	4.6%	10.0%
	Report Generation	29.8%	29.6%	24.9%	32.8%	33.5%
Survey Related	Entrance	3.4%	1.5%	1.6%	2.2%	3.5%
	Record Review Information Gathering*	25.5%	33.0%	22.5%	25.0%	27.6%
	Observation Information Gathering	1.6%	2.7%	2.1%	1.1%	0.9%
	Interview Information Gathering	10.1%	8.5%	9.3%	8.9%	4.1%
	Information Analysis	4.3%	5.8%	21.8%	10.6%	3.5%
	Daily & final Exit	2.8%	1.9%	2.3%	2.7%	2.1%
Travel Related	Travel	17.0%	11.5%	10.1%	10.6%	13.8%
	Trip Planning & Post	0.7%	1.3%	1.8%	1.7%	0.9%

- State-only requirements account for 4.8% of time spent Home Health Agency.
- State-only requirements account for 20.4% of time in Record Review Information Gathering.

Within Record Review Information Gathering:

|	Initial	Resurvey	Complaint/Incident	Follow-Up
*DADS Rules Complaints	0.0%	0.2%	5.8%	3.5%
*Licensure Policy/Doc Review	0.6%	2.3%	0.7%	0.6%
*Personnel Records Review	0.1%	1.9%	1.2%	2.6%
	0.8%	4.3%	7.7%	6.8%

Home Health Agency: Initial

Home Health Agency Initial constituted 16.1% of surveyor time (Figure 6, page 13).

Table 5:   Home Health Agency Initial by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	4.8%	34.7%
	Report Generation	29.8%	
Survey Related	Entrance	3.4%	47.6%
	Record Review Information Gathering	25.5%	
	Observation Information Gathering	1.6%	
	Interview Information Gathering	10.1%	
	Information Analysis	4.3%	
	Daily & Final Exit	2.8%	
Travel Related	Travel	17.0%	17.7%
	Trip Planning & Post	0.7%	

Figure 7:   Home Health Agency Initial by Functional Group

Travel Related
17.7%

Preparation & Reporting
34.7%

Survey Related
47.6%
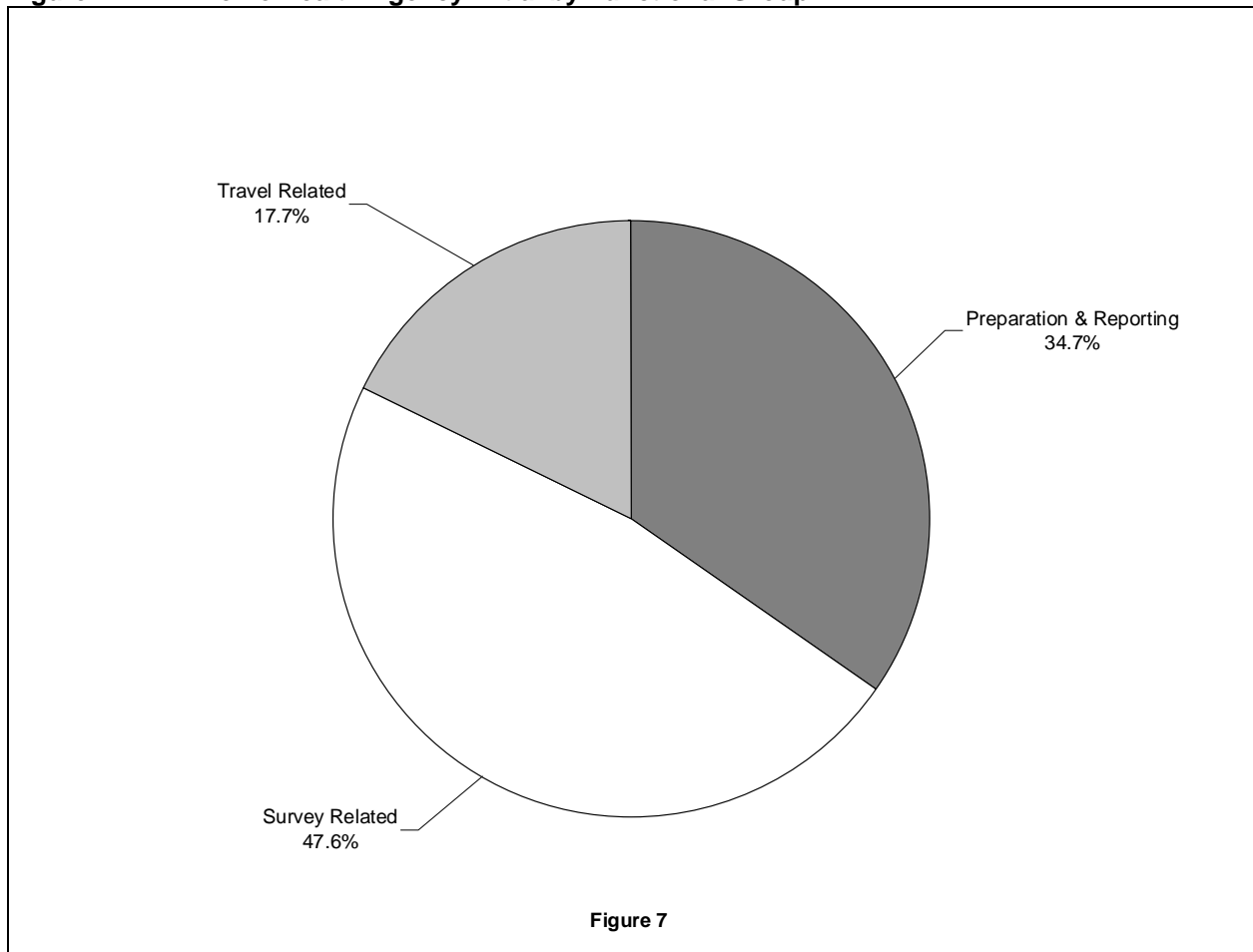
Figure 7

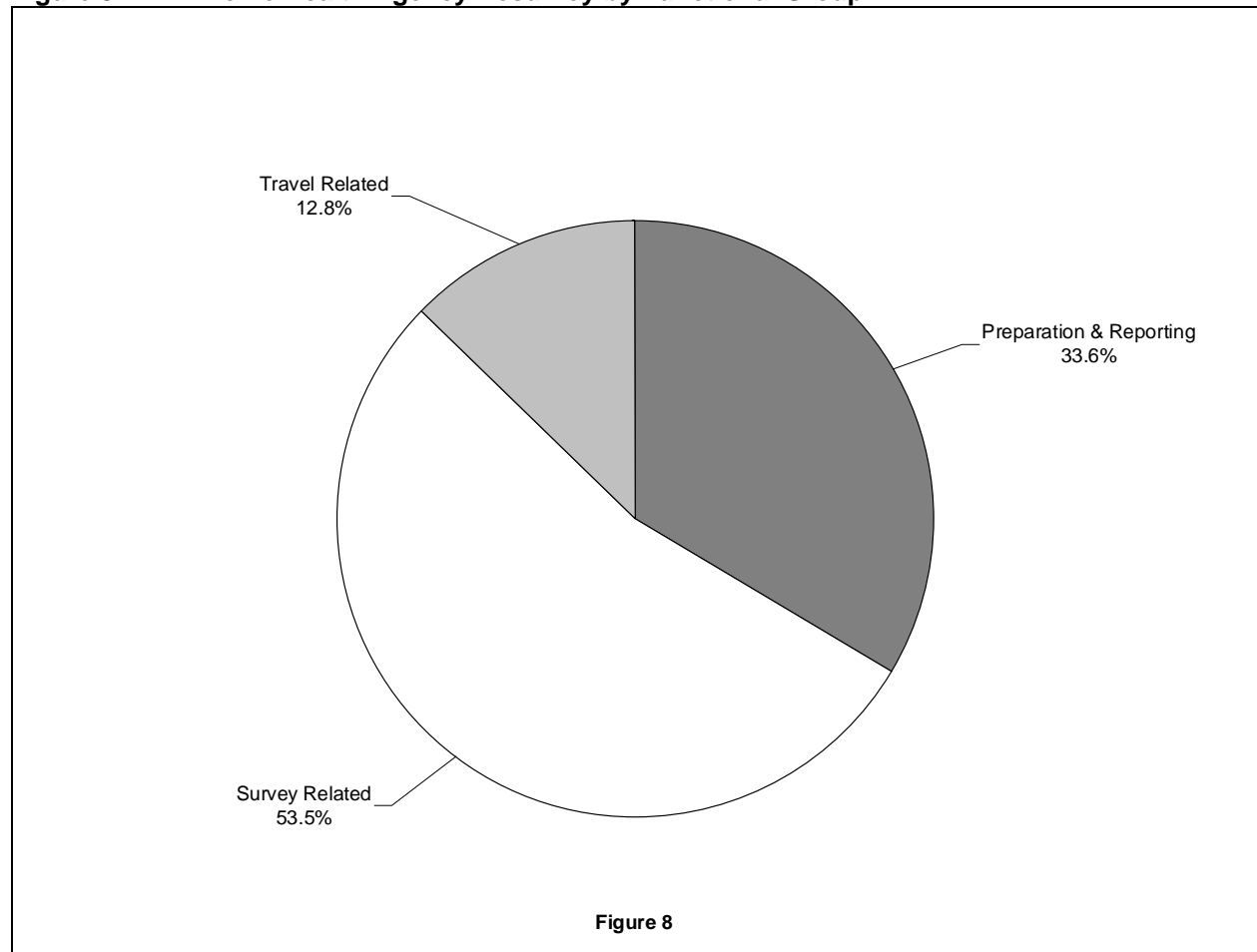- State-only requirements account for 0.8% of time in Initial.

Home Health Agency: Resurvey

Home Health Agency Resurvey constituted 42.4% of surveyor time (Figure 6, page 13).

Table 6:   Home Health Agency Resurvey by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	4.0%	33.6%
	Report Generation	29.6%	
Survey Related	Entrance	1.5%	53.5%
	Record Review Information Gathering	33.0%	
	Observation Information Gathering	2.7%	
	Interview Information Gathering	8.5%	
	Information Analysis	5.8%	
	Daily & Final Exit	1.9%	
Travel Related	Travel	11.5%	12.8%
	Trip Planning & Post	1.3%	

Figure 8:   Home Health Agency Resurvey by Functional Group

Figure 8

- State-only requirements account for 4.3% of time in Resurvey.
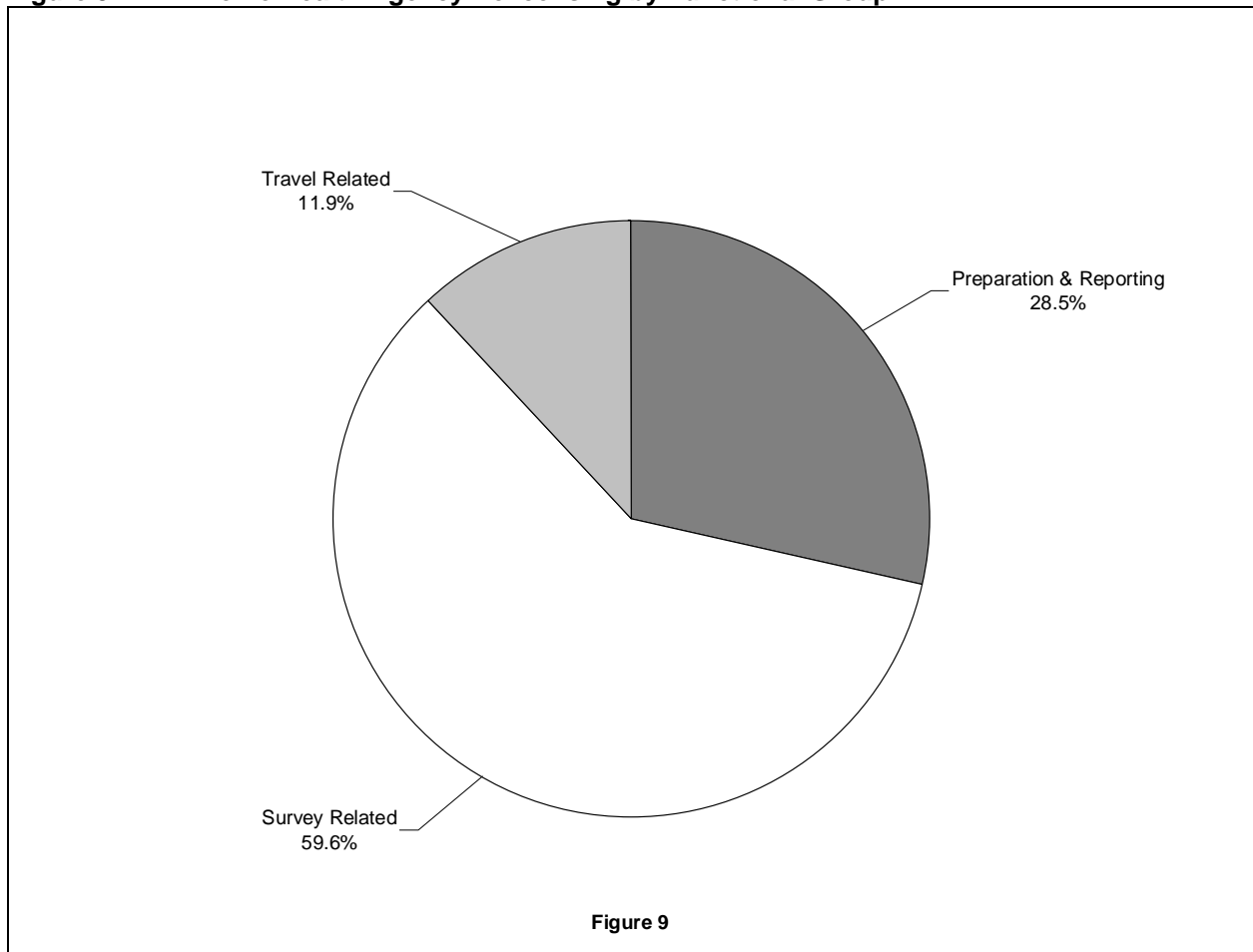
16

Home Health Agency: Relicensing

Home Health Agency Relicensing constituted 3.7% of surveyor time (Figure 6, page 13).

Table 7:   Home Health Agency Relicensing by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	3.6%	28.5%
	Report Generation	24.9%	
Survey Related	Entrance	1.6%	59.6%
	Record Review Information Gathering	22.5%	
	Observation Information Gathering	2.1%	
	Interview Information Gathering	9.3%	
	Information Analysis	21.8%	
	Daily & Final Exit	2.3%	
Travel Related	Travel	10.1%	11.9%
	Trip Planning & Post	1.8%	

Figure 9:   Home Health Agency Relicensing by Functional Group
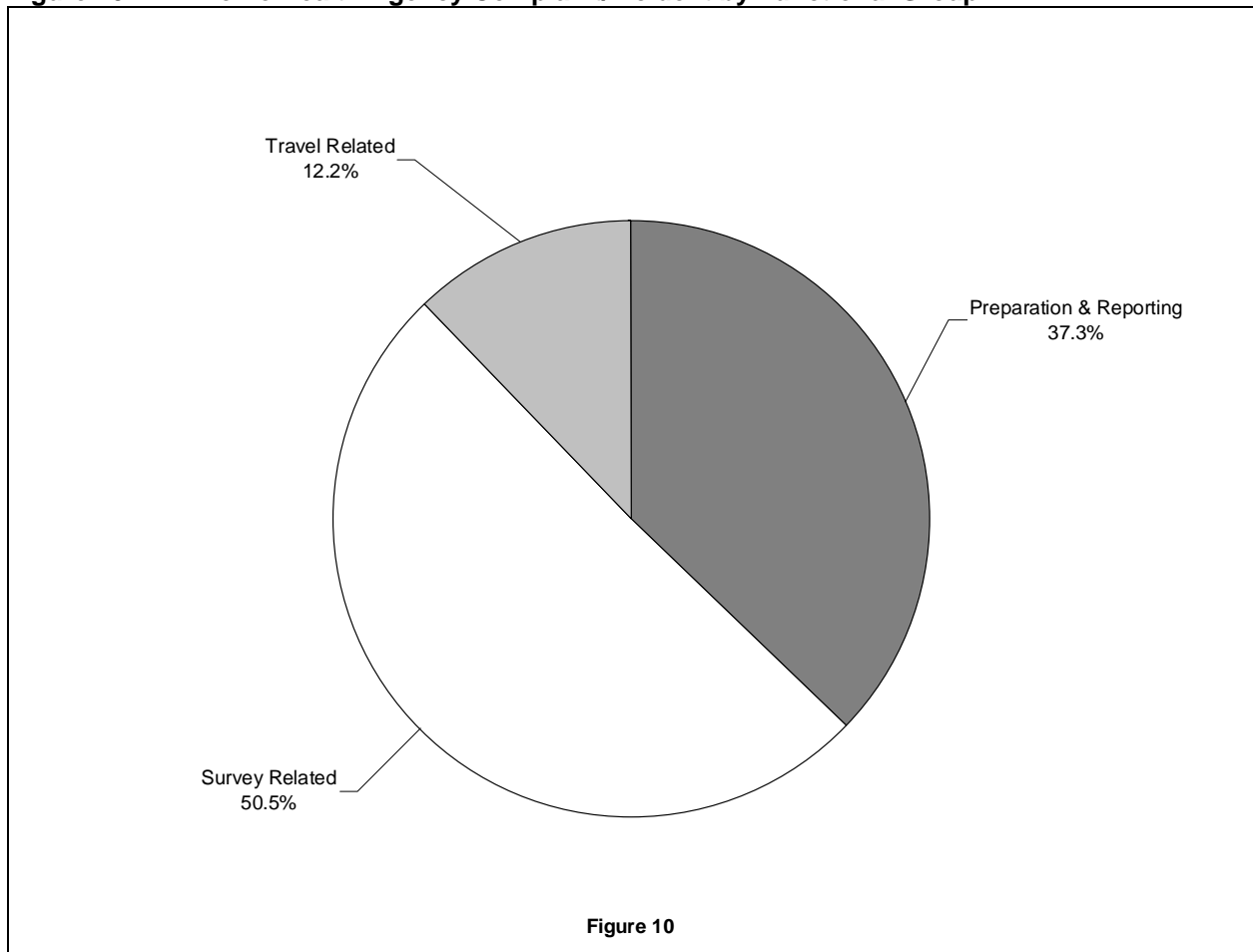

Figure 9

Home Health Agency: Complaint/Incident

Home Health Agency Complaint/Incident constituted 34.7% of surveyor time (Figure 6, page 13).

Table 8:   Home Health Agency Complaint/Incident by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	4.6%	37.3%
	Report Generation	32.8%	
Survey Related	Entrance	2.2%	50.5%
	Record Review Information Gathering	25.0%	
	Observation Information Gathering	1.1%	
	Interview Information Gathering	8.9%	
	Information Analysis	10.6%	
	Daily & Final Exit	2.7%	
Travel Related	Travel	10.6%	12.2%
	Trip Planning & Post	1.7%	

Figure 10:   Home Health Agency Complaint/Incident by Functional Group

Travel Related
12.2%

Preparation & Reporting
37.3%

Survey Related
50.5%

Figure 10

- State-only requirements account for 7.7% of time in Complaint/Incident.

Home Health Agency: Follow Up

Home Health Agency Follow Up constituted 3.2% of surveyor time (Figure 6, page 13).

Table 9:   Home Health Agency Follow Up by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	10.0%	43.5%
	Report Generation	33.5%	
Survey Related	Entrance	3.5%	41.8%
	Record Review Information Gathering	27.6%	
	Observation Information Gathering	0.9%	
	Interview Information Gathering	4.1%	
	Information Analysis	3.5%	
	Daily & Final Exit	2.1%	
Travel Related	Travel	13.8%	14.7%
	Trip Planning & Post	0.9%	

Figure 11:   Home Health Agency Follow Up by Functional Group

Travel Related
14.7%

Preparation & Reporting
43.5%

Survey Related
41.8%
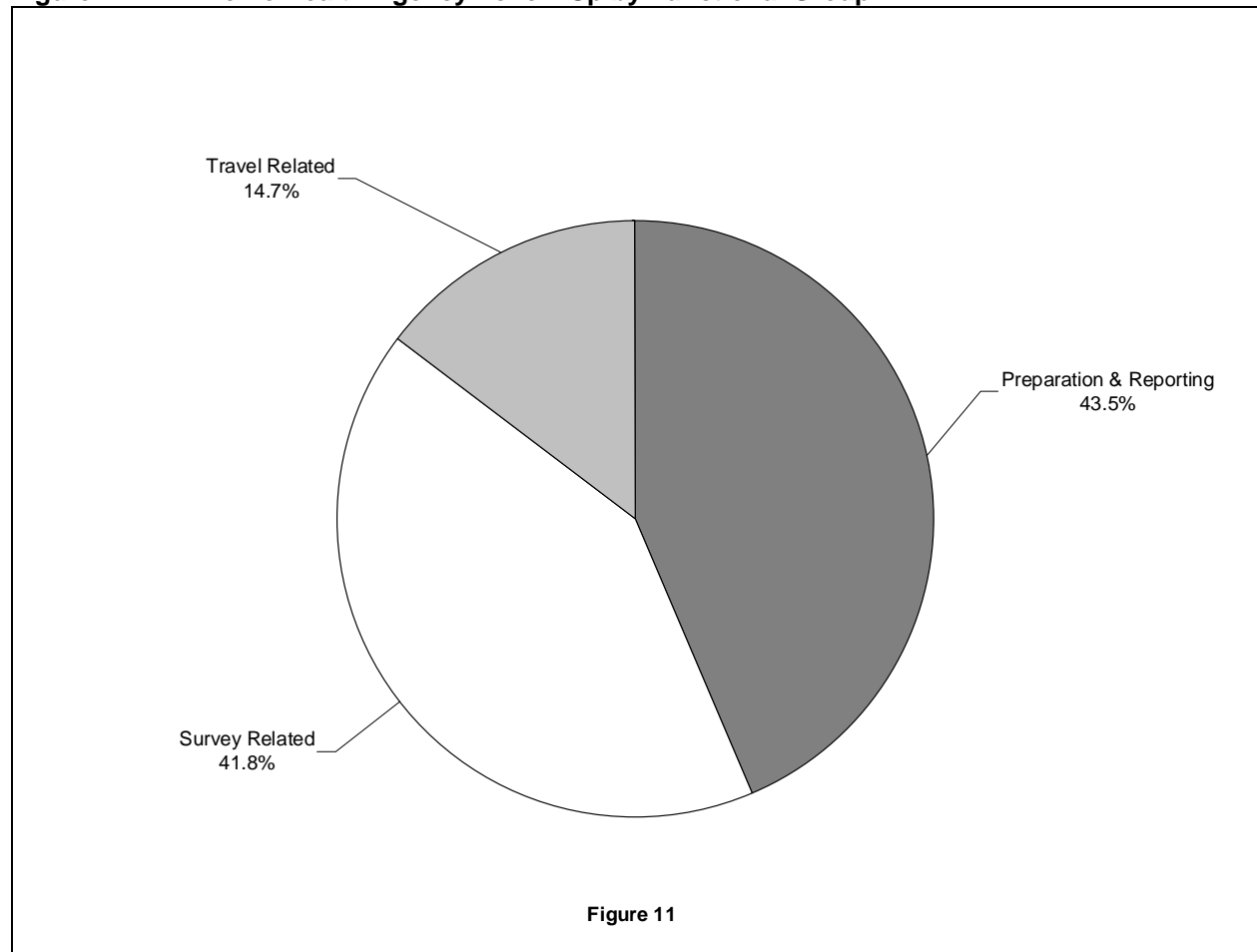
Figure 11

- State-only requirements account for 6.8% of time in Follow Up.

<u>Notes:</u>

HOSPICE

Hospice: Compliance Review Type

Hospice accounted for 4.8% of time samples collected (Figure 2, page 9).

Surveyors spent the greatest percentage of time working in Complaint/Incident. The second largest percentage of time was spent in Initial.

Figure 12:   Hospice by Compliance Review Type

Follow Up
8.8%

Relicensing
0.9%

Resurvey
12.1%

Complaint/Incident
51.0%

Initial
27.1%

Figure 12
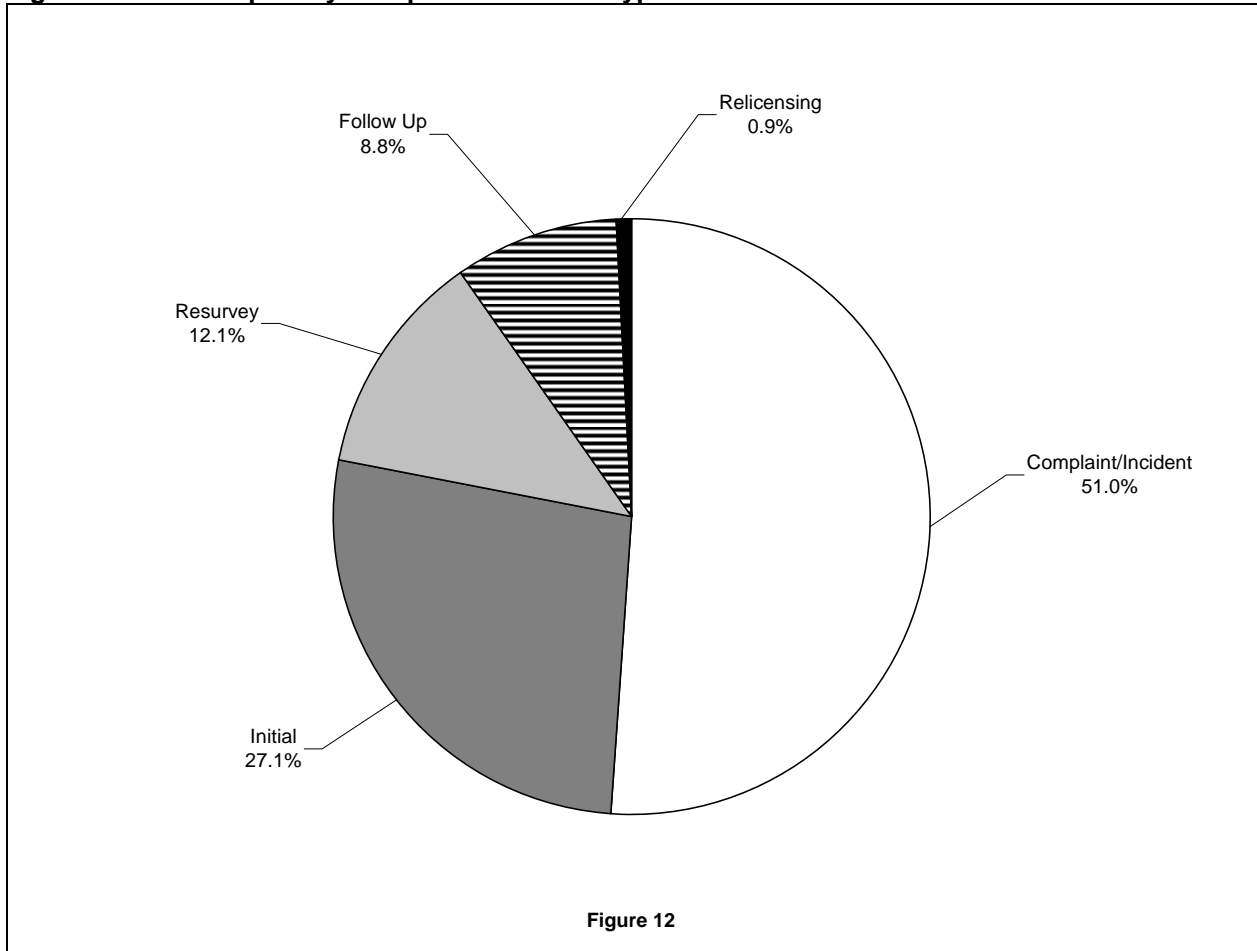
Hospice: Functional Group

Table 12 provides a point of comparison for Hospice Activity Types presented by Compliance Review Type. For context, the percentage of total time spent within Hospice is depicted in the header for each Compliance Review Type.

Table 10:   Hospice Activity Types by Compliance Review Type

Functional Group	Activity Type	Initial (27.1%)	Resurvey (12.1%)	Relicensing (0.9%)	Complaint/ Incident (51.0%)	Follow-Up (8.8%)
Preparation & Reporting	Pre-Survey Prep	2.2%	3.7%	16.7%	5.5%	3.3%
	Report Generation	37.0%	11.0%	0.0%	41.6%	41.7%
Survey Related	Entrance	2.2%	0.0%	16.7%	2.9%	3.3%
	Record Review Information Gathering*	31.0%	41.5%	0.0%	20.2%	18.3%
	Observation Information Gathering	2.2%	0.0%	0.0%	2.0%	0.0%
	Interview Information Gathering	12.5%	24.4%	0.0%	7.2%	11.7%
	Information Analysis	3.3%	0.0%	33.3%	9.8%	8.3%
	Daily & final Exit	1.6%	3.7%	0.0%	1.2%	1.7%
Travel Related	Travel	8.2%	15.9%	33.3%	9.2%	11.7%
	Trip Planning & Post	0.0%	0.0%	0.0%	0.3%	0.0%

- State-only requirements account for 3.8% of time spent Hospice.
- State-only requirements account for 17.8% of time in Record Review Information Gathering.

Within Record Review Information Gathering:

|	Initial	Resurvey	Complaint/Incident	Follow Up
*DADS Rules Complaints	0.0%	0.0%	5.2%	5.0%
*Licensure Policy/Doc Review	0.0%	1.2%	0.0%	0.0%
*Personnel Records Review	0.0%	0.0%	1.2%	0.0%
	0.0%	1.2%	6.4%	5.0%

Hospice: **Initial**

Hospice Initial constituted 27.1% of surveyor time (Figure 12, page 21).

Table 11:   Hospice Initial by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	2.2%	39.1%
	Report Generation	37.0%	
Survey Related	Entrance	2.2%	52.7%
	Record Review Information Gathering	31.0%	
	Observation Information Gathering	2.2%	
	Interview Information Gathering	12.5%	
	Information Analysis	3.3%	
	Daily & Final Exit	1.6%	
Travel Related	Travel	8.2%	8.2%
	Trip Planning & Post	0.0%	

Figure 13:   Hospice Initial by Functional Group

Travel Related
8.2%

Preparation & Reporting
39.1%

Survey Related
52.7%
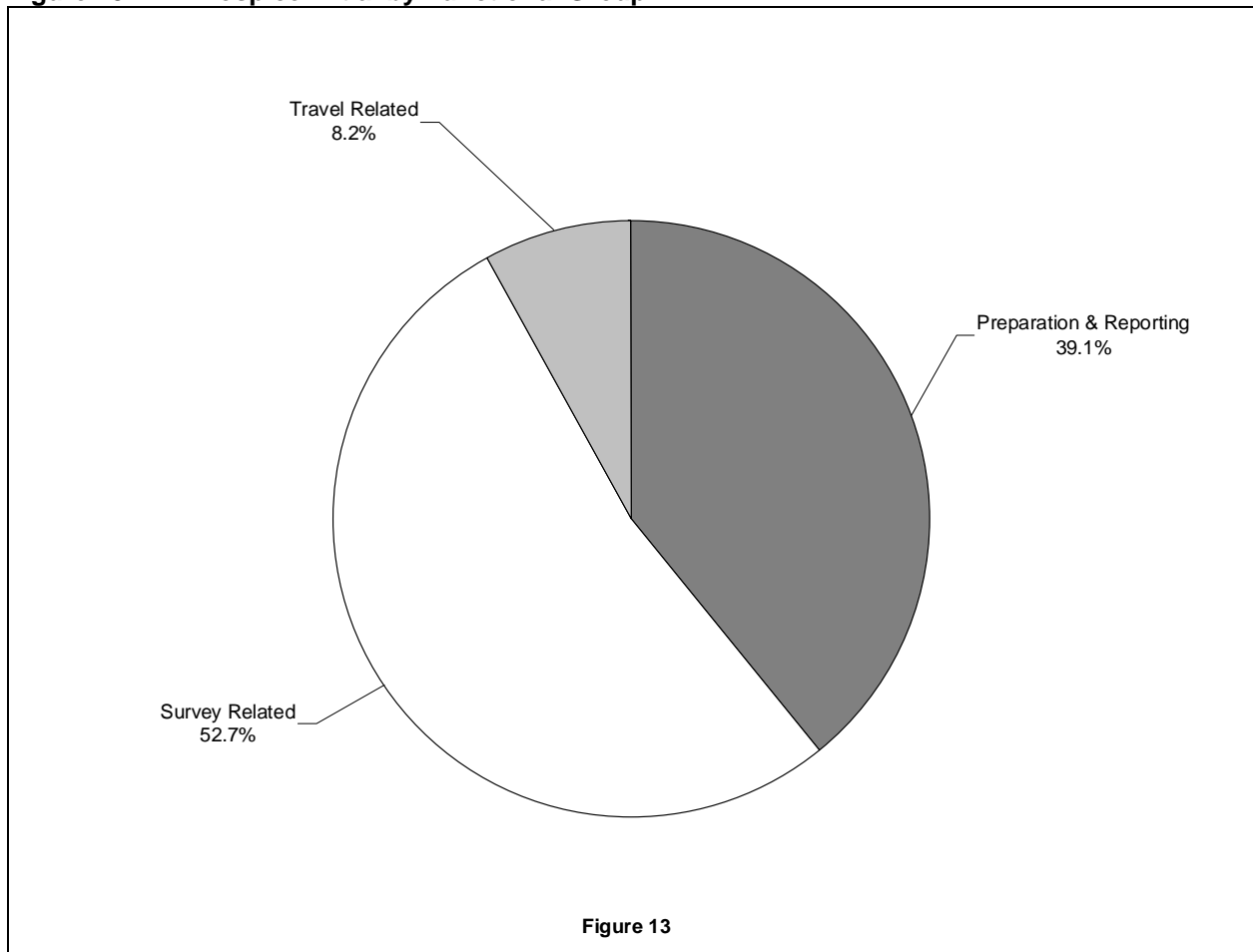
Figure 13

- State-only requirements were not selected within Initial.

23

Hospice: Resurvey

Hospice Resurvey constituted 12.1% of surveyor time (Figure 12, page 21).

Table 12:   Hospice Resurvey by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	3.7%	14.6%
	Report Generation	11.0%	
Survey Related	Entrance	0.0%	69.5%
	Record Review Information Gathering	41.5%	
	Observation Information Gathering	0.0%	
	Interview Information Gathering	24.4%	
	Information Analysis	0.0%	
	Daily & Final Exit	3.7%	
Travel Related	Travel	15.9%	15.9%
	Trip Planning & Post	0.0%	

Figure 14:   Hospice Resurvey by Functional Group

Preparation & Reporting
14.6%

Travel Related
15.9%

Survey Related
69.5%
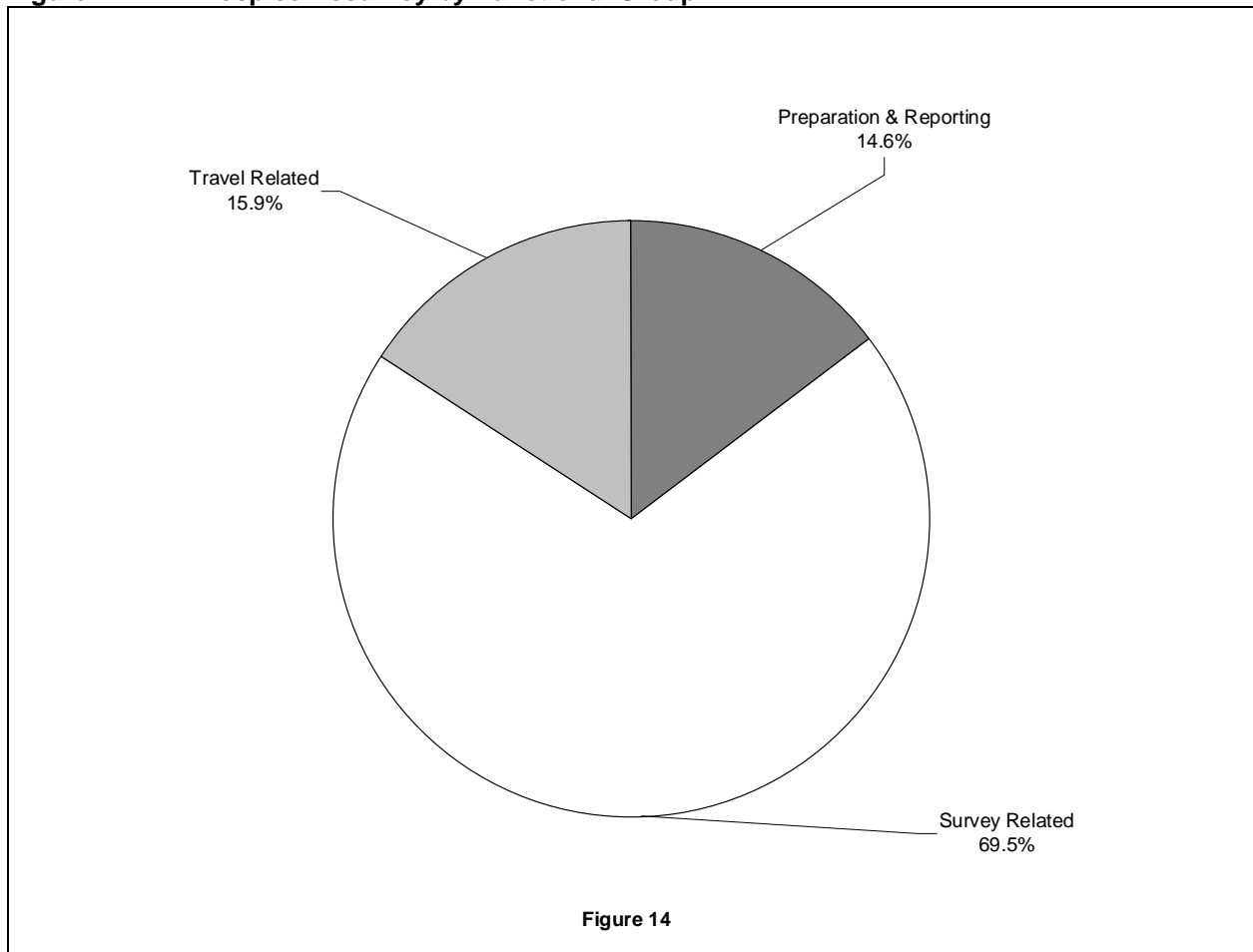
Figure 14

- State-only requirements account for 1.2% of time in Resurvey.

24

Hospice: Relicensing

Hospice Relicensing constituted 0.9% of surveyor time (Figure 12, page 21).

Table 13:   Hospice Relicensing by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	16.7%	16.7%
	Report Generation	0.0%	
Survey Related	Entrance	16.7%	50.0%
	Record Review Information Gathering	0.0%	
	Observation Information Gathering	0.0%	
	Interview Information Gathering	0.0%	
	Information Analysis	33.3%	
	Daily & Final Exit	0.0%	
Travel Related	Travel	33.3%	33.3%
	Trip Planning & Post	0.0%	

Figure 15:   Hospice Relicensing by Functional Group
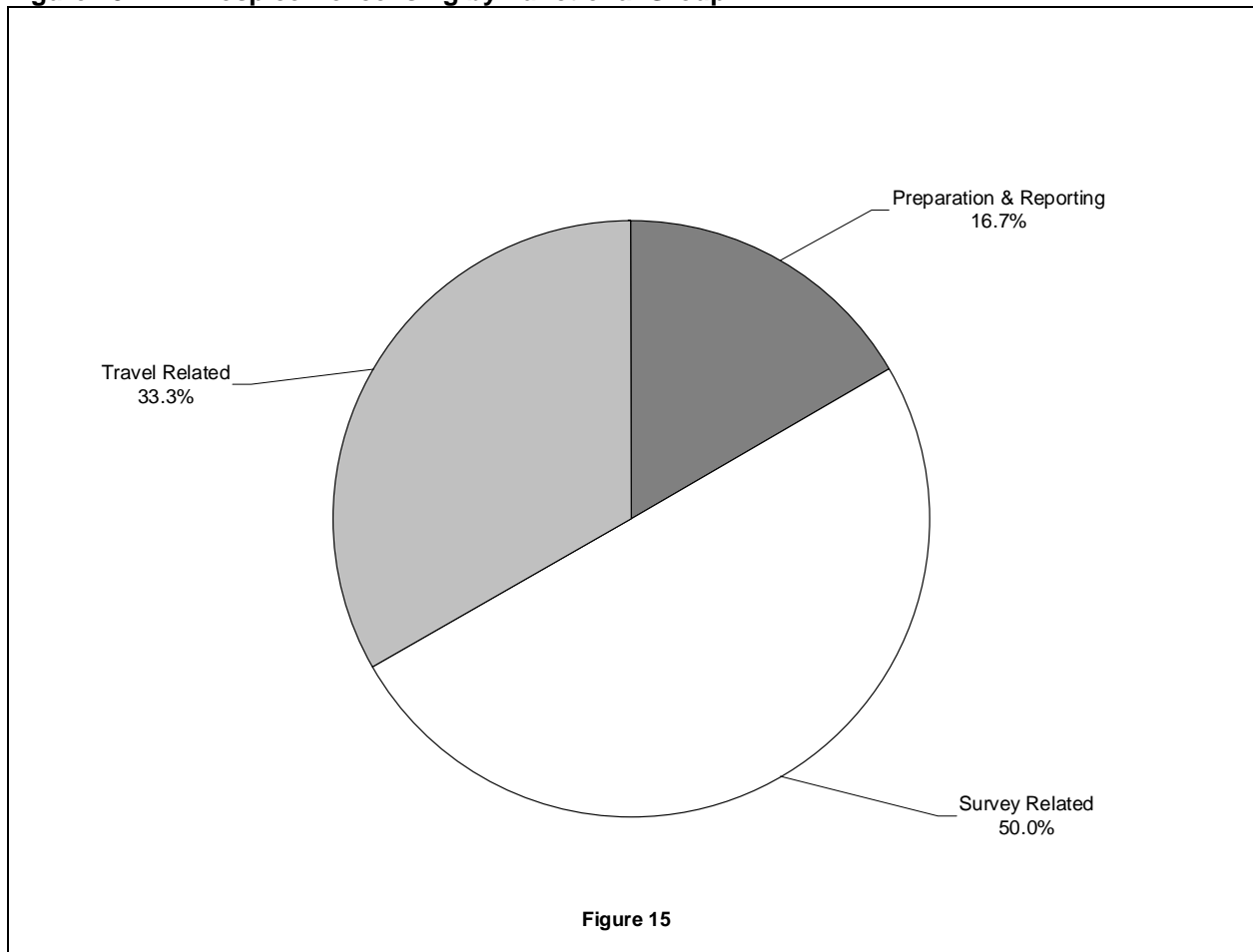
Figure 15

Hospice: Complaint/Incident

Hospice Complaint/Incident constituted 51.0% of surveyor time (Figure 12, page 21).

Table 14:   Hospice Complaint/Incident by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	5.5%	47.1%
	Report Generation	41.6%	
Survey Related	Entrance	2.9%	43.4%
	Record Review Information Gathering	20.2%	
	Observation Information Gathering	2.0%	
	Interview Information Gathering	7.2%	
	Information Analysis	9.8%	
	Daily & Final Exit	1.2%	
Travel Related	Travel	9.2%	9.5%
	Trip Planning & Post	0.3%	

Figure 16:   Hospice Complaint/Incident by Functional Group

Travel Related
9.5%

Preparation & Reporting
47.1%

Survey Related
43.4%
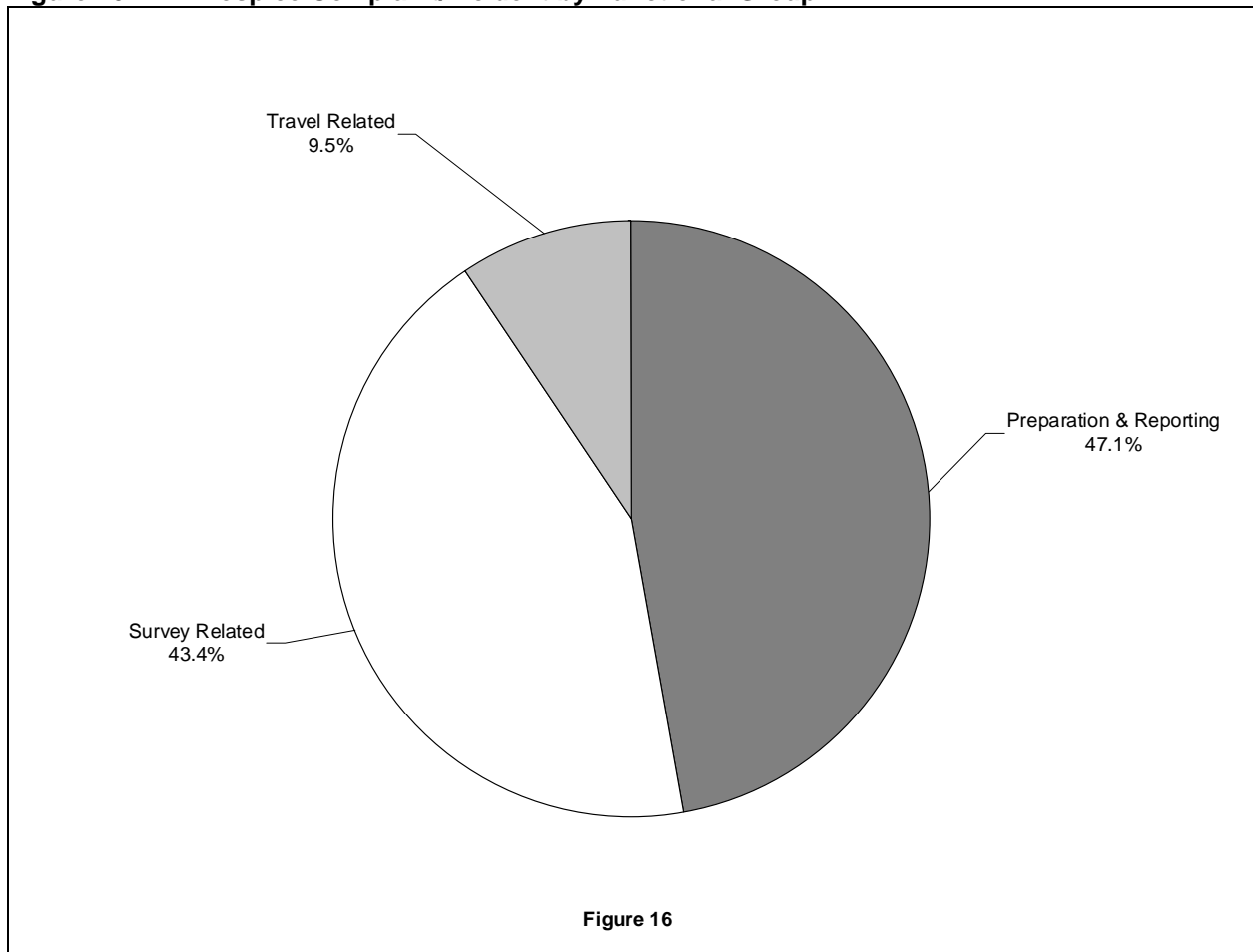
Figure 16

- State-only requirements accounted for 6.4% of time in Complaint/Incident.

Hospice: Follow Up

Hospice Follow Up constituted 8.8% of surveyor time (Figure 12, page 21).

Table 15:   Hospice Follow Up by Functional Group

Functional Group	Activity Type	Percent	Total
Preparation & Reporting	Pre-survey Preparation	3.3%	45.0%
	Report Generation	41.7%	
Survey Related	Entrance	3.3%	43.3%
	Record Review Information Gathering	18.3%	
	Observation Information Gathering	0.0%	
	Interview Information Gathering	11.7%	
	Information Analysis	8.3%	
	Daily & Final Exit	1.7%	
Travel Related	Travel	11.7%	11.7%
	Trip Planning & Post	0.0%	

Figure 17:   Hospice Follow Up by Functional Group
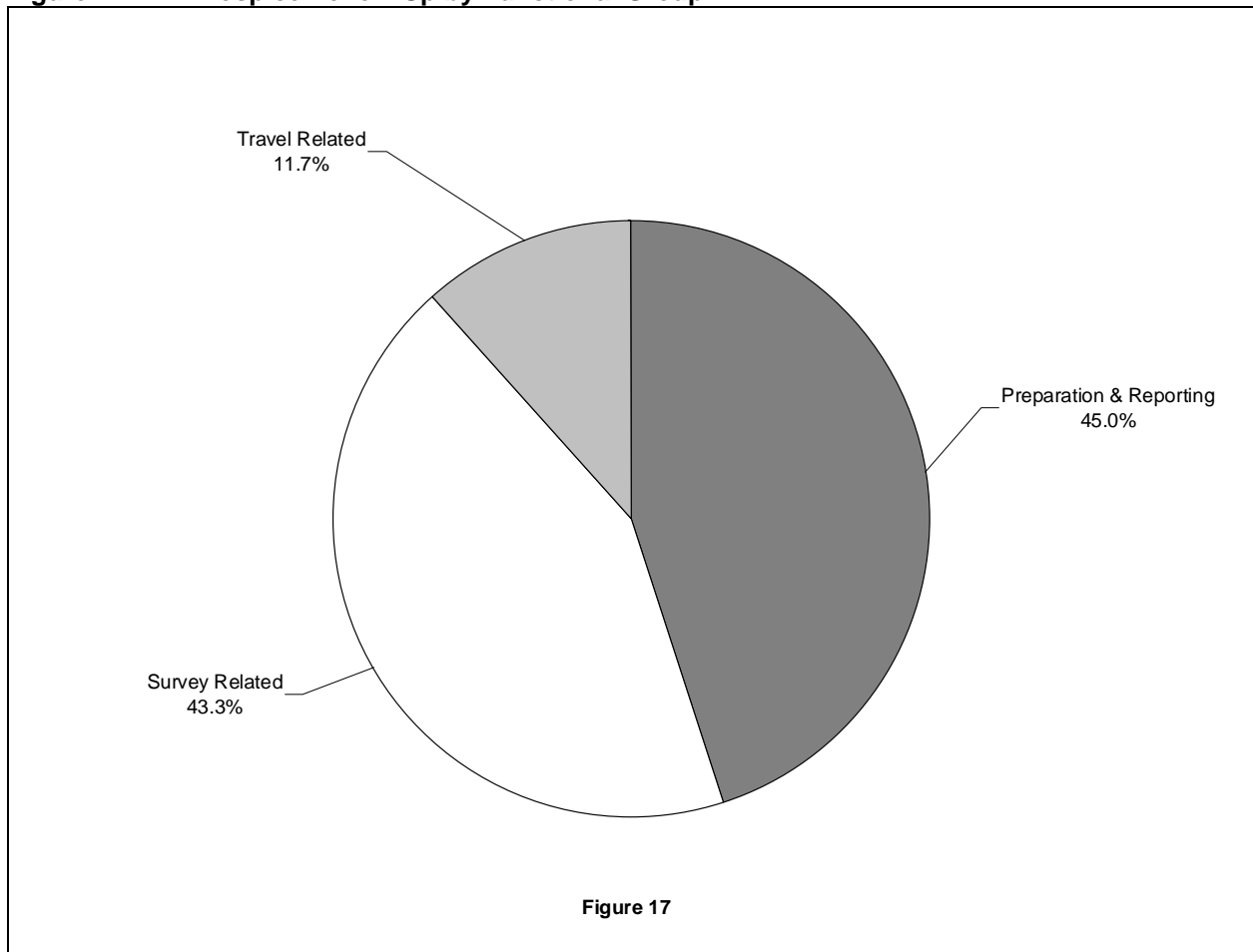
Figure 17

- State-only requirements accounted for 5.0% of time in Follow Up.

Notes:

UNLICENSED AGENCY

Unlicensed Agency: Compliance Review Type

Unlicensed Agency accounted for less than 0.2% of time samples collected (See Figure 2, page 9).

Surveyors spent the greatest percentage of time working in Compliant/Incident. The only other category available was Follow Up.

Figure 18:   Unlicensed Agency by Compliance Review Type

Follow Up
4.3%

Complaint/Incident
95.7%

Figure 18
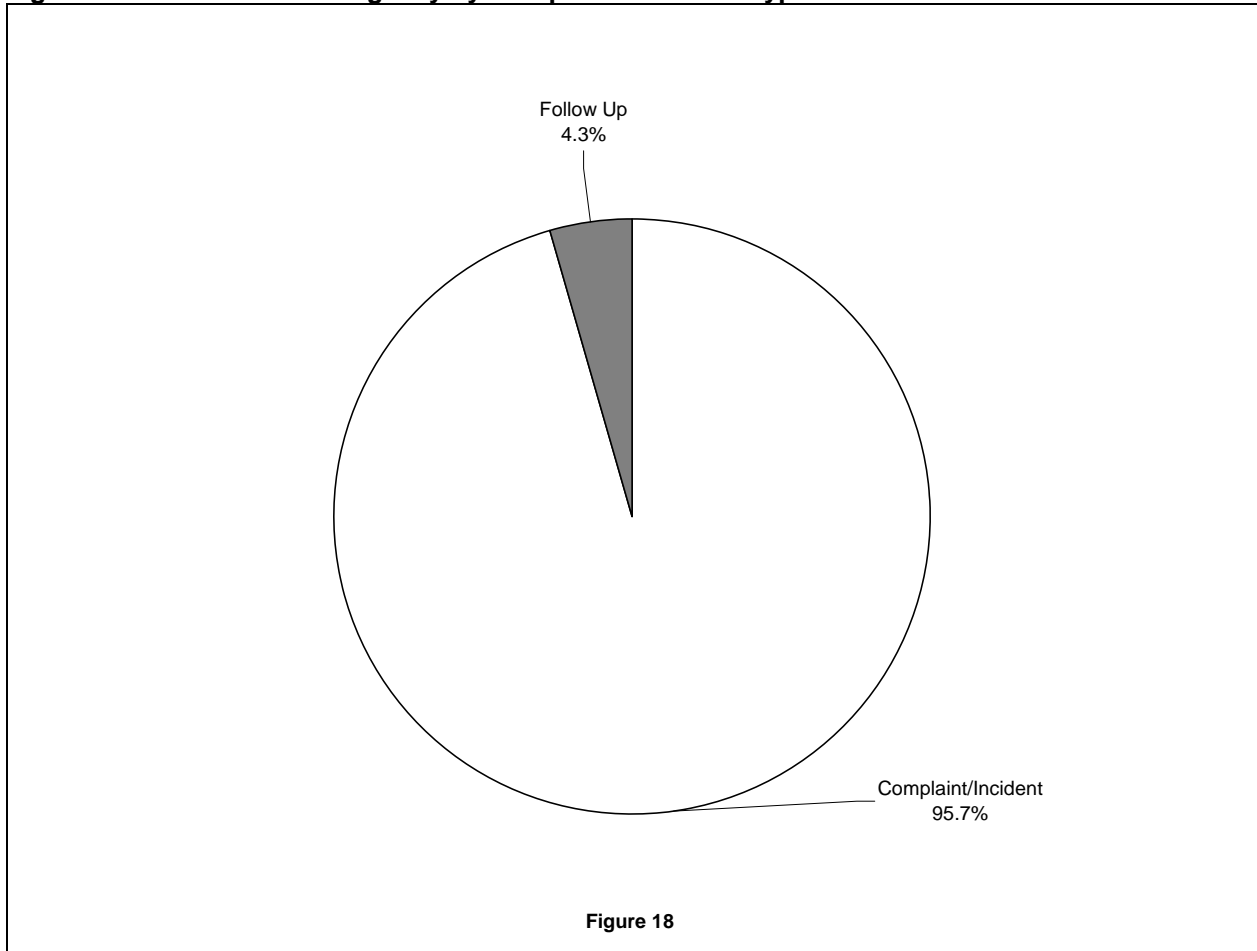
- Only one time sample was collected in Follow Up.

Unlicensed Agency: Functional Group

Table 24 provides a point of comparison for Unlicensed Agency Activity Types presented by Compliance Review Type. For context, the percentage of total time spent within Unlicensed Agency is depicted in the header for each Compliance Review Type.

Table 16: Unlicensed Agency Activity Types by Compliance Review Type

Functional Group	Activity Type	Complaint/ Incident (95.7%)	Follow Up (4.3%)
Preparation & Reporting	Pre-Survey Prep	4.5%	100.0%
	Report Generation	68.2%	0.0%
Survey Related	Entrance	4.5%	0.0%
	Record Review Information Gathering	0.0%	0.0%
	Observation Information Gathering	0.0%	0.0%
	Interview Information Gathering	0.0%	0.0%
	Information Analysis	4.5%	0.0%
	Daily & final Exit	9.1%	0.0%
Travel Related	Travel	9.1%	0.0%
	Trip Planning & Post	0.0%	0.0%

LIMITATIONS

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

PWM calculates standard times on Agency/Compliance Review Type combinations with a product count (completed compliance reviews) of thirty (30) or more.[7] 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 study was conducted for the period March through September 2008 instead of a full year, the impact of seasonality that the workload might have had on this study is unknown. Additionally, four natural disasters (Hurricanes Dolly, Eduardo, Gustav, and Ike) created widespread disruptions to normal business practices in effected regions during the months of July, and August, and September.

RECOMMENDATIONS

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.

Notes:

Appendix A: Basic Study Statistics

A-1. Basic Study Statistics

Average number of hours on study	118.5
Average number of beeps per hour	2.4
Length of study in weeks	3
Population	61
Number of participants[*]	53
Participation rate	86.9%
* The available population at the beginning of the study was 61, but only 53 were available and eligible (employed and fully trained) by the time they were randomly selected to participate.	

Notes:

Appendix B: PDA PowerPoint Demo

Slide 1

TEXAS
Department of Aging and Disability Services

HCSSA
Work Measurement Study
2008
"PDA Orientation"

Performance & Workload Measurement
Office of Budget & Data Management Services

GO

Slide 2

WMS Purpose

The Work Measurement Study (WMS) determines the amount of time spent on various Regulatory Services activities.

WMS results are used by program management and budget staff to:

- assess the amount of time spent in various activities,
- evaluate the impact of program and policy changes on activities,
- develop the Legislative Appropriations Request (LAR),
- and, equitably distribute agency resources.

GO
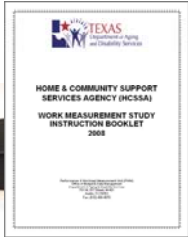
Slide 3

PDA Orientation

You have been scheduled for a WMS telephone training session with a PWM analyst.

You should have received:

- Personal Digital Assistant (PDA),
- PDA Cradle Charger, and
- Study Instruction Booklet.

The PDA is the device you will use to collect all of your WMS study data. Completing the following presentation prior to your training session will provide you with a basic understanding of the WMS data collection process.

GO

Slide 4

Slide 5

Slide 6

Slide 7

Entering Your User ID

Move your cursor over the "Keyboard Icon" and click to bring up the PDA keyboard.

Slide 8

Entering Your User ID

In this example, the User ID is "abcd"

Move your cursor over the keyboard and click the keys to enter your "User ID"

"a"

Your study instruction booklet will provide your "User ID."

Slide 9

Entering Your User ID

Move your cursor over the keyboard and click the keys to enter your "User ID"

"b"

Slide 10

Slide 11

Slide 12

Slide 13

Slide 14

Slide 15

Slide 16

Sampling in Progress

The "Sampling in Progress" screen is the primary screen where you wait for sample alerts.

Once you are on this screen you have started the study. Resume your work duties and wait to respond to sample alerts.

To simulate a "Sample Alert" click anywhere on the screen.

Slide 17

Sample Alert

Click "OK" to respond to the sample alert and go to the Level 1 menu choices.

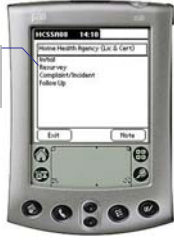Slide 18

Level 1

Menu Choices

For this example, click "Home Health Agency (Lic & Cert)" to make your Level 1 study entry.

Your training instruction booklet provides the level menu definitions.

NOTE: The demo has pre-set selection entries and will only produce responses matching the examples.
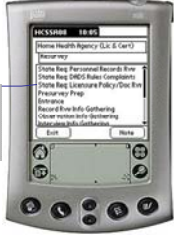
Slide 19

Slide 20

Slide 21
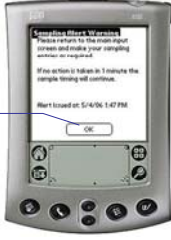
Slide 22

One Minute Warning

You have 6 minutes to respond to an alert.

If you do not respond to the alert within 5 minutes, you get a "one-minute warning" signal.

Click "OK" to continue.

If you fail to respond after the "one minute warning" you will receive one final series of beeps to let you know you missed a sample alert.

Slide 23

Sampling in Progress

Once you've entered your selections, you will return to the "Sampling in Progress" screen to await the next sample alert.

Repeat these steps with each sample alert.

GO

Slide 24

Lunch/Leave/Travel

There are three instances where you will ignore the sample alerts you receive:

- when you are on your lunch break;
- when you are on leave during the day (but will return); and,
- when you are traveling in a car or plane.

You will enter Lunch/Leave/Travel time through the entry screens discussed in the following pages.

GO

Slide 25

Lunch/Leave/Travel

The following screens provide examples of how you will make your lunch, leave, and travel entries for the work measurement study.

The demo has pre-set selections; clicking on selection choices other than what the example requests will not alter the following screens.

Out to LUNCH!

GO

Slide 26

Lunch/Leave/Travel

Click on the "Lunch/Leave/Travel" button to make these entries.

Slide 27

Activity Log

If this is the first entry of the day, the "Activity Log" will be blank.

Click on the "New" button to access the selection menu.

Slide 28
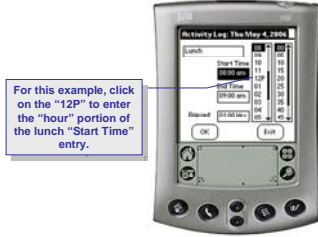
Lunch/Leave/Travel Menu

Click on the "Lunch" selection to make a lunch entry.

Slide 29

Lunch Entry

12:30 PM until 1:30 PM
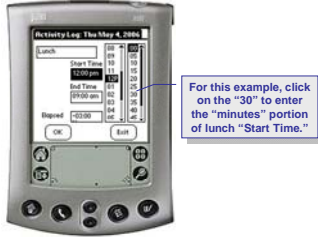
For this example, click on the "12P" to enter the "hour" portion of the lunch "Start Time" entry.

The highlighted sections indicates where the cursor selection will make the entry.

Slide 30

Lunch Entry

12:30 PM until 1:30 PM

For this example, click on the "30" to enter the "minutes" portion of lunch "Start Time."

Slide 31

Lunch Entry

12:30 PM until 1:30 PM

Click on the "End Time" box to make the entries for the end of lunch.

Slide 32

Lunch Entry

12:30 PM until 1:30 PM

For this example, click on the "1" to enter the "hour" portion of lunch "End Time."

The highlighted sections indicates where the cursor selection will make the entry.

Slide 33

Lunch Entry

12:30 PM until 1:30 PM

Click on the "30" to enter the "minutes" portion of lunch "End Time."

Slide 34

Lunch Entry
12:30 PM until 1:30 PM

After checking that selections are correct, click the "OK" button to submit the entries.

Slide 35

Lunch Entry
12:30 PM until 1:30 PM

The "Activity Log" is now updated to include the entry.

Click the "Save" button to conclude the "Lunch" entry.

Slide 36

Sampling in Progress

Once you've entered your selections, you will return to the "Sampling in Progress" screen to await the next sample alert.

Additional Lunch, Leave or Travel entries are made by repeating the preceding steps.

That is all there is to it. With a little practice, making the study entries will be quick and easy.

For accuracy, it is recommended that Lunch/Leave/Travel entries be made as soon as the activity ends.

GO

Slide 37

Signing Off of the Study

You should be signed on to the study as long as you are on "state time" and working.

End your study at the end of your work day.

Click the "Exit Study" button to initiate the end of the study day.

Slide 38

Signing Off of the Study

Click the "End Study" button to exit the study.

This is a critical step.

Slide 39

Signing Off of the Study
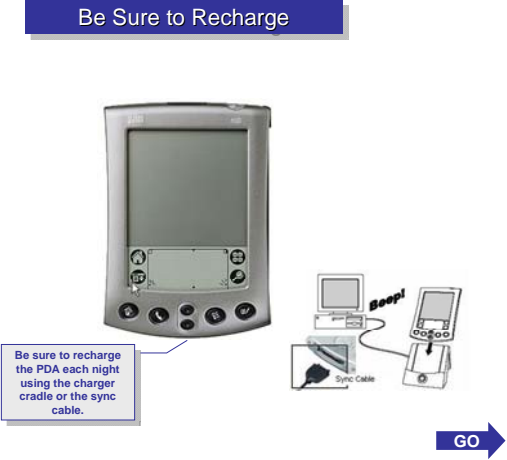
Click the "Power" button to turn off the PDA.

Slide 40

Be Sure to Recharge

Be sure to recharge the PDA each night using the charger cradle or the sync cable.

Sync Cable

Boop!

GO

Slide 41

Thanks!

You will get a chance to perform actual "hands on" practice with the PDA during your training session with the PWM analyst.

The training session will take approximately one (1) hour to complete.

Contact the Performance and Workload Measurement Unit for questions.

workmeasurement@dads.state.tx.us

Appendix C: Work Measurement Study Definitions

HCSSA CODE DESCRIPTIONS

Agency Type	Description
Home Health Agency (Lic & Cert)	- Licensed & Certified (L&C) - LHH - PAS - ESRD
Hospice (Lic & Cert)	Licensed & Certified
Home Health Agency (Lic Only)	Licensed Only
Hospice (Lic Only)	Licensed Only
Unlicensed Agency	A facility operating without a license which is subject to licensure under Health and Safety Code, Chapter 242 or 247, or Human Resources Code, Chapter 103.
General Program-Related	Performance of Regulatory Services associated activities but the duties cannot be identified with a specific program/agency type. Examples of General Program-Related activities include: - Attending professional seminars for continuing education credit - Attending investigation techniques training - Reviewing survey and certification clarification (S&CC) memos - Filing handbook revisions, etc. - Serving on workgroups of committees - Reviewing and/or responding to non-survey related emails & questions 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., responding to survey-related emails/questions, as these should be identified with a specific 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 compliance with certification and/or state licensing. Initial examples include a compliance review of a: - New agency - CHOW Or a compliance review conducted after termination of certification.
Relicensing	A compliance review for resurvey of an agency, for example: Cyclical survey for HHA & hospice
Complaint/Incident	Intake and investigation of an agency concerning allegations or incidents reported to Regulatory Services. - All agency types - Desk reviews - Status verification
Follow-up	A compliance review conducted to determine if corrective action has been met for deficiencies/violations cited during a previous compliance review. Example: Monitoring compliance reviews

Activity Type	Description
State Requirement: Personnel Records Review	Review of records related to Registry searches, criminal history checks, job performance & disciplinary actions.
State Requirement: DADS Rules Complaints	Investigation of complaints & self-reported incidents related to DADS rules only.
State Requirement: Licensure Policy/Documents Review	Review of required policies & what must be contained in client record. Follow-up interviews may be needed to verify or clarify documentation.
Presurvey Preparation	Any activity (except trip planning & travel) related to a specific compliance review that occurs prior to the entrance conference.
Entrance	A conference with agency staff to state purpose of compliance review and to request information necessary to conduct the compliance review.
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 Gathering	Information gathered through conversations with staff, residents, family members, etc.
Information Analysis	Evaluating information gathered to determine compliance with certification and state licensing requirements. Would include contact with PM regarding findings.
Daily & Final Exit	Conveying findings and recommendations of the compliance review to agency staff.
Report Generation	Completion of forms, reports, notes, narratives, 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.

Appendix D: HCSSA Study Instruction Booklet

HOME & COMMUNITY SUPPORT SERVICES AGENCY (HCSSA)

WORK MEASUREMENT STUDY INSTRUCTION BOOKLET 2008

TABLE OF CONTENTS

PURPOSE AND OVERVIEW

The Performance and Workload Measurement (PWM) unit of the Office of Budget and Data Management is conducting the Regulatory Services work measurement study (WMS) at the request of the Chief Financial Officer and the Assistant Commissioner for Regulatory Services.

The purpose of a WMS is to provide statistically valid and reliable information about the amount of time HCSSA surveyors spend performing various activities. The purpose of this study is to collect valuable program management information regarding time spent in various regulatory services activities with a targeted focus at the time spent in specific licensure activities.

WMS results are used by managers to determine the impact of program and policy changes on HCSSA activities and budget analysts use the results in the development of the Legislative Appropriations Request and in determining the equitable distribution of agency resources.

What is a work measurement study?

> A WMS is a systematic, statistically valid method of gathering information about the amount of time spent by staff on key functions and activities within the HCSSA program. The study employs a random moment time study methodology.

Why conduct a work measurement study?

> The results of the WMS yield an accurate picture of how time within the Facility Services Program is spent for the period of the study. Budget staff can use the information to determine workload demands and to determine the level of staff needed.

What results are produced by work measurement studies?

> The primary output of a WMS is the calculation of a "Standard Time." A standard time is the average time it takes to complete a specific process resulting in a quantifiable product or unit of work. For example, the product may be the number of resurveys or complaints completed during the WMS.

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) 438-4370

Contacts for:

- General Study Questions
- PDA Equipment
- PDA Use

Jan Amazeen, Manager	(512) 438-3785
Rick Ash, Senior Analyst	(512) 438-5743
Brad Wood, Technical Analyst	(512) 438-4608

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

Please contact a Performance and Workload Measurement unit analyst for any hardware or software problems and questions.

WORK MEASUREMENT EQUIPMENT

- **PDA HARDWARE**

PALM m500 PDA

You will be using a Palm M500 for the study, your study package should include the following items:

Palm PDA

**Palm Power Cord
(AC Charger)**

**Palm Synchronization
Cradle**

Palm Sync/Charger Cable

- The power cord for the Palm should be attached to the cradle's USB cord.

- You also receive a sync/charger cable for use in the car or with your PC.

- It allows you to charge the PDA while in the car and to sync the PDA without use of the cradle.

PDA HARDWARE SETUP

1. Shut down your PC. It is important that your PC be off when you make the connections.

2. Plug the PDA synchronization cradle/cable into the USB port on the back of the PC as shown below (Figure 1). Newer PC models may have the USB port located on the front panel (Figure 2).

   The AC adapter connects directly to the cradle cable. Be sure to plug the AC adapter into an AC current outlet after connecting the cradle to the PDA.

3. Power up the PC.

Figure 1

Figure 2

Newer PC's may have USB ports on the front panel.

AC Charger to Cradle Connection

Palm Cradle Installation
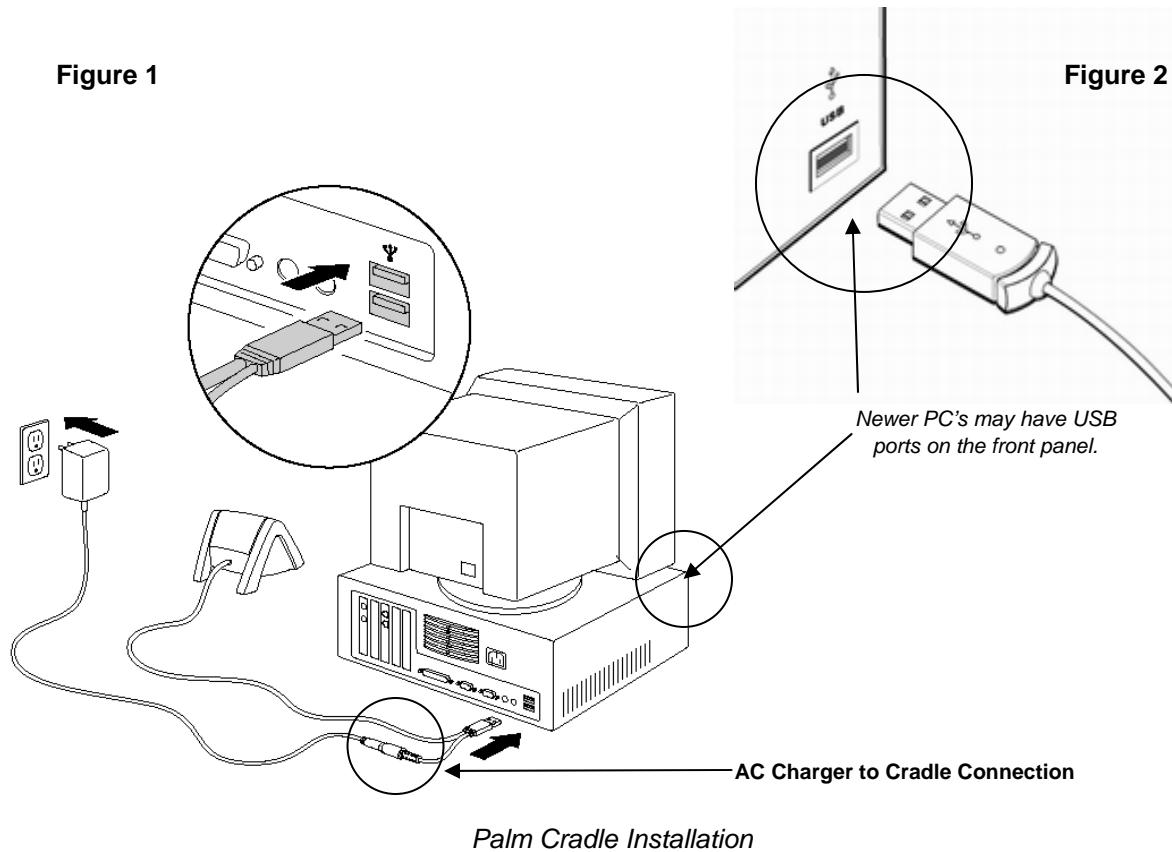
Note: The Palm Sync/Charger Cable connects to your desktop PC in the same manner as the Palm Cradle (Figures 1 & 2).

PDA MAINTENANCE

Charge the Palm PDA in the synchronization cradle or using the sync/charger cable as shown below:

Be sure the AC Charger cable is connected to the Cradle Cable and the AC Charger is plugged into a wall outlet.

The stand-alone Sync/Charger Cable can be used in your car with the Car Adapter or plugged to the USB port of your PC.

Note: *When charging the PDA with the Cradle, it does not have to be connected to your computer.*
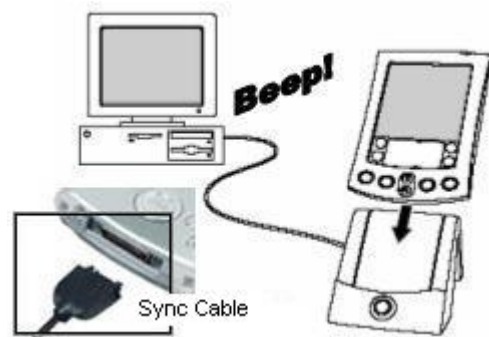
Insert the PDA into the PDA Cradle as shown.

The stand-alone Sync/Charger connects to the PDA as shown.

Note: *If you have inserted the PDA correctly, you will hear a short beep and see the On/Off button light up.*
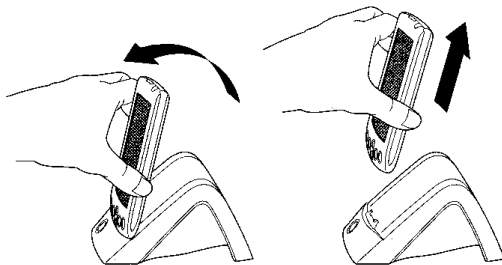
Remove the PDA from the PDA Cradle as shown.

The PDA removes from the Sync/Charger by squeezing the plug.

General Maintenance:

- Use the stylus supplied with the PDA. ***Never use a pen, 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.

- To clean the PDA, dampen a soft cloth with a diluted window-cleaning solution and gently wipe the PDA screen.

- Do not drop the PDA or expose it to strong bumps or impacts.

- Keep the PDA away from heaters and other heat sources. Do not leave the PDA on the dashboard or the seat of a car on a hot day.

FAQ

Where is the stylus?

The stylus is located on the right side of the PDA in a designated slot. The following figure shows other important features you will use.

Power Button

Stylus

Display Screen

"Home" Icon

"Keyboard" Icon
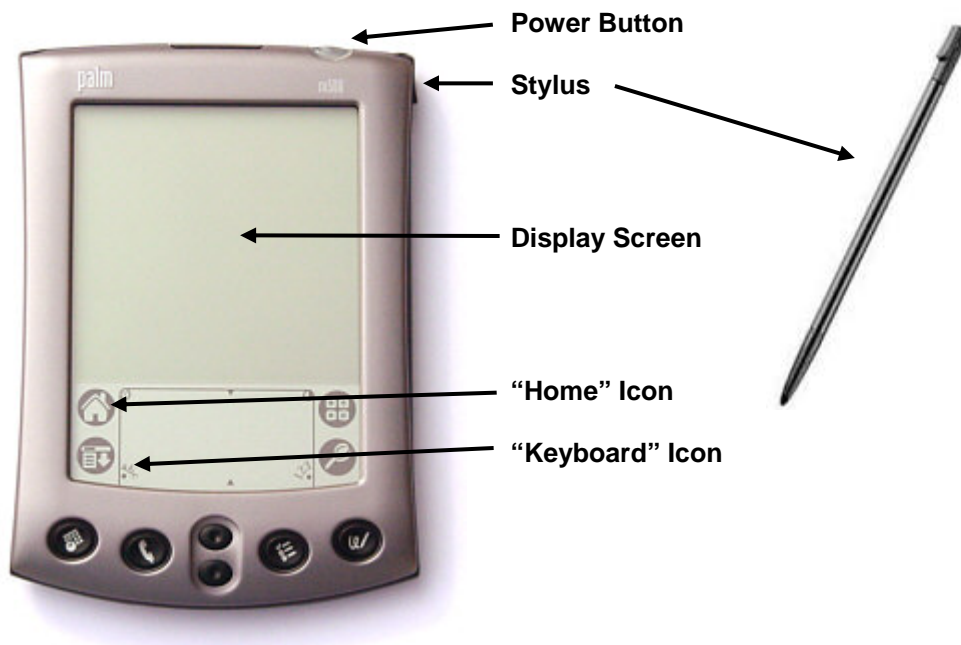
What if I lose my stylus?

If you lose the stylus, contact the Performance & Workload Measurement unit (p.2) for replacement.

Why does my PDA keep turning itself off?

The PDA has an automatic "sleep" feature after two minutes of inactivity to conserve battery power. Pressing the power button will restore the PDA. Sample alerts continue while in "sleep" mode.

Why won't my PDA turn on?

The PDA's battery may be low. Follow the instructions for charging the PDA (p. 5).

Why can't I "Sync" my data?

If you incur a problem syncing data, contact the Performance & Workload Measurement unit.

Why won't my PDA charge?

Ensure all connections are secure (i.e. plugs, charger, cables, etc). The power button should show green if you have a good connection. If you still have problems contact the Performance & Workload Measurement unit for instructions (p. 2).

For additional problems or questions, contact the Performance & Workload Measurement unit. See Contacts and Troubleshooting Assistance (p. 2).

STUDY INSTRUCTIONS OVERVIEW

General Instructions

When you begin each work day, turn on the PDA, log on to the work measurement study, and remain logged on until your work day ends. It is critical that you are properly logged on to the study and remain so throughout the day. Stopping and starting the PDA throughout the day can alter the reliability of your collected data. You will receive and respond to random work study "sample alerts" throughout the day.

> **NOTE**: Your "work day" is not just when you are working your normal office hours, but is defined as *any time you are "on the clock" for state pay*. If your day begins with work-related travel, you should log on to the study before traveling, or if you work after hours, do not end the study until your work day ends. Your normal commute to the office does not count as work-related travel.

During your lunch time you will not respond to sample alerts; just ignore the alerts. Similarly, if you are temporarily off duty during the middle of the work day for sick or annual leave, ignore sample alerts until you return to work. However, since your 15-minute break is paid state time, you should respond to sample alerts using the appropriate program code (Non-work).

You should receive about twenty (20) sample alerts during the course of an average eight (8) hour work day (approximately 2.5 sample alerts per hour). For each sample alert you receive, you will have a total of six (6) minutes to respond. If you do not make an entry, the PDA will provide a reminder alert after five (5) minutes have elapsed. Following the reminder alert, you have one (1) minute to make your entry. If you fail to make an entry you will receive a final "missed sample alert" beep.

Your participation in the study continues until you have successfully responded to at least 240 "good" sample alerts (approximately 12 work days). The more diligently you respond to your sample alerts, the quicker the study will end.

If you miss responding to a sample alert, make a note of the time and activity and provide this information to your PWM Analyst for credit.

PLEASE REMEMBER TO CHARGE YOUR PDA EACH DAY.

> **NOTE**: You are responsible for maintaining the proper functioning of your PDA by keeping it fully charged using the cradle or charger cable. If your PDA does not emit a sample alert within two hours, make sure you are still logged on to the study. Contact PWM for assistance.

You are required to transmit or "Sync" your collected data at least once per week (See PDA Synchronization Procedures on p. 23).

When you "Sync" your data, please call your PWM analyst to verify the data was received, confirm the accuracy of the data, and/or provide information on any missed sample alerts you noted.

Your PWM analyst will provide an update on your study progress and let you know when you have met the required number of sample alerts. When you have completed the study, your PWM analyst will provide you with equipment return instructions.

HCSSA CODE DESCRIPTIONS

Agency Type	Description
Home Health Agency (Lic & Cert)	• Licensed & Certified (L&C) • LHH • PAS • ESRD
Hospice (Lic & Cert)	• Licensed & Certified
Home Health Agency (Lic Only)	• Licensed Only
Hospice (Lic Only)	• Licensed Only
Unlicensed Agency	A facility operating without a license which is subject to licensure under Health and Safety Code, Chapter 242 or 247, or Human Resources Code, Chapter 103.
General Program-Related	Performance of Regulatory Services associated activities but the duties cannot be identified with a specific program/agency type. Examples of General Program-Related activities include: • Attending professional seminars for continuing education credit • Attending investigation techniques training • Reviewing survey and certification clarification (S&CC) memos • Filing handbook revisions, etc. • Serving on workgroups of committees • Reviewing and/or responding to non-survey related emails & questions 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., responding to survey-related emails/questions, as these should be identified with a specific 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 compliance with certification and/or state licensing. Initial examples include a compliance review of a: • New agency • CHOW Or a compliance review conducted after termination of certification.
Relicensing	A compliance review for resurvey of an agency, for example: • Cyclical survey for HHA & hospice
Complaint/Incident	Intake and investigation of an agency concerning allegations or incidents reported to Regulatory Services. • All agency types • Desk reviews • Status verification
Follow-up	A compliance review conducted to determine if corrective action has been met for deficiencies/violations cited during a previous compliance review. Example: • Monitoring compliance reviews

Activity Type	Description
State Requirement: Personnel Records Review	Review of records related to Registry searches, criminal history checks, job performance & disciplinary actions.
State Requirement: DADS Rules Complaints	Investigation of complaints & self-reported incidents related to DADS rules only.
State Requirement: Licensure Policy/Documents Review	Review of required policies & what must be contained in client record. Follow-up interviews may be needed to verify or clarify documentation.
Presurvey Preparation	Any activity (except trip planning & travel) related to a specific compliance review that occurs prior to the entrance conference.
Entrance	A conference with agency staff to state purpose of compliance review and to request information necessary to conduct the compliance review.
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 Gathering	Information gathered through conversations with staff, residents, family members, etc.
Information Analysis	Evaluating information gathered to determine compliance with certification and state licensing requirements. Would include contact with PM regarding findings.
Daily & Final Exit	Conveying findings and recommendations of the compliance review to agency staff.
Report Generation	Completion of forms, reports, notes, narratives, 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.

HCSSA STUDY INSTRUCTIONS

To turn on the PDA device, press the "On/Off" button located at the top right portion of the device. The following screen should appear:
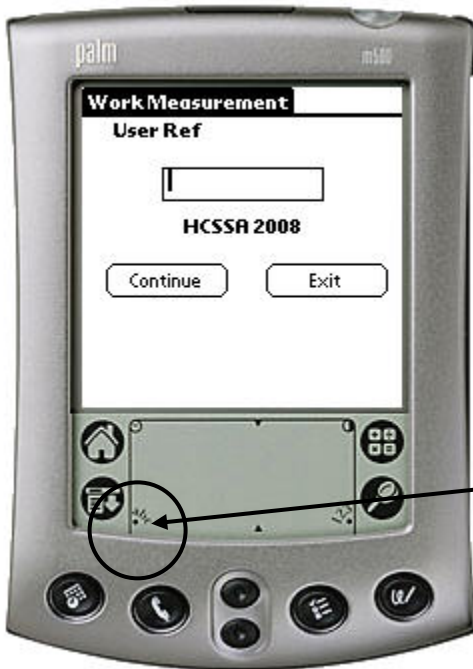
Important items on this screen:

- "On/Off" Button

- Digital Time

- Battery Charge Indicator

- "Clock" Icon

- "Hot Sync" Icon

- "SamplePro" Icon

- "Home" Button

Note: If this screen does not appear, use your stylus to tap the "Home" button until you see this screen.

Remove the stylus located on the top right side of the PDA and tap on the "SamplePro" icon to start the program. The following sign-on screen will appear.

Important items on this screen:

- "User ID" Entry Box (User Ref)

- Study Name "HCSSA 2008"

- "Continue" Button

- "Exit" Button

- "Keyboard" Icon

Note: Alert your PWM analyst if the study name reads anything other than "**HCSSA 2008**."

Use your stylus to tap the "Keyboard" Icon ( ) to bring up the PDA keyboard.

Use the PDA keyboard to enter your "User ID" (located on the front of your study booklet). Tap in your "User ID" with the stylus and tap the "Done" Button when finished. If you make an error, use the backspace key in the upper right hand corner to make corrections.

Important items on this screen:

- PDA Keyboard

- "Backspace" Key

- "Done" Button

**After tapping the "Done" Button, your "User ID" should now appear in the "User Ref" box.**

Important items on this screen:

- "User Ref" User ID Entry Box

- Study Name

- "Continue" Button

- "Exit" Button

Tap the "Continue" Button to move to the "Start/End Study" entry screen.

This is a critical entry screen from which you begin and end the study each day. Using your stylus, tap the "Start Study" button. This begins the study and starts the PDA's sampling alerts.
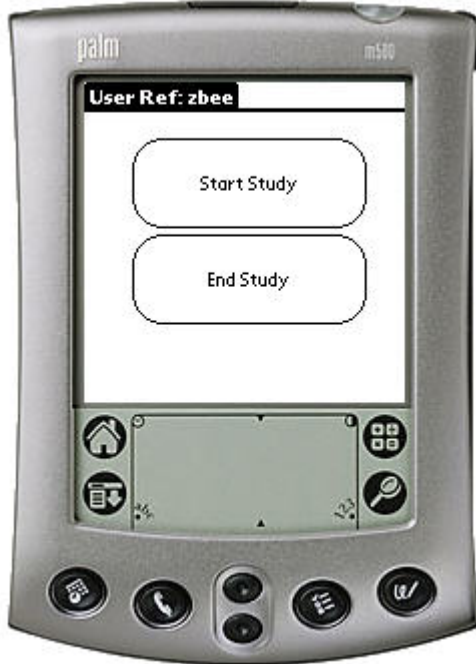
Important items on this screen:

- "Start Study" Button

- "End Study" Button

Note: The PDA device is internally set up to randomly send sample alerts. You may or may not receive a sample alert during the training session.

The following screen shots will illustrate what your PDA would display when you receive a sample alert.

If you receive a sample alert during the training, be sure to let your PWM Analyst know.

After you tap on the "Start Study" button the "Sampling in Progress" screen appears as shown below. The bottom of the screen displays three (3) prompting modes: Sound, LED or Buzz. To activate these options tap the square in front of your selection(s). You may have 1 or more selected simultaneously.
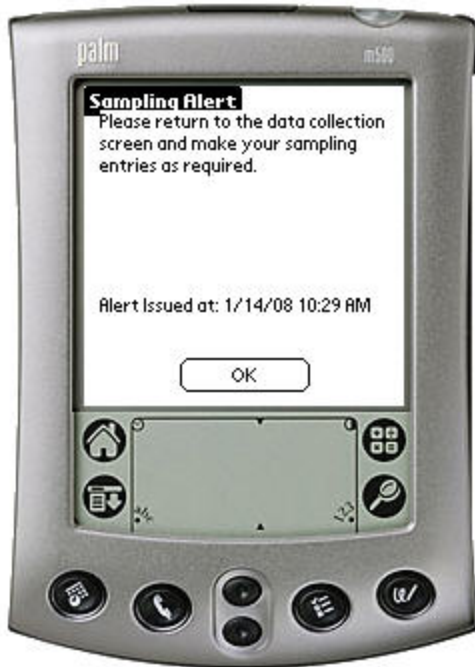
Important items on this screen:

- "Sampling in Progress" Notice

- "Lunch/Leave/Travel" Button

- "Exit Study" Button

- Sound/LED/Buzz Indicators

Note: **If your PDA fails to send a sample alert for over two hours and/or you do not see the "Sampling in Progress" screen when exiting "sleep" mode, you may need to re-start the study. Tap the "Home" Button to repeat the sign on process (p.11).**

The study is now in progress and this screen is where you will wait for all sample alerts. The "Lunch/Leave/Travel" button options will be discussed later (p. 18).

The "Exit Study" button will be discussed later (p.23).

When you receive a sampling alert signal, you are prompted for an entry by the device according to your selected Sound/LED/Buzz options. The sampling alert screen is shown below.
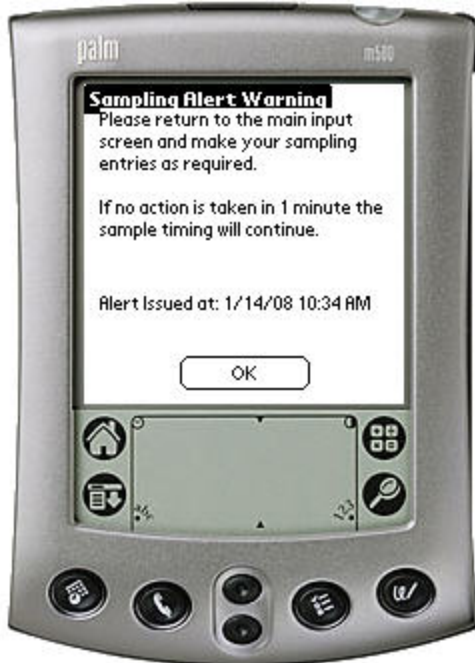
Important items on this screen:

- Sampling Alert Notice

- Time Stamp

- "OK" Button

Note: You have six (6) minutes in which to respond to a sample alert.

The one-minute warning screen is shown below.

Important items on this screen:

- Sampling Alert Warning Notice

- Time Stamp

- "OK" Button

Note: If you fail to enter a selection within five (5) minutes you will receive a warning "beep." You will then have one (1) minute after the warning signal to make an entry.

If you have not entered a selection after one (1) minute you will receive a series of beeps indicating you have missed an alert.

To enter data, tap the "OK" button to proceed to the data collection screen.

Use your stylus to tap on your 1st Level entry selection. In this example, tap "Home Health Agency (Lic & Cert)."
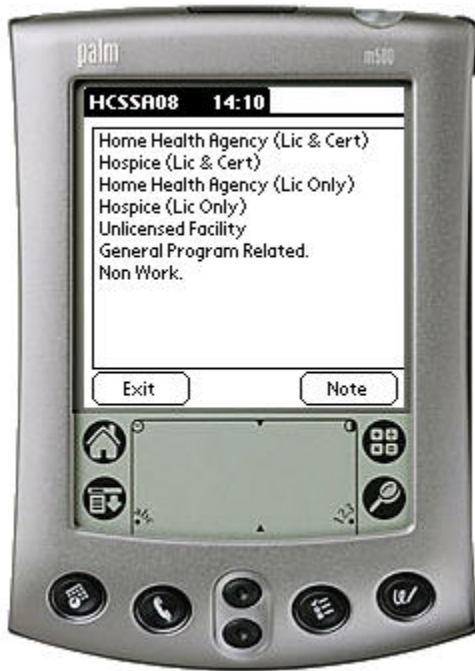
Important items on this screen:

- 1st Level Menu for Selection

Tapping the 1st Level entry displays the 2nd Level Activity menu. The choices of the 2nd Level Activity menu are based upon your first selection.

Your 1st Level selection is shown in a box and the 2nd Level activities are shown below it. In this example, tap "Resurvey."
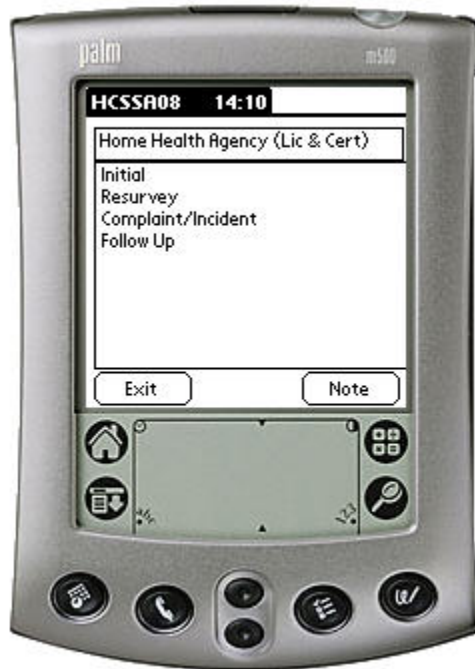
Important items on this screen:

- 1st Level Selection (highlighted)

- 2nd Level Menu for Selection

When you tap on your 2nd Level Activity selection, the 3rd Level Menu is displayed.

Your 1ˢᵗ and 2ⁿᵈ Level selections are shown in boxes and the 3ʳᵈ Level activities are shown below it. In this example, tap "State Req: Licensure Policy/Documents Review."

NOTE
The study is seeking data regarding specific time spent in the following licensure-only activities listed first on the menu:

1. State Req: Personnel Records Review
2. State Req: DADS Rules Complaints
3. State Req: Licensure Policy/Documents Review

If you are performing one of these activities, it is very important that you select it from the menu.

If you are not working on one of these activities, tap from the appropriate activity selections remaining.

In this example, tap "State Req: Licensure Policy/Documents Review"

This is where the current WMS differs from the prior study.

Once your selections are complete, review the entries for errors from the summary screen below. To correct an entry, tap on the 1ˢᵗ Level entry to re-display the menu choices.

Important items on this screen:

- 1ˢᵗ Level Selection (highlighted)

- 2ⁿᵈ Level Selection (highlighted)

- 3ʳᵈ Level Selection (highlighted)

- "OK" Button

Note: If corrections are required, tap the 1ˢᵗ Level selection to re-display the menus and then make corrections.

If your entries are correct tap "OK" to return to the "Sampling in Progress" screen (p. 13) to wait for the next sample alert.

Clicking "OK" returns you to the "Sampling in Progress" screen to await your next sample alert.

From this screen you will initiate the next lesson in your training: Lunch/Leave/Travel

Important items on this screen:

- "Sampling in Progress" Notice

- "Lunch/Leave/Travel" Button

- "Exit Study" Button

- Sound/LED/Buzz Indicators

Note:

There are three (3) instances where you ignore the sample alerts you receive:

- when at *lunch*;
- when you take *leave* during the day (but will return); and
- when you *travel* in a car or plane.

Any time you are engaged in one of these activities you will not respond to PDA sample alerts.

You will enter time for lunch, leave and travel through the "Lunch/Leave/Travel" entry screens discussed in the following pages.

LUNCH/LEAVE/TRAVEL

The "Lunch/Leave/Travel" function is to account for time during the study day in which you will not respond to sample alerts. Tap on the "Lunch/Leave/Travel" button with your stylus.
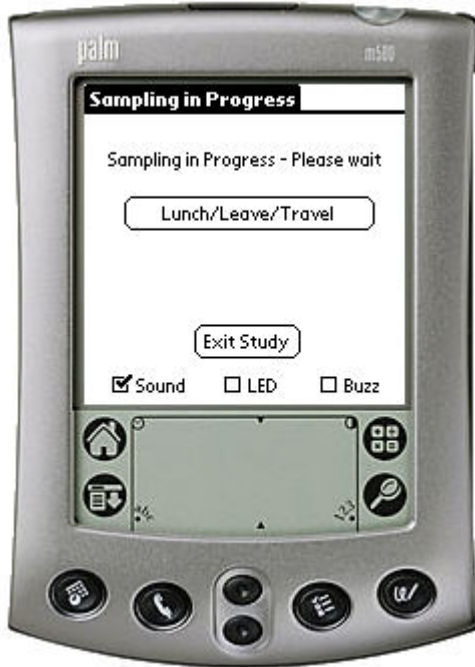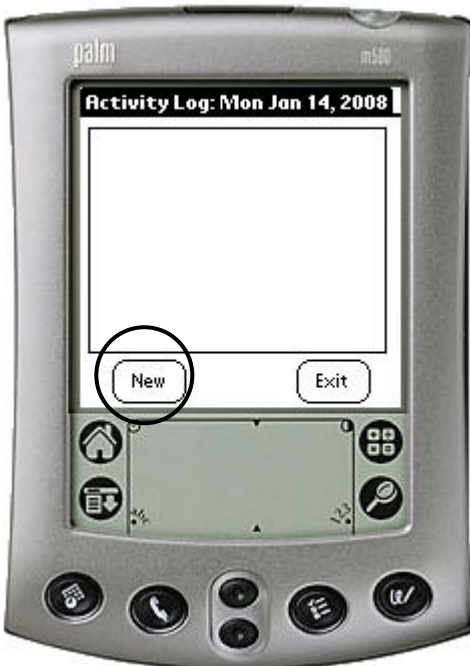
Important items on this screen:

- "Sampling in Progress" Notice

- "Lunch/Leave/Travel" Button

- "Exit Study" Button

- Sound/LED/Buzz Indicators

Note: Record these entries after you have taken lunch, leave, or travel, so that your entry reflects the accurate time taken.

If this is the first "Lunch/Leave/Travel" entry of the day, the screen will be blank. Otherwise, "Lunch/Leave/Travel" entries for the day will appear summarized. Tap on the "New" button.

Important items on this screen:

- Activity Log Summary

- "New" Button

- "Exit" Button

The menu displays a list for lunch, leave, and travel. Use your stylus to tap on the appropriate selection. In this example, tap "Lunch" to enter the practice times for the training.

Important items on this screen:

- "Lunch/Leave/Travel" Menu

The "Activity Log" screen appears. You will need to enter your "Start Time" AND "End Time" for your selection. The "Start Time" box is already highlighted. Tap the hour (1ˢᵗ vertical box) and minute (2ⁿᵈ vertical box) start time, in this example, 12:00 PM. Tap the "End Time" box to highlight it. Select the hour and minute end time; in this example, 1:00 PM.
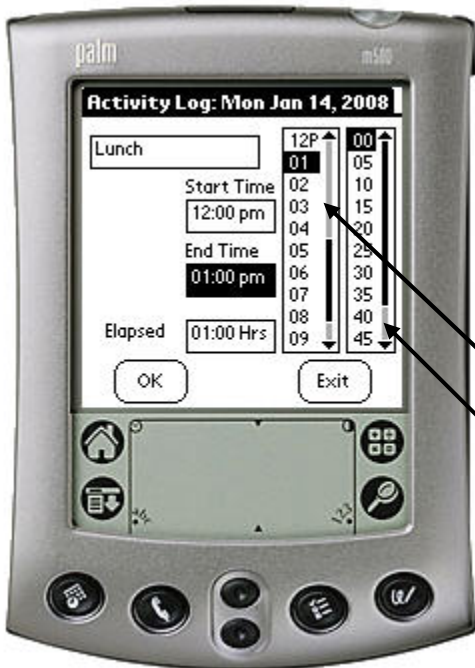
Important items on this screen:

- Item Description

- Start time Box

- End Time Box

- Hours Scroll Bar

- Minutes Scroll Bar

- Elapsed Time

- "OK" Button

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

When you have entered the appropriate times, tap the "OK" button to confirm the entry.

The entry will appear in the Activity Log summary window. Tap the "Save" button to complete your entry.

Important items on this screen:

- Activity Log Summary

- "New" Button

- "Save" Button

Repeat the entry steps to record additional "Lunch/Leave/Travel" times as necessary (p. 21). The following illustrations show a Leave entry and a Travel entry in the Activity Log summary window.

Leave Entry

Important items on this screen:

- Activity Log Summary

- "New" Button

- "Save" Button

Travel Entry

Important items on this screen:

- Activity Log Summary

- "New" Button

- "Save" Button

Note:

If you receive a sample alert signal prior to saving your "Lunch/Leave/Travel" time the "Sampling Alert" screen appears and require a response. Sample alert signals take priority.

In this instance, your entry would be "Non Work" because you are working on the study.

Upon completion of entering sampling data, you must start the "Lunch/Leave/Travel" entry process over (p. 18).
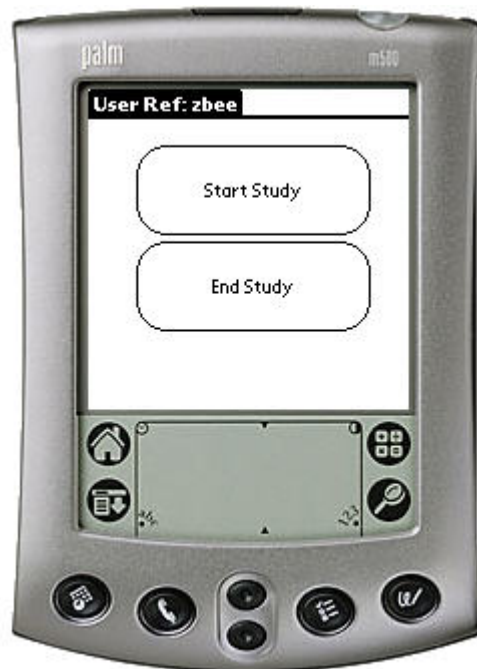
ENDING THE STUDY DAY

To end your study day, tap the "Exit Study" button.

Important items on this screen:

- "Sampling in Progress" Notice

- "Lunch/Leave/Travel" Button

- "Exit Study" Button

- Sound/LED/Buzz Indicators

From the Main Input screen tap the "End Study" button to completely exit the study.

Important items on this screen:

- "Start Study" Button

- "End Study" Button

Note: It is important that you log completely off the study each day.

You will return to the icon screen (p. 14) where you will turn off the device.

Please remember to charge the PDA whenever it is not in use.

PDA SYNCHRONIZATION PROCEDURES

The synchronization process, called "Hot Sync" 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.
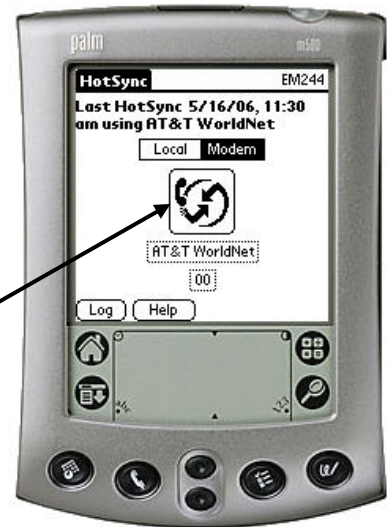
Palm PDA Sync Procedures

1.   Place the PDA in the cradle

2.   Press the "Hot Sync" button on the cradle as shown below. If you are using a sync/charger cable, you will tap the "Hot Sync" icon located on the PDA screen (use the Home button to navigate):

Note: To successfully "sync" the cradle *must* be plugged in to the USB port of your computer.
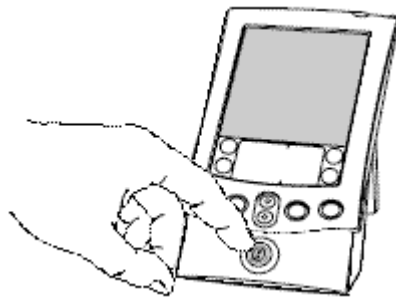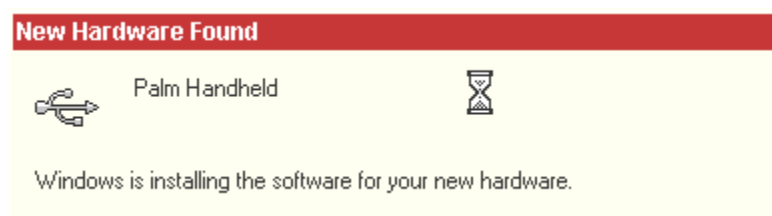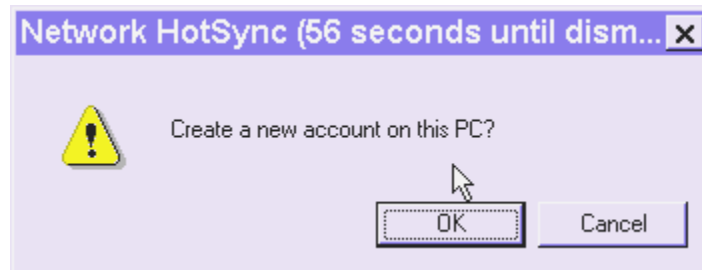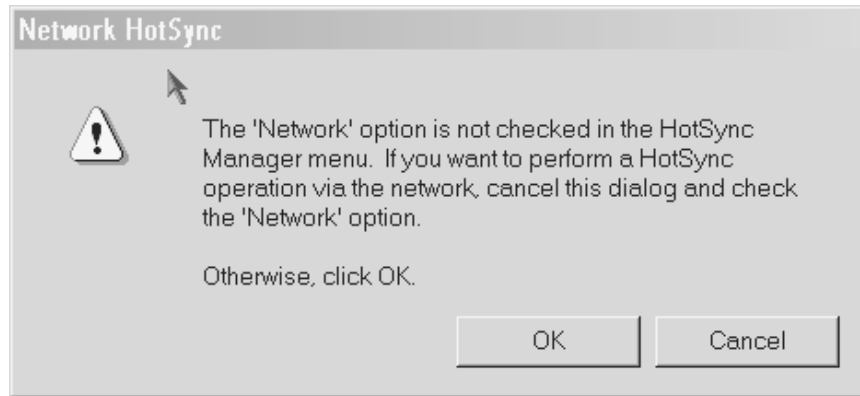
"Hot Sync" Icon

Hot Sync Button

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

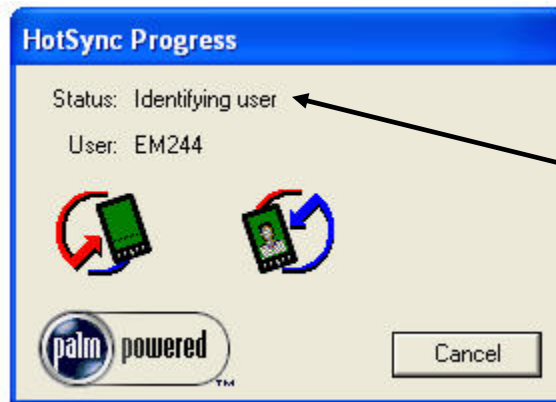The above message will disappear when the following message comes up:

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

Network HotSync

⚠ The 'Network' option is not checked in the HotSync Manager menu. If you want to perform a HotSync operation via the network, cancel this dialog and check the 'Network' option.

Otherwise, click OK.

| OK | Cancel |

Tap on the "OK" button.

4. When synchronization begins, the following screen appears:

HotSync Progress

Status: Identifying user

User: EM244

palm powered

Cancel

Note: The status will rapidly scroll through numerous headings.

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

HotSync Progress

Status: Synchronizing Memo Pad

User: EM244

palm powered

Cancel

Note: The status will rapidly scroll through numerous headings.

When synchronization has completed, the message below will appear:

Data Sync Successful....

Device em244 was successfully synchronized to the central library.

Please remember to sync successfully TWICE.

OK

Leave the message on the screen. (For Windows 98 users it will appear minimized on the task bar).

6. **When the PDA has finished synchronizing, repeat step 2.**

    This is a critical step: YOU MUST SYNCHRONIZE TWICE.

7. You should then have a second successful message as shown above.

8. Tap "OK" on the two messages to clear them from your screen.

9. Remove the PDA from the cradle.

10. If synchronization is unsuccessful, contact your PWM (see Contacts and Troubleshooting Assistance, p. 2).

11. You will return to the "Hot Sync Screen" upon completion, tap the "Home" button to return to the three-icon sign on screen (p. 11).

"Hot Sync" Icon

"Home" Button

Note: Tap the "Home" button to return to the three-icon sign on screen (p. 11).

PDA

Hot Sync Screen
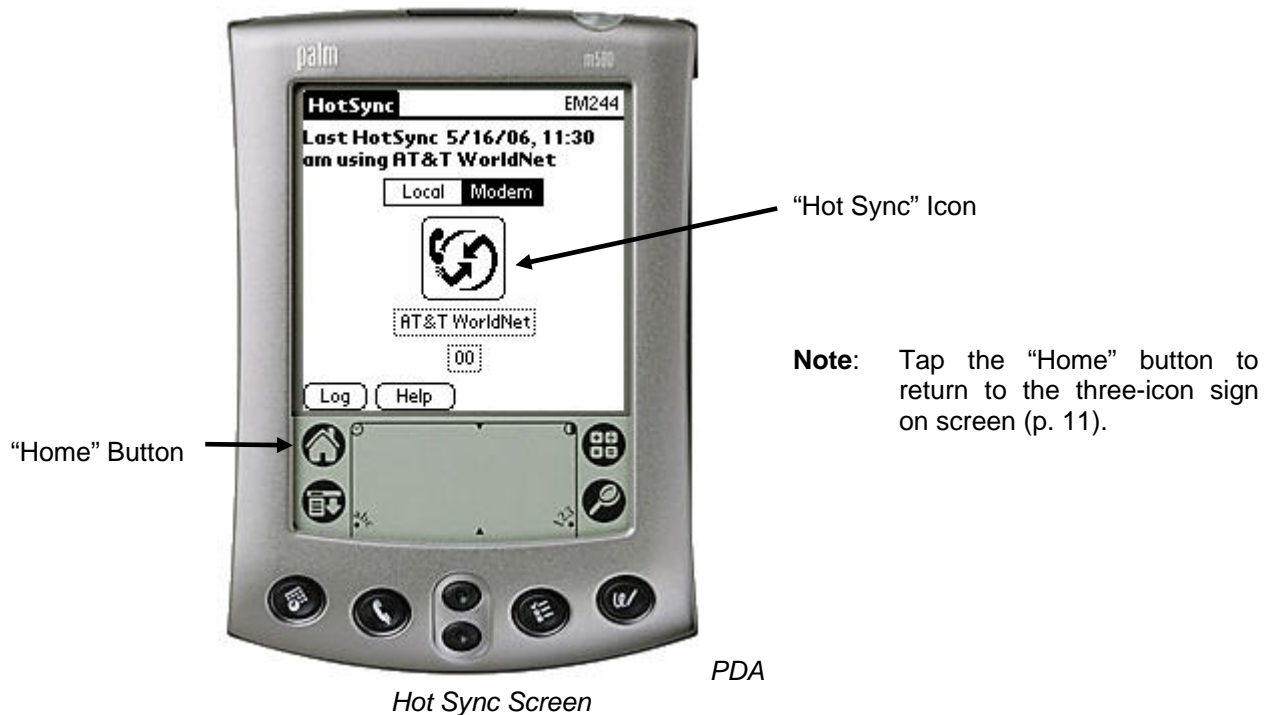
12. Once you have completed syncing the PDA and returned to the three-icon sign on screen, you can restart the study, or turn off the PDA as necessary.

Important items on this screen:

- "On/Off" Button

- Digital Time

- Battery Charge Indicator

- "Clock" Icon

- "Hot Sync" Icon

- "SamplePro" Icon

- "Home" Button

Notes: