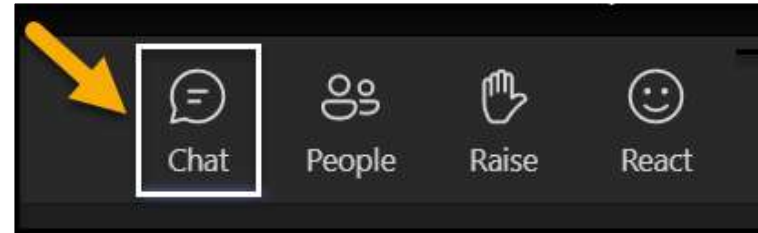


CONNECT Corrective Action Plans May 2024

Dan Jenkins
CONNECT System Manager
Office of Licensing



Use the Chat feature to access the link for the 'Q&A' session.



Training video and PowerPoint presentation will be posted on the Office of Licensing website.

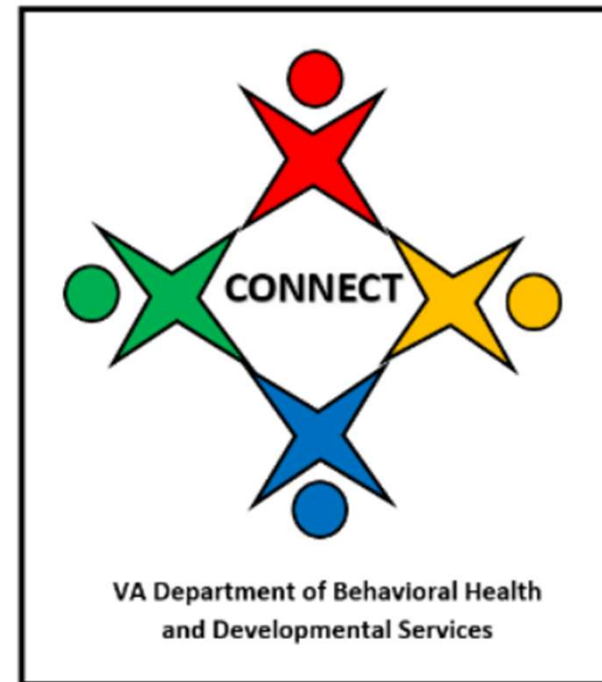
Thank you for participating in the Q&A portion of today's CONNECT Training!

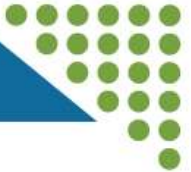
Please enter your questions below. Answers will be posted along with today's presentation on the Office of Licensing Website.

1. What questions do you have about today's CONNECT Training?

Today's demonstration will include:

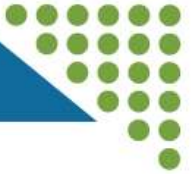
1. Log-in Process
2. Selecting your Provider Dashboard
3. Locating your Corrective Action Plan
4. Requesting an Extension
5. HIPAA Forms
6. Responding to Citations
7. Uploading documents/files
8. Saving and Submitting Corrective Action Plan
9. Tips & Reminders
10. Additional Resources





Live Demonstration



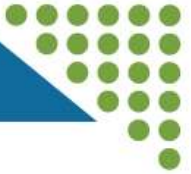


Tips & Reminders

When submitting your Corrective Action Plan (CAP):

1. Address all problems documented in each violation by:
 - a. Identifying the root cause(s) of the violation;
 - b. Developing a systemic plan of action, if applicable, to address each problem, which may require updating policies, procedures, and forms, or conducting any needed training or retraining for staff, or other steps that could alleviate the problem and minimize the possibility that the violation will occur again; and
 - c. Indicating the frequency for monitoring the plan, including how it will be monitored (Examples: monthly audits, weekly chart reviews, quarterly checklist)
2. Identify the staff position(s) responsible for monitoring implementation of the approved CAP.
3. Include a date of completion for each corrective action. Providers should ensure that completion dates for planned activities are realistic, and that the individual(s) responsible for oversight of the CAP monitor and verify the completion of the planned activities. Providers will need to submit evidence of compliance with their corrective action plans by their pledged completion date for any violations of 12VAC35-105-160.E. or 12VAC35-105- 520, or any violations that pose a threat to the health and safety of individuals served ("Health and Safety CAPS").





More Tips & Reminders

- When entering your CAP response, refer to staff by staff roles, titles, and/or employee identifiers referenced in the HIPAA Form and not by specific staff names.
- Ensure your CAP responses do not violate HIPAA practices. Refer to identifiers in the HIPAA forms.
- Providers need to ensure that Corrective Action Plans are submitted by the due date.
- An immediate CAP will be required if the department determines that the violations pose a danger to individuals receiving the service which would be identified as a Health & Safety CAP.
- If an extension is needed, it must be requested via CONNECT PRIOR to the due date. Extensions will not be given for H&S violations.
- The provider must monitor implementation and effectiveness of approved corrective actions as part of its quality improvement program required by 12VAC35-105-620.
- For additional details on how to respond to a CAP, please refer to: Guidance Document LIC 19: Corrective Action Plans (CAPs) (August 2020), located on the OL website in the regulations and guidance section.

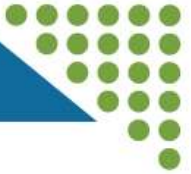




Additional Resources

1. For a review of the Provider Portal Dashboard:
<https://www.youtube.com/watch?v=Wftcu9J3OLo>
2. For all other CONNECT User Resources:
<https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/>





Thank you for attending!

Remember to enter questions into the Form available in the Webinar Chat.

