

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State of Virginia

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Survey and Certification Education Program

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 Office of Licensure and Certification (OLC) of the Virginia Department of Health periodically conducts provider training programs and orientation of OBRA regulations and the survey process through programs or mailings. The OLC participates in the Medicaid agency's training of facilities regarding the Resident Assessment Instrument.

TN No. 25-0020

Approval Date 01/26/26

Effective Date 10/01/25

Supersedes

TN No. 95-16

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ELIGIBILITY CONDITIONS AND REQUIREMENTS

Survey and Certification Education Program

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 and, Board of Nursing. In addition, such allegations are frequently received by the facility administration which reports the allegations to the OLC. The OLC conducts follow-up investigations.

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Procedures for Scheduling and Conduct of Standard Surveys

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 OLC, which conducts the surveys. After the on-site review is initiated by the OLC, the Virginia Department of Health notifies the state agency for the aging ombudsman and other agencies as needed.

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Programs to Measure and Reduce Inconsistency

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

The OLC 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

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 OLC, per nature of the complaint.