



PACE Organizations are a federal Medicare and Medicaid program. All PACE Organizations must comply with regulations established by the Centers for Medicare and Medicaid Services (CMS).

In addition, PACE Organization of Rhode Island is licensed by the Rhode Island Department of Health as a Home Nursing Care Provider and as a licensed Adult Day Care Provider.

PACE is surveyed by CMS, the Rhode Island Office of Health & Human Services (OHHS) and the Rhode Island Department of Health. Results from surveys are public documents and are available upon request.

Survey teams examine compliance with federal and state regulations. In addition, they provide feedback intended to improve the quality and responsiveness of the PACE program to its participants.

Link to the CMS PACE website:

<https://www.medicare.gov/your-medicare-costs/help-paying-costs/pace/pace.html>

Link to the Home Nursing Care Provider regulations:

<http://sos.ri.gov/documents/archives/regdocs/released/pdf/DOH/7117.pdf>

Link to the Adult Day Care Provider regulations:

<http://sos.ri.gov/documents/archives/regdocs/released/pdf/DOH/5333.pdf>



Centers for Medicare and Medicaid (CMS) Survey

The Centers for Medicare and Medicaid (CMS) conducts regular surveys of PACE Organizations nationwide. The most recent PACE-RI CMS survey was conducted in March 2019, and the final report was issued in December 2019. The survey is extensive, and includes an on-site visit and review of all documentation for the previous year, including but not limited to the following areas:

- All documentation of calls received by our on-call staff
- All elements of every personnel record
- All elements of personnel records for each contracted vendor*
- All documentation contained within each participant medical record*
- All elements of our Quality Improvement plan
- All Service Delivery Requests*
- All Appeals
- All Grievances
- Full Medical record including documentation of:
 - Clinical appropriateness
 - Care Planning and assessments*
 - Case notes
- Interdisciplinary Team requirements
- Quality Improvement Plan and Initiatives
- Participant Advisory Committee meeting minutes.

The items with an asterisk (*) were noted as needing improvement. In response to these opportunities, PACE-RI implemented a Corrective Action Plan which consisted of staff education and training, policy revisions, and updates to our documentation process. This Action Plan quickly resulted in the necessary improvements, and in March 2020, the CMS survey and audit period was completely and successfully closed.

For more information on the survey process or results, please contact Liz Boucher, Chief of Organizational Performance, lboucher@pace-ri.org, 401-654-5255.