# TennCare QuILTSS-14

# Resident, Family & Employee Survey Timeline

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| Milestone | To be completed by |
| Attend a Pre-survey preparation webinar with TennCare/NRC Health QuILTSS #13  Overview presented by TennCare/NRC Health  \*Participation in this webinar is highly recommended for the TennCare QuILTSS Initiative.  Tuesday October 26, 1:30 pm CT. Register below:  <https://nrchealth.zoom.us/webinar/register/WN_F_P7SXW8SwqOLL1pupcB-w> | Oct 26, 2021 |
| Complete the online Survey Sign-up Agreement  <https://nrchealth.com/wp-content/uploads/2021/09/2022-QuILTSS-Survey-Sign-up.docx>  \*Please be sure to include your bulk counts of cognitive residents and employees- we will use these numbers to estimate the number of resident and employee surveys that will be shipped to your facility (final counts will be requested on your data file)  Email completed document to: [tmcostello@nrchealth.com](mailto:tmcostello@nrchealth.com) | Nov 5, 2021 |
| Kick-off webinars hosted by NRC Health:  \*Participation in one of these webinars is highly recommended for the TennCare QuILTSS Initiative.  Wednesday Nov 3, 2:00 pm CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_Q-QmdxDqR3qgVYISUF-J8Q>  Thursday November 4, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_RnLW-w_mRwSiqIftq_dZ8A>  If you are not able to join at any of these times, please register and you will be sent a recording of the webinar. | Nov 4, 2021 |
| Resident / Family Data file due  \*Instructions on how to submit your data file will be covered in the Kick-off webinar  Provide data file of resident and family names   * Resident surveys:   -All Medicaid Residents with a BIMS of 8 or above  -All Long Stay Residents that have a BIMS of 8 or above and have lived in the skilled nursing center for at least 100 days as of December 31, 2021 (residents admitted on or before September 23, 2021). Use the date file template to provide resident names (resident surveys will be shipped in bulk to facility with each resident’s name on the envelope)   * Family Surveys: One family member/responsible party for each resident regardless of BIMS score   -One Family member for each Medicaid Resident  -One Family member for each long stay resident that has lived in the nursing center for at least 100 days as of December 31, 2021 (residents admitted on or before September 23, 2021)Use the data file template provided to submit family mailing address.  Provide number of full and part time employees to NRC Health (on the data file)   * Employee surveys: Every employee should receive a survey. Include all full- and part-time employees.   (Employee surveys will be shipped in bulk to facility with anonymous envelopes) | No later than:    Nov 24, 2021              Nov 24, 2021 |
| Facilities notify family members, employees, and residents of upcoming surveys and dates  \*Survey champion creates implementation plan and communicates it to all stakeholders | Dec 15, 2021 |
| NRC Health mails family surveys to the address provided on the data file  NRC Health mails bulk survey packages of resident and employee surveys to the administrator’s attention  Resident and Employee surveys will be shipped in separate packages (on the same day)\*Please distribute surveys as soon as possible” | Dec 29, 2022 |
| Facility staff ensures all completed surveys are sealed and mailed to NRC Health for processing | Jan 24, 2022 |
| Surveys due back to NRC Health | Jan 28, 2022 |
| State and Individual Custom Reports delivered to TennCare  Individual Reports sent to facilities | March 1, 2022 |
| Reports Webinar hosted by NRC Health:  \*Participation in one of these webinars is highly recommended for the TennCare QuILTSS Initiative.  Please attend one of these times  Wednesday March 09, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_LD6mQ7VxS9aXWbU-k6wq9g>  Thursday March 10, 1:30 pm CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_T5F-p4wPQhujf8AvHKPO7g>  If you are not able to join at any of these times, please register and you will be sent a recording of the webinar |  |
| Results Presentation Webinar hosted by NRC Health  Thursday March 31, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_K4ChRWDXSpS32gMW8aipjw>  If you are not able to join at this time, please register and you will be sent a recording of the webinar |  |
| Action Planning Webinar  Thursday April 28, 2:00 pm CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_jWufxXTFRJK9er21EPNzYw>  Friday April 29, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_KL_B9qyMTYm9CwS2-lXKOw>  If you are not able to join at any of these times, please register and you will be sent a recording of the webinar |  |

**Questions?** If you have any questions about the survey timeline, contact Teresa Costello [tmcostello@nrchealth.com](mailto:tmcostello@nrchealth.com) or call 800.388.4264