

Agency:

Date:

Surveyor:

Exit Conference Plan of Correction Instructions

Purpose: This tool provides instructions to the facility for submitting a Plan of Correction (POC) for condition-level deficiencies.

Directions: Fill in the appropriate data and provide to the facility during the Exit Conference.

Condition-Level Deficiencies:

- A Statement of Deficiencies and Plan of Correction Form will be e-mailed to your agency within ten working days of the survey Exit Conference date.
- The POC must be developed, written, and returned to our office by e-mail within ten calendar days of receiving the Statement of Deficiencies.
- Directions for completing the POC by e-mail will be sent with the Statement of Deficiencies.
- Please call _____ (fill in the number) if you do not receive the Statement of Deficiencies within 14 days of the survey Exit Conference date.
- Hospice: E-mail the signed Statement of Deficiencies and Plan of Correction to _____.
- Home Health: E-mail the signed Statement of Deficiencies and Plan of Correction to _____.

POC Guidelines:

- The POC must address each regulation cited.
- Even though multiple deficiencies may be related, a separate POC must be developed for each deficiency. Do not combine multiple tags cited in one POC statement.
- The POC must be specific and realistic, stating exactly how the deficiency was or will be corrected.
- The POC must be written on the POC forms (Federal POC form and state POC form) that will be e-mailed with the Statement of Deficiencies (Form CMS-2567 and/or state form). On Form CMS-2567 and the state form, type "See Attachment" by each regulation cited and submit your plan on the separate POC forms.
- Do not forget to sign and date both the Federal and/or state Statement of Deficiency forms. Instructions for this procedure will be included in the e-mail. Your agency must have the ability to scan documents to complete this process.
- The agency must begin the POC planning and activities immediately after the completion of the survey. Do not wait to receive the Statement of Deficiencies to plan and implement your corrective actions.

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- Do not use day 45 as your POC completion date. You must have the corrective actions in place in a timely manner so that, during the follow-up survey, there are at least two weeks of clinical record information that reflect your revised policies and procedures.
- Do not use multiple completion dates on the POC. Use the same completion date for implementation of the corrective actions for each condition-level deficiency and the standard-level deficiencies related to that condition—this date should be approximately two weeks prior to day 45.
- CMS must receive an acceptable POC prior to the follow-up survey.
- CMS will complete a follow-up survey visit after your completion date but prior to day 45. Day 45 is _____.

Exit Date:

Last Possible Completion Date:

- Per §2728B of the State Operations Manual (SOM), an acceptable POC must contain the following elements:
 - The plan for correcting the specific deficiency: The plan should address the processes that led to the deficiency cited.
 - The procedure for implementing the acceptable POC for the specific deficiency cited
 - The monitoring procedure to ensure that the POC is effective and that specific deficiency cited remains corrected and/or in compliance with the regulatory requirements
 - The title of the person responsible for implementing the acceptable POC
- Do not send any patient or employee identifiable information.
- Do not use any personal names or financial information on the POC.
- Do not attach forms, policies, or other documents.

(State Operations Manual Appendix M - Guidance to Surveyors: Hospice 2015)