



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

April 28, 2023

ALTSA: NH #2023-021
STATE OPERATIONS MANUAL CHAPTER 5 – IMPLEMENTATION DATES
FOR REVISED GUIDANCE

Dear Nursing Facility/Home Administrator:

On June 29, 2022, the Centers for Medicare and Medicaid Services (CMS) revised the guidance in Chapter 5 of the State Operations Manual (SOM) as discussed in [QSO-22-19-NH](#). These revisions included changes to the maximum timeframes for investigating complaints and facility reported incidents, and the expansion of data entry into the ASPEN Complaints/Incident Tracking System (ACTS). In QSO-22-19-NH, CMS noted that it would be establishing a target implementation date at a later time.

On February 10, 2023, CMS released [Admin Info: 23-06-NH](#) that included the target implementation dates for Chapter 5 of the SOM. CMS is expecting state survey agencies to implement the following:

- **No later than October 1, 2023** – Implementation of the maximum investigation timeframes, including the development and implementation of policies and procedures for complaints and facility-reported incidents (SOM Sections 5075 and 5310.2)
- **No later than October 1, 2024** – Implementation of data entry requirements into ACTS (SOM Section 5060).

Training related to the revisions to Chapter 5 of the SOM is available at the [Quality, Safety & Education Portal \(QSEP\)](#), under “Complaint and Incident Intake Triage Overview”.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact Molly McClintock, Nursing Home Policy Program Manager, at (360) 742-6966 or molly.mcclintock@dshs.wa.gov.

Sincerely,

Amy Abbott, Director
Residential Care Services

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