



### **Electronic Submission of the Plan of Correction**

The Nursing Home Facility Web Site has been developed to allow Nursing Homes to electronically submit a plan of correction (POC) for current surveys conducted by the Department of Health. All correspondence and paperwork regarding your surveys will be handled through the Nursing Home Facility Web Site and email. After all of your POC's have been approved, you **MUST** print your deficiency statement, sign it and then post it in your facility. We will not be sending you a paper copy of your deficiency statement by mail.

**NOTE: You no longer can use Netscape to enter your POCs. Only Internet Explorer 5.x or higher will be allowed.**

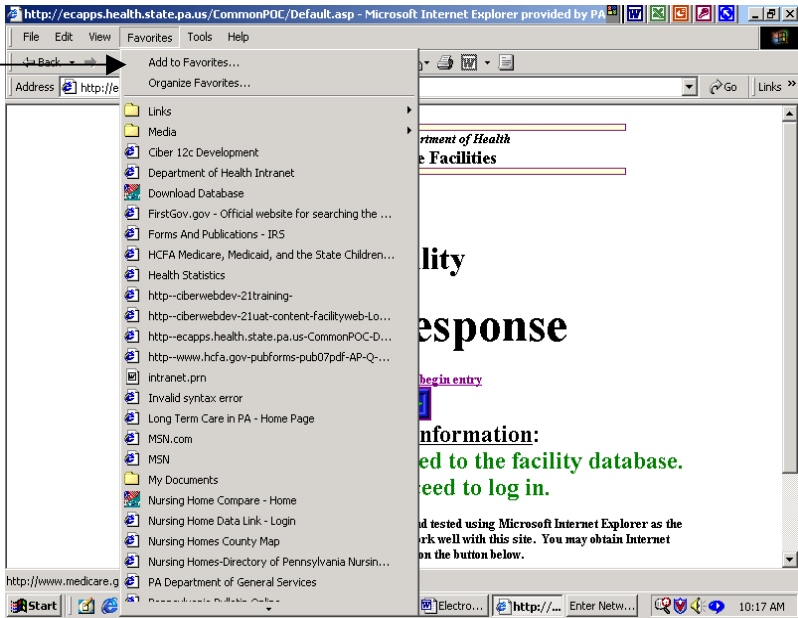
After your survey, you will receive an email from your local Department of Health Office containing your notice requirements. This email should be sent to you on or before the **12<sup>th</sup> calendar day** after your exit conference.

### **The following are step by step instructions on how to use this system**

1. **TO ACCESS THE FACILITY WEB SITE:** Enter this address into the Address Field of your web browser; or, if you have received this message electronically you may click on the site address: [www.health.state.pa.us/facility](http://www.health.state.pa.us/facility)

NOTE: This address is only for Nursing Homes and is not available via public web site links. To save this address in your browser, click on "Favorites" on your browser tool bar menu and then click on **Add to Favorites**. See exhibit 1 below. Also, you may wish to keep this message for a quick reference to the site address.

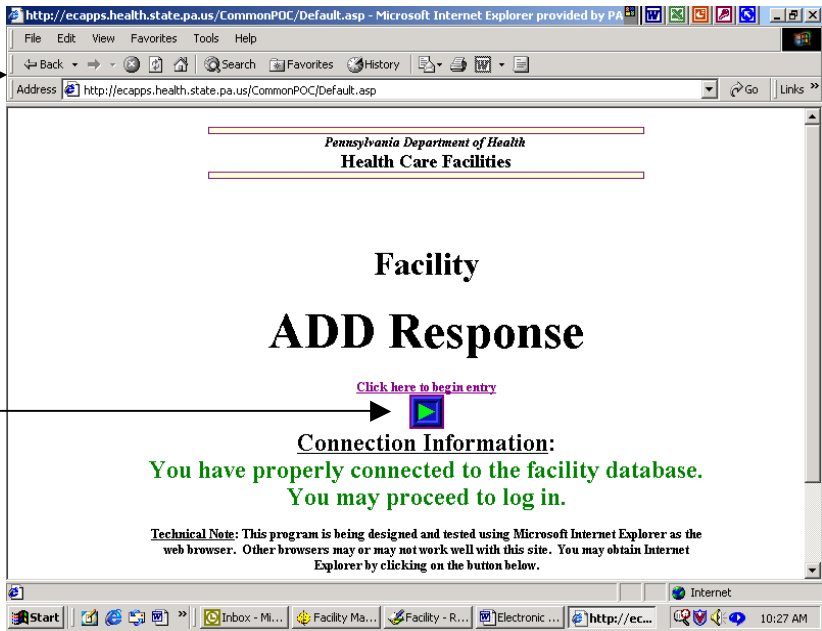
Exhibit 1  
Add to Favorites



2. When you first log on, the first page that you will see is the **ADD Response** page. See exhibit 2 below. Once on this page, click the square under **“Click here to begin entry”**.

Exhibit 2  
Add Response Page

Click here to begin entry



3. The next page that you come to is also called the **ADD Response** page. See exhibit 3 below. This page will also give you access to the Facility Message Board. On the Facility Message Board you will find important messages from the Department of Health. You do not need to enter your Password and Id to view messages on the Message Board. Also, if you wish to see just messages for Nursing Care Facilities, use the drop down box “All Messages” and then select Nursing Care Facilities. Next select “Messages”.

Exhibit 3  
Add Response Page

To see just the messages for Nursing Homes, select Nursing Care Facilities from the drop down box. Next select Messages.

4. Selecting Messages in step 3 above will take you to the Facility Message Board. See exhibit 4 below. To read a particular message, just click on the subject of the message.

Exhibit 4  
Facility Message Board

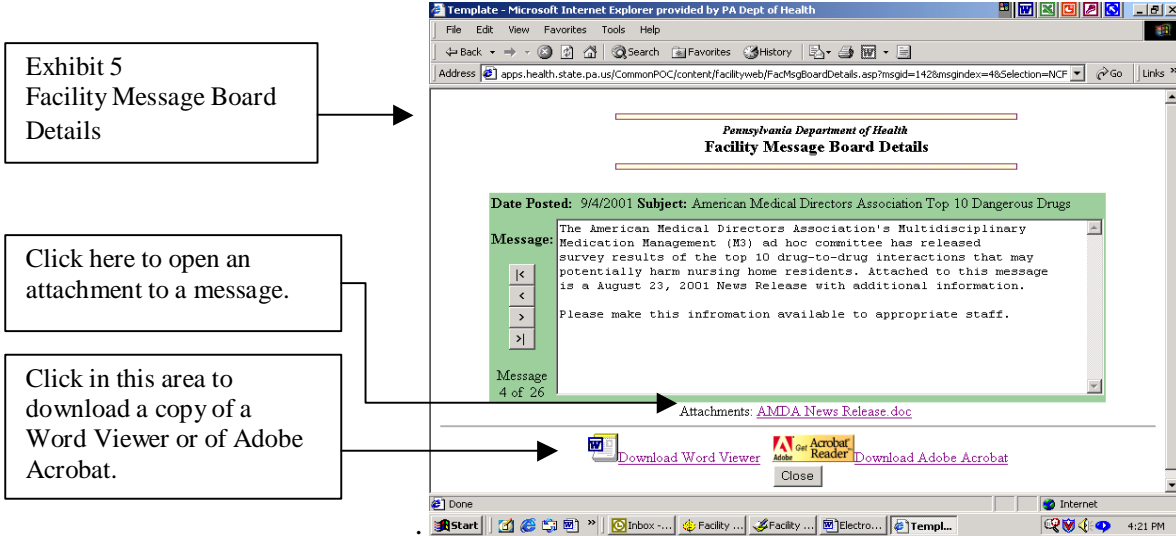
Click on the subject of the message you wish to read.

Post Date	Subject	Attachment(s)
5/22/2003	<a href="#">CMS - MDS 3.0 TOWN-HALL MEETING INFORMATION AND AGENDA</a>	2
5/21/2003	<a href="#">Scheduled Maintenance - POC and ERS programs</a>	0
5/21/2003	<a href="#">High Advanced Awareness Alert - May 21, 2003</a>	0
5/14/2003	<a href="#">PARRT - Training Program - Back to Basics</a>	1
5/14/2003	<a href="#">Quality Insights - Learning Session 2</a>	1
5/9/2003	<a href="#">CPS - Warning Star ME-1 Sprinklers Recalled</a>	1
5/9/2003	<a href="#">PARRT - Training Programs</a>	2
5/9/2003	<a href="#">Medical Management - Clinical Guidance Bed Rails</a>	1
5/9/2003	<a href="#">PANAC Meeting - MDS 3.0 Round Table Discussions</a>	2
5/5/2003	<a href="#">NCE - Field Office Names, Addresses and Phone Numbers</a>	2
5/5/2003	<a href="#">Nurse Aide Reciprocity - North Carolina</a>	1
4/25/2003	<a href="#">Department of State - Nursing Licensure Verification</a>	2
4/25/2003	<a href="#">Directed In-Service Listing as of April 23, 2003</a>	2
4/18/2003	<a href="#">Department of Public Welfare web site addresses</a>	1
4/11/2003	<a href="#">CMS - Physician delegation of tasks</a>	2
4/11/2003	<a href="#">Nurse Aide Abuse Report - April 2003</a>	6
4/2/2003	<a href="#">Health Alert 44 - Communication Systems</a>	2
4/1/2003	<a href="#">Medical Management - AANAC Questions &amp; Answers</a>	1

5. You can now sort by Date and Subject on the message board.

6. Clicking on the subject of a message you wish to read will take you to the Facility Message Board Details Screen. See exhibit 5. On this screen you will find the message that you selected. Many of the messages will also contain attachments. To read an attachment, click on the Attachment link found at the bottom of the message. Most attachments will be either in a Microsoft Word file, in a .pdf file or in both type files. To open and read a Microsoft Word file you will need either a Microsoft Word Program on

your computer or a Microsoft Word Viewer. If you do not have Microsoft Word on your computer, you may download a free Microsoft Word Viewer by clicking on the link found at the bottom of this page. To open and read a .pdf file you will need Adobe Acrobat on your computer. You may download a free copy of this program by clicking on the other link at the bottom of this page.



7. Clicking on an attachment to a message may cause a “File Download” dialog box to appear. See exhibit 6. If this box appears follow these steps to open the attachment.

Click the radio button (circle) marked **Open this file from its current location**.  
 Click **OK** at the bottom of the File Download Box.  
 A new window opens and displays the attachment to the message. See exhibit 7.  
 You may now read or print the attachment. When you are finished, close the message by selecting “back” from the top bar of the File Menu. This will take you back to the Facility Message Board Details screen. See exhibit 5.

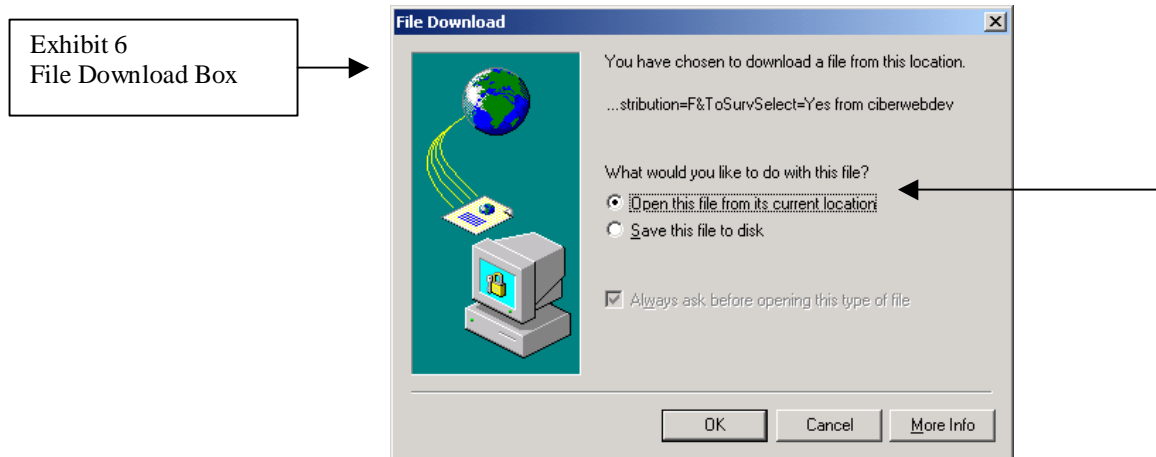
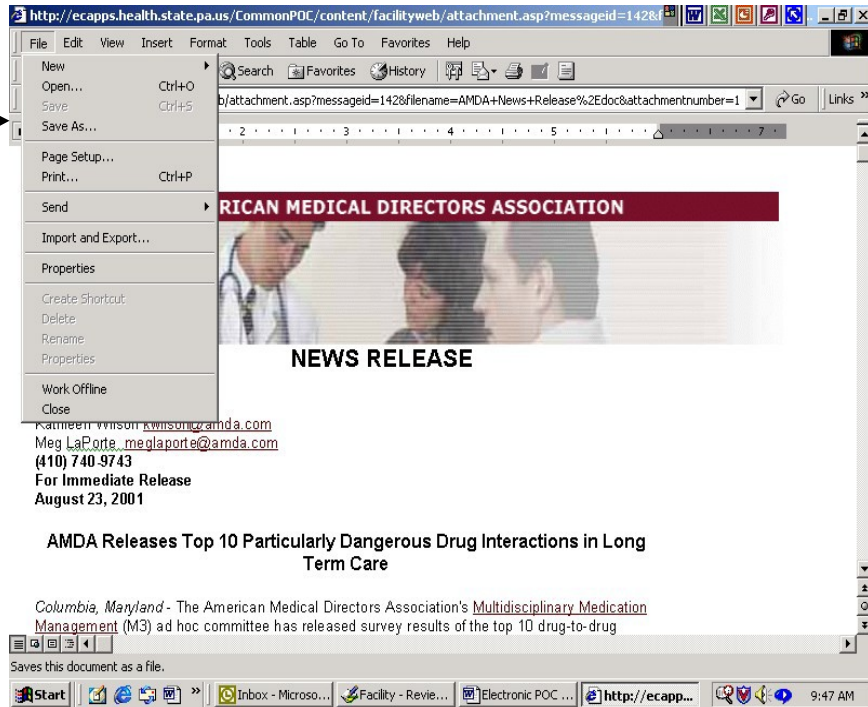


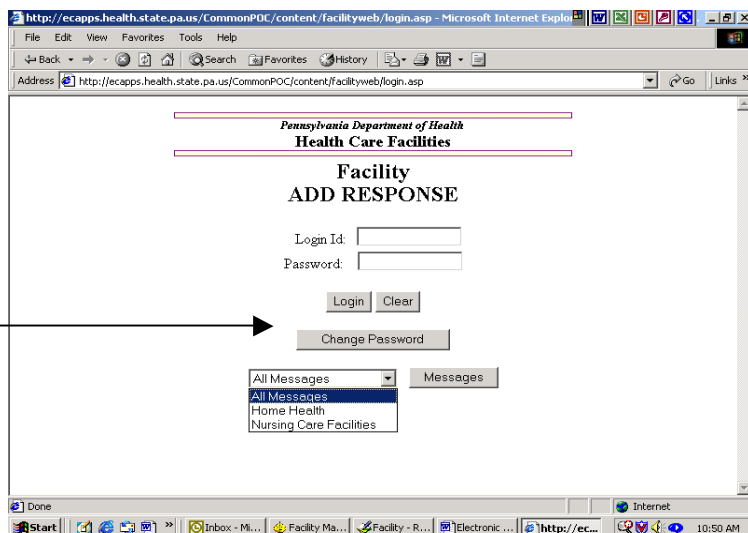
Exhibit 7  
Example of an  
attachment to a  
message.



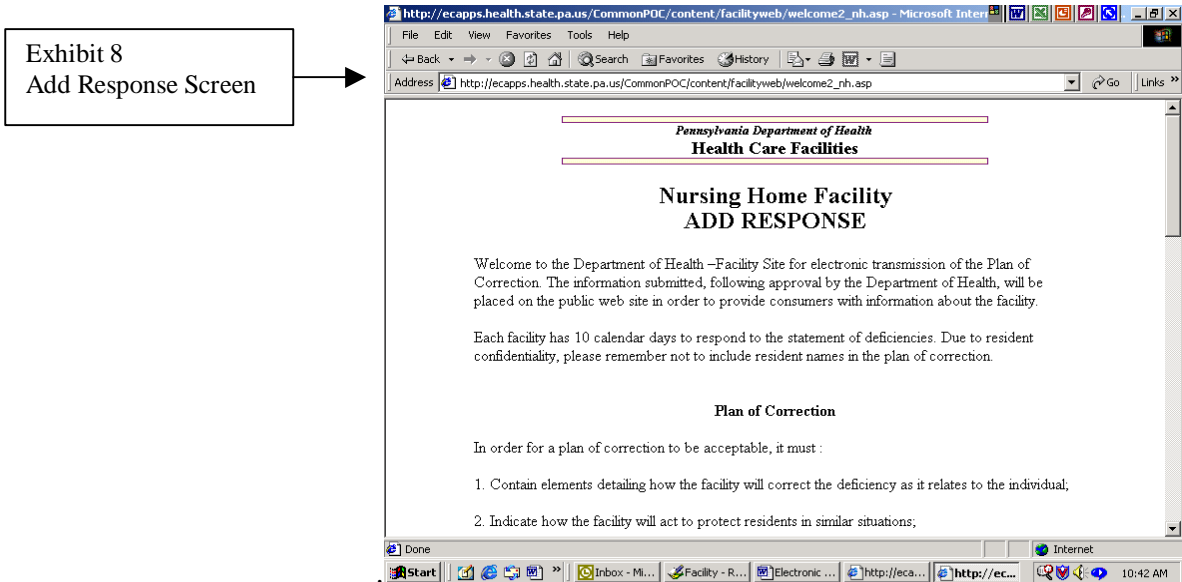
8. To file a plan of correction electronically, you will need a Facility ID and Password. They should both be obtained by the Administrator of the Facility from the local Department of Health Field Office. The local field office will ask the Administrator to sign a **Nursing Home Administrator Password Agreement**. This is a part of the security requirements. The local field office will then notify Central Office to have a Password and Id emailed to the Facility Administrator. After the Password and Id is received by the Facility, for security reasons, it is recommended that the Facility change their password. Once a Facility has a Password and Id they may enter it into the Facility login screen to access the Electronic Plan of Correction Program. See exhibit 7.

Exhibit 7  
Facility login page

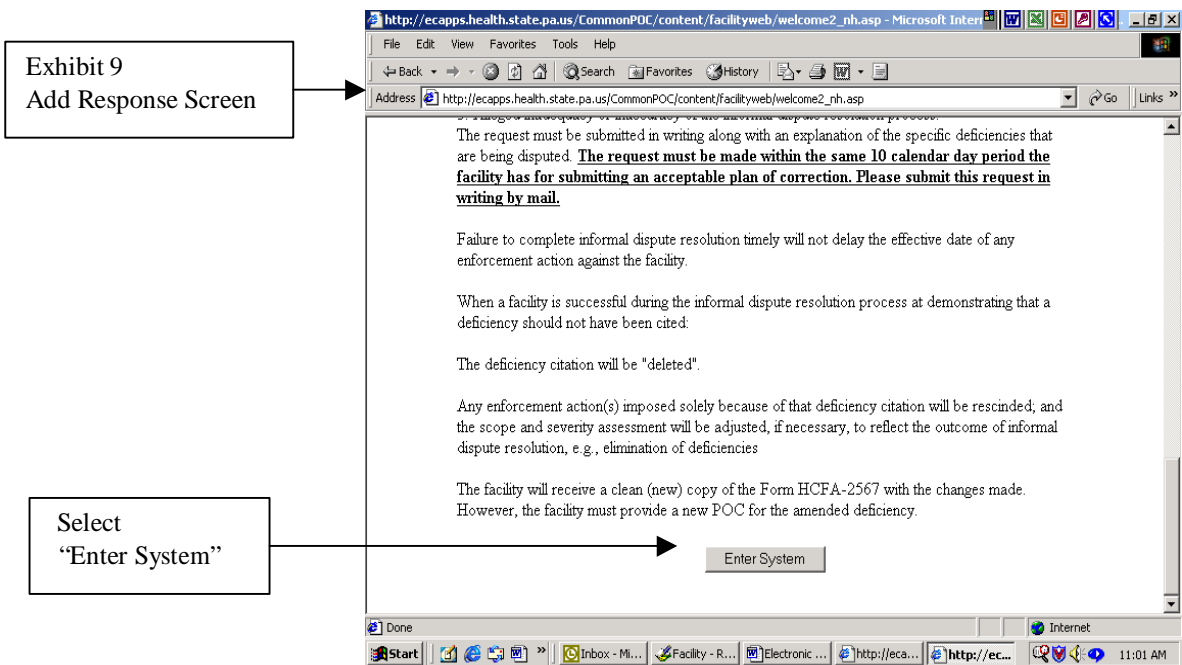
A facility may change their password by clicking here and following the instructions.



9. After login to the Electronic Plan of Correction Program, the next screen is the Nursing Home Facility Add Response Screen shown in exhibit 8. The information on this page is **very** important. Please read it carefully.



10. After carefully reading the information on this page, select “Enter System” which will be found at the bottom of the page. See exhibit 9.



11. Selecting “Enter System” will automatically take you to the Facility Message Board **if there are new messages**. If there are no new messages, selecting “Enter System” will take you to the “Survey Selection” page. See exhibit 10. On this page you will find surveys

listed by the survey exit date. Also, you will be able to see the total number of deficiencies for each survey and the number of deficiencies that have still not been approved. To read a particular survey, select the survey exit date. **NOTE: You will now also see building safety surveys in the survey category column.**

Exhibit 10  
Survey Selection  
Screen

To read a  
particular survey  
click on the  
survey exit date

Survey Selection				
Update Additional Services Page				
Return To Add Response Page				
Message Board				
Survey Exit Date	Survey Category	Total Deficiencies	Approved	Not Approved
<a href="#">05/28/2003</a>	PATIENT CARE	0	0	0
<a href="#">05/14/2003</a>	BUILDING SAFETY	5	0	5
<a href="#">04/25/2003</a>	PATIENT CARE	12	12	0
<a href="#">04/04/2003</a>	BUILDING SAFETY	7	0	7
<a href="#">03/19/2003</a>	PATIENT CARE	1	1	0
<a href="#">01/10/2003</a>	PATIENT CARE	0	0	0
<a href="#">01/02/2003</a>	PATIENT CARE	0	0	0
<a href="#">11/30/2002</a>	PATIENT CARE	3	3	0
<a href="#">10/21/2002</a>	PATIENT CARE	1	1	0
<a href="#">10/16/2002</a>	PATIENT CARE	1	1	0
<a href="#">08/14/2002</a>	PATIENT CARE	0	0	0
<a href="#">07/23/2002</a>	PATIENT CARE	0	0	0
<a href="#">06/21/2002</a>	PATIENT CARE	9	9	0
<a href="#">05/03/2002</a>	PATIENT CARE	3	3	0

12. After selecting the exit date for a survey, you will see a screen titled “**Deficiency Listing**”. See exhibit 11 below. To enter your plan of correction, select the appropriate tag number by clicking on the number.

Note: Tag 0000 may be selected for review of the initial comments; however, no information can be entered in the Plan of Correction field, this is a protected field. No POC is required in response to the initial 0000 comment.

Exhibit 11  
Deficiency Listing Screen

To enter a plan of  
correction, click on the  
appropriate tag number

Exit Date:	Regulations:	Plan of Correction:	Completion Date:
02/09/2001	Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care. Use F309 for quality of care deficiencies not covered by s483.25(a)-(m).	No approved Plan of Correction is on file	
0309	Scope/Severity: D		
	Observations: Based on clinical record and facility documentation review it was determined that the facility failed to ensure that one of one resident (Resident 1)		
			Status: NO POC
			Date:

13. After selecting a tag number, you will next see the **Add Response Screen**. See exhibit 12 below. This is the area that you enter your plan of correction.

The screenshot shows the 'Add Response Screen' with the following fields and callouts:

- Attestation Name:** this is the name of the nursing home administrator. Only the **Nursing Home Administrator** is authorized to submit a Plan of Correction.
- Corrective Action Date:** this is the date that the plan of correction for this observation will be complete. Please note that the format is mm/dd/yyyy.
- Exhibit 12 Add Response Screen:** Points to the overall form.
- Date Submitted:** this information will be automatically entered when you submit your plan of correction. You will not be able to enter any information in this field.
- Observations were entered by the Department of Health. You will not be able to change any of the information here.** Points to the 'Observations #' field.
- Plan of Correction:** This is where you enter the plan of correction. Before entering the plan of correction, please delete, "No plan of correction is on file with the Department of Health"
- After entering your plan of correction select "Submit"** Points to the 'Submit' button.
- NOTE:** If the survey is for a building safety survey, the building information will be shown.

The form fields include: Survey Exit Date: 5/14/2003, Admin Sign-Off: 5/15/2003, Attestation Name: [text box], Date Submitted: [text box], Observations #: 0017, THE CORRIDOR WALLS TERMINATE ABOVE THE LAY-IN CEILING. MEETS BY FSES/DAS/4-2-93., Building: 01, Name: MAIN BUILDING, Plan of Correction: [text box], POC Status: No POC, POC Due Date: 07/06/2003, Corrective Action Date: [text box].

NOTE: It is highly recommended that you first type your plan of correction in a word processing program and then “copy and paste” it into the plan of correction field shown in Exhibit 12. It is also recommended that when you type your plan of correction you do not use symbols or special characters such as bullets, pound signs and ampersands. These symbols and special characters do not “travel” well over the Internet and may be lost or changed during transmission.

Information may be typed directly into the plan of correction field; however, there is **NO** spell check and for security reasons there is a time limit for you to enter the POC directly into the field. If you go over this time limit, you will be sent back to the Login screen when you click on submit and your typing will be lost.

Please verify the accuracy of your plan of correction prior to submission. Once you submit a plan of correction, the record will be “locked” and you will be unable to make any additional changes until the plan is reviewed by the Department of Health. A change to any portion of this entry after submission will require a



resubmission of the POC. After you have entered the information for a deficiency, click on the **Submit** button at bottom of the page.

After you submit your POC for an observation, confirmation email will be sent to the address of the facility administrator (**please notify your Division of Nursing Care Facilities' field office of any change in the email address**). This confirmation email constitutes the validation that the plan of correction was submitted by you and also is used to validate that the facility administrator concurs with the information submitted.

In the event that you receive confirmation email for a survey observation that you did not submit, contact your Division of Nursing Care Facilities' field office **immediately!**

14. After submission, you can move to the next observation by using the gray buttons at the top of the **Add Response** screen. See exhibit 13.

Exhibit 13  
Add  
Response  
Screen

You can use  
the gray  
buttons to  
move to  
another  
observation.

15. The administrator of the facility will be notified by email when the department has approved each plan of correction. After all POC'S have been approved, a copy of your deficiency statement **must** be printed and signed by the facility administrator for posting in your facility as required by the regulations. To print the deficiency statement, go to the **Deficiency Listing** screen and click on **Print**. See exhibit 14.

Exhibit 14  
Deficiency Listing

Click on print to  
print a copy of the  
survey

Pennsylvania Department of Health

Deficiency Listing

Facility Disclosure Information Message Board Print

[Back to Survey Selection](#)

Exit Date:	Initial Comments:	Plan of Correction:
11/03/2000	Based on a Medicare/Medicaid Certification, and State Licensure survey conducted on October 31, 2000, November 1, 2, and 3, 2000, it was determined that was not in compliance with the following requirements of 42 CFR Part 483, Subpart B, Requirements for Long Term Care and the Title 28 Pa. Code.	No plan of correction is required

The information submitted, following approval by the Department of Health, will be placed on the public web site in order to provide consumers with information about the facility. If you wish to see this information on the public web site the site address is [www.health.state.pa.us](http://www.health.state.pa.us) this address will take you to the home page of the Pennsylvania Department of Health. Once on the home page, select “Nursing Home Information”. This selection will take you to the Nursing Homes/Long Term Care Facilities page. On this page to see information concerning a particular nursing home, select “Facilities Listed by County with Survey Results and Nursing Home Performance Profiles”.

**IMPORTANT: PLEASE NOTIFY YOUR FIELD OFFICE IMMEDIATELY WITH ANY CHANGE IN YOUR E-MAIL ADDRESS**

## **Additional Information**

If you are having a problem filing a plan of correction electronically, please review the appropriate section of these instructions. If the problem appears to be a submission problem, please logout of your web browser and then log back on and try again.

If you still need assistance, contact your local Department of Health field office from the list below. If they are unable to resolve your problem, please contact the Division of Nursing Care Facilities at 717-787-1816 and ask for assistance with electronic POC filing.

**PITTSBURGH FIELD OFFICE**  
**Telephone: (412) 565-2836**  
Fax: (412) 564-2893

**SCRANTON FIELD OFFICE**  
**Telephone: (570) 963-4331**  
Fax: (570) 963-3415

**LIONVILLE FIELD OFFICE**  
**Telephone (610) 594-8041**  
Fax: (610) 594-9267

**JOHNSTOWN FIELD OFFICE**  
**Telephone: (814) 248-3125**  
Fax: (814) 248-3058

**WILLIAMSPORT FIELD OFFICE**  
**Telephone: (570) 651-1040**  
Fax: (570) 651-1043

**JACKSON CENTER FIELD OFFICE**  
**Telephone: (724) 662-6050**  
Fax: (724) 662-6067

**LEHIGH VALLEY FIELD OFFICE**  
**Telephone: (610) 861-2117**  
Fax: (610) 861-2123

**NORRISTOWN FIELD OFFICE**  
**Telephone: (610) 270-3475**  
Fax: (610) 270-1152

**HARRISBURG FIELD OFFICE**  
**Telephone: (717) 783-3790**  
Fax: (717) 772-3641

If you need assistance with the completion of a plan of correction for the building safety survey, contact your local Division of Safety Inspection field office from the list below. If they are unable to resolve your problem, please contact the Division of Safety Inspection at 717-787-1911 and ask for assistance with electronic poc filing.

**PITTSBURGH FIELD OFFICE**  
**Telephone: (412) 565-5458**  
Fax: (412) 880-0447

**JACKSON CENTER FIELD OFFICE**  
**Telephone: (724) 662-6060**  
Fax: (724) 662-6047

**NORRISTOWN FIELD OFFICE**  
**Telephone: (610) 270-3485**  
Fax: (610) 270-1004

**HARRISBURG FIELD OFFICE**  
**Telephone: (717) 783-1409**  
Fax: (717) 787-1491

**WILLIAMSPORT FIELD OFFICE**  
**Telephone: (570) 327-3405**  
Fax: (570) 651-1045

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