

# The Pulse

## Hospital Education



**July 2022**

## **Direct Care Worker Registry for certified nursing assistants (CNAs)**

The Centers for Medicare and Medicaid Services (CMS) require that a CNA perform at least eight hours of nursing or nursing-related duties every 24 months to remain active on the Direct Care Worker Registry. Long-term care facilities (nursing homes, skilled nursing facilities, or skilled or swing bed units of a hospital) are the only entities mandated by state and federal law to verify eligibility and report qualifying employment to the registry.

Hospitals, hospices, and home health care agencies are not required by state or federal law to verify eligibility or report CNA employment. However, the only way a CNA can remain active on the Iowa Direct Care Worker Registry is if their facility employer reports their hours to the Iowa Direct Care Worker Registry.

Before the CNA's status on the registry expires, a hospital can report employment for a CNA by logging into DIA's Health Facilities Database/Direct Care Worker Registry. Facilities should consider electronic verification of employment status at least yearly prior to their annual survey; however, they may do so more often.

**If the entity does not update CNA employment as outlined, the registry will not accurately reflect the CNA's current status.**

For additional resources regarding the Iowa Direct Care Worker Registry, please visit the [Direct Care Worker Registry for](#)

## **Deficiencies and citations**

### **A-0395 – RN Supervision of Nursing Care**

Deficiencies related to A-0395 were cited two times in Iowa, four times in CMS Region 7 (Iowa, Kansas, Missouri, and Nebraska), and 40 times nationally in the second quarter of federal fiscal year 2022 (Jan. 1-March 30, 2022).

Below are the details of this deficiency cited in Iowa:

- Staff are required to conduct a skin assessment upon admission with two nurses to ensure accuracy with noting any and all skin abnormalities, wounds, or pressure injuries that are

[CNAs page](#) on the DIA website.

You can also contact the Iowa Direct Care Worker Registry by email at [DCW@dia.iowa.gov](mailto:DCW@dia.iowa.gov) or by phone at 515.281.4077 or 515.281.0108.

See the following article for additional information regarding the DIA HFD website application.

## Health Facilities website

In May 2021, DIA's Health Facilities Division launched a new web application. The new application features a user-friendly interface not only for accessing records for health facilities and submitting self-reports, but also for the Iowa Direct Care Worker Registry for CNAs.

In the new system, entity administrators will need to request access to the new application. Once the administrator's access is approved, the administrator will be able to approve any other authorized facility users (i.e., entity delegate, entity HR) who request access for their facility.

Health facility employees, CNAs, and community college users are able to manage their own accounts, including making changes to their contact information.

Please note:

- Each facility is allowed to have **one** assigned entity administrator.
- Each user should be assigned only **one** role. If a user is assigned multiple roles, the system may not work properly.
- Users should use **the email address associated with their place of employment** to create their Google or Microsoft account (see PDF guide below).

The new website for the application is [dia-hfd.iowa.gov](http://dia-hfd.iowa.gov).

### Additional resources

- [DIA Health Facilities Database User Guide \(PDF\)](#)

present. Staff acknowledged that nursing staff lacked sufficient time to perform all of the nursing interventions.

- Four patients were not referred to a wound care nurse per the facilities policy.

*Source: CMS' [Quality, Certification, and Oversight Reports \(QCOR\)](#)*

### Update of QSO-21-03-Hospitals/CAHs

On May 27, 2022, CMS released updated regulatory requirements for all hospitals and critical access hospitals (CAHs) in [QSO-21-03-Hospitals/CAHs](#). This requirement includes reporting information in accordance with a frequency and in a standardized format as specified by the U.S. Department of Health and Human Services' (HHS) secretary during the public health emergency for COVID-19, which now

- **DIA's Health Facilities Database: Entity Sign-In**  
(YouTube video)
- **DIA's Health Facilities Database: Approving Entity Users**  
(YouTube video for administrators)

includes psychiatric and rehabilitation hospitals.

Hospitals and CAHs have an opportunity to work with the HHS team to develop a plan for meeting reporting requirements. They may contact the HHS Protect Service Desk at [protect-servicesdesk@hhs.gov](mailto:protect-servicesdesk@hhs.gov).

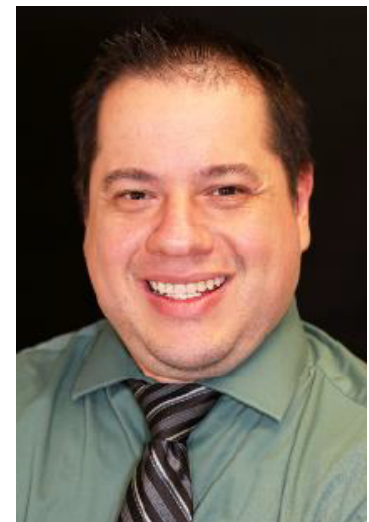
To find additional information regarding this QSO, please visit the [CMS website](#).

## Contact us

If you have any questions or concerns, or if there are topics you would like to see covered in this newsletter or at a future lunch-and-learn, please contact **Megan Montalvo** at [megan.montalvo@dia.iowa.gov](mailto:megan.montalvo@dia.iowa.gov) or **515.249.9648**.



## Employee spotlight



**Stephen Montalvo** started with the Iowa Department of Inspections and Appeals in October 2019 as a clerk specialist with the Iowa Direct Care Work Registry. Prior to working for the State of Iowa, Stephen worked as a senior

assistant manager with Century/Cinemark Theaters for more than 19 years; he started in his hometown of Corpus Christi, Texas, then traveled the U.S. to open several more theaters before settling down in Iowa.

Stephen enjoys cooking, baking, tinkering with single-board computers, playing video games, and working on his 3-D printer. He currently lives in Pleasant Hill with his wife, Megan, and their three dogs: Fig Newton, Chip Ahoy, and Nilla Wafer, also known as “the cookies.”

## **Iowa Department of Inspections and Appeals**

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