

Complaint Process - Independent Study

ACTS

1 Hotline Call comes in on your Nursing Home – <A> My Review NH

- Potential Issue #1: Quality of Care – water offered infrequently
- Potential Issue #2: Physical environment – facility not clean

2 Generate Intake record

- Assign responsible team, Prioritize, Define Allegations
- Complainant: use your first initial and last name (friend)

3 Another complaint came in on the same nursing home by fax

- Potential Issue: Dietary Services – No snack offered

4 Generate Intake record

- Assign responsible team, Prioritize, Define Allegations
- Complainant: **use your first name and last name** (friend)

Hint: You can prioritize, and assign an investigation due by date for an intake on both the Intake and Allegation tabs.

5 You learn that the two complainant names refer to the same person

- Merge the complainants
- Verify both intakes are listed for the complainant

Hint: You may have to refresh the tree to see all the complaints under the single complainant.

6 Onsite Investigation Required

- Link investigation to both intakes – use today's date for Start and Exit dates
- Findings:
 - Hydration issue is substantiated (cite multiple tags!)
 - Physical environment issue is substantiated
 - Dietary Services – No snack offered is unsubstantiated

7 Link Deficiencies

- Link at least one deficiency to each of the substantiated allegations – Hydration and Physical environment

8 Print Allegation Detail Report (facility Quick Report)

- Print for today only
 - Show Instructor

ePOC

9 For the <A> My Review NH investigation survey

- Post the Statement of Deficiency for the survey so the provider can see it.
- Log in as provider, enter Plan of Correction (POC), submit POC tags to SA
- Use ACTS POC Manager to reject one POC, and approve the other POCs for the tags
- From POC Manager, Print a POC Audit Trail Report for your investigation survey
- View the history of automatically generated ePOC emails for your NH surveys

ACTS Reports

10 Generate a report that answers the following question

- #1 Senator calls and wants to know how many intakes related to deaths have been reported in the last two years?
- #2 What day had the highest volume of intakes during the last month?
- #3 For all provider types, on intakes received within the last 180 days, what are the outstanding /pending activities?
- #4 For all nursing homes with survey exit dates in the current federal fiscal year to date, how many substantiated complaints were received?