

DEVELOPMENTAL DISABILITIES ADMINISTRATION  
RESIDENTIAL HABILITATION CENTER  
STANDARD OPERATING PROCEDURE

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TITLE: PLANS OF CORRECTION PROCEDURE 101.1

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**PURPOSE**

To coordinate how Residential Habilitation Centers (RHCs) and Developmental Disabilities Administration (DDA) Headquarters develop and submit plans of correction (POCs).

**SCOPE**

This standard operating procedure applies to all RHC plans of correction.

**PROCEDURE**

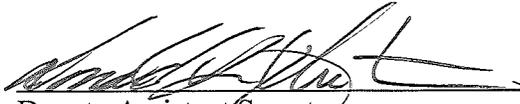
- A. At least 48 hours before a plan of correction is due to Residential Care Services (RCS) Division, the superintendent or the superintendent's designee for the program area team (PAT) that has been cited must email a complete draft to DDA's:
1. Deputy Assistant Secretary;
  2. Medicaid Compliance Administrator;
  3. Quality Assurance Unit Manager;
  4. Special Assistant to the Deputy Assistant Secretary; and
  5. RHC Program Manager.
- B. The draft sent by the superintendent or the superintendent's designee must:
1. Address the root cause of each problem that led to a citation;
  2. Address each element named by RCS in the statement of deficiencies cover letter;
  3. Specifically identify the corrective actions that will be, or have been, taken;
  4. Use the current version of DDA's Plan of Correction template (available upon request from the Medicaid Compliance Administrator); and
  5. Be submitted as an editable Microsoft Word document.
- C. The Deputy Assistant Secretary, Medicaid Compliance Administrator, Quality Assurance Unit Manager, and Special Assistant to the Deputy Assistant Secretary (collectively "HQ") will enter their feedback and corrections into a single copy of the draft.

- D. HQ will email the corrected draft to the superintendent and the superintendent's designee within 24 hours.
- E. The plan of correction submitted to RCS must contain each HQ correction and address each question and comment, unless:
1. HQ explicitly stated that addressing the correction, comment, or question is optional; or
  2. HQ subsequently withdrew the correction.

**SUPERSESSION**

RHC SOP 101.1, *Plans of Correction*  
April 15, 2017

Approved:

  
Deputy Assistant Secretary  
Developmental Disabilities Administration

Date: December 1, 2017