

STATE OF WASHINGTON DEPARTMENT OF SOCIAL AND HEALTH SERVICES Aging and Long-Term Support Administration PO Box 45600, Olympia, WA 98504-5600

May 26, 2017

ALTSA NH #2017-015 ELECTRONIC PLAN OF CORRECTION UPDATE

Dear Nursing Facility/Home Administrator:

In January 2017, the department announced participation in the Center for Medicaid Medicare Services (CMS) Electronic Plan of Correction (ePOC) project and supplied instructions on provider enrollment.

Since April 2017, the ePOC application has been automating the distribution of the federal statements of deficiency 2567 (SOD) and State Licensure WAC citations via a secure website created by CMS. The CMS website also allows for the electronic submission of plans of correction. At this time, CMS continues in only making the ePOC available to certified nursing facilities. This process is being used for all nursing facility health/life safety code surveys and complaint investigation SODs.

Access to your online SOD requires **advance** enrollment in ePOC. Facilities must have at least one registered ePOC user and can have up to 4 users. We strongly recommend that facilities have more than one user. Users will need to apply for two log-in IDs in order to access ASPEN Web: ePOC. User passwords must be updated every 60 days. After 90 days without a password change, the account will lock. If a user account has been locked, the user will need to contact the QTSO helpdesk at 1-888-477-7876 to unlock the account. The link to the provider resources and directions for enrollment is <u>https://www.dshs.wa.gov/altsa/residential-care-services/electronic-plan-correction-epoc</u>. Failure to enroll does not alleviate your responsibility to respond to survey reports and may lead to corrective action, including decertification.

The ASPEN Web: ePOC system requires SOD acknowledgement by the nursing facility for all health and life safety code survey types; recertification, complaint investigation, deficiency free recertification/complaint investigation and revisits. Should the survey require a POC, keep in mind that the ePOC system allows you to submit the POC on a citation by citation basis, however the preferred method by the state agency is for the nursing facility to submit the POC for all deficiencies at the same time, see attached instructions.

Questions concerning the ePOC system for nursing facilities may be emailed to WAePoC@dshs.wa.gov. Thank you for your anticipated cooperation in this matter.

Sincerely,

White the Cont Codening

Candace Goehring, Director Residential Care Services

"DSHS: Transforming Lives"

Electronic Plan of Correction (ePOC) System Nursing Facility: Plan of Correction

The below nursing facility instructions outline the steps for submitting a plan of correction through ePOC for **ALL** citations, on a single survey, at the same time. Although the ePOC system allows a provider to submit the POC on a citation-by-citation basis, the preferred method by the state agency is for the nursing facility to submit the POC for ALL citations at the same time.

- 1. Open ASPEN Web: ePOC.
- 2. The **Survey List** is displayed if you are a single facility user, the Facility List is displayed if you are a multi-facility user. If the Facility List is displayed, click on the facility's CCN to access the Survey List.

Survey	List											
	Survey List)					-	(CCN)	3			
	Search		Showing 1 to 5 of 5	ent/ies								Bac
	Event Id	SOD Sent	Eait Date	Туре	Status	Category	# Def	Submitted	Approved/ Unapproved	POC Due Date	Letters	Reports
	mains	05/15/2014	05/15/2014	Health	Open	A	4	٥	0/4	05/25/2014	前 ²	=
	-	05/15/2014	05/15/2014	Health	Open	*	2	0	0/2	05/25/2014	di 3	
					-				100	California (C		

- 3. Select the **Event ID** of a survey from the Survey List. **Survey Detail** page will open.
- 4. Go directly to the tag in the grid; to bring a tag into view in the grid (when there are many tags), scroll down to it. To open the **Plan of Correction** entry page for a tag, click the tag number or Plan of Correction / Acknowledgement link in the grid.

Survey Detail		the set of the set of the set of the set of the		
Deficiencies F155 - Approved	Event Id:	11 Survey Date: 05/01/2015 Status: Open	Submit All Pending	🗯 Baci
F322 : Rejected F314 : Submitted F335 : Approved F335 : Approved F403 : Submitted F405 : Pending *=11/Substandard Quality of Care	£135 5/5: A	483.10(b)(4) RICHT TO REFUSE; FORMULATE ADVANCE DERECTIVES The resident has the right to relaxe trademet. In relivant to participate in experimental research, and te formulate an advance directive as specified in paragraph (0) of the rection. The focility [HORE] Observations: The programmer vanished to go outside, but that is not allowed:	Plan of Correction: Click to View Acknowledgement	Completion Date (X5): 07/06/2015 Status: Approved Date: 07/06/2015
	£222 S/Si D	483.30(b)(1) COMPREHENSIVE ASSESSMENTS The facility must conduct initiality and periodicality a comprehensive, accurate, standardized incredicular assessment of each resident's functional capacity. A facility must make a comprehensive a [MORE] Observations: The tech professional should be able to have a cubical next to his spouse's cubical.	Plan of Corrections <u>Click to Modify Plan of Correction</u> Can i request a valuer for this tag? It's justified.	Completion Date (X5): 06/30/2015 Status: Rejected Date: 06/14/2015
	<u>F314</u> S/Si E	483.25(c) TREATMENT/SVCS TO PREVENT/HEAL PRESSURE SORES Based on the comprehensive assessment of a resident, the facility must ensure that a resident whe enters the facility without pressure sores does not develop pressure sores under the individual's cl [HOBE] Observations:	Plan of Correction: Click to View Plan of Correction Budget constraints are interne.	Completion Date (X5): 06/25/2015 Status: Submitted

5. In the Facility Response panel, enter POC text in the POC Description box. There is no limit to the amount of POC text you can enter. Note: You cannot enter POC text for A-level, PNC, or waived tags. For A-level and PNC tags, click the Acknowledge button in the Facility Response section. The status of waived tags is automatically set to Approved.

Plan of Correction Event Id: 11 Survey Exit: 12/01/2014 POC Due: 12/11/2014 Survey Posting: 12/01/2014 POC Status:: Rajected Back Statement of Deficiency Image: Transmission of the state survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results of the most recent survey of the facility conducted by Federal or State surveyors and must post in a place readily accessible to residents and must post a notice of their availability. The facility must make the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. Image: Construction of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results available for examination and must post a notice of their availability. Image: Construction in effect with respect to the facility. The facility must make the results available for examination and must post a notice of their availability. The facility must make the results available for examination and must post a notice of their availability.		ACTIVATION 1 100-101-101	(CCN:)		
Statement of Deficiency Facility Response Tag 0167 - 483.10(g)(1) RIGHT TO SURVEY RESULTS - READLY ACCESSIBLE (LONG TERM CARE FACILITIES) POC Instructions A resident has the right to examine the results of the most recent sprey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The Facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. The Facility must make the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. Completion Date (X5): 12/03/2014	Plan of Correction	Survey Exit: 12/01/2014 POC Due: 12/11/2014	Survey Posting: 12/01/2014 POC Status: Rejected	Back	
 Tag 0167 - 483.10(g)(1) RIGHT TO SURVEY RESULTS - READILY ACCESSIBLE (LONG TERM CARE FACILITIES) A resident has the right to examine the results of the most recent symp of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. Observations A resident has the right to examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. Completion Date (X5): 12/03/2014 Save as Pending Submit as Final 	s	tatement of Deficiency	Facility Response		
A resident has the right to examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with repeate to the facility. • Observations A resident has the right to examine the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. Example a facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. Example a facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability.	Tag 0167 - 483.10(g)(1) R ACCESSIBLE (LONG TERM	IGHT TO SURVEY RESULTS - READILY CARE FACILITIES)	POC Instructions POC Description:		
Observations A resident has the right to examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility. The facility must make the results available for examination and must post in a place readily accessible to residents and must post a notice of their availability. Completion Date (X5): 12/03/2014 Save as Pending Submit as Final	A resident has the right to survey of the facility condu- plan of correction in effect The facility must make the post in a place readily acce of their availability.	examine the results of the most recent cited by Federal or State surveyors and any with respect to the facility. results available for examination and must ssible to residents and must post a notice	The Plan of Correction (PCC) must include the following: • The provider or supplier's planned action(s) to correct the deficiency, which include locules a thorough description of specific and realistic steps that will be taken to address the deficiency • An expected completion date which must be approved by the State as acceptable based on the level of deficiency (if corrective actions are complete, provide the date they were completed)		
Completion Date (XS): 12/03/2014 Save as Pending Submit as Final	 Observations A resident has the right to survey of the facility condu- plan of correction in effect The facility must make the post in a place readily acce of their availability. 	examine the results of the most recent cted by Federal or State surveyors and any with respect to the facility. results available for examination and must ssible to residents and must post a notice			
			Completion Date (X5): 1203/2014 Save as Pending Submit as Final		

- 6. Enter or select (from the calendar) the **Completion Date (X5)**.
- Click the Save as Pending button, the status of the tag changes to Pending. Repeat steps 4 – 7 for each citation on the survey. When finished continue with step 8.
- 8. On the **Survey Detail page**, click **Submit All Pending** to submit all pending POCs.
- 9. On the **Attestation of POC Submittal Terms and Condition** page, review the list of POC(s) you are submitting.
- 10. To submit the POC(s), select the Electronic Signature checkbox and click **Continue**.
- 11. The Survey Detail page opens. A "POC for <tag#> successfully submitted" message for each submitted POC appears at the top of the page and the status of the POC(s) is now Submitted. The submitted POCs are read-only unless and until they are rejected by the SA/RO.
- 12. If you do not want to sign the attestation yet, click **Back**. ePOC saves the POC(s) as pending and you return to the previous page.