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**Centers for Medicare & Medicaid Services**

# **Internet Quality Improvement Evaluation System (iQIES)**

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**Survey and Certification: Immediate Jeopardy  
Job Aid**

**Version 1.0**

**September 14, 2022**

# 1. Immediate Jeopardy Overview

This Job Aid shows how to lock only Immediate Jeopardy (IJ) citations so that a Statement of Deficiency (SOD) can be generated with **Date Sent** and a revisit survey can be scheduled. This allows the IJ citations to move forward within two business days.

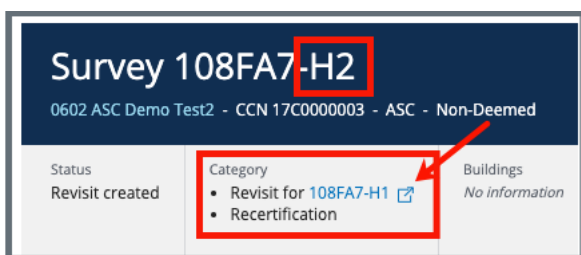
## Notes:

- When an IJ is associated with a citation, it is possible to:
  - Lock IJ-only citations, generate an SOD with **Date Sent**, then unlock the non-IJ citations to complete the writing, and then send a full SOD. A revisit survey can then be scheduled, or
  - Lock only the citation associated with IJ, send the SOD with **Date Sent**, create a revisit survey, and then finish the non-IJ citations at the revisit survey.
- IJ is when immediate corrective action is necessary because the provider's noncompliance with one or more requirements of participation has caused or is likely to cause serious injury, harm, impairment, or death to a resident.
- **H1** is the original health survey. See *Figure 1, H1 Original Health Survey ID*.



*Figure 1: H1 Original Health Survey ID*

- **H2** is the first revisit survey to the original healthy survey. It is possible to view prior revisits; all revisit surveys can be seen back to the original survey. Click the icon under **Category** to view the older revisit surveys. See *Figure 2, Revisit Created Notification Bar*.



*Figure 2: H2 Revisit Created Notification Bar*

- H3** and higher numbers reflect subsequent revisit surveys to health surveys. Each revisit survey has its own number. For example, **H5** means there have been four (4) revisit surveys to the original health survey.

## 2. Process Workflow

The following three figures show the process workflow of an IJ citation, SOD, and Revisit. See *Figure 3, IJ Workflow Part 1*, *Figure 4, IJ Workflow Part 2*, and *Figure 5, IJ Workflow Part 3*.

Each page shows a subsequent revisit survey. The workflow process can help when navigating the process. Skip to [Process](#) to view the written process, if desired.

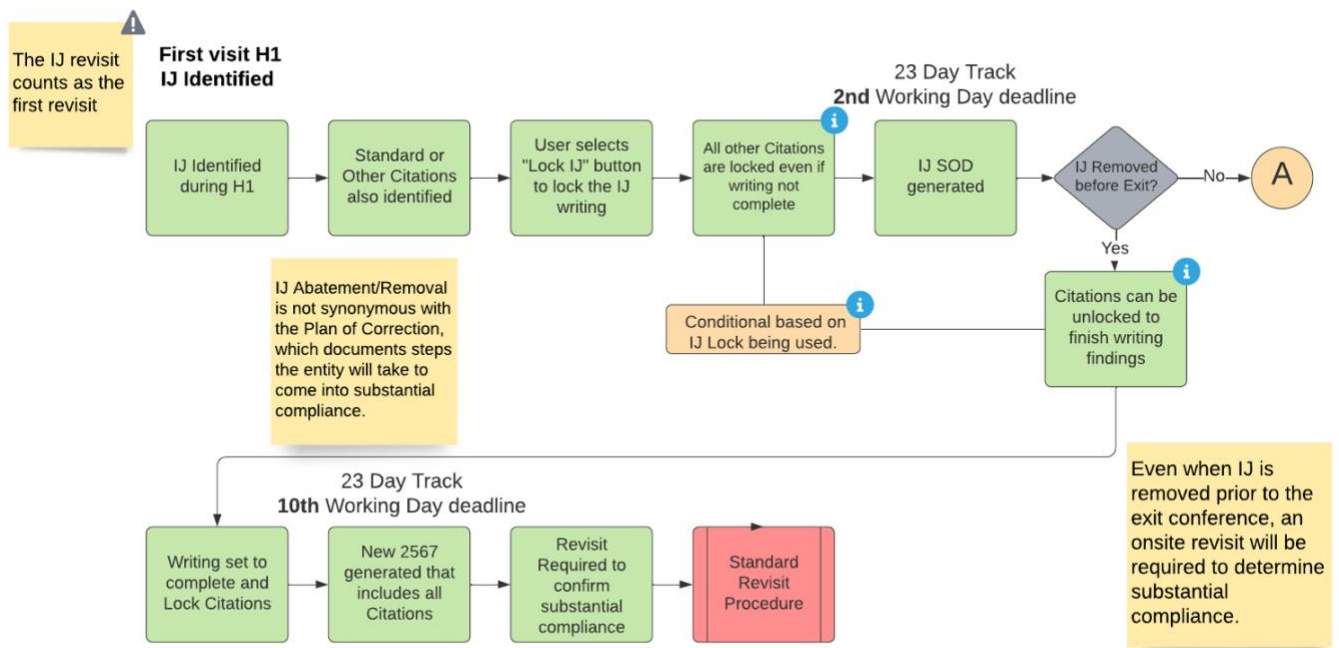


Figure 3: IJ Workflow Part 1

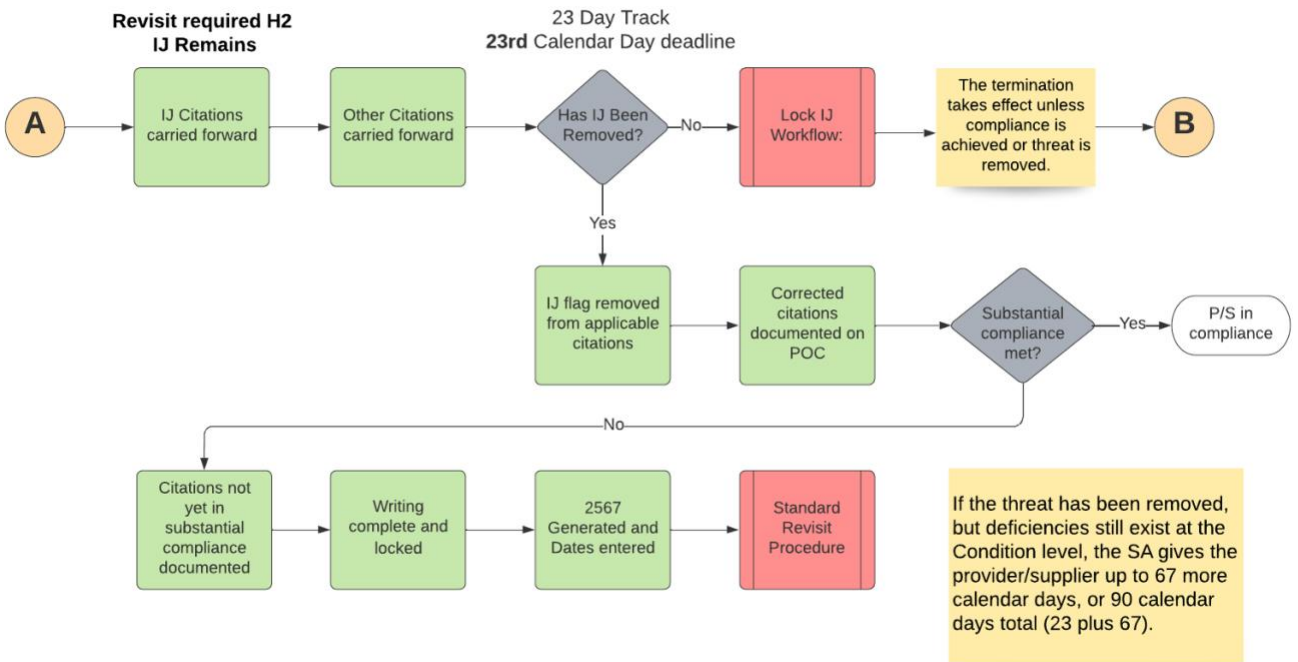


Figure 4: IJ Workflow Part 2

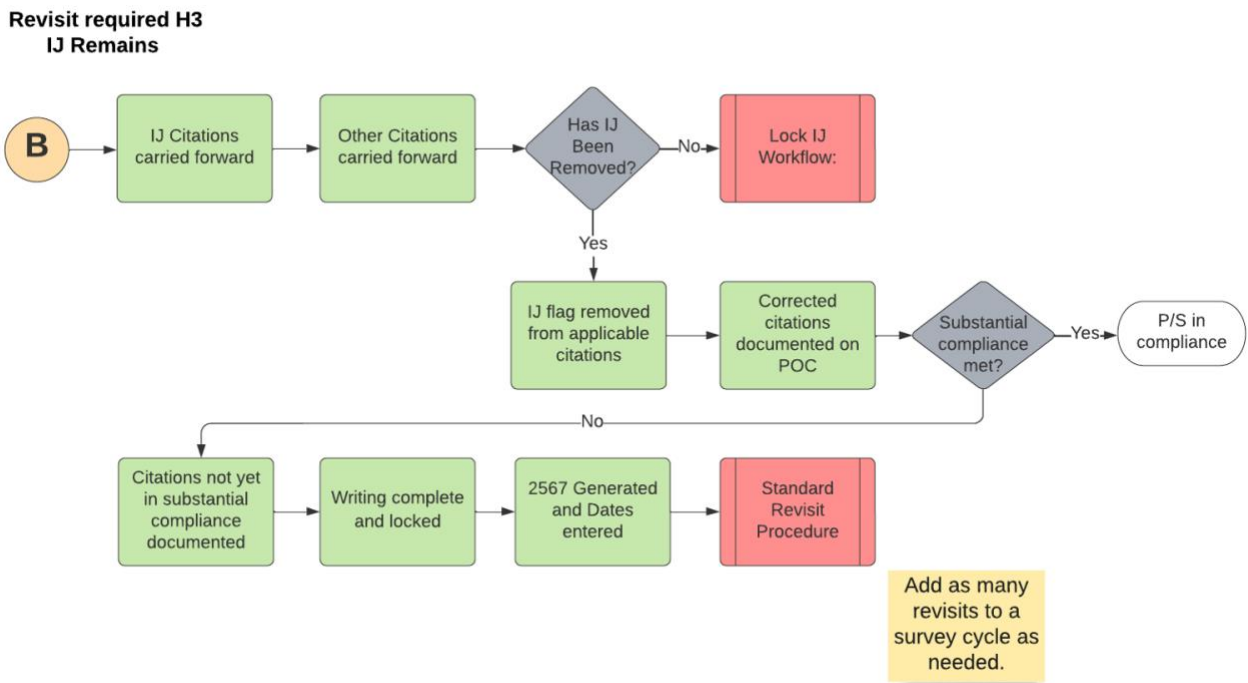


Figure 5: IJ Workflow Part 3

## 3. Process

### Notes:

- The Intake Triage priority level is **Immediate Jeopardy**.
- To review more about intakes, citations, the SOD, and revisit surveys, refer to the [iQIES S&C User Manual, Manage an Intake section](#).
- There is a two business day deadline to generate an IJ citation.

### 3.1 Lock the IJ Citation

3.1.1 Click **Citations** on the left menu to get to the IJ citation. The **Citations** window opens.

3.1.2 Is the Lock IJs box in solid red? If yes, go to step 3.1.3. Otherwise, follow the bulleted items below:

- Hover over the information button next to **Lock IJs** to verify outstanding conditions. Only unmet conditions are noted. See *Figure 6, Unmet Conditions*.

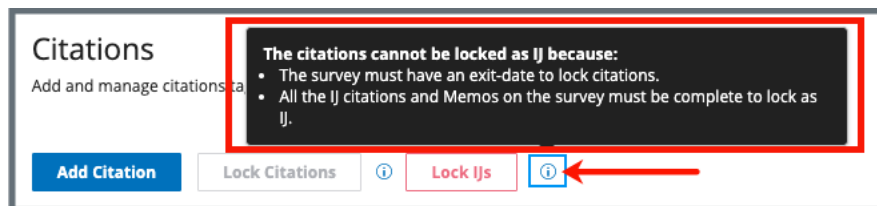


Figure 6: Unmet Conditions

- Resolve any outstanding conditions and return to the **Citations** page.

3.1.3 Click **Lock IJs**. See *Figure 7, Lock IJs*. The **Lock IJ Citations** window opens.

**Notes:**

- The **Lock IJs** box highlights in solid red when all conditions have been met.
- All citations associated with the survey are locked. They can be unlocked once the SOD is generated with **Date Sent**.

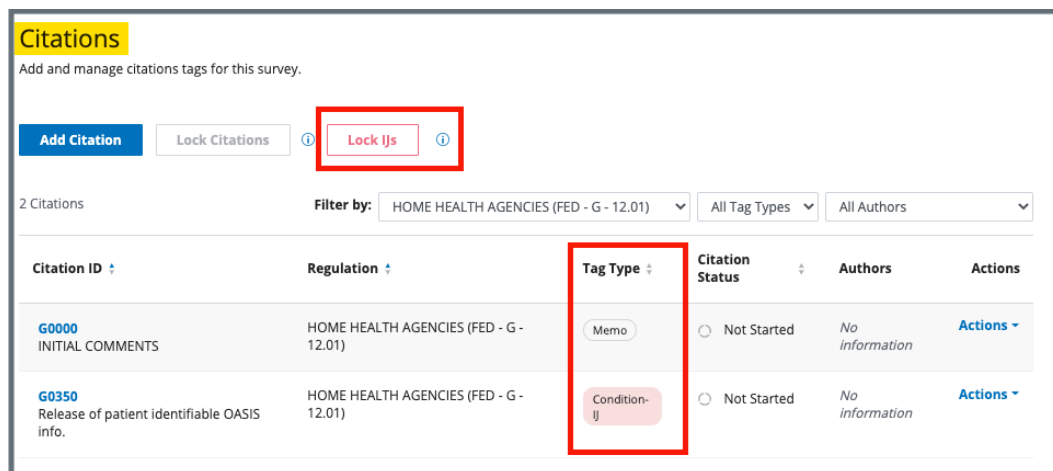


Figure 7: Lock IJs

3.1.4 Click **Lock as IJ**. See *Figure 8, Lock IJ Citations Popup Window*. The Citations page opens and an SOD can now be generated with **Date Sent**.

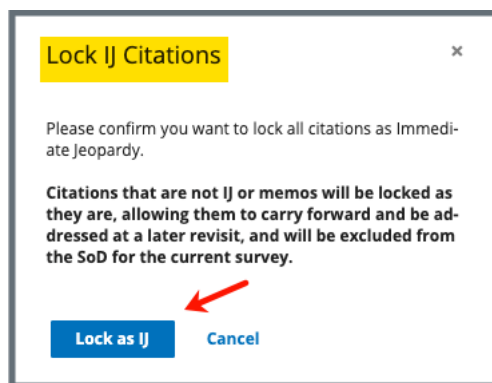


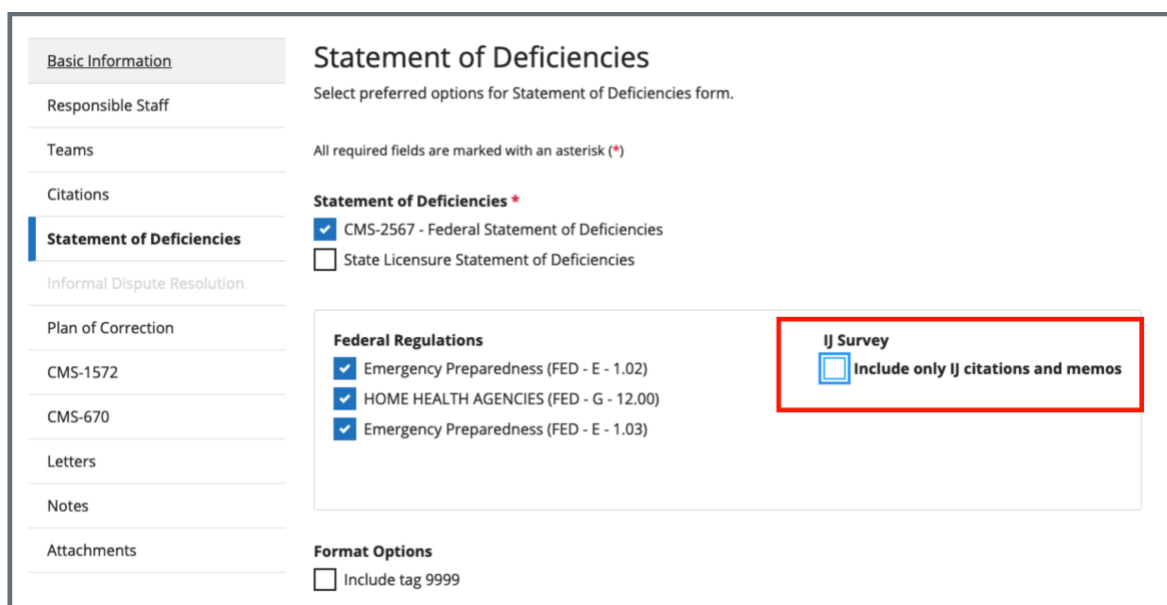
Figure 8: Lock IJ Citations Popup Window

## 3.2 Create a Statement of Deficiencies for IJ Only

- 3.2.1 Click **Statement of Deficiencies** on the left menu. The **Statement of Deficiencies** page opens.
- 3.2.2 Click **Generate Statement of Deficiencies**. The **Statement of Deficiencies** page shows additional fields.
- 3.2.3 Click the box next to **Include only IJ citations and memos** under **IJ Survey** on the **Statement of Deficiencies** page. See *Figure 9, IJ Citation Check Box*. Only the IJ citation is included on the SOD.

### Notes:

- When an IJ citation is locked, an SOD can be generated with **Date Sent** when the non-IJ citation status is **Citation Status is Not Started**.
- An SOD can be created, but it cannot be generated with **Date Sent** prior to locking citations.



The screenshot displays the 'Statement of Deficiencies' form. On the left is a navigation menu with options: Basic Information, Responsible Staff, Teams, Citations, **Statement of Deficiencies** (selected), Informal Dispute Resolution, Plan of Correction, CMS-1572, CMS-670, Letters, Notes, and Attachments. The main content area is titled 'Statement of Deficiencies' and includes instructions: 'Select preferred options for Statement of Deficiencies form.' and 'All required fields are marked with an asterisk (\*)'. Under 'Statement of Deficiencies \*', there are two radio buttons: 'CMS-2567 - Federal Statement of Deficiencies' (checked) and 'State Licensure Statement of Deficiencies'. Below this is the 'Federal Regulations' section with three checked items: 'Emergency Preparedness (FED - E - 1.02)', 'HOME HEALTH AGENCIES (FED - G - 12.00)', and 'Emergency Preparedness (FED - E - 1.03)'. At the bottom is the 'Format Options' section with an unchecked 'Include tag 9999' checkbox. A red box highlights the 'IJ Survey' section, which contains an unchecked checkbox labeled 'Include only IJ citations and memos'.

Figure 9: IJ Citation Check Box

### 3.3 Unlock non-IJ Citations and Generate New SOD

**Note:** Generate a new SOD within 10 business days.

3.3.1 Unlock non-IJ citations.

3.3.2 Finish writing findings.

3.3.3 Set writing to complete.

3.3.4 Lock citations.

3.3.5 Generate a new SOD. The new SOD includes all the citations, both IJ and non-IJ.

### 3.4 Create a Revisit Survey

**Notes:**

- A revisit survey can be created as many times as necessary.
- The IJ revisit survey is considered the first revisit
- A revisit survey is required to determine substantial compliance even if an IJ is removed.
- If the IJ has been removed but deficiencies still exist, then the Provider is given 90 days to remove the deficiencies. (67 calendar days added to the 23 calendar days).



## 4. IJ Conditions

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### 4.1 IJ Removed Prior to Exit

When IJ is removed prior to exiting the survey:

- IJ citation findings can be written, and IJ SOD 2567 can be generated
- Remaining citations can be unlocked and findings completed
- Full SOD 2567 can be generated and Sent Date added

### 4.2 IJ Remains and a Revisit Survey is Required

When IJ remains and a revisit survey is required:

- The IJ citation findings can be written, locked, and IJ SOD 2567 generated for two-business day deadline
- Non-IJ citations can be written and locked or remain not started/in progress if not addressed
- A revisit survey can be created