

**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF HUMAN SERVICES
BUREAU OF HUMAN SERVICES LICENSING**

Effective Plan of Correction Guide

Two POC essentials:

1. Include a plan to immediately correct the specific issue cited.
2. Include a step-by-step plan to assure continued compliance with the regulation over a substantial period of time.
 - What specific change will be made (e.g. changing practice)
 - Designation of the person responsible to complete each step
 - Target dates for completion of each step
 - How will the change be made (e.g. update policies and procedures, and educate staff and residents)?
 - What system have you implemented to make sure that the same violation will not occur again (e.g. ongoing and measurable monitoring - *Who* is going to do *what* and *how* frequently)
 - What training will be provided to your staff (e.g. in-service training, training by an outside source, training off-site by professional for minimum number of hours, ongoing at staff meetings)

Tips:

- Prior to developing a POC, review the benefit of the regulation. Why is the regulation important? Review the violation of the regulation. How was the regulation violated? Determine the root cause of the violation. What caused the violation?
- If your plan of correction does not fit on the page you may attach additional pages; additional pages must be signed and dated.
- It is important to attach supporting documentation to your plan of correction to verify compliance of any violation that has been corrected.
- If you need help with your plan of correction call your regional office or the PCH Operator Support Hotline at 1(866) 503-3926.