

## **Instructions for Creating Plan(s) of Remediation**

Providers will complete the **Plan(s) of Remediation (POR)** form when their overall performance on QIO (Quality Improvement Organization, currently Delmarva) reviews falls below the Agency established performance level (i.e., 85% or less), or when some other type of discovery (ie; APD, protective investigation, etc.) reveals a deficiency that requires remediation. The completed POR is then submitted to the Area office. The Areas will maintain the POR and documented evidence of each item remediated as well as documentation of action taken when remediation is not completed.

The top of the form should be filled out with the Provider Name, the Provider's Medicaid Waiver Enrollment number, the tracking #(s) from the Remediation Tracking Spreadsheet, and the page number if the POR has more than one page. The Area Office must fill out the top line, at a minimum, so as to accurately reflect the tracking number assigned to the citation.

The Plan(s) of Remediation should be completed by the Area Office and provider as follows:

**Action Item #** (sequential) - Enter the number for each item in sequence starting with "1", up to the total number of citations contained in a single QIO review or other APD discovery. It is recommended that the Area Office complete this column.

**Discovery Type** – Choose the Discovery Type from the drop down menu provided. It is recommended that the Area Office complete this column.

**QIO Programmatic Item** – Choose from the drop down menu provided. The NA option is to be utilized to indicate that the item is one of those not included in QIO monitoring – For example, Residential Nursing, or Physical Therapy. It is recommended that the Area Office complete this column. The drop down box contains the following:

- Administrative
- Adult Day Training
- Behavior Analysis Services
- Behavior Assistant Services
- Companion Services
- In-home Support Services
- Personal Care Assistance
- Residential Habilitation
- Respite Care
- Special Medical Home Care
- Support Coordination
- Supported Employment
- Supported Living Coaching
- CDC+ Consultant Tool
- NA

**QIO Deficiency Number Related to Programmatic Item** – The # associated with the QIO Programmatic Item, from the PDR.

**Description of Deficiency or Citation** – To continue the example above, you could enter "lack of an emergency backup plan in record/reviewed annually." Whatever the QIO, or other source, identified as the deficiency would be used. It is recommended that the Area Office complete this column.

**Corrective Action Required** – Either the Area Office or the Provider can enter the corrective action that will be required.

**Accountable Persons** – Provider will identify who will be accountable to complete the corrective action identified.

**Start Date** \*– Enter the date the corrective action will begin.

**Due Date** \*– Enter the anticipated completion date of the corrective action. Due dates are negotiated with the Area, but corrective actions must be completed within 90 days.

**Date Complete** - Enter the date the corrective action is actually completed.

**Evidence of Completion** - Enter a statement of an observable event or the nature of the documentation that shows the corrective action is completed

\*If already completed and verified = enter N/A

When the Provider submits the proposed POR, and the Area Office approves it, the person giving approval for the Plan from the Area Office should sign where indicated at the bottom left of the form, indicating their title as well as the date the Plan is approved.

When the Plan is completely remediated, and the remediation is completely verified by the Area Office, the line on the bottom right of the form should be signed as above.

Plans of remediation will need to be regularly reviewed by the Area Offices to ensure that progress is being made towards completion of items. As updates to the Plan are received and completed, the document should be saved as an Excel file or scanned PDF file and placed in the “Provider Plans of Remediation by Area” folder located within the “Remediation Tracking” folder on the J drive. A separate folder has been created within this folder for each Area. When further updates to the same Plan are received, the document should not be saved under a different name, but overwritten so that only the most complete document is in the folder.