



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Developmental Disabilities Services

Office of Quality Improvement

Instructions to complete the Plan of Improvement Report

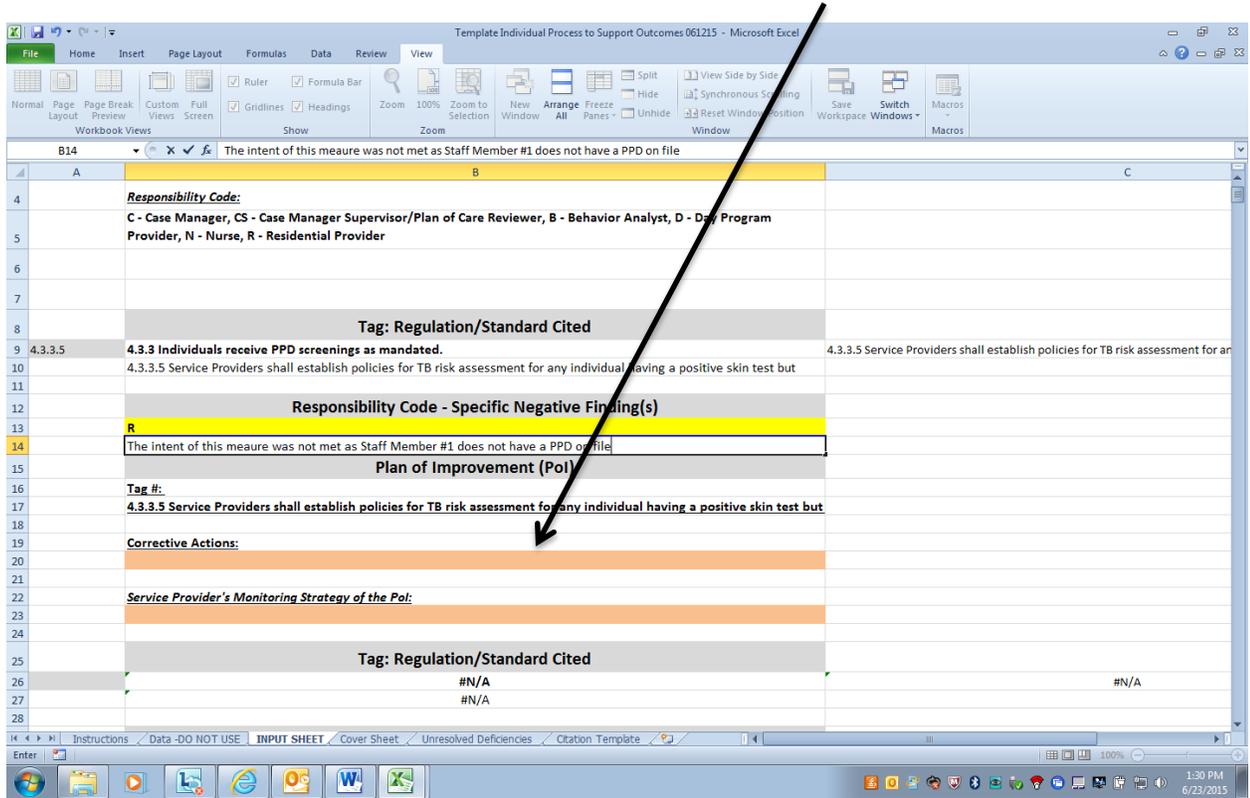
1. Open the Excel email attachment included in the email from the Program Evaluator
2. The below document will appear on your screen:

The screenshot shows a Microsoft Excel spreadsheet titled "Template Individual Process to Support Outcomes 061215 - Microsoft Excel". The spreadsheet is organized into several sections:

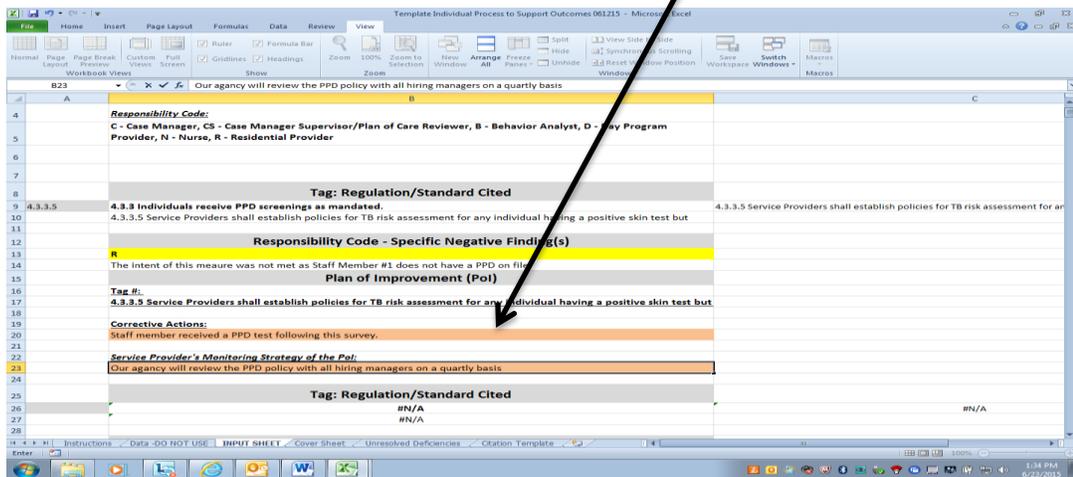
- Row 1:** Column A contains "Standard", and Column B contains "Individual Process to Support Outcomes".
- Row 2:** Column B contains "Statement(s) of Deficiencies (Areas Requiring Improvement)".
- Row 4:** Column A contains "Responsibility Code:".
- Row 5:** Column A contains "C - Case Manager, CS - Case Manager Supervisor/Plan of Care Reviewer, B - Behavior Analyst, D - Day Program Provider, N - Nurse, R - Residential Provider".
- Row 8:** Column B contains "Tag: Regulation/Standard Cited".
- Row 9:** Column B contains "#N/A".
- Row 10:** Column B contains "#N/A".
- Row 11:** Column C contains "#N/A".
- Row 12:** Column B contains "Responsibility Code - Specific Negative Finding(s)".
- Row 15:** Column B contains "Plan of Improvement (PoI)".
- Row 16:** Column A contains "Tag #:".
- Row 17:** Column A contains "#N/A".
- Row 19:** Column A contains "Corrective Actions:".
- Row 22:** Column A contains "Service Provider's Monitoring Strategy of the PoI:".

The spreadsheet is displayed in a window with the following tabs: "Instructions", "Data-DO NOT USE", "INPUT SHEET", "Cover Sheet", "Unresolved Deficiencies", and "Citaton Template". The status bar at the bottom shows "Ready" and the system clock indicates "1:18 PM 6/23/2015".

3. To respond to a citation click on the Salmon color box as shown below:



4. Type your response following the [Plan of Improvement Reporting](http://dhss.delaware.gov/dhss/ddds/qa.html) guidelines. This document can be found on our web site at: <http://dhss.delaware.gov/dhss/ddds/qa.html>



5. Once you have completed the POI save the document on your computer.
6. Email the saved document to the Program Evaluator by the assigned date.
7. Further instructions can be found by clicking the instructions tab on the document

