



## *DELAWARE HEALTH AND SOCIAL SERVICES*

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### Division of Developmental Disabilities Services

#### Office of Quality Improvement

#### Exit Conference & Plan of Improvement Instructions

##### Level Deficiencies:

- During the Exit Conference a findings report will be presented.
- Responsible parties have 24 hours after the conference to respond to the findings report.
- A Report of Deficiencies will be sent to your agency within 10 business days of the Exit Conference Survey.
- The Plan of Improvement (POI) must be developed, written, and returned to our office within 10 business days of receiving the Report of Deficiencies.
- A verification of the POI will be conducted within 10 business days of our office receiving the POI. Verification can include documentation of the corrections.

##### Plan of Improvement Guidelines:

- The POI must address each regulation cited.
- Even though multiple deficiencies may be related, a separate POI must be developed for each deficiency. Do not combine multiple deficiencies cited into one POI.
- The POI must be specific and realistic, stating exactly how the deficiency was, or will be corrected.
- The POI must be submitted on the designated form and be written in the designated area.

##### An acceptable POI must contain:

- The plan should address the process that led to the deficiency cited and the process for correcting the specific deficiency.
- The procedure for implementing the acceptable POI for the specific deficiency cited.
- The monitoring procedure to ensure that the POI is effective and that specific deficiency cited remains corrected and/or in compliance.
- The title of the person responsible for implementing the acceptable POI.

Do not send any personal names or financial information on the POI.