Licensing Plan of Correction (POC) — Quick Reference Guide

To help provide all the elements needed in a Plan of Correction, the following Quick Reference Guide has been created to assist you as you write your POC. The Quick Reference Guide provides an overview of all the components needed in a POC.

POC Guide

Licensing Violation

Regulations are necessary to ensure the safety and well-being of those that we serve. It is important to keep this in mind as you write your POC.

Why did it happen?

Understanding why the violation happened is critical to keep it from happening again. Sometimes the most easily identifiable cause may not be the real reason the violation occurred. One way you can identify the root cause of the problem is by asking yourself "Why" multiple times. This is a very simple approach for identifying each violation's source.

What do we do right now to fix the problem?

WHO

WHAT

WHEN

When you write your immediate solution, it should address who is responsible for fixing the problem and monitoring compliance, what action that person will take, and when that action will happen. The solution needs to be realistic, sustainable, and specific.

How do we prevent this from happening again?

WHO

WHAT

WHEN

The goal of the POC is not only to fix the violation, but make sure there is a sustainable plan in place to keep it from happening again. These long-term solutions should greatly reduce or eliminate the chances of the violation happening again and do it in a manner that is sustainable over time. The POC should detail specific, realistic, actionable steps that keep the violation from happening again.

Timeline / Work Plan

This is a simple listing of actions that are needed to fix the violation and keep it from happening again. It lists the action item, the owner, and the date by which the action item will be completed.

When all steps have been completed in this plan, your solution should be implemented, the violation corrected, and reasonably prevented from happening in the future.

Action	Owner	Completion Date

IMPORTANT NOTE:
This guide is NOT intended to replace the LIS and POC forms that you currently use. The guide is a tool that can be referenced to ensure you include the key elements in your POC. You will continue to write your POC response in the approved format for each DHS Program Office.

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Useful Evidence

Submitting useful evidence that a plan has been implemented can make it easier to verify compliance with the plan and may expedite the licensing process. Some DHS Program Offices require that useful evidence be submitted while others do not. Check with your DHS Program Office on the specifics of their requirements.

As of October 1, 2019, all DHS Program Offices will verify all POCs 30 days after the last implementation date identified in the POC.

Useful evidence can fall into the following three categories:

Internal documentation

Internal documentation is documents that you produce. These can include policies or procedures, documentation of staff specific training, updated assessments and support plans, maintenance logs, and any other internal documents.

External documentation

External documentation is generated by reliable third parties, such as bills or invoices for equipment, material, or labor. External documentation can also include letters or statements from professionals assisting in the implementation of the plan such as fire safety experts or outside training sources. External documents could also be confirming future commitments such as repair work or upcoming medical appointments.

Photographic/Video

Pictures and videos are excellent ways to verify that physical repairs to a setting have been made. If you are not sure about what useful evidence to submit, don't hesitate to ask your Licensing Representative or his/her Supervisor about acceptable types of evidence to confirm compliance with a specific violation.

Don't Forget

Sign and date your POC

Complete POC in the correct POC section of your form

Verify plan is realistic, specific, and sustainable

Exclude names of residents

Verify writing is legible

Submit POC in a timely manner

Include persons and measurable steps for correction(s)

Attach supporting documentation*

*For Sanswrite Users: Upon notification that your POC has been approved, you can submit your supporting documentation.

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Need Help? Ask for Technical Assistance

For any questions on your Plan of Correction, reach out to your Licensing Representative.

BHSL	OCYF	OMHSAS	ODP	OCDEL
Western Region 11 Stanwix Street, Room 230 Pittsburgh, PA 15222 Phone: 412-565-5614, 412-565-5616 Toll Free: 1-888-464-6378, 1-888-322-3664 Fax: 412-565-2840, 412-565-5633 Email: ra-pwarlwest@pa.gov	**Western Region** 11 Stanwix Street, Room 260 Pittsburgh, PA 15222 Phone: 412-565-5777	**Western Region** 301 Fifth Avenue, Room 480 Pittsburgh, PA 15222 Phone: 412-565-5226 Fax: 412-565-5393	**Western Region** 301 Fifth Ave., Piatt Place Room 490 Pittsburgh, PA 15222 Phone: 412-565-5100 Toll Free: 1-800-565-9453 Fax: 412-565-5479 Email: Ra-odplicensing@pa.gov	**Western Region** 11 Stanwix Street, Room 240 Pittsburgh, PA 15222 Phone: 412-565-5183 Toll Free: 1-800-222-2149 Fax: 412-565-2658
Central Region 625 Forster Street Room 631 Health and Welfare Building Harrisburg, PA 17120 Phone: 717-772-4673 Toll Free: 1-800-882-1885 Fax: 717-783-3956 Email: ra-pwarlcentral@pa.gov	**Central Region** Hilltop Building 3 Ginko Drive, 2nd Floor Harrisburg, PA 17110 Phone: 717-772-7702	**Central Region** PO Box 2675 Commonwealth Tower, 12th Floor Harrisburg, PA 17105 Phone: 717-772-8395 Fax: 717-705-8386	**Central Region** 555 Walnut Street Forum Place, 8th Floor Harrisburg, PA 17101 Phone: 717-772-4673 Toll Free: 1-800-565-9435 Fax: 717-772-6483 Email: Ra-odplicensing@pa.gov	**Central Region** 555 Walnut St., Forum Place, 6th Floor P.O. Box 2675 Harrisburg, PA 17105 Phone: 717-772-7078 Toll Free: 1-800-222-2117 Fax: 717-705-8233
Northeast Region 330 Scranton State Office Building 100 Lackawanna Avenue Scranton, PA, 18503-1923 Phone: 570-963-3209 Toll Free: 1-800-833-5095 Fax: 570-963-3018 Email: ra-pwarlnortheast@pa.gov	**Northeast Region** Scranton State Office Building 100 Lackawanna Avenue, 3rd Floor Scranton, PA 18503 Phone: 570-963-4376	**Northeast Region** 100 Lackawanna Ave, Room 321 Scranton, PA 18503 Phone: 570-963-3040 Fax: 570-963-3050	**Northeast Region** 100 Lackawanna Ave, Rm 307 Scranton, PA 17101 Phone: 570-963-4749 Toll Free: 1-800-565-9435 Fax: 570-963-3177 Email: Ra-odplicensing@pa.gov	**Northeast Region** 100 Lackawanna Avenue Scranton State Office Bldg. Scranton, PA 18503 Phone: 570-963-4371 Toll Free: 1-800-222-2108 Fax: 570-963-3006
Southeast Region 1001 Sterigere Street, Norristown State Hospital Building #2, Room 161 Norristown, PA 19401 Phone: 610-270-1137 Toll Free: 1-866-711-4115 Fax: 610-270-1147 Email: ra-pwarlsoutheast@pa.gov	**Southeast Region** 801 Market Street, 6th Floor Philadelphia, PA 19107 Phone: 215-560-2249	**Southeast Region** 1001 Sterigere Street Norristown State Hospital Norristown, PA 19401 Phone: 610-313-5844 Fax: 610-313-5845	**Southeast Region** 801 Market Street, Suite 5071 Philadelphia, PA 19107 Phone: 215-560-2242 Toll Free: 1-800-565-9453 Fax: 215-560-3043 Email: Ra-odplicensing@pa.gov	**Southeast Region** 801 Market Street, Suite 5132 Philadelphia, PA 19107-3126 Phone: 215-560-2541 Toll Free: 1-800-346-2929 Fax: 215-560-5139 **Note: OCDEL licensed facilities may receive a directed or tiered inspection summary. Contact your Licensing Representative as appropriate.**