

## LONG TERM CARE SURVEY TECHNICAL INFORMATION

### HARDWARE AND SOFTWARE

PC with a Pentium or higher processor running Microsoft 95 or above is necessary to access the survey. Your version of Internet Explorer must be 6.0 or higher. The Survey application can be accessed from any location with Internet or Wi Fi capabilities.

### LOGGING ON TO THE INTERNET-BASED SURVEY

- For modem users, connect to the Internet using your Internet account.
- Launch Internet Explorer.
- Point your browser to: <http://www.mhcc.maryland.gov>, click on *Health Care Community*, click on *Surveys*, click on *Annual Long Term Care Survey*, and then click on *20YY Maryland Long Term Care Survey*.
- Input your Facility I.D. and Password. You will NOT be able to change your password.
- Once logged in, you will be taken to the ‘**Survey Menu**’ page. The ‘Survey Menu’ page will contain The Sections of questions to be completed, links to the Message Center, the Help feature, Technical information and General information, and Print options.

### LOGGED ON TO THE SURVEY

- System messages which will alert you to the following types of information:
  - Number of days left to complete the survey
  - Status of any MHCC review; whether there have been any rejections due to errors; and when the survey has been accepted.

### COMPLETING THE SURVEY

- The Internet application is designed to provide you with feedback as to the status of your survey. Each time you logon, check the Message Center’ which will provide you with messages from the survey staff. You can read your messages or send a message to the survey administrator. Click on ‘Return’ to get back to the Survey Menu.

- The survey can be completed in a straightforward fashion. From the Survey Menu, you simply start at the first section and enter your data for that section.
- At the end of each section, you will have the option to save and validate the data for that section, or return to the main menu or go to the next section. Your data is saved each time you leave the page in which you were entering data.
- To save your data but not validate it, click on the 'CANCEL' button, to validate your data and return to the Survey Menu, click on the 'MENU' button, to validate your data and go to the next section, click on the 'NEXT SECTION' button. The CANCEL, MENU and NEXT SECTION buttons can be found at the end of the page for each section.
- For your convenience, when you first logon to the survey, you can print a copy of the survey, which you can then use to complete the survey with pen or pencil for questions that have not been pre populated and verify the questions that have been pre populated. You can then return to the web survey to key in your data.

## **HELP AND ERROR REPORTING**

- Error checks are built into the survey. Some error checks are performed as data is entered, while others are checked at the completion of a particular section.
- When a section has been completed and validated on the Menu page there will be a green check in the box next to the section.
- Click on the HELP link to assist you with each individual survey question. Use the drop down menu to type the question number you need to review.
- A thorough check is performed by the system prior to final submission. Any anomalies are displayed for your review when you selection Menu or Next Section button at the bottom of each section. You are given the opportunity to revise any fields that contain discrepancies.

## **TRANSMITTING THE SURVEY TO MHCC**

- Upon completing all of the survey sections, at the top of the Survey Menu Page, you will receive a congratulation message highlighted in yellow. You can process your survey for submission by simply clicking the '**Submit Long Term Care Survey**' button located at the bottom of the Survey Menu.
- You will be directed to the **Long Term Care Survey Facility Certification** Page. Check the box to the left and write your full name to certify your survey, and then Click on the '**Certify and Submit Survey**' button to transmit your survey to MHCC.

- After you have certified and submitted your survey you will be take to the final page of the survey where you will find the history of your survey including the current status which lets you know the date your survey was submitted for review.
- Both prior to and after transmitting your survey to MHCC, you will have the option to print a copy of the survey (**Print Your Survey for Your Records (click)**) for your records. After transmitting your survey you will have the option to print a copy of the survey submittal receipt (**Printer-Friendly Receipt of Submittal**).
- Please return to the Survey within 24 hours of completing your survey and up to 5 days after. The MHCC audit staff will communicate to you the status of your survey via the **Survey Logon Page** and the **Message Center**.
- Once the MHCC review staff has accepted your survey they will post that information on the Logon Page. At that time you will be able to print a '**Survey Acceptance**' receipt for your records as confirmation that you completed the Maryland Long Term Care Survey for the survey year.