STATE OF MICHIGAN

Department of Licensing & Regulatory Affairs
Bureau of Survey & Certification

Plan of Correction

The plan of correction may be typed or written in the right-hand column of the 2567 or may be provided as a separate document. The first page of the 2567 must be signed and dated by the lab director or their designee and returned with the plan of correction.

A plan of correction must be submitted to the Michigan CLIA State Agency within 10 days of the date the CMS-2567 was emailed. Failure to submit an acceptable plan of correction will result in the Michigan CLIA State Agency forwarding the report to the CMS Chicago CLIA office for enforcement actions.

Be sure to fully read the lefter that accompanies the laboratory's Statement of Deficiencies (Form CMS-2567). These are the required aspects the laboratory is required to address for ALL deficiencies cited:

1. **How was the deficient practice corrected and/or what systematic changes will be put into place to correct the deficient practice?**
2. **Explain how the laboratory determined if patients were found/not found to be affected by the deficient practice?**
3. **What corrective action(s) have been taken for patients found to have been affected by the deficient practice?**
4. **How the corrective action(s) is being monitored to ensure the deficient practice does not recur.**

Top Tips for an Acceptable Plan of Correction & Examples:

1. Write the plan of correction as if submitting it to someone unfamiliar with the laboratory.
2. Does the plan include training of staff or adding a policy or procedure? Submit documentation of these trainings and new policies.
3. All new policies and procedures or changes to existing policies or procedures must be approved by the laboratory director and indicate the date the policy went into effect.
4. Provide as much information about patient impact as possible. This includes how they were affected and the number of patients.
5. For patients that had been affected, provide as much information as possible for how these patients were addressed. Be sure to include supporting documentation.
6. If patients were not affected, provide details for how this was determined. Giving a response of "patients were not affected" is not acceptable.
7. For the monitoring component be sure to include the following: title of individual who will be responsible, how will this be reviewed, and how often. If this will be added to a quality assessment, provide documentation.
8. Include the date of completion for every deficiency cited. The completion date is the date when all corrections have been completed.
9. Submit the plan of correction via email to the surveyor. If the plan includes multiple attachments, it is best to label them with the corresponding "D-tag". If the files are too big for one email, consider using zip files and organizing them accordingly.