



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

The Department of Health's Facility Web Site has been developed to allow facilities to electronically submit a plan of correction (POC) for current surveys conducted by the Department. If you choose to electronically submit your POC, all correspondence and paperwork regarding your surveys will be handled through the Facility Web Site and email. After all of your POC's have been approved, you should print and maintain a copy of the deficiency report for your records.

**NOTE: You cannot use Netscape to enter your POCs. Only Internet Explorer 5.x or higher will be allowed.**

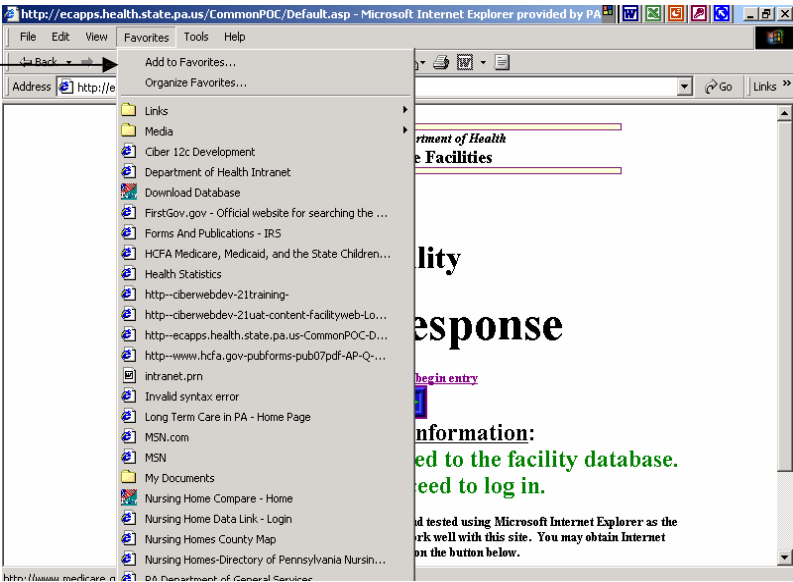
After your survey, you will receive an email from the Division of Drug and Alcohol Program Licensure notifying you that the survey is ready for your response. This email should be sent to you on or before the **12<sup>th</sup> calendar day** after your exit conference.

### **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: <http://app2.health.state.pa.us/commonpoc/Default.asp>.

NOTE: This address is only for facilities 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.

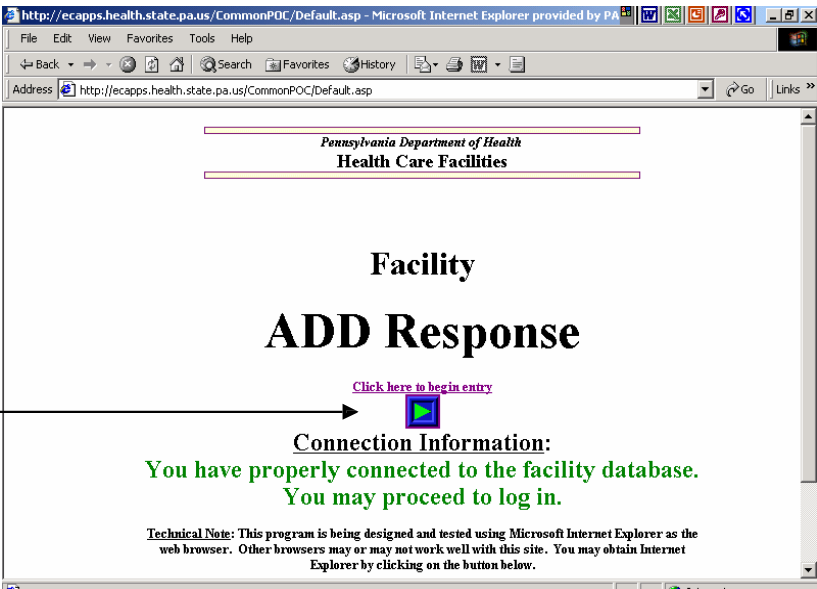
Exhibit 1  
Add to Favorites



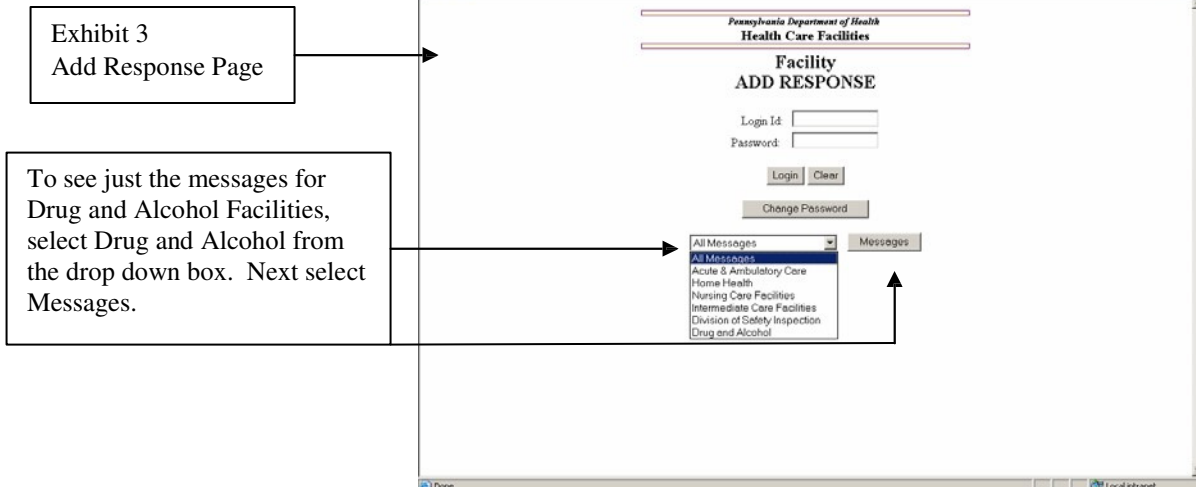
2. When you first log on, the first page that you will see is the **ADD Response** page. See exhibit 2 below. Once on this page, click the square under **“Click here to begin entry”**.

Exhibit 2  
Add Response Page

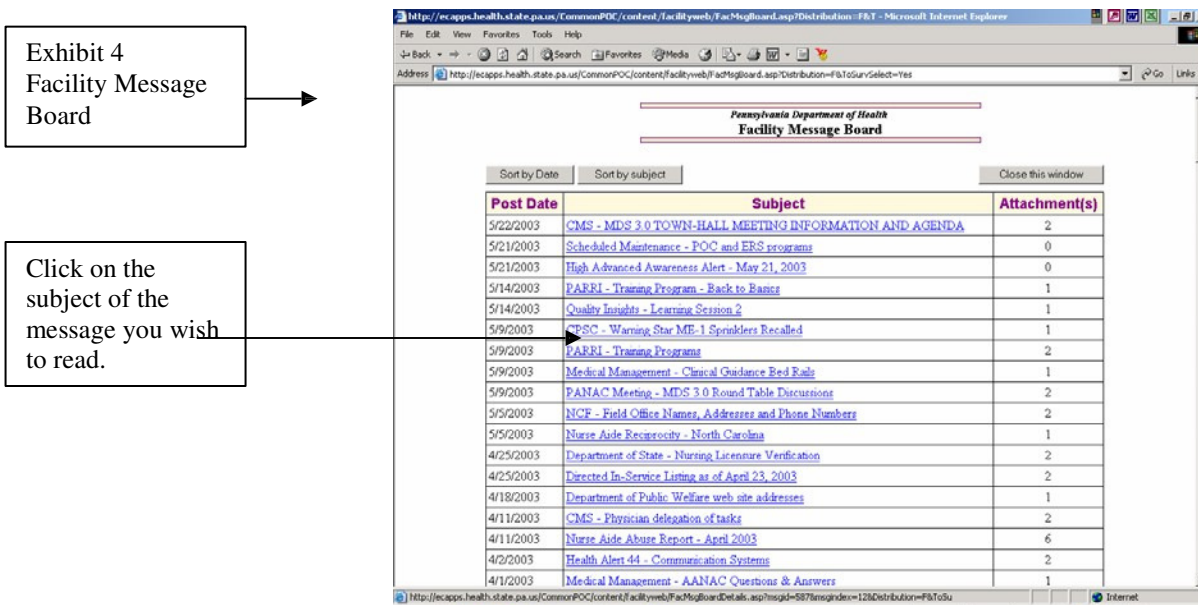
Click here to begin entry



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 your specific facility type, use the drop down box “All Messages” and then select the specific facility type from the list. 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.



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

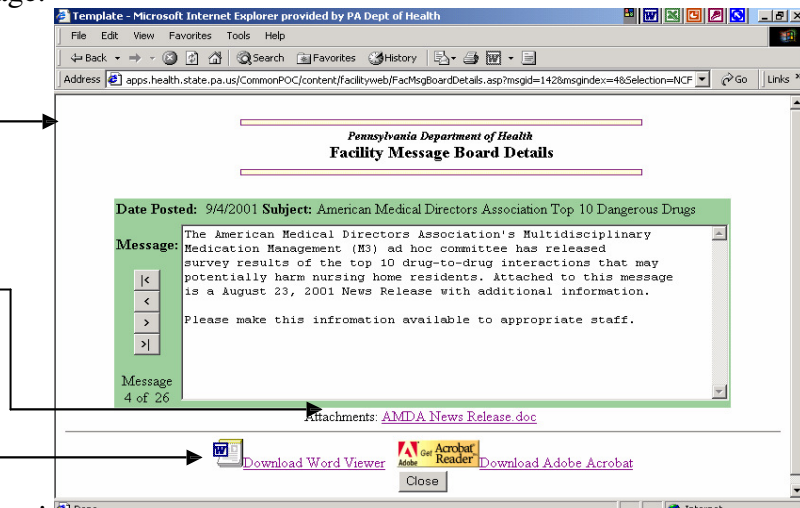
6. Clicking on the subject of a message you wish to read will take you to the Facility Message Board Details Screen. See exhibit 5. On this screen you will find the message that you selected. Many of the messages will also contain attachments. To read an attachment, click on the Attachment link found 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.

Exhibit 5  
Facility Message Board  
Details

Click here to open an  
attachment to a message.

Click in this area to  
download a copy of a  
Word Viewer or of Adobe  
Acrobat.



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 6  
File Download Box

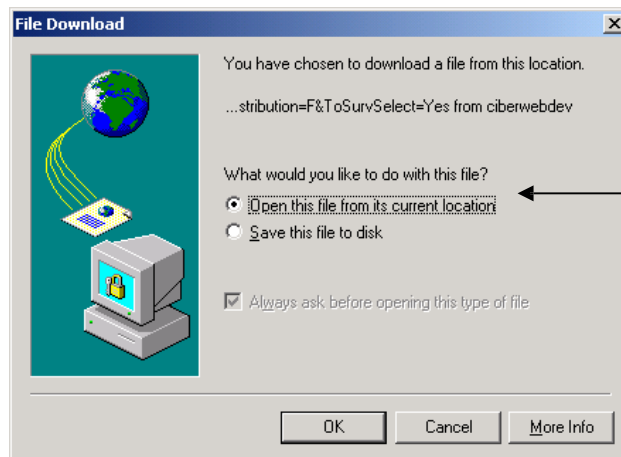
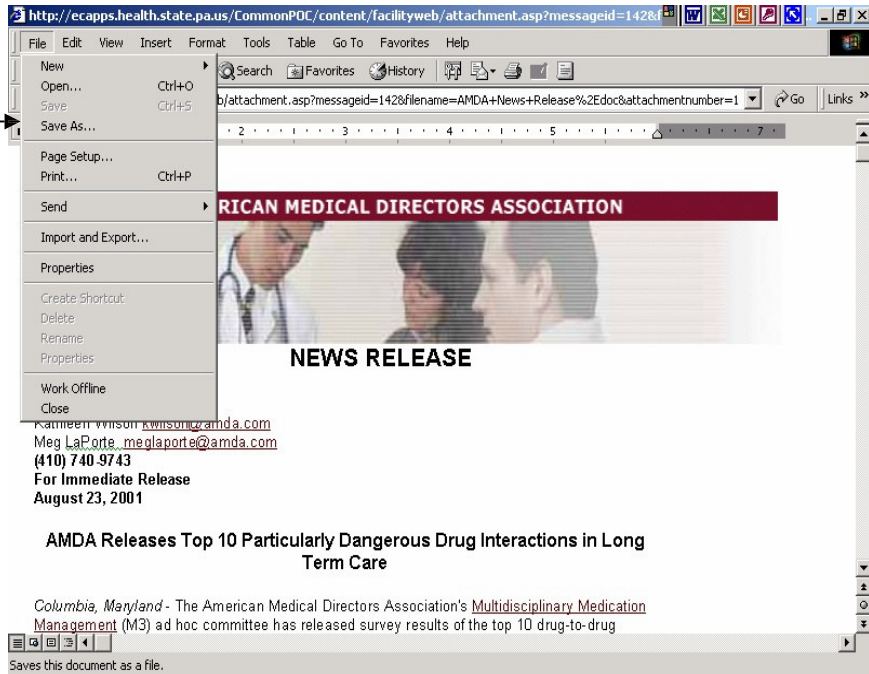


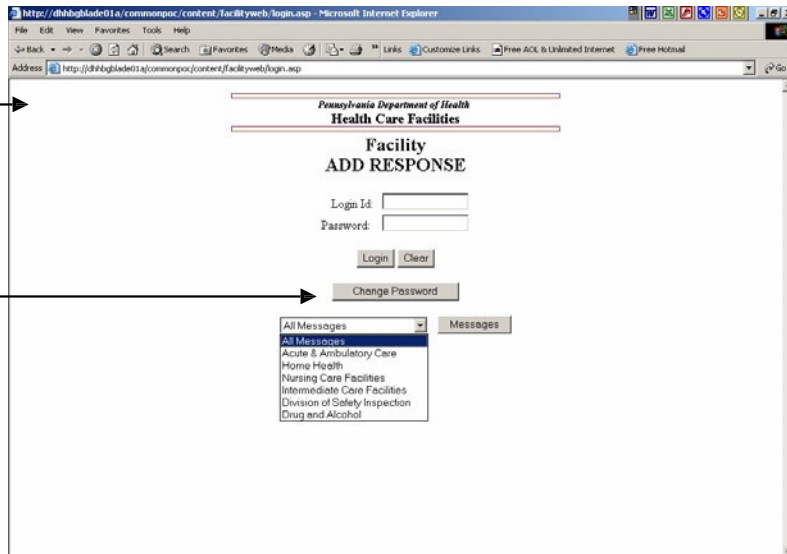
Exhibit 7  
Example of an  
attachment to a  
message.



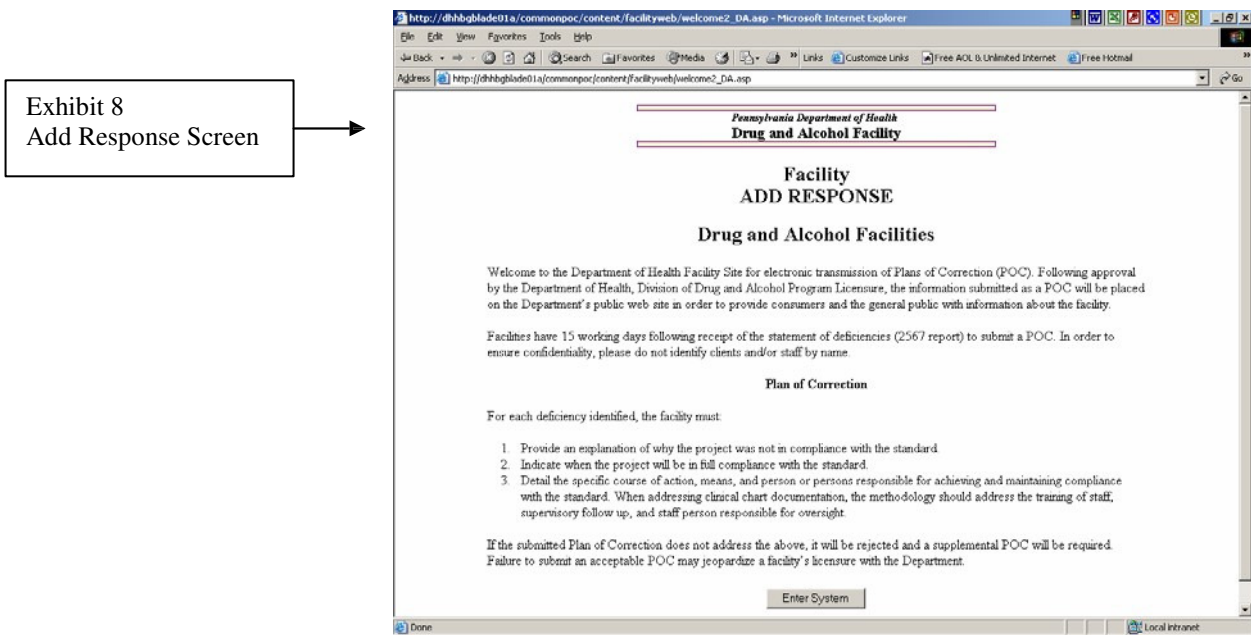
8. To file a plan of correction electronically, you will need a Facility ID and Password. They should both be obtained by the director of the Facility from the Division of Drug and Alcohol Program Licensure. The Facility Director will be asked to sign a **Password Agreement**. This is a part of the security requirements. The Password and ID will then be e-mailed to the Facility Director. 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

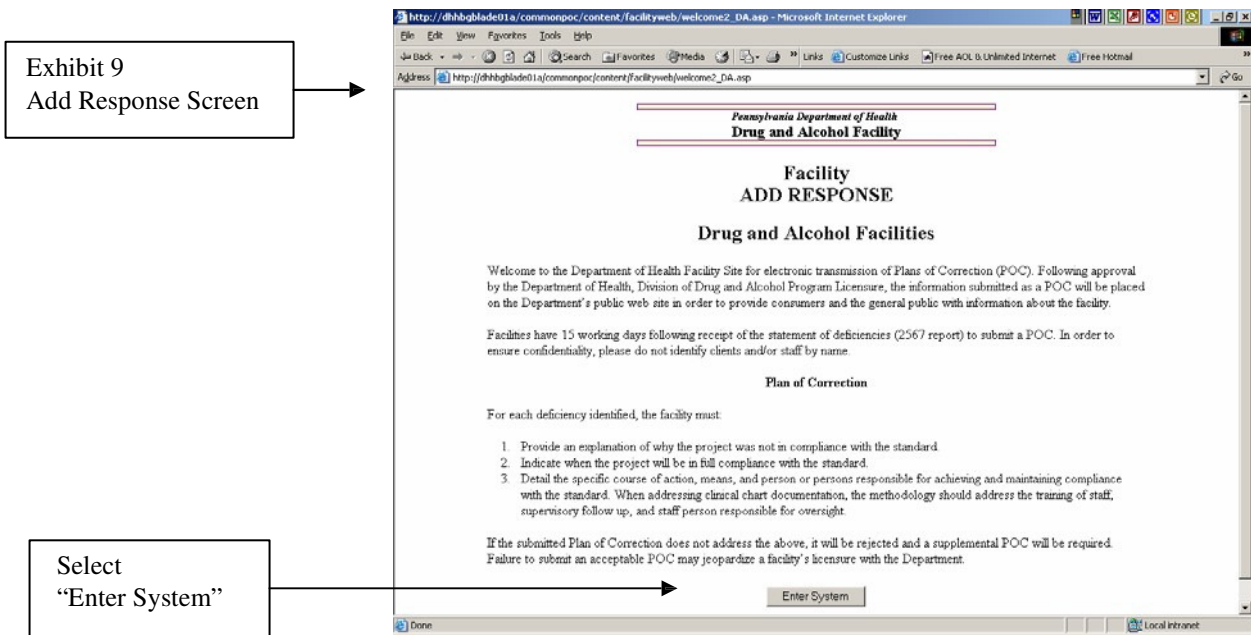
A facility may change their password by clicking here and following the instructions.



9. After login to the Electronic Plan of Correction Program, the next screen is the Add Response Screen shown in exhibit 8. This information 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.

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
01/13/2006	PATIENT CARE	3	2	1
01/17/2006	PATIENT CARE	5	5	0

View Previous Reports

Logout

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: 02/02/06	<b>709 22(e) LICENSURE</b> <b>Annual Report - Availability:</b> 709 22. Governing body. (e) If a facility is publicly funded, the governing body shall make available to the public an annual report which includes, but is not limited to: <b>Observations:</b> No annual report was presented during the licensing inspection.	Plan of Correction:	Completion Date:
0135			Status: No POC
Scope/ Severity: none			Date:
Exit Date: 02/02/06	<b>709 24(a)(4) LICENSURE</b> <b>Tx. Mngt. - Referral Procedures:</b> 709 24. Treatment/rehabilitation management. (a) The governing body shall adopt a written plan for the coordination of client treatment and rehabilitation services which includes, but is not limited to: (4) Written procedures for referral outlining cooperation with other service providers. <b>Observations:</b> No written procedures were available for incoming and outgoing referrals with other service providers.	Plan of Correction:	Completion Date:
0161			Status: No POC
Scope/ Severity: none			Date:
Exit Date: 02/02/06	<b>709 28(a)(1) LICENSURE</b> <b>Confidentiality:</b> 709 28. Confidentiality. (a) A written procedure shall be developed by the project director which shall comply with 4 Pa. Code 255.5 (relating to projects and coordinating bodies: disclosure of client-oriented information). The procedure shall	Plan of Correction:	Completion Date:
0271			Status: No POC
Scope/ Severity: none			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 a web form titled "Add Response Screen" for "Exhibit 12". It contains several fields and buttons:

- Survey Exit Date:** 5/14/2003
- Admin Sign-Off:** 5/15/2003
- Attestation Name:** A text field with "Password Signatory Authority" below it.
- POC Status:** No POC
- POC Due Date:** 07/06/2003
- Corrective Action Date:** A text field with "mm/dd/yyyy" below it.
- Date Submitted:** A field with an arrow pointing to it from a callout box.
- Building - 01 Name - MAIN BUILDING 01**
- Observations #: 0017**
- Plan of Correction:** A large text area with an arrow pointing to it from a callout box.
- Submit** button
- Return To Add Response Page** and **Message Board** buttons at the bottom.

Callout boxes provide the following information:

- Attestation Name:** this is the name of the facility director. Only that person 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.
- 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.
- Plan of Correction:** This is where you enter the plan of correction.
- After entering your plan of correction select "Submit"**

**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 director (**please notify the Division of Drug and Alcohol Program Licensure 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 director concurs with the information submitted.



In the event that you receive confirmation email for a survey observation that you did not submit, contact the Division of Drug and Alcohol Program Licensure **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 director 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 should be printed and a copy maintained for your records. To print the deficiency statement, go direct 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

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 “Find a Health Care Facility” from the links on the left side of the site. This selection will take you a page that allows you to select the appropriate facility type. Select Drug and Alcohol Facilities to go to a map that will allow you to make various choices to view facility survey information.

**IMPORTANT: PLEASE NOTIFY THE DIVISION OF DRUG AND ALCOHOL PROGRAM LICENSURE 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 the Division of Drug and Alcohol Program Licensure at (717)783-8675