

Plans of Correction (POCs) are due within 10 calendar days of receipt of your Licensing Inspection Summary (LIS) in the Sanswrite Portal. The LIS will be available in the Sanswrite Portal in approximately 2-3 weeks from the date of your exit conference. Please ensure the Department has current email addresses for the administrator and legal entity and look for an email notification from NoReply@Sanswrite.com confirming the LIS is available in the Sanswrite Portal.

Corrective actions should be implemented immediately upon notice provided at the inspection and should not be delayed until receipt of the LIS.

1. IMMEDIATE CORRECTIVE ACTION

- a. For each violation, action should be taken to correct the area of non-compliance as quickly as possible. List each specific corrective action including date of completion and the title of person responsible.

2. QUALITY IMPROVEMENT AND ON-GOING COMPLIANCE

- a. Determine the root cause of the violation and consider what actions are required to prevent future occurrences. Review policies, procedures, trainings, and monitoring to assure that the issue is addressed to prevent future occurrences.
- b. For each specific corrective action, include date of completion and the title of person responsible

3. EVIDENCE OF COMPLETION

- After you have received notice that the Plan of Correction has been approved by the Department, documented evidence of compliance must be submitted through the Sanswrite Portal. Evidence of documentation submitted with the initial submission of the Plan of Correction **cannot be processed** by BHSL and will need to be **uploaded again** after the Plan of Correction is approved.
- All documentation should be maintained for verification and review by licensing staff upon request.
- Examples of documentation of corrective actions include training sign-in sheets, staff meeting minutes, monitoring forms, updated policies or procedures, copies of invoices for work completed, photos or videos of physical site corrections.

4. ACCEPTABLE PLAN OF CORRECTION

- a. An acceptable Plan of Correction will include both immediate corrective actions to correct for the violation and long-term quality improvement actions with both including **who** is responsible, **when** it will be done and **what** action has been or will be taken
- b. If a POC is determined unacceptable due to missing information or the action is deemed unsatisfactory to address the violation, the POC will be returned in the Sanswrite Portal with comments explaining what corrections are needed for the plan to be acceptable.
- c. **Do not** include the names of staff or residents in the Plan of Correction.

More information on how to submit an acceptable Plan of Correction can be found at [Personal Care Home Licensing \(pa.gov\)](https://www.pa.gov/personal-care-home-licensing) under Plans of Correction.

For technical assistance at any point in the process, please contact your regional office to schedule an appointment.