

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 standard-level deficiencies.

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

Standard-Level Deficiencies:

- Within ten working days of the survey exit conference date, a Statement of Deficiencies and Plan of Correction Form will be e-mailed to your agency.
- The POC must be developed, written, and returned to our office by e-mail within ten calendar days of receiving the Statement of Deficiencies.
- Sent by e-mail are the directions for completing the POC 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 date.
- Hospice: E-mail 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:

- 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.
- Must be specific and realistic, stating exactly how the deficiency was or will be corrected
- Write the POC guidelines on the POC forms (Federal POC form and state POC form) then e-mail them with the Statement of Deficiencies (Form CMS-2567 and/or state form). On Form CMS-2567 and the state form, you will 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 has 60 days from the date of the survey exit conference to complete the implementation of the POC.

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- Do not use multiple completion dates on the POC. Use the same completion date for implementation of the corrective actions for each of the deficiencies cited. The date can be no later than 60 days after the date of the survey exit conference.

Exit Date:

Last Possible Completion Date:

Identify one person by title to monitor and provide oversight of the entire POC and indicate this on the POC form.

- Per §2728B of the State Operations Manual (SOM), an acceptable POC must contain the following elements:
 - The plan for correcting the specific deficiency must be contained within. 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 must be contained within.
- 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)