ASPEN Web: ePOC 10.1.5.8 Procedures Guide for Facilities

PARSONS PRESBYTERIAN MANOR (CCN: 175303)
3501 DIRR AVE, PARSONS, KS 67357

Plan of Correction

Event Id: T5ZH11   **Survey Exit:** 12/04/2013   **POC Due:** 12/20/2013   **Survey Posting:** 12/10/2013   **POC Status:** No POC   **Back**

Statement of Deficiency

Facility Response

▾ **Tag 0314 - 483.25(c) TREATMENT/SVCS TO PREVENT/HEAL PRESSURE SORES (Long Term Care Facilities)**

Based on the comprehensive assessment of a resident, the facility must ensure that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that they were unavoidable; and a resident having pressure sores receives necessary treatment and services to promote healing, prevent infection and prevent new sores from developing.

▾ **Observations**

Based on the comprehensive assessment of a resident, the facility must ensure that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that they were unavoidable; and a resident having pressure sores receives necessary treatment and services to promote healing, prevent infection and prevent new sores from developing.

▸ **POC Instructions**

POC Description:

Education will be provided to staff members. Will include Policy #2009-12, Decubitus Ulcer Prevention. See attached policy #2009-12. Patients admitted with "risk" under skin will have an air mattress applied. Patients admitted with risk of pressure sores who are unable to reposition themselves will be placed on turins schedule.

Completion Date (X5): mm/dd/yyyy

Save as Pending   **Submit as Final**

January 6, 2014

Systems Environment

MS Internet Explorer version 8.0 & 9.0

Note: This document can be viewed online or printed in a duplex (two-sided) format. Blank pages have been automatically inserted as needed for correct pagination in the printed copy.

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Introduction

ASPEN Web: *electronic* Plan of Correction (*e*POC) runs in a web browser (Internet Explorer 8 or 9) over the Centers for Medicare and Medicaid Services (CMS) intranet. *e*POC provides a means for users to electronically manage provider Plans of Correction.

About this Procedures Guide

The *ASPEN Web: ePOC Procedures Guide* gives users the information needed to manage POCs for surveys electronically via *e*POC:

- Review posted statement of deficiencies
- Review posted survey related letters
- Submit and e-sign POC to state agency/regional office

Note: This guide is meant for users who have basic Windows operations knowledge and have participated in *e*POC training.

This guide consists of this introduction and the following chapters:

- ASPEN Web: *e*POC Procedures

  Provides task-based procedures using the *e*POC process for supported provider types. If you need more information, links to additional material are included.

- ASPEN Web: *e*POC Screens

  Contains pictures and brief descriptions of *e*POC-related screens and windows in the browser application.

- ASPEN Web: *e*POC Fields and Buttons

  Presents descriptions of the fields and buttons in the *e*POC-related screens and windows in the browser application.

- Supporting Materials

  Contains supplemental information and reference items.

While it is designed to be used easily online, you can print this document if you prefer.

Viewing this Document Online

You must have Adobe Reader installed to view this document online. You can download the latest version from http://www.adobe.com/products/acrobat/readstep2.html

On any page, you can click the Increase (+) or Decrease (-) button in the toolbar to adjust the page magnification to your comfort level. Use the bookmarks in the left pane of Adobe Reader to locate and go to relevant information in this procedures guide.
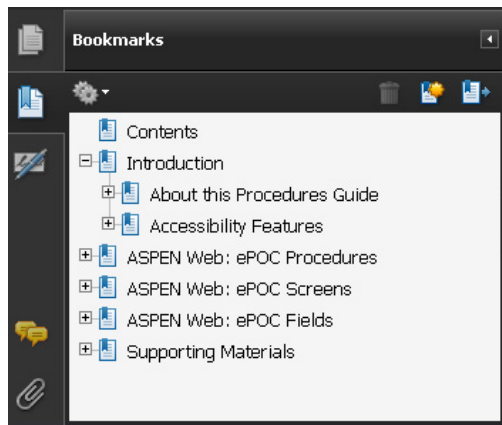
Figure 1: Bookmarks

TIP: For best viewing quality in Adobe Reader, go to Edit | Preferences | Page Display (path may vary somewhat depending on version). Select the applicable Smooth Text option.

If you need more information, links to relevant additional material in this document are included. Click a link to directly access the related information.

In the Procedures chapter, there are three types of links (cross-references) to additional material. They are grouped at the end of a procedure or descriptive section.

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Procedure: "Compose a Plan of Correction" on page 16
Screen: Survey List on page 33
"Core ePOC Process" on page 12

- Click the first link to go the indicated procedure.

- Click the second link to go to a graphic and description of the indicated screen or section of screen.

- Click the third link to go to descriptive information about the indicated topic.

In the Screens chapter, there is another type of link (cross-reference) to additional material:

* Click the link to go the field descriptions for the indicated screen.

There may also be cross-references in the Fields and Supporting Materials chapters.

Viewing a Printed Copy of this Document

If you print this procedures guide, use the Table of Contents to locate the information you need. Links (cross-references) to additional material in this document include page numbers; simply go to the indicated page.

Conventions

This guide uses the following conventions:

Bold   In procedures: names of screens, screen sections, windows you open; and buttons, menu options, keys you press.

web   Generic reference to the World Wide Web.

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Introduces a list of "see also" cross-references.

Note: Notes give you important information that may affect how you use a function.

TIP: Tips give you useful hints, suggestions, or alternative approaches.

WARNING! Warnings tell you actions to avoid that may cause harm, or precautions you should take to avoid causing harm.

Accessibility Features

This *ASPEN Web: ePOC Procedures Guide* and *e*POC user interface include a number of 508-compliant accessibility features, which are detailed below.

In this Guide

- Alternative text (alt text) is defined for all graphics, which screen readers can read.

- All graphics have captions.

- Information is not conveyed by means of color alone.

- Reading order is optimized, so content is read correctly by screen readers.

- Tables are generally not used for formatting, so text is accessible to screen readers.

In ASPEN Web: *e*POC

- All fields are included in the tabbing sequence.

- Keyboard shortcuts exist for application options, making *e*POC keyboard-accessible.

- All error messages are accessible to screen readers.

- Although your browser's back arrow functionality is available from within *e*POC, to ensure refreshed, current information displays, use the *e*POC application's Back button.

More ...

ASPEN Web: *ePOC* Procedures

The ASPEN Web: *e*POC (electronic Plan of Correction) application offers providers a convenient centralized workplace for completing all steps in POC processing including:

- Reviewing Statements of Deficiencies (SODs)
- Creating POCs
- Submitting POCs

The *e*POC process is the same for all surveys with one or more deficiencies whether certification, investigation, Health, Life Safety Code, Federal Monitoring Survey, or revisit. POCs are not permitted for Past Non-Compliance (PNC) and A-level Scope/Severity tags or for deficiency-free surveys; however, acknowledgement of the SOD is required in all cases.

The *e*POC life cycle begins with the State Agency (SA) or Regional Office (RO) creating a survey and adding their findings. The SA/RO then posts the survey on the ASPEN Web: *e*POC website. At this point, an email notification is generated to all *e*POC-enrolled users at the facility. After receiving the email notification, facility users review the SOD and submit POCs for the deficiencies.

On the *e*POC website, the *e*POC-enrolled users at the facility can:

- Review all cited deficiencies displayed on the website
- Review letters added to the survey by the SA/RO
- Attach documents to support their POCs

To enhance communication and monitor timeliness, providers receive timely automated email notification throughout the *e*POC process.

After the POCs for all deficiencies cited on the survey are approved, you can print the 2567 form(s) for posting on the premises.

Note: ASPEN Web: *e*POC supports MS Internet Explorer versions 8.0 and 9.0 only.

Core *ePOC* Process

When the SA/RO posts a survey to ASPEN Web: *e*POC, all *e*POC-enrolled users at the facility receive the Survey Posted email with information identifying the survey. The facility users then perform the basic *e*POC process outlined below. The procedures that follow provide detailed instructions for completing the relevant steps.

1   Log into QIES ASPEN Web: *e*POC application.

2   Select pertinent facility, if applicable, i.e., you are enrolled for multiple *e*POC-activated facilities.

3   Select pertinent survey record based on exit date and unique Event ID.

4   Review Statement of Deficiency information.

5   For each tag, enter POC text and completion date.

6   Submit POC to SA/RO, one tag at a time or as a group.

7   You receive POC Submission email when POC is successfully submitted.

8   If SA/RO approves a tag's POC, you receive Approved email.

9   If SA/RO rejects a tag's POC, you receive a Rejected email listing the reasons for rejection. You may then revise and re-submit the tag's POC.

10 Upon SA/RO approval of all tags on the survey, you receive Final Approval email.

11 Print the CMS-2567/"A" form.

Accessing ASPEN Web: *ePOC*

In order to use the ASPEN Web: *e*POC application, a facility must meet the following criteria:

•   Must be a federally certified NH provider

•   Must be Open

•   Has a CMS Certification Number (CCN) assigned

•   Has active QIES and CMSNet accounts

•   Has completed *e*POC registration

•   Has been activated by SA for *e*POC participation

To use the ASPEN Web: *e*POC application, providers must first enroll. Currently, only Nursing Homes are eligible to use *e*POC. New users will register for QIES and *e*POC access. Existing users only need to enroll for *e*POC access.

To open ASPEN Web: *e*POC, you must log in through CMSNet to the QIES Systems for Providers welcome page.

To open ASPEN Web: ePOC:

1 Log into **CMSNet**.

2 Select the web bookmark, **CMS QIES Systems for Providers** to launch the welcome page.

3 Select the **ASPEN Access (*ePOC*)** link from the bottom of the page.

4 Select the **ASPEN Web** link from the upper left corner of the ASPEN Access page.

5 Enter your *e*POC login ID and password.

Note: If the *e*POC session is about to expire, the system issues a warning with the option to continue without interruption. If you do not respond to the message, the session expires and the you will have to log in again.

More ...

For complete information about registering and accessing ASPEN Web: *e*POC, see https://www.qtso.com/download/mds/StepstoAccessEPOCApplication.pdf.

ASPEN Web: *e*POC Basics

View the Facility List

After you successfully log in, the *e*POC application determines if you are associated with multiple facilities, i.e., enrolled for multiple *e*POC-activated facilities. If so, the Facility List is displayed when you first open the *e*POC application. It lists up to 25 facilities for which you are enrolled. If you are associated with more than 25 facilities, you can scroll to the bottom of the page and use page navigation keys to access the additional facilities.

You can select the pertinent facility from the list to display the surveys for just that facility. If you want to switch facilities, the Home button returns you to the Facility List.

Note: Single facility users do not see this page.

Filter the Facility List

To apply a dynamic filter to the list of facilities, you simply enter text in the Search field. For example, if you enter "18" in the Search box, only those facilities that include "18" in *any* column are displayed. If one facility's CCN contains "18" and another facility's address contains "18", both facilities are displayed.

Navigate the Facility List

You can filter and sort the Facility List to meet your needs. By default, facilities are sorted alphabetically by name.

To access and navigate the Facility List:

1 Open **ASPEN Web: *e*POC**.

The Facility List is displayed if you are a multi-facility user.

2 To change sort order, click a column header.

For example, click the CCN column header to sort by CCN.

3 To filter the list, enter the appropriate alphanumeric text in the **Search** field.

4 To access the **Survey List** for a facility, click its **CCN**.

More ...

View the Survey List

For multi-facility users, the Survey List is displayed when a facility is selected from the Facility List. For single facility users, the Survey List opens immediately after login to ASPEN Web: *e*POC. It displays the 25 most recent surveys for the facility. If more than 25 surveys exist, page navigation keys allow access to the additional surveys.

The Survey List displays all surveys for the facility–regardless of survey type– that have been successfully posted to the *e*POC website by the SA/RO. It includes federal and state, starting and revisit, Health and LSC surveys.

Deficiency counts exclude comment/memo tags (0000 and 9999) and tags that have been changed or removed (likely due to Informal Dispute Resolution or Independent Information Dispute Resolution). The # Def (Number of Deficiencies) and deficiencies Approved/Disapproved counts, which include PNC and A-level tags, enable users to identify surveys already approved and surveys requiring attention. Once acknowledged, PNC and A-level tags are counted as Approved.

To view information about deficiencies on a survey, select the survey in the Survey List.

Filter the Survey List

To apply a dynamic filter to the list of surveys, you enter appropriate text in the Search field. For example, if you enter "18" in the Search box, only those surveys that include "18" in *any* column are displayed. If one survey's Exit Date contains "18" and another survey's POC Due Date contains "18", both surveys are displayed.

Navigate the Survey List

You can filter and sort the Survey List to meet your needs. By default, surveys are sorted by SOD Sent Date, from the most recent to the oldest.

To access and navigate the Survey List:

1 Open **ASPEN Web: *ePOC***.

The Facility List is displayed if you are a multi-facility user. The Survey List is displayed if you are a single facility user; go to step 3.

2 If you are a multi-facility user, click a facility's **CCN** to open the Survey List for that facility.

3 To change sort order, click a column header.

For example, click the Event Id column header to sort by Event ID.

4 To filter the list, enter the appropriate alphanumeric text in the **Search** field.

5 To access the **Survey Detail** page for a survey, click its **Event Id**.

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Procedure: "Accessing ASPEN Web: ePOC" on page 12
Screen: Survey List on page 33

View Survey Detail

The Survey Detail page opens when a survey Event ID is selected from the Survey List. It displays all deficiencies cited on that survey for which the SA/RO needs a response, including PNC, A-level, and comment tags (0000 and 9999). Tags removed due to IDR/IIDR are not displayed.

The deficiencies are listed at the upper left and details about each (tag number, title, regulation text, POC text, POC status, etc.) are presented in the grid. You can go directly to a tag in the Survey Detail grid, or access it via the deficiencies list in the upper left of the page. You can also generate the CMS-2567/"A" form.

Immediate Jeopardy (IJ), Substandard Quality of Care (SQC), and Past Noncompliance (PNC) tags are flagged in both the deficiency list and grid, to bring them to your attention.

On LSC surveys with multiple tags cited for multiple buildings, the building name to which a deficiency applies is displayed in the grid. If there is only one building on the survey, the building name does not display. If a deficiency is cited for more than one building, it appears more than once in the grid.

When the SA/RO rejects a POC (POC status = Rejected), you can immediately review the rejection information and submit a revised POC.

If there are tags in Pending status (POC was saved as a draft but not submitted), the Submit All Pending button appears. When selected, all pending tags with a Completion (X5) date are submitted. The user is notified of any tags that do not have an X5 date.

If a survey is deficiency-free (0000 and/or 9999 tags only), the Acknowledge SOD button is available to acknowledge viewing the survey.

To access and navigate the Survey Detail page:

1 Open the **Survey List** and select the **Event Id** of a survey to open the **Survey Detail** page.

2 Go directly to the tag in the grid; to bring a tag into view in the grid (when there are many tags), scroll down to it.

> *-or-*

Click the tag in the **Deficiencies** list to display it in the grid.

3 If Regulation, Observations, or final Plan of Correction text for a tag is truncated in the grid, select **[MORE]** to display the complete text.

4 Click a tag number in the grid to open the **Plan of Correction** entry page for that tag.

5 To view the CMS-2567 or "A" form, click the **2567** or **"A" Form** button above the grid.

Until the POCs for all deficiencies on the survey are approved, a POC Not Final watermark appears on the form.

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Procedure: "Navigate the Survey List" on page 15
Screen: Survey Detail on page 35
Screen: Regulation text on page 36
Screen: Observations text on page 36
Screen: Plan of Correction text on page 36
Procedure: "Compose a Plan of Correction"
Screen: CMS-2567 and "A" Form on page 39

Compose a Plan of Correction

You can enter POC text on the Plan of Correction page for the tag selected in the Survey Detail grid.

The Statement of Deficiency column contains the tag information, regulation text, and observation text. The regulation text and Observations are expandable and collapsible by clicking on the tag title or Observations link. Any POC text already entered displays in the Facility Response column.

After entering POC text, you can submit the POC to your SA/RO as final, or save it as pending if you want to add or edit text. When you submit a POC as final, you must enter a Completion Date, and sign an attestation.

You cannot enter POC text for:

- Comment tags (0000 and 9999)
- Past Non-Compliance (PNC) tags
- A-Level Scope/Severity tags

You must, however, acknowledge these tags and surveys.

When the SA/RO rejects a POC, the reasons for rejection are shown underneath the POC Description panel on the POC entry page. You can review the rejection information, revise the POC, and re-submit it.

For waiver requests, you can respond with POC text and/or enter something like "request waiver" or "request extension of waiver". The SA/RO can choose to accept or reject the POC and/or waiver request.

Enter POC Text

Multiple users can work on a single survey in the *e*POC application. However, only one user at a time can enter or modify the POC text for a citation.

There is no limit to the amount of POC text you can enter. If you copy and paste text from another word processor, there may be problems with special characters. Be sure to carefully review text pasted in from an external word processor and remove any odd characters.

POC Instructions, above the POC Description, guide the user on entry of a POC Description and Completion Date (X5). Click on the POC Instructions title to expand or collapse the instruction text. Instructional text does not display for tags with scope/severity level-A or for tags marked Past Non-compliance (PNC).

To enter Plan of Correction text:

1 Open the **Survey Detail** page.

2 To open the **Plan of Correction** entry page for a tag, click it in the grid.

3 In the **Facility Response** panel, enter POC text in the **POC Description** box.

   You can enter an unlimited amount of text.

4 Enter or select (from the calendar) the **Completion Date (X5)**.

5 Click the **Save as Pending** or **Submit as Final** button.

If you select Save as Pending, the status of the tag changes to Pending.

If you select Submit as Final, the Attestation of POC Submittal Terms and Conditions page opens.

If the Completion Date is more than 6 months after the Survey Exit date, an overridable message is displayed when you select Submit as Final.
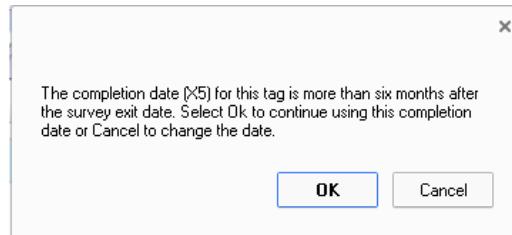

The completion date (X5) for this tag is more than six months after the survey exit date. Select Ok to continue using this completion date or Cancel to change the date.

OK   Cancel

Figure 2: Completion Date message

More ...

Timing Out

If you do not enter POC text for a period of 15 minutes, a message appears and you have the option of keeping the Plan of Correction page open (for another 15 minutes) or not. If you do not respond within one minute, the page is automatically closed. Unsaved work is lost and the POC is released for editing by another user.

If you close the browser or back out of the page while editing a POC, the *e*POC application assumes you are still editing it. In such a case, the lock on that POC is released automatically after 17 minutes.

POC Backup

ASPEN Web: *e*POC automatically backs up POC text every two minutes. If the application closes unexpectedly, you can recover unsaved POC text entered prior to the last backup.

When you log back into ASPEN Web: *e*POC and open the Plan of Correction entry page for the applicable tag, a message appears and offers the option of restoring the unsaved Plan of Correction text. If you choose OK, the automatically saved text is entered in the POC Description field.

Submit and Attest POCs

When you submit a POC as final, the Attestation of POC Submittal Terms and Conditions page is displayed. You can sign this attestation electronically. You have the option of submitting all pending POCs as final and signing the attestation for all the POCs at once. As soon as POCs are submitted, POC Status for the applicable tags changes to Submitted.

The Attestation page lists the deficiencies for which the attester is submitting POCs. If you are not ready to sign the attestation, you can back out of the Attestation page.

To submit and attest POC(s):

1   On the **Plan of Correction** entry page, click **Submit as Final** for the current POC.

>   *-or-*

On the **Survey Detail** page, click **Submit All Pending** to submit all pending POCs.

2   On the **Attestation of POC Submittal Terms and Condition** page, review the list of POC(s) you are submitting.

3   To submit the POC(s), select the Electronic Signature checkbox and click **Continue**.

The Survey Detail page opens. A "POC for <tag#> successfully submitted" message for each submitted POC appears at the top of the page and the status of the POC(s) is now Submitted. The submitted POCs are read-only unless and until they are rejected by the SA/RO.

4   If you do not want to sign the attestation yet, click **Back**.

*e*POC saves the POC(s) as pending and you return to the previous page.

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Toolbar and Menu

The toolbar on ASPEN Web: *e*POC application pages provides the following navigation aids and links to useful information, depending on the current page:

- Home icon
- Breadcrumbs
- Menu

The menu is included in the toolbar on several *e*POC pages and has some or all of the following options, depending on the current page:

- Instructions

- Users

- About *e*POC

- Procedures Guide

- ASPEN Web menu

- Log Out

More ...

Return to "Home" page

The Home icon returns multi-facility users to the Facility List page; single-facility users return to the Survey List for the facility.

To return to your Home page:

➡ On the left side of the **ASPEN Web: *e*POC toolbar**, click the **Home** icon.

Use "Breadcrumbs" to Navigate

Breadcrumbs to the right of the Home icon show your path to the current location and are links to pages in that path.

To navigate using breadcrumbs:

➡ Click a breadcrumb link to go to that page.

Use Menu Options

Available options on the *e*POC application menu depend on the current page.

To access items on the ePOC menu:

1 On the right side of the **ASPEN Web: *e*POC toolbar**, click the **menu icon**.

2 Select the **Instructions** option to view the **Facility Instructions** page.

3 Select the **Users** option to view the **Users** page.

4 Select the **About *e*POC** option to view *e*POC version information.

5 Select the **Procedures Guide** option to open this procedures guide.

6 Select the **ASPEN Web Menu** option to return to the **Select Application** page.

7 Select the **Log Out** option to log out of the **ASPEN Web: *ePOC*** application.

More ...

Optional *ePOC* Items

Survey Letters

If the SA/RO posts letters with the survey/SOD, you can view them via the Survey List. This includes any letters generated for ASPEN Enforcement Manager (AEM) cases related to the survey and for intakes linked to the survey. A count of the letters posted for each survey is given next to the envelope icon.

When you click the envelope icon, letters are listed in descending order based on date created with a brief description (i.e., ASPEN letter name) of each. The letter date is a link; you can click it to open the letter in its entirety in your default RTF viewer, e.g., Microsoft Word.

If the SA/RO adds or removes letters after posting a survey to the *e*POC website, letter information and availability is updated immediately. The SA/RO may choose to alert the facility about a new or revised letter, which generates a Letter Notification for Facility email.

To review a survey letter:

1 Open the **Survey List**.

2 In the **Letters column**, note the letter count for each listed survey.

3 To review a letter, click the envelope icon for the applicable survey.

4 On the **Letters page**, locate the letter you want to view and click its **Letter Date**, then click **Open** to view the letter as an .RTF file.

5 Exit the letter, then click outside of, or close the Letters page to return to the Survey List.

More ...

Attachments

To support the POC(s) for the tag(s) on a survey, you can attach (or remove) supplemental documentation at any time prior to final POC approval. A count of the attachments to each survey is given next to the paper clip icon in the Survey List.

When you click the paper clip, the Attachments page opens with a list of attachments to the survey (if any) in alphabetical order by filename and a brief description of each. From here, you can add, remove, or view attachments.

Supported document types are .DOC, .DOCX, .XLS, .XLSX, .PDF, .JPG, .JPEG, .GIF, .TIFF, and .TXT. File size is limited to 4MB per attachment. A statement in the Add an Attachment section on the Attachments page tells you the sort of confidential information that should not be included in an attachment.

Upon approval of POCs for all tags on a survey, your attachments are removed. No record of them is retained within the *e*POC system.

To attach a file:

1 Open the **Survey List**.

2 In the **Attachments column**, note the attachments count for each listed survey.

3 Click the paper clip icon for the applicable survey to open the **Attachments page**.

4 In the **Add an Attachment** section, click the **Browse** button to locate the file and enter its name.

5 Enter a brief **Description** of the attachment.

6 Click the **Attach** button.

   The attachment is added to the Attachments grid.

7 Repeat for additional attachments.

8 Click outside of, or close the Attachments page to return to the Survey List.

To view an attachment:

1 In the **Survey List**, click the paper clip icon for the applicable survey to open the **Attachments page**.

   The filename of each attachment is a link.

2 Click the **File Name** of the attachment you want to view.

3 Choose **Open** in the message that appears.

   The attachment opens in the appropriate application.

4 Close the attachment to return to the Attachments page.

5 Click outside of, or close the Attachments page to return to the Survey List.

To delete an attachment:

1 In the **Survey List**, click the paper clip icon for the applicable survey to open the **Attachments page**.

2 In the **Delete** column, click the **X** for the attachment you want to delete.

The attachment is deleted.

WARNING! There is no confirmation message, so be sure you want to delete the attachment.

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3 Click outside of, or close the Attachments page to return to the Survey List.

More ...

*e*POC Special Cases

Though not common, several special situations may arise during the POC process. ASPEN Web: *e*POC is designed to accommodate these cases.

A-level and PNC tags

A-level Scope/Severity and PNC deficiencies for federal or state surveys are included on the Survey Detail page. POCs are not permitted for these tags; however, acknowledgement of the SOD is required. Attestation is not required.

*e*POC displays instructions for A-level Scope/Severity (shown below) and PNC tags in the Facility Response section on the Plan of Correction entry page.

Facility Response

Since this citation has a scope/severity level of A, entry of a Plan of Correction is not required. Select the Acknowledge button to continue.

Figure 3: POC not required for A-level tags

When acknowledged, these tags are automatically approved. If an A-level or PNC tag is the last tag submitted and the POCs for all other tags are already approved, the Final POC Approved email is sent. A-level or PNC tags that are not acknowledged are included in *e*POC tardiness reports and emails.

The CMS-2567 report includes PNC tags. A-level Scope/Severity tags are printed on a separate CMS-2567A form.

To acknowledge an A-level or PNC tag:

1   Open the **Survey Detail** page for a survey with A-level and/or PNC tags.

2   Click an A-level or PNC tag in the grid to open the **Plan of Correction** entry page.

3   In the **Facility Response** section, click the **Acknowledge** button.

You return to the Survey Detail page where the Status of the A-level or PNC tag is now Approved.

More ...

Procedure: "View Survey Detail" on page 15
Screen: Survey Detail on page 35
Screen: Plan of Correction entry page on page 37
Screen: CMS-2567 and "A" Form on page 39

Deficiency-free Surveys

A POC is not required for surveys without deficiencies. The facility user is required only to read the information in the comment/memo tags (0000 and 9999) and acknowledge the SOD. Once acknowledged, the deficiency-free survey's POC status changes to Closed.

To acknowledge a deficiency-free survey:

1   Open the **Survey Detail** page for a deficiency-free survey.

2   Click **Acknowledge SOD** (above the grid, on the right).

An Acknowledgement message appears at the top of the page and the survey Status (above the grid, on the left) is now Closed.

Re-Posted Surveys

There may be occasions when the SA/RO needs to make changes to a survey that has already been posted to ASPEN Web: ePOC. For example, changes to tags on a survey may be needed due to IDR/IIDR. The SA/RO will re-post the survey to ASPEN Web: ePOC once the changes are made. Facility users receive the Survey Results Re-Posted to Facility email notification when the survey is re-posted. It identifies tags that have been changed and the reason for the re-posting.

More ...

"Survey Results Re-Posted to Facility" on page 52

ePOC Emails

Automated e-mail notifications facilitate communication between you and your SA/RO during the *e*POC process. Descriptions and sample text of these email notices are included in the "Supporting Materials" chapter.

More ...

ASPEN Web: ePOC Screens

This chapter contains screen shots and brief descriptions of pages you may use when working in ASPEN Web: ePOC.

If you are viewing this document online, take advantage of the hyperlinks—you can click the cross-reference at the top of a graphic to jump to detailed descriptions of the fields and buttons on that section of screen.

Figure 4: Field Link example

ePOC Startup Pages

ASPEN Web: ePOC Login

Figure 5: ePOC Login

Select Application

This window appears after you log in to ASPEN Web on the web browser. The options that appear, i.e., the applications/functions you can access, depend on your security access level. Here's an example.

Figure 6: Select Application window

ePOC Application Pages

Toolbar

The ASPEN Web toolbar provides the following information and navigation aids:

- Home icon
- Breadcrumb links
- Menu (click icon to display options)

The graphic below shows the toolbar as it appears on the Attestation page.

Figure 7: ASPEN Web: ePOC toolbar

Menu

The *e*POC menu includes some or all of the options shown, depending on the current page.
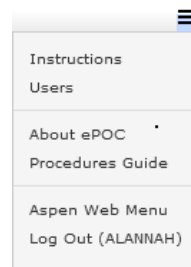
Figure 8: ePOC menu

Facility Instructions

The Instructions page displays guidance specific to provider type for drafting and submitting an acceptable Plan of Correction.
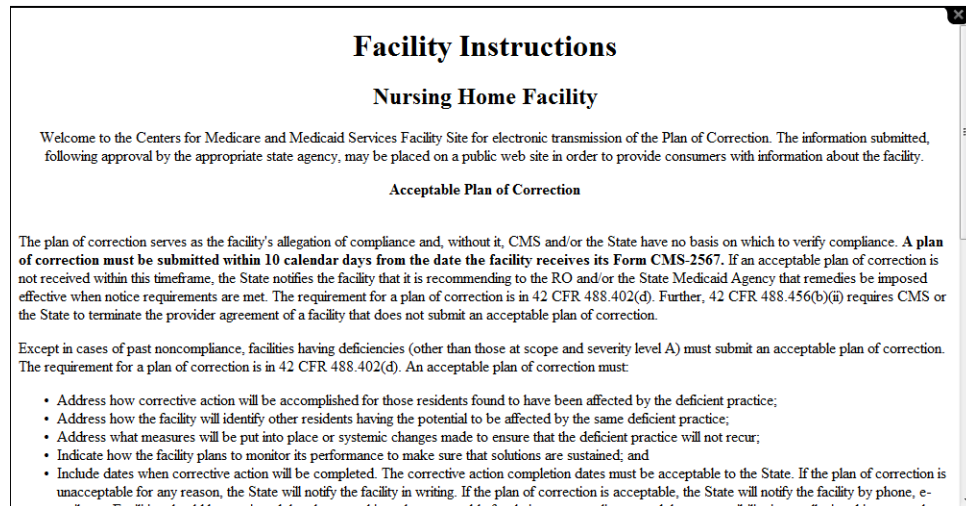
Figure 9: Facility Instructions

Users

The Users page lists all *e*POC-enrolled users for the current facility.

Figure 10: Users

About *ePOC*

Displays version information for the ASPEN Web: *e*POC application.
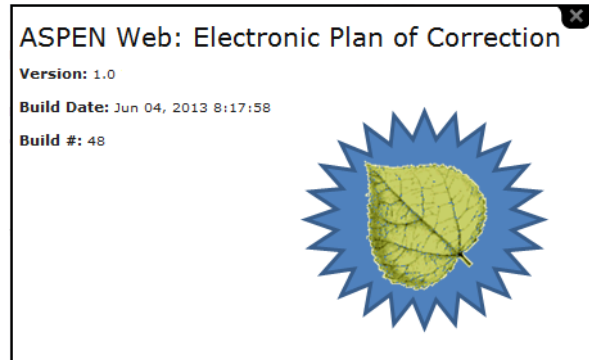
Figure 11: About ePOC

Facility List

For facility users associated with multiple facilities, i.e., users enrolled for multiple *e*POC-activated facilities, the Facility List appears and displays an alphabetical list of up to 25 of those facilities.

The Facility List window is organized into two sections. The Search option allows you to enter search terms to filter the facilities in the grid below. The grid displays a list of facilities.
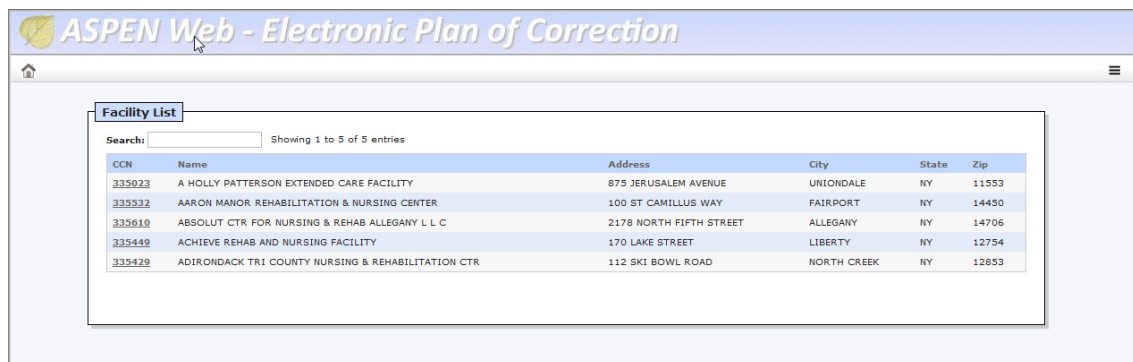
Figure 12: Facility List

If you are associated with more than 25 facilities, you can scroll to the bottom of the page and use page navigation keys to access the additional facilities.

Figure 13: Facility List navigation keys

Survey List

The Survey List is organized into two sections. The Search field allows you to filter the surveys displayed in the grid below. The grid displays a list of the surveys for the facility.
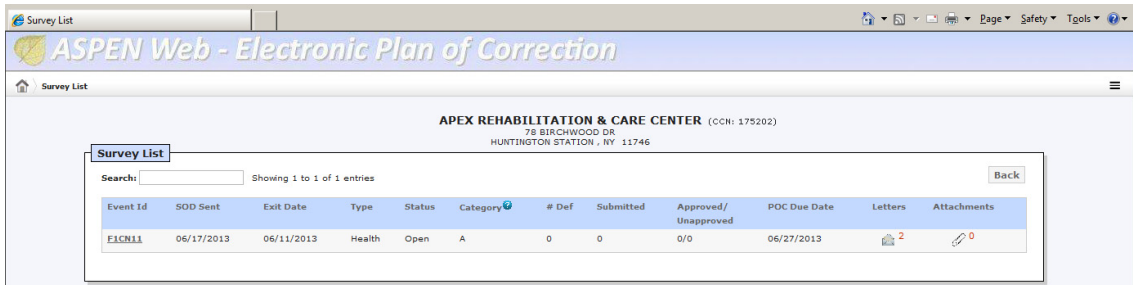
Figure 14: Survey List

Hovering your mouse pointer over the question-mark icon in the Category column displays a pop-up list of survey categories.
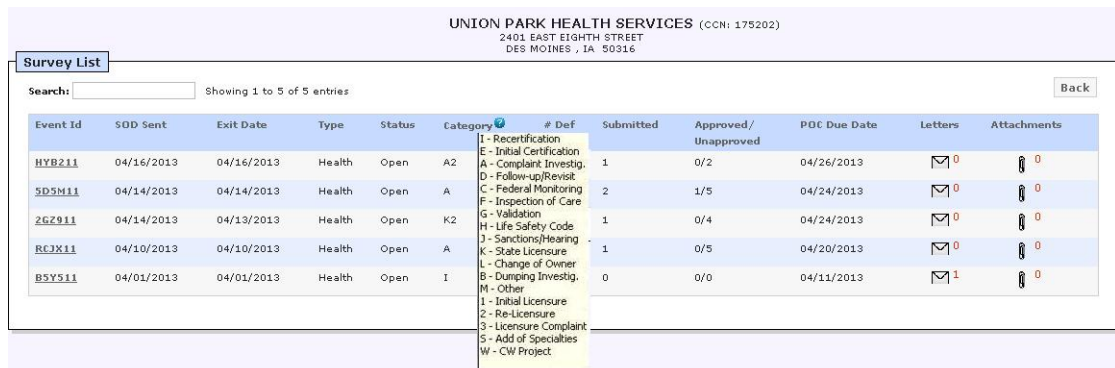
Figure 15: Survey List with Category list displayed

Letters

Opens when you click the envelope icon for a survey in the Survey List. You can view letters posted by SA/RO, in their entirety, as an RTF document in your RTF viewer, e.g., Microsoft Word.

Figure 16: Letters window

Attachments

Opens when you click the paper clip icon for a survey in the Survey List. You can add or remove attachments to the POC, unless the survey is closed (normally after the POC for all tags has been approved).

Figure 17: Attachments window

Survey Detail

The Survey Detail page displays a grid with deficiency information for the survey, and POC submittal information for each deficiency in the grid.

From this page, you can generate the 2567 A and 2567 forms for the survey. In the second column, you can click **[MORE]** (if present) to display complete regulation or surveyor evidence text for the deficiency. In the third column, you can click **[MORE]** (if present) to display complete POC text for the deficiency.

Figure 18: Survey Detail

Regulation text

Displays the complete regulation text for the deficiency when you click **[MORE]** on the Survey Detail page.
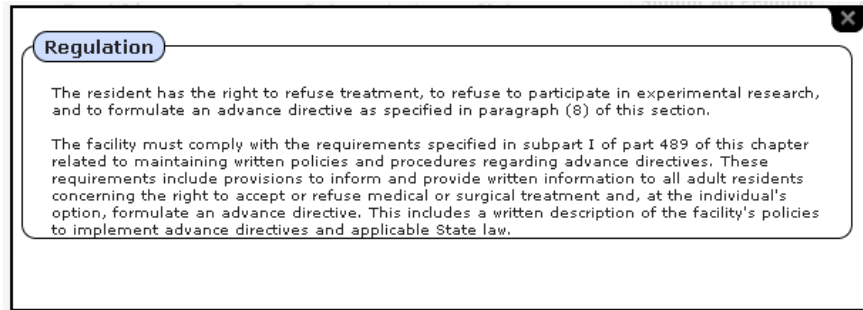
Figure 19: Regulation

Observations text

Displays complete observations text, i.e., surveyor evidence, for the deficiency when you click **[MORE]** on the Survey Detail page.
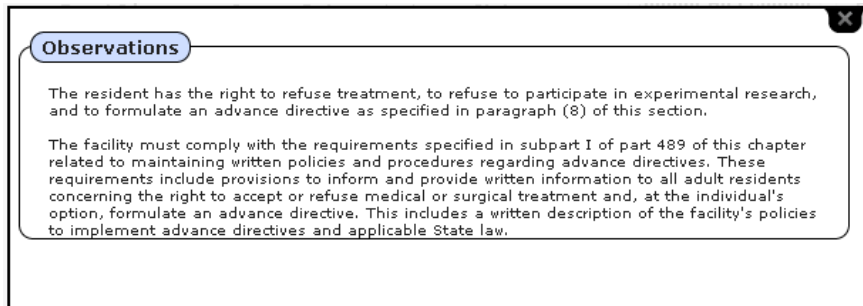
Figure 20: Observation Text

Plan of Correction text

Displays the complete Plan of Correction text for the deficiency when you click **[MORE]** on the Survey Detail page.
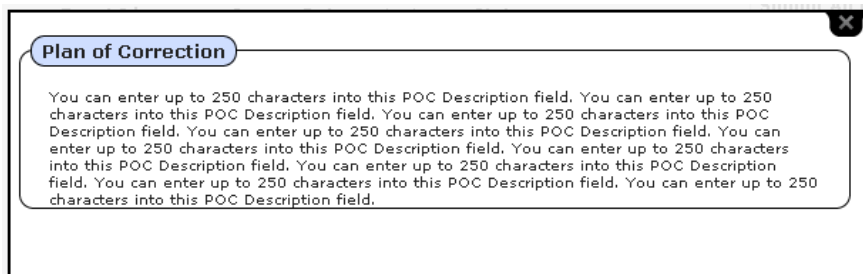
Figure 21: POC text

Plan of Correction entry page

In the Deficiency column on the Survey Detail page, click the tag number to display this page in order to draft, save, and submit the POC response, and to enter the Completion (X5) Date. If a POC is rejected, the reasons for rejection display at the bottom of the page. You can expand/collapse the Tag text, Observations, and POC Instructions by clicking on their titles.

Figure 22: Plan of Correction

Facility Response

You cannot enter POC text on the POC Entry page for A-Level Scope/Severity tags; instead, click the Acknowledge button in the Facility Response section.

Figure 23: Facility Response if S/S=A

You cannot enter POC text on the POC Entry page for PNC tags; instead, click the Acknowledge button in the Facility Response section.

Figure 24: Facility Response if PNC tag

Attestation

The Attestation page displays after you click Submit as Final on the POC Entry page, and after you click Submit All Pending on the Survey Detail page. You can electronically sign the Plan of Correction for your facility on this page.

Figure 25: Attestation

CMS-2567 and "A" Form

The CMS-2567 report includes PNC tags. A-level Scope/Severity tags are printed on a separate CMS-2567A form. The Plan of Correction column for PNC tags indicates no POC is needed. The Plan of Correction column does not appear on the 2567A form for A-level tags.

Until the POCs for all deficiencies on the survey are approved, the POC Not Final watermark appears on the form. When all POCs are approved, the watermark is removed and you can print the CMS-2567 form(s) for posting on the premises.

Figure 26: CMS-2567 Not Final

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 08/29/2013
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335817	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/27/2013

NAME OF PROVIDER OR SUPPLIER **GARDEN CARE CENTER**	STREET ADDRESS, CITY, STATE, ZIP CODE **135 FRANKLIN AVENUE FRANKLIN SQUARE, NY 11010**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
F309 SS=D	483.25 PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING Each resident must receive and the facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care. This REQUIREMENT is not met as evidenced by:	F309	Past noncompliance: no plan of correction required	

Figure 27: CMS-2567 Not Final - PNC tag

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 08/29/2013
AH
"A" FORM

STATEMENT OF ISOLATED DEFICIENCIES WHICH CAUSE NO HARM WITH ONLY A POTENTIAL FOR MINIMAL HARM FOR SNFs AND NFs	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335817	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/27/2013

NAME OF PROVIDER OR SUPPLIER **GARDEN CARE CENTER**	STREET ADDRESS, CITY, STATE, ZIP CODE **135 FRANKLIN AVENUE FRANKLIN SQUARE, NY 11010**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES
F150 SS=A	483.5 DEFINITION OF FACILITY - SNF & NF Definitions. For purposes of this subpart--"Facility" means, a skilled nursing facility (SNF) or a nursing facility (NF) which meets the requirements of sections 1819 or 1919(a), (b), (c) and (d) of the Act. "Facility" may include a distinct part of an institution as specified in §440.40 of this chapter, but does not include an institution for the mentally retarded or persons with related conditions described in §440.150 of this chapter. For Medicare and Medicaid purposes (including eligibility, coverage, certification, and payment), the "facility" is always the entity which participates in the program, whether that entity is comprised of all of, or a distinct part of a larger institution. For Medicare, a SNF(see section 1819(a)(1)), and for Medicaid, a NF(see section 1919(a)(1)) may not be an institution for mental diseases as defined in §435.1009. This REQUIREMENT is not met as evidenced by:

Figure 28: CMS-2567 A Form - Final

ASPEN Web: *e*POC Fields

For each field or button in a window or section of window, the name is given followed by a description. Their order corresponds to the order of the screen graphics in the previous chapter, *e*POC Screens. Function buttons not included within a section are listed under the heading Buttons.

You will see a **?** (question mark) to the right of some column titles. Move the cursor over the **?** to display a definition of the column.

*e*POC Startup Pages

ASPEN Web: *e*POC Login

User ID

Your assigned QIES user ID.

Password

Your QIES user password.

Login button

Logs you in and opens the Select Application window.

*e*POC Application Pages

Toolbar

Home

Returns a multi-facility user to the Facility List page. Single-facility users return to the Survey List for that facility.

Breadcrumb links

Breadcrumbs show your path to the current location. You can click a link to go to that page.

Menu icon

Click to display options, which include some or all of the following, depending on current page.

Menu

Instructions

Opens the Facility Instructions page. It provides instructions for completing POCs that are specific to provider type.

Users

Opens the Users page. It lists all *e*POC-enrolled users for the current facility.

About *ePOC*

Opens page with version information including Version, Build Date, and Build # for ASPEN Web: *e*POC.

Procedures Guide

Opens this *ASPEN Web: ePOC Procedures Guide*.

ASPEN Web Menu

Returns you to the Select Application page.

Log Out <USERNAME>

Logs the current user out of ASPEN Web: *e*POC.

Users

User ID

QIES ID assigned to the user.

Name

Name of the user.

Facility List

Search

Enter text to search in the Facility List. Search results update automatically as each character is entered.

Facility List grid

CCN

CMS Certification Number. Identification number assigned by CMS Regional Offices to providers and suppliers who meet all federal requirements for participation in the Medicare program, including the Medicare Conditions of Participation or the Conditions for Coverage, and who have completed the 855 process.

The CCN is a link; click it to open the Survey List page for the facility.

Name

Name of the facility.

Address

Location of a facility's physical street address.

City

Name of the city where the facility is located.

State

U.S. Postal State Code where the facility is located.

Zip

Zip code where the facility is located.

Buttons

Home icon

Returns the user associated with multiple facilities to the Facility List page. Single-facility users return to the survey list for that facility.

Menu icon

Displays links to About *e*POC, Procedures Guide, ASPEN Web Menu, and Log Out.

Survey List

A **?** (question mark) displays to the right of certain fields. Move the cursor over the **?** to display a definition of the field.

Search

Enter text to search in the survey list. Search results update automatically as each character is entered.

Survey List grid

Event Id

Unique identifier assigned when the survey is created.

SOD Sent

Date the SA/RO posted the Statement of Deficiencies (survey) to the ASPEN *e*POC website.

Exit Date

End date of the survey.

Type

Survey category (Health or LSC).

Status

Status of the survey (Open or Closed).

Category

Survey type code. Move the cursor over the **?** to display a list of survey types.

 # Def

Indicates the number of existing deficiencies.

Submitted

Indicates the number of existing deficiencies for which a POC has been submitted to the SA/RO.

Approved/Unapproved

Indicates the number of existing deficiencies with POC approved/not approved.

POC Due Date

Date by which the facility must submit a Plan of Correction.

Letters

Displays the number of letters, if any, posted for the survey. Click the envelope icon to open the Letters page, where you can view letters posted by the SA/RO. This includes survey letters as well as any letters generated for AEM cases related to the survey and for intakes linked to the survey.

Attachments

Displays the number of attachments to the survey in support of POC(s), if any. Click the paper clip icon to open the Attachments page, where you can attach supporting documents. You can also view existing attachments.

Note: Facility-submitted attachments are removed from the *e*POC website upon final approval, i.e., when the last tag's POC is approved.

Page navigation keys

For multi-facility users associated with more than 25 facilities, navigation keys at the bottom of the page (First, Next, etc.) allow access to additional facilities.

Buttons

Home icon

Returns a multi-facility user to the Facility List page. Single-facility users return to the survey list for that facility.

Menu icon

Displays links to Instructions (Facility) page, Users page, About *e*POC, ASPEN Web Menu, and Log Out page.

Back

Returns you to the previous page.

Letters

Letter Date

Date the letter was generated. The letter date is a link; click it to open the letter in your RTF viewer.

Letter Description

Name of ASPEN letter generated by SA/RO.

Attachments

Attachments grid

File

File name of the attachment. Supported document types are .DOC, .DOCX, .XLS, .XLSX, .PDF, .JPG, .JPEG, .GIF, .TIFF, and .TXT. File size is limited to 4MB per attachment.

Description

Short description of the attachment.

Delete

Select to remove the attachment from the survey.

Add an Attachment

File/Browse

Select the Browse button to locate the file and enter its name.

Description

Enter a short description of the attachment.

Attach

Select button to attach the file to the survey.

Survey Detail

POC Submission/Acknowledgement message

Read-only. POC submission message appears only after one or more POCs are submitted by electronically signing the Attestation form. Message lists POC(s) by tag number(s) and indicates if each was successfully submitted, or not.

Acknowledgement message appears after a deficiency-free survey is acknowledged and indicates the survey's event ID.

Deficiencies

A list of all deficiencies on the survey with current POC status indicated for each deficiency. Immediate Jeopardy (IJ), Substandard Quality of Care (SQC), and Past Noncompliance (PNC) tags are flagged in both the deficiency list and grid.

Event Id

Unique identifier assigned when the survey is created.

Survey Date

Exit date of the survey.

Status

Current POC status of the survey.

Survey Detail grid

Deficiency

Tag number of the cited deficiency. Immediate Jeopardy (IJ), Substandard Quality of Care (SQC), and Past Noncompliance (PNC) tags are flagged in both the deficiency list and grid.

S/S

Scope/severity level of the deficiency. The S/S label is displayed only if scope/severity is applicable.

Building

LSC surveys only. ID of building to which the citation applies.

Displayed only if there is more than one building on the survey.

Initial Comments

Comments entered via tag 0000 by the survey team during the survey. Optional except on a deficiency-free survey.

Regulation

Up to 100 characters of regulation text for the current tag.

Observations

Up to 100 characters of observations text, i.e., surveyor evidence, for the current tag.

Plan of Correction

Up to 250 characters of Plan of Correction text (if any) entered by the facility.

[MORE]

A **[MORE]** link at the end of Regulation, Observations, or final Plan of Correction text, indicates there is additional text. Click it to open the Regulation, Observations, or Plan of Correction window respectively so you can read all the regulation/observations/final POC text for the tag.

Note: The **[MORE]** link is not displayed for pending POCs.

Completion Date

Date by which the provider states the deficiency will be corrected.

Status

Current POC status of the deficiency. Available options are: No POC, Submitted, Pending, Approved, and Rejected.

Date

Date the current POC status was assigned.

Buttons

Acknowledge SOD

This button appears only for deficiency-free surveys, i.e., surveys with memo tags only (0000 and/or 9999). Select to acknowledge the deficiency-free survey, which is then automatically approved and closed.

Submit All Pending

This button appears when at least one POC is in Pending status. Select to initiate submission of the pending POCs to the SA/RO. *e*POC displays the Attestation form with a list of tags for which pending POCs will be submitted. Tags that do not have completion dates are not submitted. You can choose to proceed or halt the process at this point. Submit All Pending can be used multiple times if needed.

"A" Form

Generates the A-Form for a survey that includes any A-level scope/severity deficiencies.

2567

Generates the Statement of Deficiencies and Plan of Correction for the survey.

Back

Returns you to the previous page.

Home icon

Returns a multi-facility user to the Facility List page. Single-facility users return to the survey list for that facility.

Menu icon

Displays links to Instructions page, Users page, About *e*POC, Procedures Guide, ASPEN Web Menu, and Log Out page.

Plan of Correction entry page

Tag #

Tag number of the cited deficiency.

Event Id

Unique identifier assigned when the survey was created.

Survey Exit

Read-only. Exit date of the survey.

POC Due

Read-only. Date by which the facility users must submit the POC.

Survey Posting

Read-only. Date the survey was posted to ASPEN Web: *e*POC.

POC Status

Read-only. Status of the POC. Facilities can submit their POC information on a tag-by-tag basis, or for the entire survey. Options are:

- No POC
  Deficiency is newly released to the facility.

- Facility Draft (Pending)
  Indicates the facility user saved preliminary/draft POC information. Draft POC information is not visible to SA or RO users.

- Submitted
  Facility user submitted the tag's POC for SA/RO review.

- Rejected
  The POC was rejected. Rejection reasons are displayed at the bottom of the page.

- Approved
  POC approved by SA/RO.

Statement of Deficiency

Read-only. Tag information, regulation text, and Observations for the deficiency. The regulation text and Observations are expandable and collapsible by clicking on the tag title or Observations link.

Facility Response (POC)

POC Instructions, Facility's Plan of Correction for the deficiency (POC Description), and Completion Date. Facility users can update the POC Description if POC Status is No POC, Facility Draft, or Rejected. Read-only after the POC is submitted and/or approved.

Completion Date (X5)

Date by which the facility user states they will have implemented the POC and corrected the deficiency. Must be greater than the Exit date.

Rejection Reasons

Read-only. Displayed if POC Status is Rejected. Lists reasons the SA/RO rejected the POC.

Buttons

Back

Returns you to the previous page.

Acknowledge

Displayed only for PNC and A-tags, for which POCs are not required. Select this button to acknowledge the tag, which is then automatically approved.

Save as Pending

Click to save the POC as pending, but not submit it. Completion Date (X5) is not required.

Button available if POC status is No POC, Facility Draft, or Rejected. Not available after the POC is submitted and/or approved.

Submit as Final

Select to initiate final submission of the POC. Completion Date (X5) and POC Description are required.

Button available if POC status is No POC, Facility Draft, or Rejected. Not available after the POC is submitted and/or approved.

Attestation

Upon final submission, *e*POC displays an Attestation of POC Submittal statement. It lists the tags (deficiencies) and completion dates for which the attester is submitting a POC.

Electronic Signature checkbox

Select this checkbox to electronically sign the attestation for the listed POC(s). Leave blank or deselect the checkbox (and click Back) to save as pending, but not submit, the POC(s).

Buttons

Continue

When pressed (and Electronic Signature checkbox is selected), submits the listed POC(s) and returns to the Survey Detail page, where a message lists the POC(s) and indicates if submission was successful.

Back

Returns you to the previous page.

Supporting Materials

The following reference items are included in this chapter:

- *e*POC email descriptions and text
- ASPEN Web: *e*POC keyboard shortcuts

*e*POC Email Notices

This section contains descriptions and text of the automatically generated *e*POC email notices that facility users may receive. The Letter Notification email is optionally generated by the SA/RO.

Survey Results Posted to Facility

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after release to provider in ASPEN.

Def-free*

Yes, if Acknowledgement required for the primary type.

Sample Email

Subject: Statement of Deficiencies (SOD) Posted: 9EF711 - BAXTER HEALTH CARE CENTER (Survey Completed 05/15/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT

Survey Dates: 05/15/2013 - 05/15/2013

Event ID: 9EF711

Plan of Correction (POC) Due Date:05/25/2013

The Statement of Deficiencies for the survey completed at your facility on the above referenced date has been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink to review the deficiencies, and to enter Plan of Correction (POC) information, if required.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Survey Results Re-Posted to Facility

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within an hour after survey reposting in ASPEN.

Def-free*

Yes, if Acknowledgement required for the primary type.

Sample Email

Subject: Statement of Deficiencies (SOD) Re-posted: DONX11 – BAXTER HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 - 03/23/2013

Event ID: DONX11

SOD Reposting Date: 05/14/2013

The results of survey completed at your facility on 03/23/2013 have been revised and re-posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink to review the changes made to the following citations and re-submit the Plan of Correction information, if needed:

> - Tag 0151-RIGHT TO EXERCISE RIGHTS - FREE OF REPRISAL

> - Tag 0156-NOTICE OF RIGHTS, RULES, SERVICES, CHARGES

<Reason for Reposting text>

Please note that re-posting of this survey will not delay the imposition of any possible federal remedies or sanctions. Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Facility POC Submitted

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within an hour facility submits POC for a tag.

Def-free*

No.

Sample Email

Subject: Facility POC Submission for Tag 0176 – DG7V11-IOWA LUTHERAN HOSPITAL (Survey Completed 08/27/2012)

Facility: 165130/IOWA LUTHERAN HOSPITAL

Facility Type SNF

Survey Dates: 08/27/2012 - 08/27/2012

Event ID: DG7V11

Your Plan of Correction (POC) for Tag: 0176/RESIDENT SELF-ADMINISTER DRUGS IF DEEMED SAFE was received via the ASPEN Web: Electronic Plan of Submission website on 04/09/2013.

If you feel this POC was submitted in error, please contact your state survey agency or CMS Regional office immediately.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

POC Rejected by SA/RO

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after rejection.

Def-free*

No.

Sample Email

Subject: POC for Tag #0151 Rejected: DOHX11 – BAXTER HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 - 03/23/2013

Event ID: DONX11

Your Plan of Correction (POC) for Tag: 0151/RIGHT TO EXERCISE RIGHTS - FREE OF REPRISAL was rejected on 05/14/2013 for the following reason(s):

- Does not contain elements detailing how the facility will correct the deficiency as it relates to the individual.

- Does not indicate how the facility will act to protect residents in similar situations.

- Does not include the measures the facility will take or the systems it will alter to ensure that the problem does not recur.

Please submit a revised POC via the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink as soon as possible or by a date that may be specified in comments in ePOC.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

POC Approval by SA/RO

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after approval.

Def-free*

No.

Sample Email

Subject: POC for Tag #0156 Approved: 35ED11 BLACKHAWK LIFE CARE CENTER (Survey Completed 05/06/2013)

Facility: 165499/BLACKHAWK LIFE CARE CENTER;

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 - 05/06/2013

Event ID: 35ED11

Your Plan of Correction (POC) for Tag: 0156/NOTICE OF RIGHTS, RULES, SERVICES, CHARGES was approved on 05/15/2013.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Final POC Approved

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour of SA/RO approval of last tag.

Def-free*

No.

Sample Email

Subject: Final POC Approved: 35ED11 – BLACKHAWK LIFE CARE CENTER (Survey Completed 05/06/2013)

Facility: 165499/BLACKHAWK LIFE CARE CENTER

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 - 05/06/2013

Event ID: 35ED11

The Plans of Correction for all tags on this survey have been approved by the SA/RO on 05/15/2013. Please ensure that your Corrective Action Plans are implemented and follow the principles of a Quality Assessment and Performance Improvement (QAPI) plan as monitoring and follow-up may be done by the SA/RO.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you

No Response Email

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

10 calendar days after release to provider and every other day thereafter

3 calendar days after rejection; every other day thereafter.

Def-free*

No

Sample Email

Subject: Plan of Correction (POC) Overdue: BTQR13 – REGENCY REHAB AND SKILLED NURSING (Survey Completed 04/18/2013)

Facility: 165200/REGENCY REHAB AND SKILLED NURSING.

Facility Type: SNF/NF

Survey Category: REVST,FEDMON

Survey Dates: 04/18/2013 - 04/18/2013

Event ID: BTQR13

Statement of Deficiencies (SOD) Posted Date: 04/18/2013

Please note that Plans of Correction (POC) for the referenced survey above are overdue for the following citation tags. Please submit the POC(s) immediately on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink:

- Citation 0151-RIGHT TO EXERCISE RIGHTS - FREE OF REPRISAL

- Citation 0154-INFORMED OF HEALTH STATUS, CARE, & TREATMENTS

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

SOD Acknowledgement Required

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

On POC Due Date when acknowledgement not done and every other day thereafter until acknowledgement occurs.

Def-free*

Yes.

Sample Email

> **Subject:** Statement of NO Deficiencies - Acknowledgement Required: BNBV12 – DUNLAP NURSING & REHAB CENTER (Survey Completed 05/13/2001)
>
> Facility: 165193/DUNLAP NURSING & REHAB CENTER.
>
> Facility Type: SNF/NF
>
> Survey Category: RECERT,REVST,LICEN
>
> Survey Dates: 05/13/2001 - 05/13/2001
>
> Event ID: BNBV12
>
> SOD Acknowledgement Due Date: 04/28/2013
>
> Please note that you are required to acknowledge the Statement of Deficiencies (SOD) for the above referenced survey, even though no deficiencies were issued. Your acknowledgement should be made immediately via the ASPEN Web: Electronic Plan of Correction (ePOC) website on the Survey Detail page. Please login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink.
>
> Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.
>
> Please do not reply to this message.
>
> Thank you.

Letter Notification

Recipient

Facility

Facility Types

Nursing Home

Frequency

Optional. Within an hour after Alert Facility button is pressed on *e*POC Properties (only for posted surveys) and/or selecting Yes on alert messages.

Def-free*

Yes.

Sample Email

Subject: *e*POC Letter Notification: BNBV12 - DUNLAP NURSING & REHAB CENTER (Survey Completed 05/13/2013)

Facility Type: SNF/NF

Survey Category: RECERT,REVST,LICEN

Survey Dates: 05/13/2013 - 05/13/2013

Event ID: BNBV12

New or revised letters for the survey completed at your facility on the above referenced date have been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink to view these letters.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Remove Posting from *ePOC* Website

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after posting removed.

Def-free*

Yes.

Sample Email

Subject: Statement of Deficiencies (SOD) Posting Removed: BNBV12 - DUNLAP NURSING & REHAB CENTER (Survey Completed 05/13/2013)

Facility: 165193/DUNLAP NURSING & REHAB CENTER.

Facility Type: SNF/NF

Survey Category: RECERT,REVST,LICEN

Survey Dates: 05/13/2013 - 05/13/2013

Event ID: BNBV12

The survey completed at your facility on the above referenced date has been removed from the ASPEN Web: Electronic Plan of Correction (ePOC) website for the following reason:

Resolution process cannot be handled in this way.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Response Due Date Change

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within 1 hour of changing the POC Due Date. Email is not generated if the survey is currently stopped.

Def-free*

Yes.

Sample Email

Subject: Response Due Date Change: DONX11 - BAXTOO HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 - 03/23/2013

Due Date: 4/03/2013

Event ID: DONX11

The response due date for your Plan of Correction (POC) information or acknowledgement has changed from 04/02/2013 to 04/04/2013 for the survey completed at your facility on 03/23/2013. By the revised due date, please review the deficiencies and enter Plan of Correction (POC) information, if required, on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Login to the CMSNET VPN, click on the Juniper bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

* Indicates whether the email is generated for a deficiency-free survey, i.e., a survey with tags 0000 and 9999 only.

ASPEN Web: *e*POC Keyboard Shortcuts

Keyboard shortcuts are combinations of two or more keys that, when pressed, can perform the same task as using a mouse or other pointing device.

General

Press this	To do this
Tab	Move forward through fields/sections
Shift+Tab	Move backward through fields/sections
Shift+F10	Right-click
Spacebar	Select button and Select/Clear Checkmark
Enter	Select a link or activate a button
Esc	Exits some pop-up windows

Grids

Press this	To do this
Tab/Shift Tab	Move into/out of/up and down the list.
Enter	While header of list is focused, enter will sort the list by that column heading
Enter	Select a link or activate a button

Drop-down Lists

Press this	To do this
Tab/Shift Tab	Move into/out of the field
Up/Down Arrows	Move vertically, i.e., up and down in the list

Checkboxes

Press this	To do this
Tab/Shift Tab	Move into/out of the field
Space	Select/Clear Checkbox