



## Long Term Care Survey, Phase 3 Available for Pre-order

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Shipping begins in Late September 2022

**Phase 3** of the *Long Term Care Survey manual* includes all the updates from CMS' three-phase implementation and is now available for pre-order with an anticipated late-September ship date. Place your order today as orders will be fulfilled on a first-come, first-served basis. *Please note, your credit card will be charged at the time of purchase.*

**Phase 2** of the *Long Term Care Survey manual*, (softbound edition) is still available for immediate purchase.

CMS has issued QSO-22-NH, which includes new and updated surveyor guidance for the following areas:

- Phase 2 and 3 Requirements: Clarifications and technical corrections of Phase 2 guidance issued in 2017; and new guidance for Phase 3 requirements, which became effective November 28, 2019.
- Arbitration Requirements: Guidance on the new requirements, which became effective September 16, 2019.
- Complaint and Facility Reported Incidents (FRIs): CMS revised the guidance in Chapter 5 and related exhibits of the State Operations Manual (SOM) to strengthen the oversight of nursing home complaints and FRIs. CMS also revised its guidance for all Medicare-certified provider/supplier types to improve consistency across the State agencies in their communication to complainants.
- Psychosocial Outcome Severity Guide: CMS revised guidance to clarify the reasonable person concept and examples across the different severity levels.

***Please Note: Surveyors will begin using this guidance to identify non-compliance on October 24, 2022.***

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