



March 28, 2024

Chiquita Brooks-LaSure
Administrator
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850

Dear Administrator Brooks-LaSure:

We are writing to you today to request a meeting to discuss nursing home surveys. As we shared in our [January 4 letter](#), LeadingAge is undertaking a project in 2024 to address some of our members' top concerns related to nursing home surveys. As you may know, LeadingAge represents more than 5,400 nonprofit and mission-driven providers across the aging services continuum, with more than 2,000 members in the nursing home sector. We are mission-driven nursing homes, mostly not-for-profit, and 30% of our nursing homes specialize in skilled and long-term care, with no other service line. We are working toward a future where nursing home care is centered around continuous quality improvement and safety.

To inform our project, we met individually with each of our 36 state partners representing 41 states to learn more about the survey experience in each state. We focused on topics such as relationships between the state associations and survey agencies, communication between the state agency and providers, and what each state partner saw as the priority for survey process improvement. Nearly all of our state partners described a positive professional relationship with the state agency and were able to provide concrete examples to illustrate their experiences.

We would like to share with you some of the things we learned from these interviews. A few central themes were evident in these conversations that we believe are helpful to communicate, including what is working well and strategies for improving interactions between providers and surveyors. We additionally want to explore with CMS and understand any areas of shared concern with survey regions, teams, and process, such as surveyor capacity and funding, where LeadingAge could focus advocacy for the benefit of nursing home residents.

We are eager to begin what we intend to be a productive dialogue. It is our hope that we can schedule a time to meet in April. We would love the opportunity to meet with you in person, but can meet over a virtual platform if that is your preference. We look forward to hearing from you to schedule this meeting.

Sincerely,

A handwritten signature in black ink that reads "Jodi Eyigor".

Jodi Eyigor
Director, Nursing Home Quality & Policy

A handwritten signature in black ink that reads "Janine Finck-Boyle".

Janine Finck-Boyle
Vice President, Health Policy & Regulatory Affairs