



Center for Clinical Standards and Quality

Admin Info: 24-11-ALL

DATE: February 2, 2024

TO: State Survey Agency Directors

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

SUBJECT: 2024 Survey Executives Training Institute (SETI)

Memorandum Summary

- **SETI:** Wednesday, April 24, through Friday, April 26, 2024, in person.
- **SETI Attendance Required:** Attendance is mandatory for the State Survey Agency (SA) Director and one other manager. All CMS Location managers, Associate Regional Administrators (ARAs), and certain key managers should also attend.
- **Registration:** Registration for the training and hotel is available at: <https://qsep.cms.gov/SETISADOC/home.aspx>. **Registration must be completed no later than March 15, 2024.**
- **Award Nominations:** CMS will continue with the Quality, Safety & Oversight Achievement Awards, which are given to State individuals or teams that merit special acknowledgment in support of the mission to ensure quality and safety of all Americans. **Nominations are due no later than March 11, 2024.**
- **Reimbursement for SETI:** Post-event reimbursement information is available here: <https://qsep.cms.gov/SETISADOC/home.aspx>. **Reimbursement forms must be completed no later than May 10, 2024.**

SETI

SETI will follow the State Agency Director Orientation Course (SADOC) and will take place April 24–26, 2024, in person at the Hilton Baltimore Inner Harbor in Maryland. At SETI, CMS will provide structured training in areas of common concern and importance to the Federal survey process. Each session will have a curriculum with specific learning objectives as well as opportunities for meaningful interaction between presenters and attendees.

The annual CMS SETI training is required for the SA Director and one other top SA management official designated by the SA Director. We strongly urge you to bring as many of your management staff as you can. All CMS Location managers, ARAs, and pertinent key managers should also attend.

Complete your training registration under the Event Registration tab at the link here:
<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.

Quality, Safety & Oversight Achievement Awards

CMS will recognize the achievements of those individuals and teams who have demonstrated outstanding performance in furthering the goals and objectives of CMS QSOG. CMS appreciates the hard work by individuals and groups related to COVID-19 and its impacts and recognizes those admirable efforts. As CMS cannot highlight any one team's individual efforts for COVID-19-related achievements, however, the awards will only recognize the extraordinary performance of State individuals and teams in the following areas:

- High-quality work in ensuring quality and safety under difficult circumstances.
- Exceptional outcomes-focused performance in meeting the quality and safety goals of the CMS Quality, Safety & Oversight program.
- Effective use of information to promote QSOG goals and objectives.

Nominations for the Quality, Safety & Oversight Achievement Awards will be accepted from SA Leadership and CMS Locations. Please email the attached nomination form to Caprina Buckner at Caprina.Buckner@cms.hhs.gov by March 11, 2024.

If you have questions related to event registration and logistics, please contact the Help Desk at cms.seti.sadoc@swingtech.com. For inquiries related to content and topics, please 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

Attachment:
Quality, Safety & Oversight Achievement Award Nomination Form

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*.

NOMINATION

Quality, Safety & Oversight Achievement Award

Nominee(s):

Check one of the following nomination categories:

- State Executive Leadership
- State Staff

Name _____ State _____ Phone _____

Organization _____

Nominator:

Name _____ State _____ Phone _____

Organization _____

Nominated for:

- _____ High-quality work in the area of ensuring quality and safety, under difficult circumstances
- _____ Exceptional outcomes-focused performance in meeting the quality and safety goals of the CMS Quality, Safety & Oversight program
- _____ Outstanding leadership in crafting creative solutions to difficult problems
- _____ Effective use of information to promote the goals and objectives of the Quality, Safety & Oversight Group

Description of Accomplishments (not to exceed one page):

Regional Office Comments (when provided):

Language to be included on the Award: