

**STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT**

State of Virginia

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ELIGIBILITY CONDITIONS AND REQUIREMENTS

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**Survey and Certification Education Program**

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**The State has in effect the following survey and certification periodic educational program for the staff and residents (and their representatives) of nursing facilities in order to present current regulations, procedures, and policies.**

The State survey agency periodically conducts provider training programs and orientation of OBRA regulations and the survey process through programs or mailings. The State survey agency participates in the Medicaid agency's training of facilities regarding the Resident Assessment Instrument.

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TN No. 95-16  
Supersedes  
TN No. N/A

Approval Date 01/31/96

Effective Date 11/01/95

HCFA ID: 7986E

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**Survey and Certification Education Program**

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**The State has in effect the following process for the receipt and timely review and investigation of allegations of neglect and abuse and misappropriation of resident property by a nurse aide, or a resident in a nursing facility, or by another individual used by the facility in providing services to such a resident.**

When the above described incidences involve a nurse aide, they are reported to the Board of Health Professions, Board of Nursing. In addition, such allegations are frequently received by the facility administration which reports the allegations to the state survey agency. The state survey agency conducts follow-up investigations.

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**Procedures for Scheduling and Conduct of Standard Surveys**

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**The State has in effect the following procedures for the scheduling and conduct of standard surveys to assure that it has taken all reasonable steps to avoid giving notice.**

On-site survey schedules are only accessible to staff of the Department of Health, Division of Licensure and Certification, which conducts the surveys. After the on-site review is initiated by the Division inspection staff, the Virginia Department of Health notifies the state agency for the aging ombudsman, the state fire marshall, and other agencies as needed.

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**Programs to Measure and Reduce Inconsistency**

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**The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.**

The state survey agency conducts routine training program, routine information memorandums and procedural clarifications, routine team meetings, and ongoing supervisory review and monitoring of staff training needs.

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**Process for Investigations of Complaints and Monitoring**

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The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors on-site on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) The facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) The facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, with verification of continued compliance is indicated; or
- (iii) The State has reason to question the compliance of the facility with such requirements.

All complaints are investigated by the Virginia Department of Health, Division of Licensure and Certification, per nature of the complaint.