
Center for Clinical Standards and Quality

Admin Info: 24-10-ALL

DATE: February 2, 2024

TO: State Survey Agency Directors

FROM: Directors, Quality, Safety & Oversight Group (QSOG) and Survey & Operations Group (SOG)

SUBJECT: 2024 State Agency Director Orientation Course (SADOC)

Memorandum Summary

- **SADOC:** Monday, April 22, and Tuesday, April 23, 2024, in person.
- **SADOC Attendance Required:** Attendance is mandatory for new State Survey Agency (SA) directors (typically within 6 months of appointment) or those senior SA managers who are potential candidates to be SA directors.
- **Registration:** Registration for the conference and hotel is available at <https://qsep.cms.gov/SETISADOC/home.aspx>. **Registration must be completed no later than March 15, 2024.**

SADOC

SADOC will precede the Survey Executives Training Institute (SETI) and will be held in person at the Hilton Baltimore Inner Harbor in Maryland on April 22–23, 2024. SADOC is for new SA directors (typically within 6 months of appointment) and senior SA managers who are potential candidates to be SA directors. SADOC prepares SA directors for continued success in their roles. Topics discussed include legal issues, supervisory review, budget concerns, regulatory topics, and handling the media, among several others.

Training registration can be completed under the Event Registration tab at the following link: <https://qsep.cms.gov/SETISADOC/home.aspx>.

Registrations will NOT be accepted after March 15, 2024. There will be no exceptions.

The conference will be held at the Hilton Baltimore Inner Harbor, 401 W. Pratt St., Baltimore, MD 21201.

Contact: For questions related to event registration and logistics, please contact the Help Desk at cms.seti.sadoc@swingtech.com. For questions related to content and topics, contact Caprina Buckner at Caprina.Buckner@cms.hhs.gov.

Effective Date: Immediately. This message should be communicated with all Survey & Certification Group staff and their managers and State and CMS Location training coordinators within 30 days of this memorandum.

/s/

Karen L. Tritz
Director, Survey & Operations Group

David R. Wright
Director, Quality, Safety & Oversight Group

Resources to Improve Quality of Care:

Check out CMS's new [Quality in Focus](#) interactive video series. The series of 10–15 minute videos are tailored to specific provider types and intended to reduce the deficiencies most commonly cited during the CMS survey process, like infection control and accident prevention. Reducing these common deficiencies increases the quality of care for people with Medicare and Medicaid.

Learn to:

- *Understand surveyor evaluation criteria*
- *Recognize deficiencies*
- *Incorporate solutions into your facility's standards of care*

*See the [Quality, Safety, & Education Portal Training Catalog](#), and select *Quality in Focus*.*