ASPEN Web

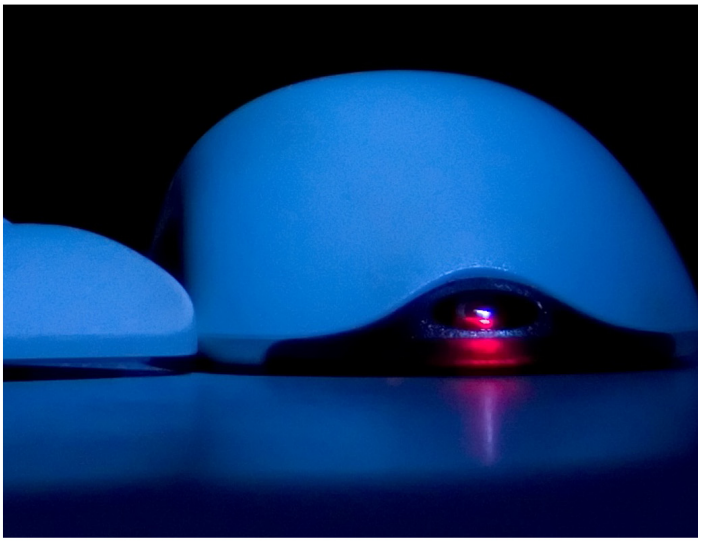
electronic

PLAN OF CORRECTION

ePOC

11.6

Procedures Guide



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Systems Environment

Application Development: Microsoft Visual C++ and C# 2008 (9.0), .NET 3.51 SP1, .NET 4.6.1 or later (ASE-Q only)

Desktop Database (ASE-Q only): SQL Anywhere 11

CMS-supported operating systems and MS Internet Explorer versions are posted on the QTSO website at https://qtso.cms.gov under the Minimum System Requirements section.

Oracle Database 12c Enterprise Edition Release 12.1.0.2.0

Oracle Client 12.2.0.1.0 32-bit

Optional System Environments

MAPI Compliant E-mail client to support e-mail transfer of survey information

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Note: This document can be viewed online or printed in a duplex (two-sided) format. Blank pages have been automatically inserted as needed for correct pagination in the printed copy.

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Introduction

ASPEN Web: electronic Plan of Correction (ePOC) runs in a web browser (Internet Explorer 9, 10, 11) over the Centers for Medicare and Medicaid Services (CMS) intranet. ePOC provides a means for users to electronically manage provider Plans of Correction.

About this Procedures Guide

The *ASPEN Web: ePOC Procedures Guide* gives users the information needed to manage POCs for surveys electronically via ePOC:

- Review posted statement of deficiencies
- Review posted survey related letters
- Submit and e-sign POC to state agency/regional office

Note: This guide is meant for users who have basic Windows operations knowledge and have participated in ePOC training.

This guide consists of this introduction and the following chapters:

- ASPEN Web: ePOC Procedures

  Provides task-based procedures using the ePOC process for supported provider types. If you need more information, links to additional material are included.

- ASPEN Web: ePOC Screens

  Contains pictures and brief descriptions of ePOC-related screens and windows in the browser application.

- ASPEN Web: ePOC Fields and Buttons

  Presents descriptions of the fields and buttons in the ePOC-related screens and windows in the browser application.

- Supporting Materials

  Contains supplemental information and reference items.

View this Document Online

You must have Adobe Reader installed to view this document online. You can download the latest version from https://get.adobe.com/reader/.

On any page, you can click the Increase (+) or Decrease (-) button in the toolbar to adjust the page magnification to your comfort level. Use the bookmarks in the left pane of Adobe Reader to locate and go (click the bookmark) to relevant information in this procedures guide.

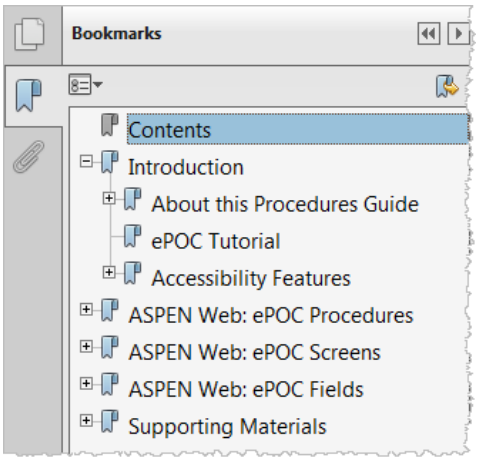


Figure 1: Bookmarks

You can also click the Contents bookmark and then click links in the table of contents to go to relevant topics.

TIP: For best viewing quality in Adobe Reader, go to Edit | Preferences | Page Display (path may vary somewhat depending on version). Select the applicable Smooth Text option.

If you need more information, links to relevant additional material in this document are included. Click a link to directly access the related information.

In the Procedures chapter, there are three types of links (cross-references) to additional material. They are grouped at the end of a procedure or descriptive section.

More ...

Procedure: "Compose a Plan of Correction" on page 19
Screen: "Survey List" on page 37
"Core ePOC Process" on page 14

- Click the first link to go to the indicated procedure.
- Click the second link to go to a graphic and description of the indicated screen or section of screen.
- Click the third link to go to descriptive information about the indicated topic.

In the Screens chapter, there is another type of link (cross-reference) to additional material:

Fields: Survey List on page 51

- Click the link to go to the field descriptions for the indicated screen.

There may also be cross-references in the Fields and Supporting Materials chapters.

View a Printed Copy of this Document

While it is designed to be used easily online, you can print this document if you prefer. If you print this document, use the Table of Contents to locate the information you need. Links (cross-references) to additional material in this document include page numbers; simply go to the indicated page.

Conventions

This guide uses the following conventions:

Bold	In procedures: names of screens, screen sections, windows you open; and buttons, menu options, keys you press.
web	Generic reference to the World Wide Web.
More ...	Introduces a list of "see also" cross-references.

Note: Notes give you important information that may affect how you use a function.

TIP: Tips give you useful hints, suggestions, or alternative approaches.

WARNING! Warnings tell you actions to avoid that may cause harm, or precautions you should take to avoid causing harm.

ePOC Tutorial

A tutorial with brief instructions on how to use the ASPEN Web: ePOC application runs automatically for users when they log into the ePOC website for the first time. After that, the tutorial can be accessed from the ePOC menu.

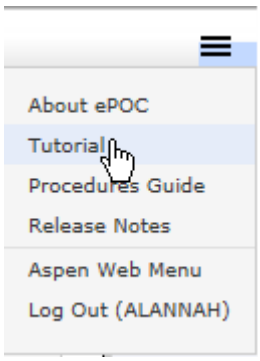


Figure 2: Tutorial option on top-level ePOC menu

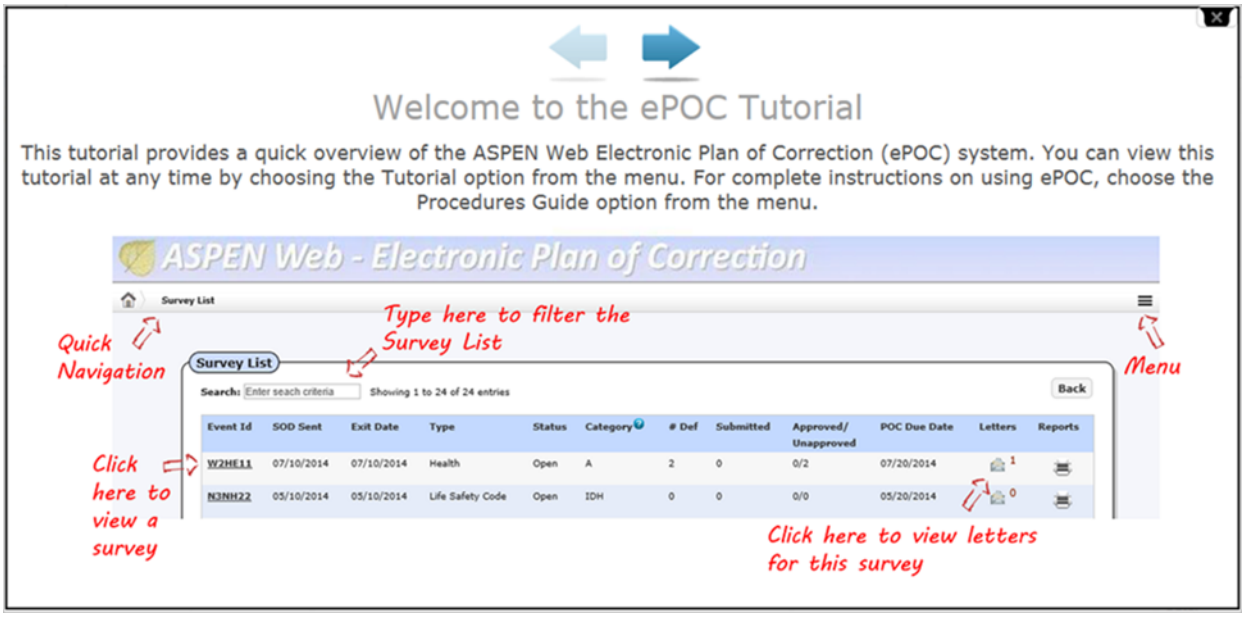


Figure 3: First page of ePOC tutorial

Accessibility Features

This *ASPEN Web: ePOC Procedures Guide* and ePOC user interface include a number of 508-compliant accessibility features, which are detailed below.

In this Guide

- Alternate text (alt text) is defined for all graphics, which screen readers can read. In the Screens chapter, there are links (cross-references) to the field/column descriptions for the indicated screen or section of screen.
- All graphics have captions.
- Information is not conveyed by means of color alone.
- Reading order is optimized, so content is read correctly by screen readers.
- Tables are generally not used for formatting, so text is accessible to screen readers.

In ASPEN Web: ePOC

- All fields are included in the tabbing sequence.
- Keyboard shortcuts exist for application options, making ePOC keyboard-accessible.
- All error messages are accessible to screen readers.
- Although your browser's back arrow functionality is available from within ePOC, to ensure refreshed, current information displays, use the ePOC application's Back button.

More ...

"ASPEN Web: ePOC Keyboard Shortcuts" on page 76

Acceptable Date Range in ASPEN Web

ASPEN Web does not allow dates outside of the range January 1, 1890 to December 31, 2050. You will be notified of an invalid date that is outside this range when it is entered in a field or grid. A message will indicate the acceptable date range and you cannot save until a valid date is entered.

ASPEN Web: ePOC Procedures

The ASPEN Web: ePOC (electronic Plan of Correction) application offers providers a convenient centralized workplace for completing all steps in POC processing including:

- Reviewing Statements of Deficiencies (SODs)
- Creating POCs
- Submitting POCs

The ePOC process is the same for all surveys with one or more deficiencies whether certification, investigation, Health, Life Safety Code, Federal Monitoring Survey, or revisit. POCs are not required for Past Non-Compliance (PNC) and A-level Scope/Severity tags, waived tags, or for deficiency-free surveys. However, acknowledgement of the SOD is required for all except waived tags.

The ePOC life cycle begins with the State Agency (SA) or Regional Office (RO) creating a survey and adding their findings. The SA/RO then posts the survey on the ASPEN Web: ePOC website. At this point, an email notification is generated to all ePOC-enrolled users at the facility. After receiving the email notification, facility users review the SOD and submit POCs for the deficiencies.

On the ePOC website, the ePOC-enrolled users at the facility can:

- Review all cited deficiencies displayed on the website
- Review letters added to the survey by the SA/RO
- Attach documents to support their POCs

Note: Active ePOC users have logged in within 90 days. Inactive users have not logged into ePOC within 91-180 days. Users who have not logged in for more than 180 days are disabled.

To enhance communication and monitor timeliness, providers receive timely automated email notification throughout the ePOC process.

After the POCs for all deficiencies cited on the survey are approved, you can print the CMS-2567 form(s) for posting on the premises.

Note: ASPEN Web: ePOC supports MS Internet Explorer versions 9, 10, and 11.

Core ePOC Process

When the SA/RO posts a survey to ASPEN Web: ePOC, all ePOC-enrolled users at the facility receive the Survey Posted email with information identifying the survey. The facility users then perform the basic ePOC process outlined below. The procedures that follow provide detailed instructions for completing the relevant steps.

1. Log into QIES ASPEN Web: ePOC application.
2. Select pertinent facility, if applicable, i.e., you are enrolled for multiple ePOC-activated facilities.
3. Select pertinent survey record based on exit date and unique Event ID.
4. Review Statement of Deficiency information.
5. For each tag, enter POC text and completion date.
6. Submit POC to SA/RO, one tag at a time or as a group.
7. You receive POC Submission email when POC is successfully submitted.
8. If SA/RO approves a tag's POC, you receive Approved email.
9. If SA/RO rejects a tag's POC, you receive a Rejected email listing the reasons for rejection and explanations (if entered). You may then revise and re-submit the tag's POC.
10. Upon SA/RO approval of all tags on the survey, you receive Final Approval email.
11. Print the CMS-2567/"A" Form.

Accessing ASPEN Web: ePOC

In order to use the ASPEN Web: ePOC application, a facility must meet the following criteria:

- Must be a federally certified NH provider
- Must be Open
- Has a CMS Certification Number (CCN) assigned
- Has active QIES and CMSNet accounts
- Has completed ePOC registration
- Has been activated by SA for ePOC participation

To use the ASPEN Web: ePOC application, providers must first enroll. Currently, only Nursing Homes are eligible to use ePOC. New users will register for QIES and ePOC access. Existing users only need to enroll for ePOC access.

To open ASPEN Web: ePOC, you must log in through CMSNet to the QIES Systems for Providers welcome page.

To open ASPEN Web: ePOC:

1. Log into **CMSNet**.
2. Select the web bookmark, **CMS QIES Systems for Providers** to launch the welcome page.
3. Select the **ASPEN Access (ePOC)** link from the bottom of the page.
4. Select the **ASPEN Web** link from the upper left corner of the ASPEN Access page.
5. Enter your ePOC login ID and password.

Note: If the ePOC session is about to expire, the system issues a warning with the option to continue without interruption. If you do not respond to the message, the session expires and the you will have to log in again.

More …

For complete information about registering and accessing ASPEN Web: ePOC, see https://qtso.cms.gov/accessepoc.html.

ASPEN Web: ePOC Basics

View the Facility List

After you successfully log in, the ePOC application determines if you are associated with multiple facilities, i.e., enrolled for multiple ePOC-activated facilities. If so, the Facility List is displayed when you first open the ePOC application. It lists up to 25 facilities for which you are enrolled. If you are associated with more than 25 facilities, you can scroll to the bottom of the page and use page navigation keys to access the additional facilities.

You can select the pertinent facility from the list to display the surveys for just that facility. If you want to switch facilities, the Home button returns you to the Facility List.

Note: Single facility users do not see this page.

Filter the Facility List

To apply a dynamic filter to the list of facilities, you simply enter text in the Search field. For example, if you enter "18" in the Search box, only those facilities that include "18" in *any* column are displayed. If one facility's CCN contains "18" and another facility's address contains "18", both facilities are displayed.

Navigate the Facility List

You can filter and sort the Facility List to meet your needs. By default, facilities are sorted alphabetically by name.

To access and navigate the Facility List:

1. Open **ASPEN Web: ePOC**.

   The Facility List is displayed if you are a multi-facility user.

2. To change sort order, click a column header.

   For example, click the CCN column header to sort by CCN.

3. To filter the list, enter the appropriate alphanumeric text in the **Search** field.

4. To access the **Survey List** for a facility, click its **CCN**.

More ...

Procedure: "Accessing ASPEN Web: ePOC" on page 14
Screen: "Facility List window" on page 36

View the Survey List

For multi-facility users, the Survey List is displayed when a facility is selected from the Facility List. For single facility users, the Survey List opens immediately after login to ASPEN Web: ePOC. It displays the 25 most recent surveys for the facility. If more than 25 surveys exist, page navigation keys allow access to the additional surveys.

The Survey List displays all surveys for the facility–regardless of survey type–that have been successfully posted to the ePOC website by the SA/RO. It includes Federal and state, starting and revisit, Health and LSC surveys.

Deficiency counts exclude comment/memo tags (0000 and 9999) and tags that have been changed or removed (likely due to Informal Dispute Resolution or Independent Information Dispute Resolution). The # Def (Number of Deficiencies) and deficiencies Approved/Disapproved counts–which include PNC, A-level, and waived tags–enable users to identify surveys already approved and surveys requiring attention. Once acknowledged, PNC and A-level tags are counted as Approved. The status of waived tags is automatically set to Approved upon posting to ASPEN Web: ePOC.

Filter the Survey List

To apply a dynamic filter to the list of surveys, you enter appropriate text in the Search field. For example, if you enter "18" in the Search box, only those surveys that include "18" in *any* column are displayed. If one survey's Exit Date contains "18" and another survey's POC Due Date contains "18", both surveys are displayed.

Navigate the Survey List

You can filter and sort the Survey List to meet your needs. By default, surveys are sorted by SOD Sent Date, from the most recent to the oldest.

To access and navigate the Survey List:

1. Open **ASPEN Web: ePOC**.

   The Facility List is displayed if you are a multi-facility user. The Survey List is displayed if you are a single facility user; go to step 3.

2. If you are a multi-facility user, click a facility's **CCN** to open the Survey List for that facility.

3. To change sort order, click a column header.

   For example, click the Event Id column header to sort by Event ID.

4. To filter the list, enter the appropriate alphanumeric text in the **Search** field.

5. To access the **Survey Detail** page for a survey, where you can view information about uncorrected deficiencies, click the survey's **Event Id**.

6. To view the CMS-2567, CMS-2567B, or "A" Form for a survey, click the button in the Reports column and select 2567, 2567B, or "A" Form.

   The available options depend on the survey. For example, 2567B is available only for revisit surveys with corrected tags.

   Note: The only way to view corrected deficiencies is to print the 2567B. If all deficiencies are corrected, a message tells you no POC is required.

   A watermark will appear on the CMS-2567 and A forms as follows:

   - POC Not Final - included until POCs for all deficiencies are approved
   - Pending Acknowledgement - included until all tags are acknowledged on a survey with tags 0000/9999 only, or all tags are A-level or PNC

   If the survey is closed, there is no watermark.

More ...

Procedure: "Accessing ASPEN Web: ePOC" on page 14
Screen: "Survey List" on page 37

View Survey Detail

The Survey Detail page opens when a survey Event ID is selected from the Survey List. It displays all deficiencies cited on that survey for which the SA/RO needs a response, including PNC, A-level, and comment tags (0000 and 9999). Tags moved to another tag or removed due to hearing/settlement and corrected tags are not displayed.

The deficiencies are listed at the upper left and details about each (tag number, title, regulation text, POC text, POC status, etc.) are presented in the grid. You can go directly to a tag in the Survey Detail grid, or access it via the deficiencies list in the upper left of the page. You can also generate the CMS-2567, CMS-2567B, or "A" Form as applicable.

Note: Citations moved to another tag or removed due to IDR/Independent IDR and/or hearing/settlement will not be printed on survey forms.

Immediate Jeopardy (IJ), Substandard Quality of Care (SQC), and Past Noncompliance (PNC) tags are flagged in both the deficiency list and grid, to bring them to your attention.

Figure 4: Flagged tag

Note: The IJ/SQC symbol does not display for Emergency Preparedness (EP) deficiencies which have a tag type of "Condition".

On LSC surveys, deficiencies are grouped by building; there is a grid for each building. If a deficiency is cited for more than one building, it is listed for each applicable building.

If there are tags in Pending status (POC was saved as a draft but not submitted), the Submit All Pending button appears. When selected, all pending tags with a Completion (X5) date are submitted. The user is notified of any tags that do not have an X5 date.

If a survey is deficiency-free (0000 and/or 9999 tags only), the Acknowledge SOD button is available to acknowledge viewing the survey.

To access and navigate the Survey Detail page:

1. Open the **Survey List** and select the **Event Id** of a survey to open the **Survey Detail** page.
2. Go directly to the tag in the grid; to bring a tag into view in the grid (when there are many tags), scroll down to it.

   -or-

   Click the tag in the **Deficiencies** list to display it in the grid.

3. If Regulation, Observations, or final Plan of Correction text for a tag is truncated in the grid, select **[MORE]** to display the complete text.
4. Click a tag number or a Plan of Correction/Acknowledgement link in the grid to open the **Plan of Correction** entry page for that tag.
5. To view the CMS-2567, CMS-2567B, or "A" Form, click the Reports button (printer icon) above the grid and select 2567, 2567B, or "A" Form.

More ...

Procedure: "Navigate the Survey List" on page 17
Screen: "Survey Detail window" on page 39
Screen: "Regulation text window" on page 41
Screen: "Observations text window" on page 42
Screen: "Plan of Correction text window" on page 42
Procedure: "Compose a Plan of Correction"
Procedure: "Print CMS-2567" on page 22
Screen: "CMS-2567 Forms" on page 45

Compose a Plan of Correction

You can enter POC text on the Plan of Correction page for the tag selected in the Survey Detail grid.

The Statement of Deficiency column contains the tag information, regulation text, and observation text. The regulation text and Observations are expandable and collapsible by clicking on the tag title or Observations link. Any POC text already entered displays in the Facility Response column.

After entering POC text, you can submit the POC to your SA/RO as final, or save it as pending if you want to add or edit text. When you submit a POC as final, you must enter a Completion Date, and sign an attestation.

You cannot enter POC text for:

- Comment tags (0000 and 9999)
- A-level Scope/Severity tags
- Past Non-Compliance (PNC) tags
- Waived tags

You must, however, acknowledge A-level and PNC tags.

When the SA/RO rejects a POC, the reasons for rejection and explanations (if entered) are shown below the POC Description panel on the POC entry page. You can review the rejection information, revise the POC, and re-submit it.

For waiver requests, you can respond with POC text and/or enter something like "request waiver" or "request extension of waiver". The SA/RO can choose to accept or reject the POC and/or waiver request.

Enter POC Text

Multiple users can work on a single survey in the ePOC application. However, only one user at a time can enter or modify the POC text for a citation.

There is no limit to the amount of POC text you can enter. If you copy and paste text from another word processor, there may be problems with special characters. Be sure to carefully review text pasted in from an external word processor and remove any odd characters.

POC Instructions, above the POC Description, guide the user on entry of a POC Description and Completion Date (X5). Click on the POC Instructions title to expand or collapse the instruction text. Instructional text does not display for A-level or PNC tags.

To enter Plan of Correction text:

1. Open the **Survey Detail** page.
2. To open the **Plan of Correction** entry page for a tag, click the tag number or Plan of Correction/Acknowledgement link in the grid.
3. In the **Facility Response** panel, enter POC text in the **POC Description** box.

   You can enter an unlimited amount of text.

   Note: You cannot enter POC text for A-level, PNC, or waived tags. For A-level and PNC tags, click the Acknowledge button in the Facility Response section. The status of waived tags is automatically set to Approved.

4. Enter or select (from the calendar) the **Completion Date (X5)**.
5. Click the **Save as Pending** or **Submit as Final** button.

   If you select Save as Pending, the status of the tag changes to Pending.

   If you select Submit as Final, the Attestation of POC Submittal Terms and Conditions page opens.

If the Completion Date is more than 6 months after the Survey Exit date, an overridable message is displayed when you select Submit as Final.

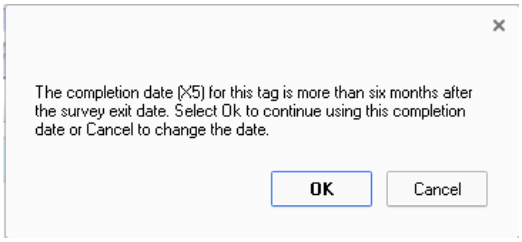


Figure 5: Completion Date message

More ...

Procedure: "View Survey Detail" on page 18
Screen: "Survey Detail window" on page 39
Screen: "Plan of Correction entry page" on page 43
Procedure: "Submit and Attest POCs" (just below)
Procedure: "A-level and PNC tags" on page 27
Procedure: "Deficiency-free Surveys" on page 29

Timing Out

If you do not enter POC text for a period of 15 minutes, a message appears and you have the option of keeping the Plan of Correction page open (for another 15 minutes) or not. If you do not respond within one minute, the page is automatically closed. Unsaved work is lost and the POC is released for editing by another user.

If you close the browser or back out of the page while editing a POC, the ePOC application assumes you are still editing it. In such a case, the lock on that POC is released automatically after 17 minutes.

POC Backup

ASPEN Web: ePOC automatically backs up POC text every two minutes. If the application closes unexpectedly, you can recover unsaved POC text entered prior to the last backup.

When you log back into ASPEN Web: ePOC and open the Plan of Correction entry page for the applicable tag, a message appears and offers the option of restoring the unsaved Plan of Correction text. If you choose OK, the automatically saved text is entered in the POC Description field.

Print CMS-2567

To view/print the CMS-2567, CMS-2567B, or "A" Form

1. In the **Survey List**, click the **Reports** button (printer icon) associated with the survey.
2. Select 2567, 2567B, or "A" Form.

   The available options depend on the survey. For example, 2567B is available only for revisit surveys with corrected tags.

   Note: The only way to view corrected deficiencies is to print the 2567B. If all deficiencies are corrected, a message tells you no POC is required.

   A watermark will appear on the CMS-2567 and A forms as follows:

   - POC Not Final - included until POCs for all deficiencies are approved
   - Pending Acknowledgement - included until all tags are acknowledged on a survey with tags 0000/9999 only, or all tags are A-level or PNC.

   If the survey is closed, there is no watermark.

More ...

Screen: "CMS-2567 Forms" on page 45

Submit and Attest POCs

When you submit a POC as final, the Attestation of POC Submittal Terms and Conditions page is displayed. You can sign this attestation electronically. You have the option of submitting all pending POCs as final and signing the attestation for all the POCs at once. As soon as POCs are submitted, POC Status for the applicable tags changes to Submitted.

The Attestation page lists the deficiencies for which the attester is submitting POCs. If you are not ready to sign the attestation, you can back out of the Attestation page.

To submit and attest POC(s):

1. On the **Plan of Correction** entry page, click **Submit as Final** for the current POC.

   -or-

   On the **Survey Detail** page, click **Submit All Pending** to submit all pending POCs.
2. On the **Attestation of POC Submittal Terms and Condition** page, review the list of POC(s) you are submitting.

3 To submit the POC(s), select the Electronic Signature checkbox and click **Continue**.

The Survey Detail page opens. A "POC for <tag#> successfully submitted" message for each submitted POC appears at the top of the page and the status of the POC(s) is now Submitted. The submitted POCs are read-only unless and until they are rejected by the SA/RO.

4 If you do not want to sign the attestation yet, click **Back**.

ePOC saves the POC(s) as pending and you return to the previous page.

More ...

Procedure: "Enter POC Text" on page 20
Procedure: "View Survey Detail" on page 18
Screen: "Attestation" on page 44

Toolbar and Menu

The toolbar on ASPEN Web: ePOC application pages provides the following navigation aids and links to useful information, depending on the current page:

- Home icon
- Breadcrumbs
- Menu

The menu is included in the toolbar on several ePOC pages and has some or all of the following options, depending on the current page:

- Instructions
- Users
- About ePOC
- Tutorial
- Procedures Guide
- Release Notes
- ASPEN Web Menu
- Log Out (UserName)

More ...

Screen: "Toolbar" on page 34

Return to "Home" page

The Home icon returns multi-facility users to the Facility List page; single-facility users return to the Survey List for the facility.

To return to your Home page:

➥ On the left side of the **ASPEN Web: ePOC toolbar**, click the **Home** icon.

Use "Breadcrumbs" to Navigate

Breadcrumbs to the right of the Home icon show your path to the current location and are links to pages in that path.

To navigate using breadcrumbs:

➥ Click a breadcrumb link to go to that page.

Use Menu Options

Available options on the ePOC application menu depend on the current page.

To access items on the ePOC menu:

1. On the right side of the ASPEN Web: ePOC toolbar, click the menu icon.
2. Select the **Instructions** option to view the **Facility Instructions** page.
3. Select the **Users** option to view the **Users** page.
4. Select the **About ePOC** option to view ePOC version information.
5. Select the **Tutorial** option to view the ePOC tutorial.
6. Select the **Procedures Guide** option to open this procedures guide.
7. Select the **Release Notes** option to view the release notes for the current application version.
8. Select the **ASPEN Web Menu** option to return to the **Select Application** page.
9. Select the **Log Out** option to log out of the **ASPEN Web: ePOC** application.

More ...

Screen: "Toolbar" on page 34
Screen: "Facility Instructions" on page 35
Screen: "Users window" on page 35
Screen: "About ePOC" on page 36
"ePOC Tutorial" on page 10

Optional ePOC Items

Survey Letters

If the SA/RO posts letters with the survey/SOD, you can view them via the Survey List. This includes any letters generated for ASPEN Enforcement Manager (AEM) cases related to the survey and for intakes linked to the survey. A count of the letters posted for each survey is given next to the envelope icon.

When you click the envelope icon, letters are listed in descending order based on date created with a brief description (i.e., ASPEN letter name) of each. The letter date is a link; you can click it to open the letter in its entirety in your default RTF viewer, e.g., Microsoft Word.

If the SA/RO adds or removes letters after posting a survey to the ePOC website, letter information and availability is updated immediately. The SA/RO may choose to alert the facility about a new or revised letter, which generates a Letter Notification for Facility email.

To review a survey letter:

1. Open the **Survey List**.
2. In the **Letters column**, note the letter count for each listed survey.
3. To review a letter, click the envelope icon for the applicable survey.
4. On the **Letters page**, locate the letter you want to view and click its **Letter Date**, then click **Open** to view the letter as an .RTF file.
5. Exit the letter, then click outside of, or close the Letters page to return to the Survey List.

More ...

Procedure: “Navigate the Survey List” on page 17
Screen: "Survey List" on page 37
Screen: "Letters window" on page 38
“Remove Posting from ePOC Website” on page 71

ePOC Attachments

To support the POC(s) for the tag(s) on a survey, you can attach or remove supplemental documentation related to the POC(s) at any time prior to final POC approval. You can also open and view POC related files the SA/RO attached to the survey. A count of the ePOC attachments to each survey is given next to the paper clip icon above the Survey Detail grid.

When you click the paper clip, the Attachments window opens with a list of ePOC attachments to the survey (if any) in the order there are posted, and a brief description of each. From here, you can review, add, and remove your ePOC attachments, and you can view ePOC related SA/RO attachments.

Supported document types are .DOC, .DOCX, .XLS, .XLSX, .PDF, .RTF, .JPG, .JPEG, .GIF, .TIFF, and .TXT. File size is limited to 4MB per file. A statement in the Add an Attachment section on the Attachments window emphasizes the need to protect patient confidentiality.

Note: All attachments are scanned for viruses If a file is infected with a virus, you will receive a message and the file will not be attached.

Upon approval of POCs for all tags on a survey, all ePOC attachments are removed. An asterisk is placed next to the count on the paper clip icon. When clicked, a message indicates how many ePOC attachments were deleted when the final POC was approved.

To attach a file:

1. Open **Survey Detail** for the survey.
2. Click the paper clip icon above the grid to open the **Attachments** window.
3. In the **Add an Attachment** section, click the **Browse** button to locate the file and enter its name.
4. Enter a brief **Description** of the file.
5. Click the **Attach** button.

   The file is added to the ePOC Attachments grid.
6. Repeat for additional ePOC attachments.
7. Click outside of, or close the Attachments window to return to the Survey List.

To view an ePOC attachment:

1. On the **Survey Detail** page, click the paper clip icon above the grid to open the **Attachments** window.

   The filename of each ePOC attachment is a link.

2. Click the **File Name** of the ePOC attachment you want to view.
3. Choose **Open** in the message that appears.

   The ePOC attachment opens in the appropriate application.

4. Close the file to return to the Attachments window.
5. Click outside of, or close the Attachments window to return to the Survey List.

To delete an ePOC attachment:

1. On the **Survey Detail** page, click the paper clip icon above the grid to open the **Attachments** window.
2. In the **Delete** column, click the **X** for the attachment you want to delete.

   The attachment is deleted. You cannot delete SA/RO ePOC attachments.

   WARNING! There is no confirmation message, so be sure you want to delete the ePOC attachment.

3. Click outside of, or close the Attachments window to return to the Survey List.

More ...

Procedure: "View Survey Detail" on page 18
Screen: "Survey Detail window" on page 39
Screen: "ePOC Attachments window" on page 41

ePOC Special Cases

Though not common, several special situations may arise during the POC process. ASPEN Web: ePOC is designed to accommodate these cases.

A-level and PNC tags

A-level Scope/Severity and PNC deficiencies for Federal or state surveys are included on the Survey Detail page. POCs are not permitted for these tags; however, acknowledgement of the SOD is required. Attestation is not required.

ePOC displays instructions for A-level Scope/Severity (shown below) and PNC tags in the Facility Response section on the Plan of Correction entry page.

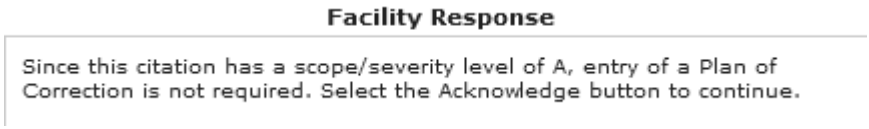


Figure 6: POC not required for A-level tags

When acknowledged, these tags are automatically approved. If an A-level or PNC tag is the last tag submitted and the POCs for all other tags are already approved, the Final POC Approved email is sent. A-level or PNC tags that are not acknowledged are included in ePOC tardiness reports and emails.

The CMS-2567 report includes PNC tags. A-level Scope/Severity tags are printed on the separate "A" Form.

To acknowledge an A-level or PNC tag:

1. Open the **Survey Detail** page for a survey with A-level and/or PNC tags.
2. Click an A-level or PNC tag or associated Acknowledgement link in the grid to open the **Plan of Correction** entry page.
3. In the **Facility Response** section, click the **Acknowledge** button.

   You return to the Survey Detail page where the Status of the A-level or PNC tag is now Approved. In the Facility Response section on the Plan of Correction page, a message indicates a POC is not required and the citation has been acknowledged.

More ...

Procedure: "View Survey Detail" on page 18
Screen: "Survey Detail window" on page 39
Screen: "Plan of Correction entry page" on page 43
Screen: "CMS-2567 Forms" on page 45

Waived tags

Tags on an investigation or certification kit marked as waived by the SA/RO are included on the Survey Detail page. The status of waived tags is automatically set to Approved upon posting to ASPEN Web: ePOC. POCs are not permitted and acknowledgement of the SOD is not required for these tags. The CMS-2567 report displays waived tags, but they are not included in ePOC tardiness reports and emails.

For tags posted prior to a waiver request, you must submit a POC. It can be POC text and/or enter something like "request waiver" or "request extension of waiver". The SA/RO can choose to accept or reject the POC and/or waiver request. If a newly waived tag is included on a re-posted survey, its status will be set to Approved regardless of its prior POC text or status.

Deficiency-free Surveys

A POC is not required for surveys without deficiencies. The facility user is required only to read the information in the comment/memo tags (0000 and 9999) and acknowledge the SOD. Once acknowledged, the deficiency-free survey's POC status changes to Closed.

To acknowledge a deficiency-free survey:

1. Open the **Survey Detail** page for a deficiency-free survey.
2. Click **Acknowledge SOD** (above the grid, on the right).

   An Acknowledgement message appears at the top of the page and the survey Status (above the grid, on the left) is now Closed.

Re-Posted Surveys

There may be occasions when the SA/RO needs to make changes to a survey that has already been posted to ASPEN Web: ePOC. For example, changes to tags on a survey may be needed due to IDR/IIDR. The SA/RO will re-post the survey to ASPEN Web: ePOC once the changes are made. Facility users receive the Survey Results Re-Posted to Facility email notification when the survey is re-posted. It identifies tags that have been changed and the reason for the re-posting.

More …

"Survey Results Re-Posted to Facility" on page 62

ePOC Emails

Automated e-mail notifications facilitate communication between you and your SA/RO during the ePOC process. ePOC sends facility emails to active and inactive ePOC-enrolled facility users, i.e., users who have logged into ePOC within 180 days. Descriptions and sample text of these email notices are included in the "Supporting Materials" chapter.

More …

"ePOC Email Notices" on page 61

ASPEN Web: ePOC Screens

This chapter contains screen shots and brief descriptions of pages you may use when working in ASPEN Web: ePOC.

If you are viewing this document online, take advantage of the hyperlinks—you can click the cross-reference at the top of a graphic to jump to detailed descriptions of the fields and buttons on that section of screen.

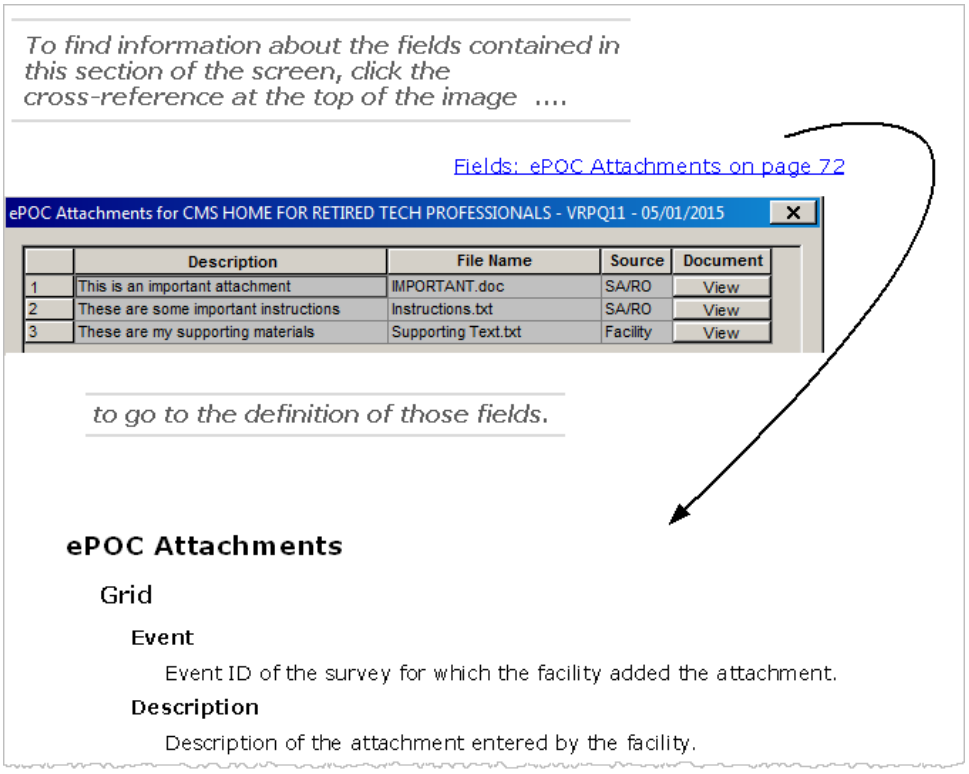


Figure 7: Cross-reference from screenshot to field descriptions

ePOC Startup Pages

ASPEN Web: ePOC Login screen

ASPEN Web: ePOC Login on page 49

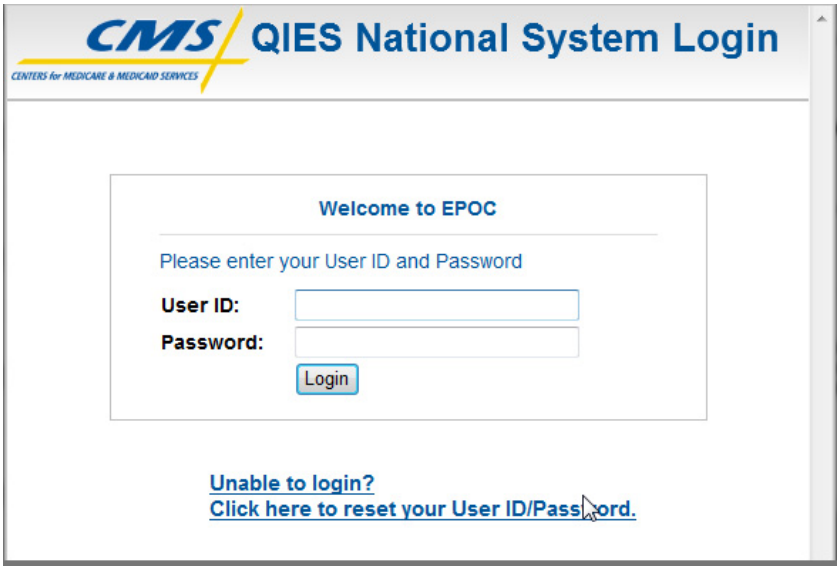


Figure 8: ePOC Login screen

Select Application window

This window appears after you log in to ASPEN Web on the web browser. The options that appear, i.e., the applications/functions you can access, depend on your security access level. Here is an example.

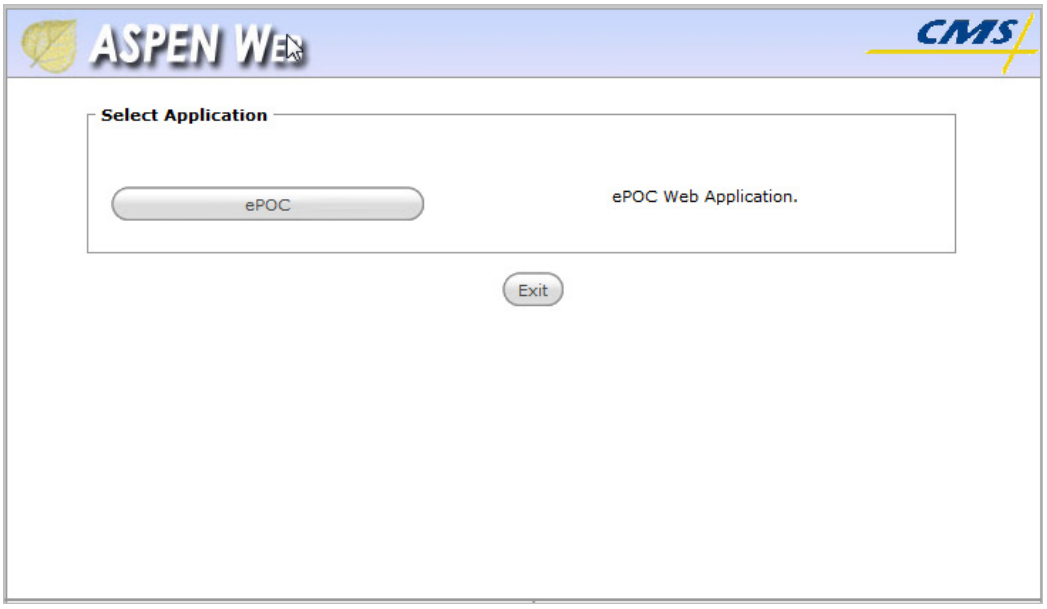


Figure 9: Select Application window

ePOC Application Pages

Toolbar

The ASPEN Web toolbar provides the following information and navigation aids:

- Home icon
- Breadcrumb links
- Menu (click icon to display options)

The graphic below shows the toolbar as it appears on the Attestation page.

Toolbar on page 49

Figure 10: ASPEN Web: ePOC toolbar

Menu

The ePOC menu includes some or all of the options shown, depending on the current page.

Menu icon on page 49

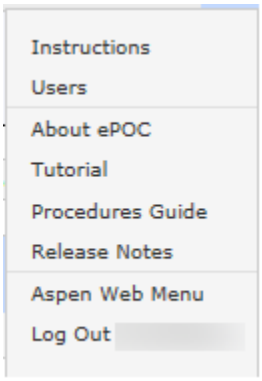
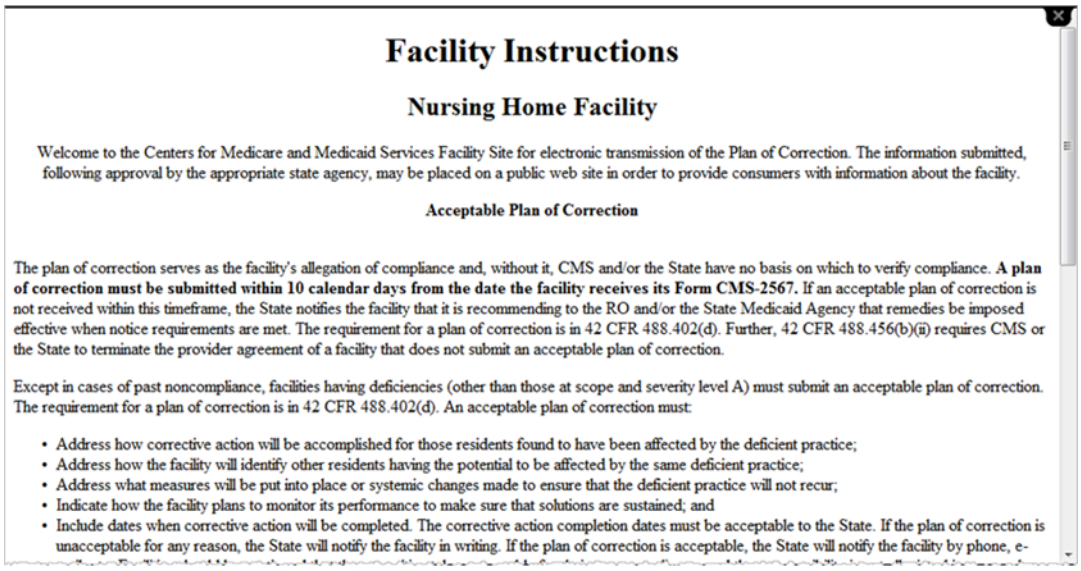


Figure 11: ePOC menu

Facility Instructions

The Instructions page displays guidance specific to provider type for drafting and submitting an acceptable Plan of Correction.



Facility Instructions

Nursing Home Facility

Welcome to the Centers for Medicare and Medicaid Services Facility Site for electronic transmission of the Plan of Correction. The information submitted, following approval by the appropriate state agency, may be placed on a public web site in order to provide consumers with information about the facility.

Acceptable Plan of Correction

The plan of correction serves as the facility's allegation of compliance and, without it, CMS and/or the State have no basis on which to verify compliance. **A plan of correction must be submitted within 10 calendar days from the date the facility receives its Form CMS-2567.** If an acceptable plan of correction is not received within this timeframe, the State notifies the facility that it is recommending to the RO and/or the State Medicaid Agency that remedies be imposed effective when notice requirements are met. The requirement for a plan of correction is in 42 CFR 488.402(d). Further, 42 CFR 488.456(b)(ii) requires CMS or the State to terminate the provider agreement of a facility that does not submit an acceptable plan of correction.

Except in cases of past noncompliance, facilities having deficiencies (other than those at scope and severity level A) must submit an acceptable plan of correction. The requirement for a plan of correction is in 42 CFR 488.402(d). An acceptable plan of correction must:

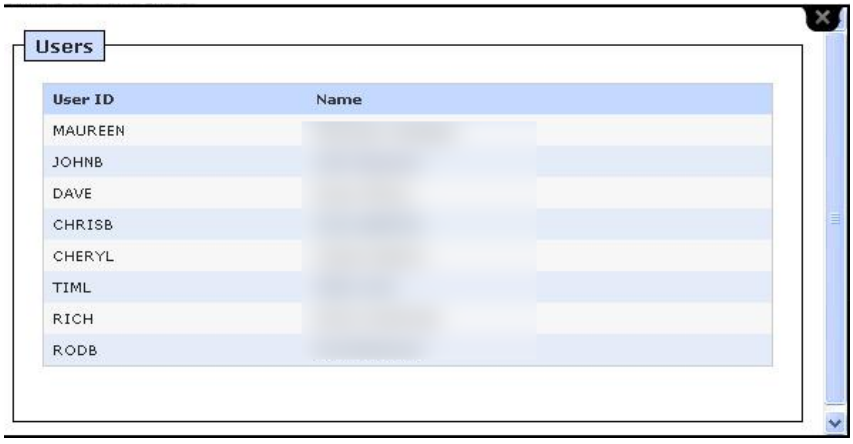
- Address how corrective action will be accomplished for those residents found to have been affected by the deficient practice;
- Address how the facility will identify other residents having the potential to be affected by the same deficient practice;
- Address what measures will be put into place or systemic changes made to ensure that the deficient practice will not recur;
- Indicate how the facility plans to monitor its performance to make sure that solutions are sustained; and
- Include dates when corrective action will be completed. The corrective action completion dates must be acceptable to the State. If the plan of correction is unacceptable for any reason, the State will notify the facility in writing. If the plan of correction is acceptable, the State will notify the facility by phone, e-

Figure 12: Facility Instructions

Users window

The Users window lists all ePOC-enrolled users for the current facility.

Users on page 50



Users

User ID	Name
MAUREEN	
JOHNB	
DAVE	
CHRISB	
CHERYL	
TIML	
RICH	
RODB	

Figure 13: Users window

About ePOC

Displays version information for the ASPEN Web: ePOC application.

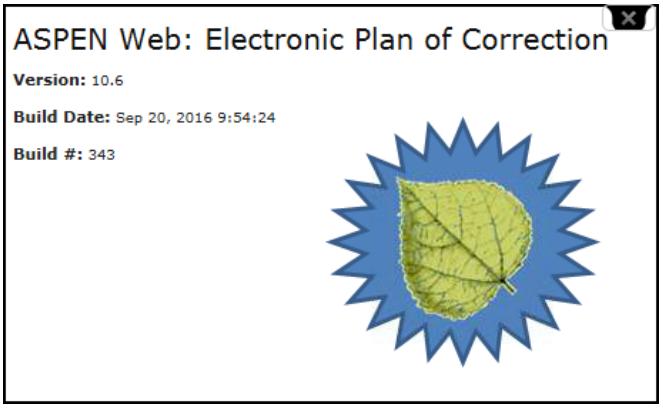


Figure 14: About ePOC

Facility List window

For facility users associated with multiple facilities, i.e., users enrolled for multiple ePOC-activated facilities, the Facility List appears and displays an alphabetical list of up to 25 of those facilities.

The Facility List window is organized into two sections. The Search option allows you to enter search terms to filter the facilities in the grid below. The grid displays a list of facilities.

Facility List on page 50

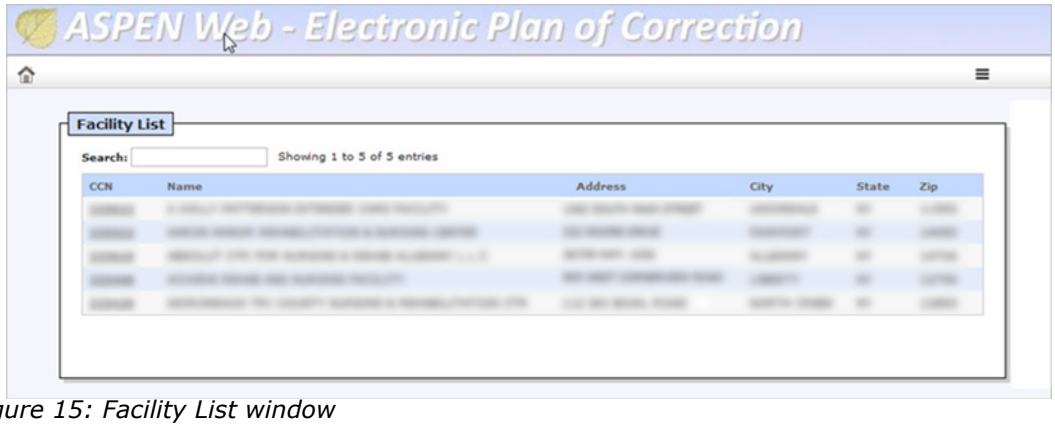


Figure 15: Facility List window

If you are associated with more than 25 facilities, you can scroll to the bottom of the page and use page navigation keys to access the additional facilities.

Figure 16: Facility List navigation keys

Survey List

The Survey List is organized into two sections. The Search field allows you to filter the surveys displayed in the grid below. The grid displays a list of the surveys for the facility.

Survey List on page 51

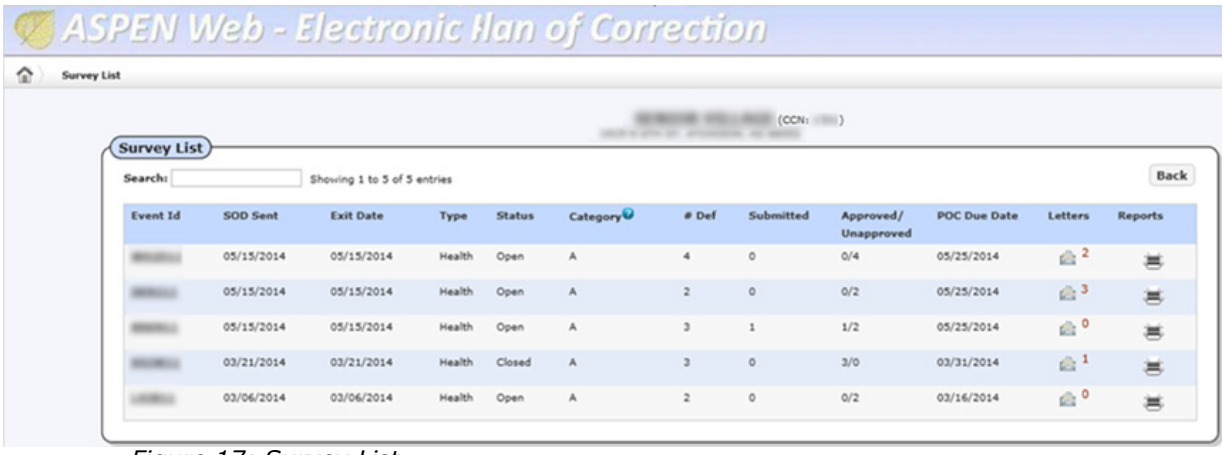


Figure 17: Survey List

Hovering your mouse pointer over the question-mark icon in the Category column displays a pop-up list of survey categories.

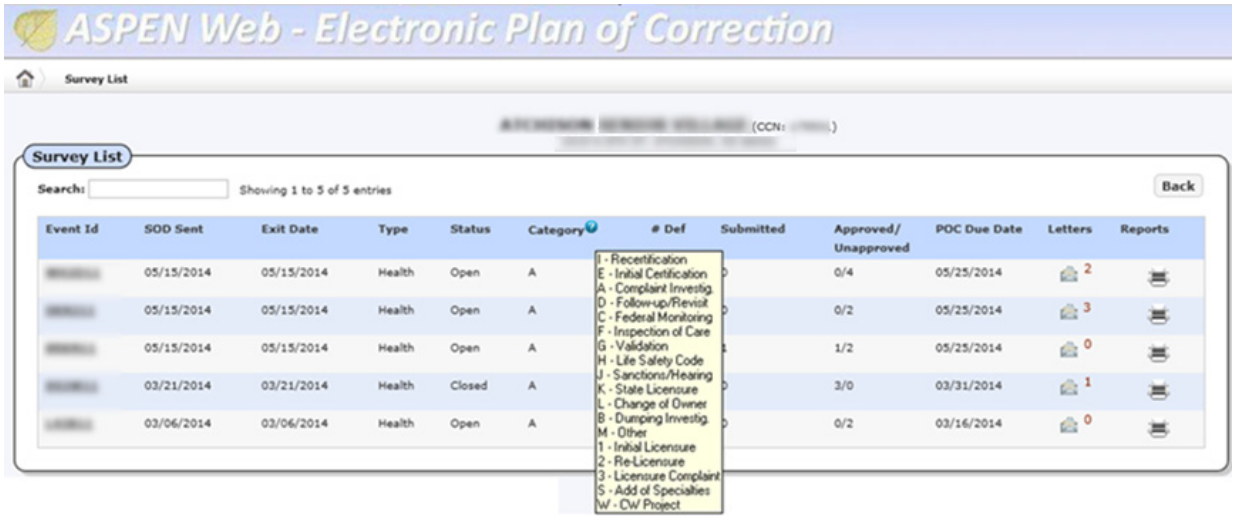


Figure 18: Survey List with Category list displayed

Letters window

Opens when you click the envelope icon for a survey in the Survey List. You can view letters posted by SA/RO, in their entirety, as an RTF document in your RTF viewer, e.g., Microsoft Word.

Letters on page 53

Figure 19: Letters window

Survey Detail window

The Survey Detail window displays a grid with deficiency information for the survey, and POC submittal information for each deficiency in the grid.

From this window, you can generate the CMS-2567, CMS-2567B, or "A" Form (as applicable) for the survey. In the second column, you can click [MORE] (if present) to display complete regulation or surveyor evidence text for the deficiency. In the third column, you can click [MORE] (if present) to display complete POC text for the deficiency.

Survey Detail on page 54

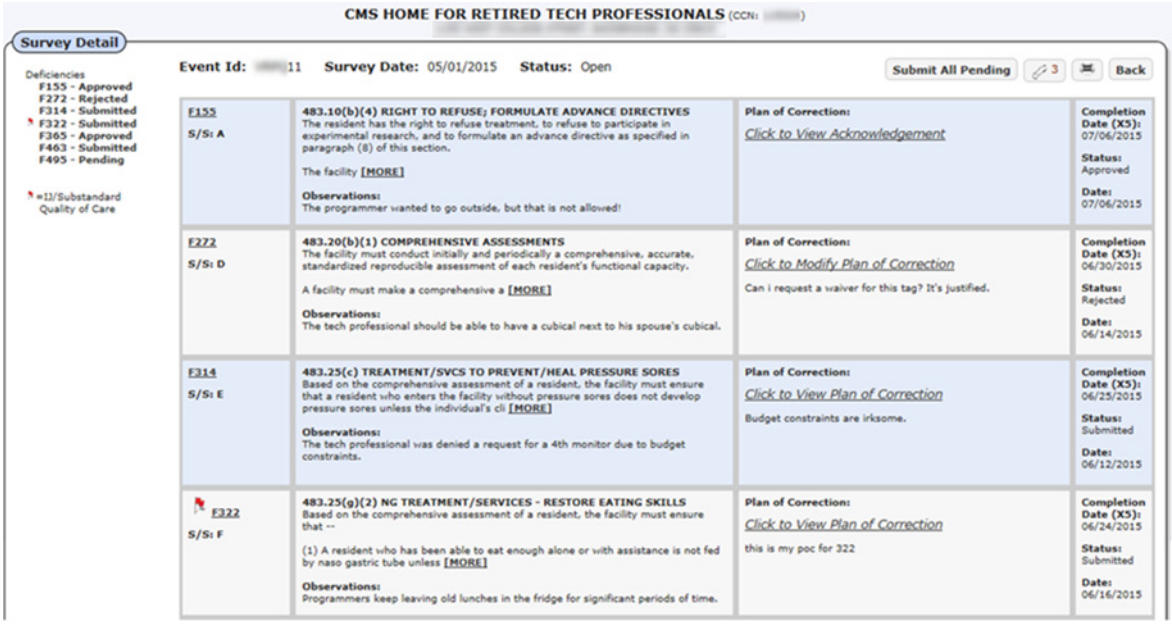


Figure 20: Survey Detail: Health survey window

On LSC surveys, deficiencies are grouped by building; there is a grid for each building. If a deficiency is cited for more than one building, it is listed for each applicable building.

Survey Detail on page 54

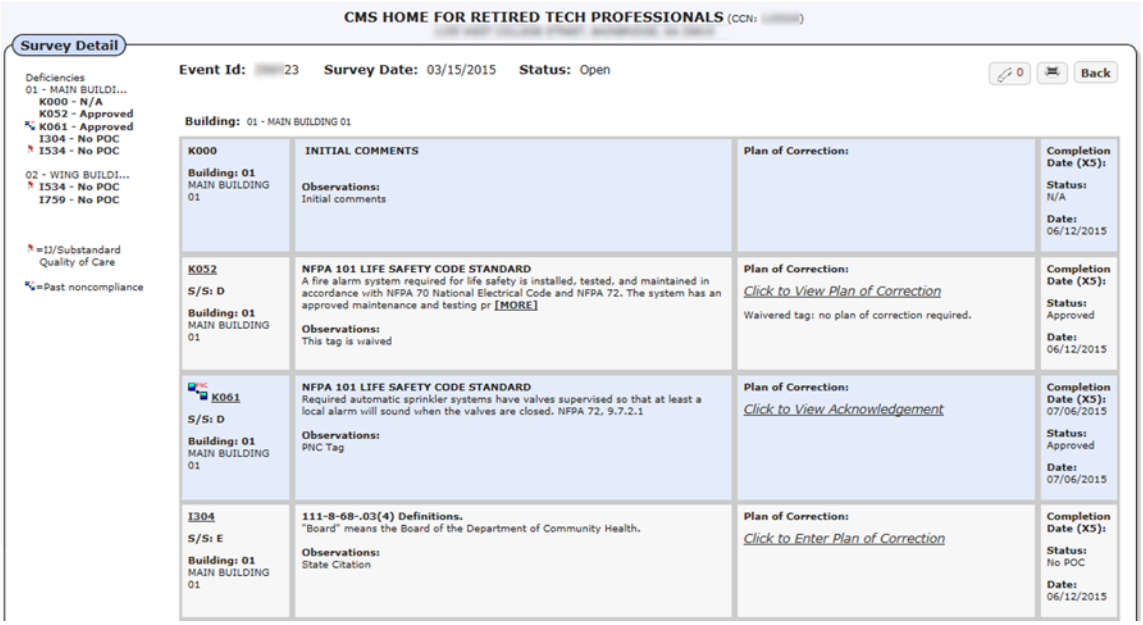


Figure 21: Survey Detail: LSC survey window

ePOC Attachments window

The Attachments window opens when you click the paper clip icon in Survey Detail. You can view and add attachments related to the POC, and view SA/RO ePOC related survey attachments. You can remove ePOC attachments that originated from your facility unless the survey is closed (normally after the POC for all tags has been approved). SA/RO ePOC attachments are read only.

Note: All ePOC attachments are removed upon final POC approval.

ePOC Attachments on page 57

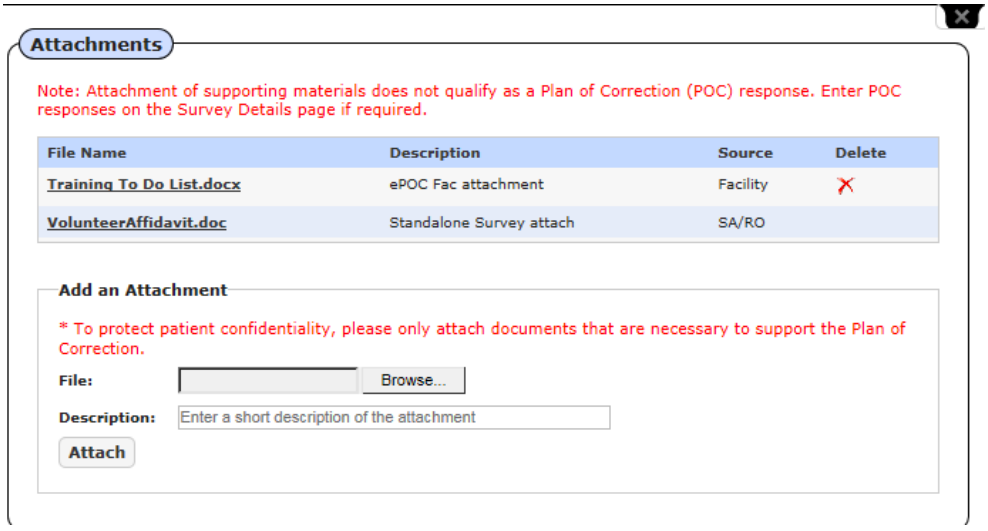


Figure 22: ePOC Attachments window

Regulation text window

Displays the complete regulation text for the deficiency when you click [MORE] on the Survey Detail page.

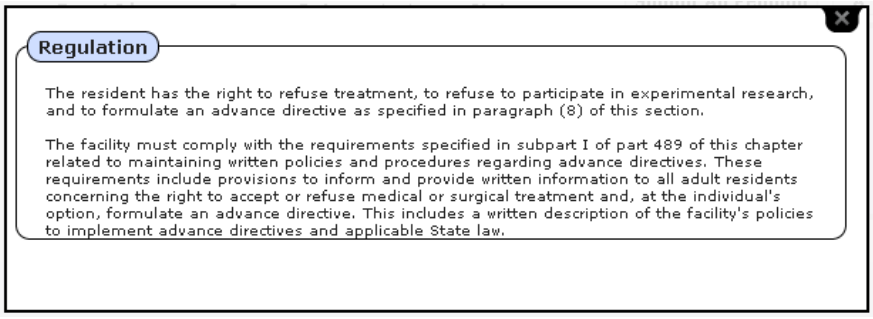


Figure 23: Regulation text window

Observations text window

Displays complete observations text, i.e., surveyor evidence, for the deficiency when you click [MORE] on the Survey Detail page.

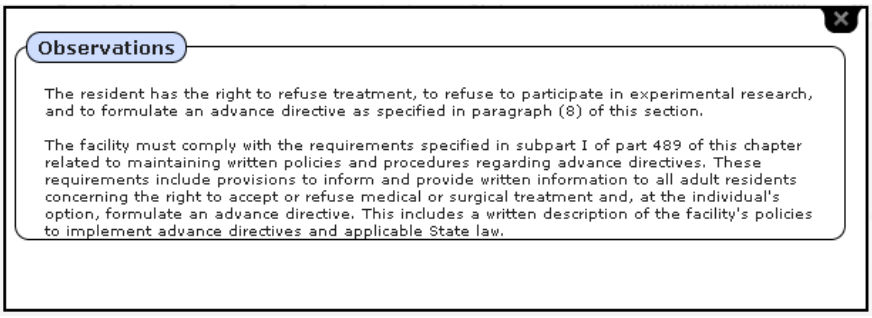


Figure 24: Observation Text window

Plan of Correction text window

Displays the complete Plan of Correction text for the deficiency when you click [MORE] on the Survey Detail page.

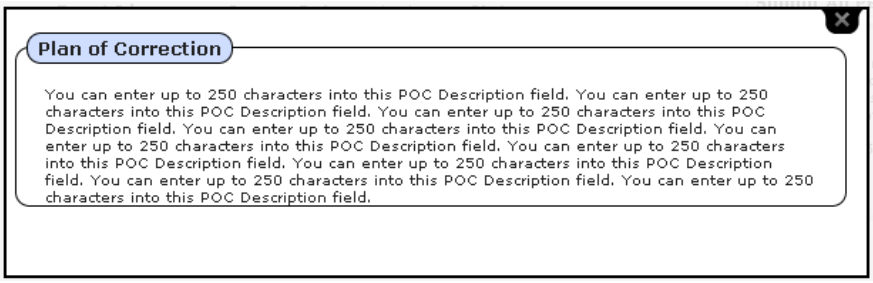


Figure 25: POC text window

Plan of Correction entry page

In the Deficiency column on the Survey Detail page, click the tag number to display this page in order to draft, save, and submit the POC response, and to enter the Completion (X5) Date. If a POC is rejected, the reasons for rejection display at the bottom of the page. You can expand/collapse the Tag text, Observations, and POC Instructions by clicking on their titles.

Plan of Correction entry page on page 58

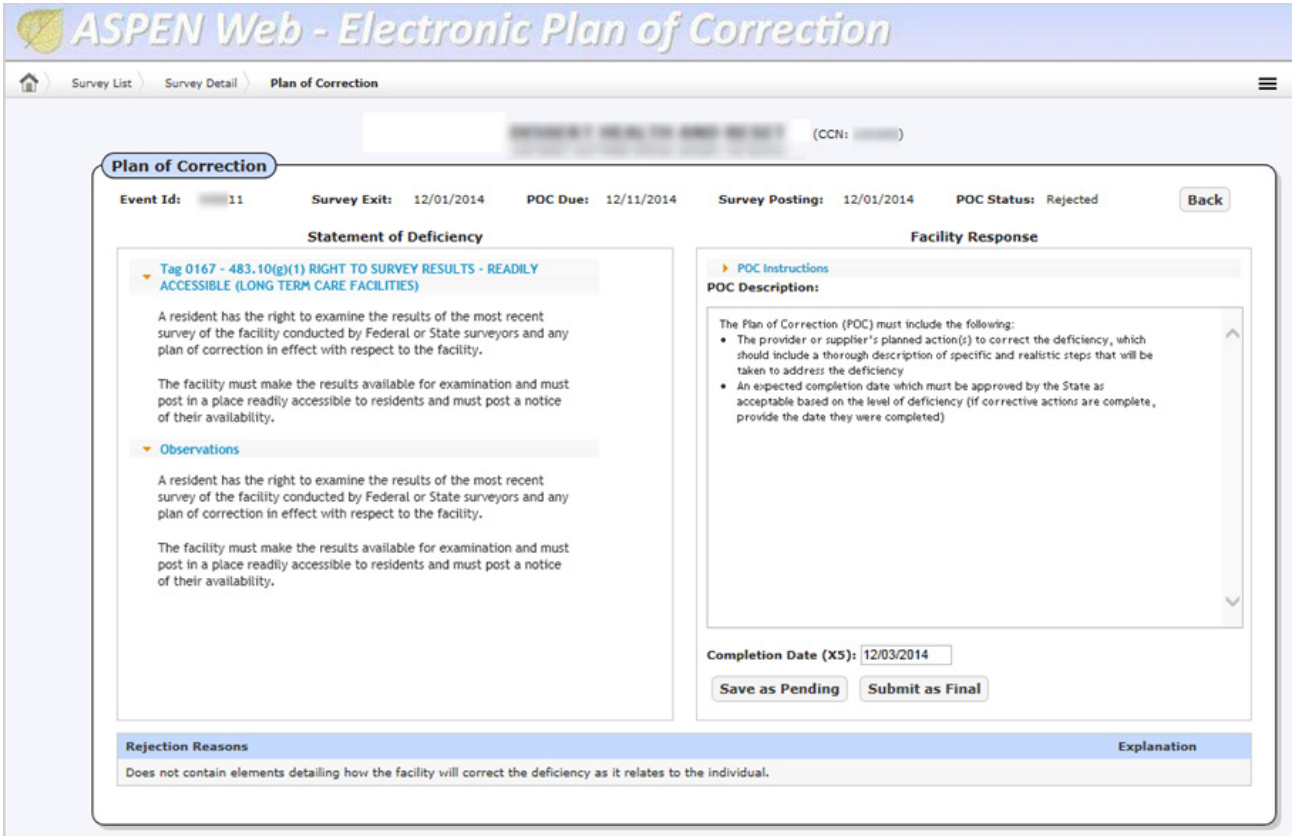


Figure 26: Plan of Correction window

You cannot enter POC text on the POC Entry page for A-Level Scope/Severity tags or PNC tags; instead, click the Acknowledge button in the Facility Response section.

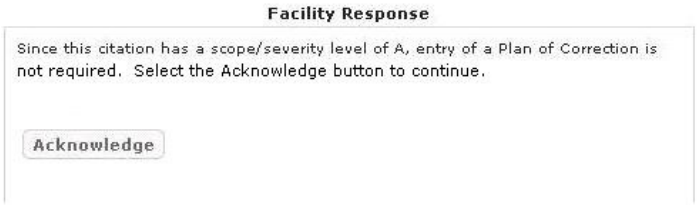


Figure 27: Facility Response if S/S=A

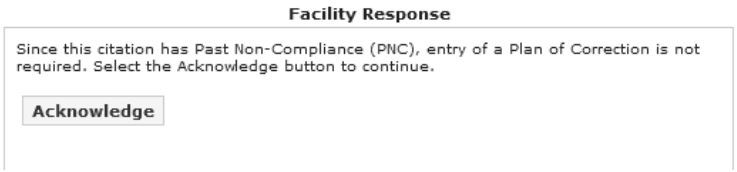


Figure 28: Facility Response if PNC tag

Once acknowledged, a message in the Facility Response section indicates a POC is not required and the citation has been acknowledged.

Attestation

The Attestation page displays after you click Submit as Final on the POC Entry page, and after you click Submit All Pending on the Survey Detail page. You can electronically sign the Plan of Correction for your facility on this page.

Attestation on page 60

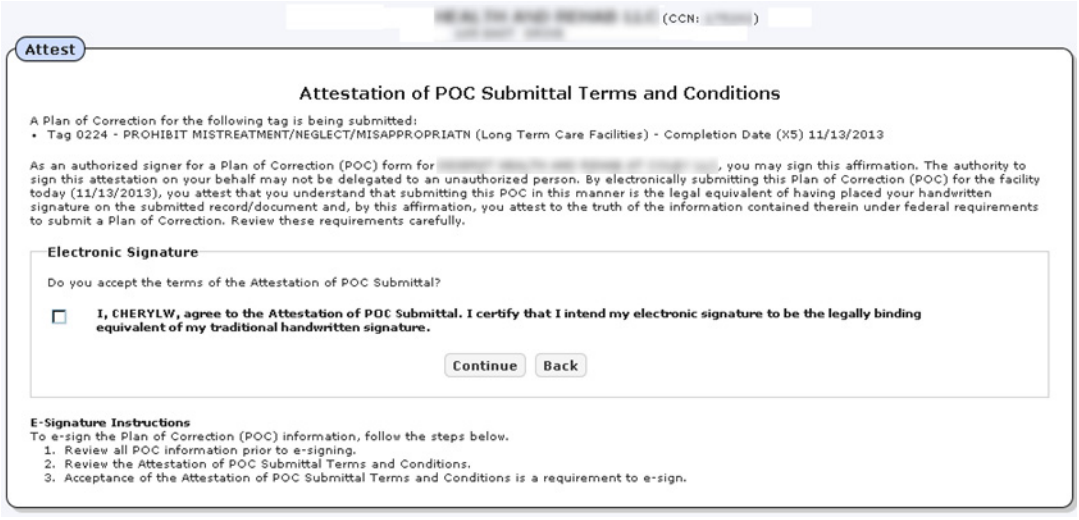


Figure 29: Attestation window

CMS-2567 Forms

The CMS-2567 details the deficiencies found on the survey of the facility; it includes PNC, waived, and memo/comment tags (0000, 9999). A-level Scope/Severity tags are printed on a separate "A" Form. The 2567B lists corrected tags on revisit surveys.

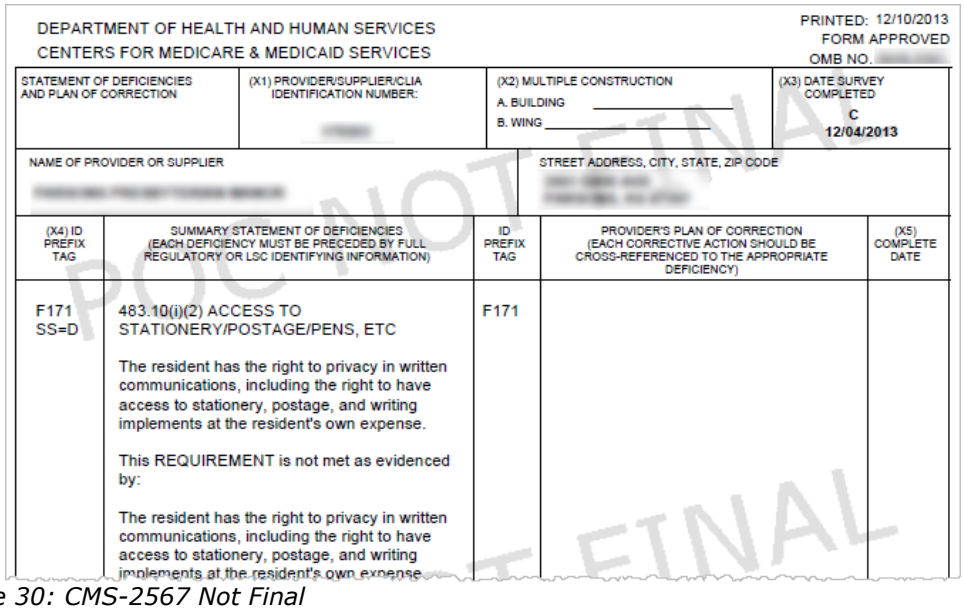
The Plan of Correction column for PNC and waived tags indicates no POC is needed. The Plan of Correction column does not appear on the "A" Form for A-level tags.

A watermark will appear on the CMS-2567 and A forms as follows:

- POC Not Final - included until POCs for all deficiencies are approved
- Pending Acknowledgment - included until all tags are acknowledged on a survey with tags 0000/9999 only, or all tags are A-level or PNC

When all POCs are approved/tags acknowledged, the watermark is removed and you can print the CMS-2567 form(s) for posting on the premises.

Note: A watermark does not appear for closed surveys.



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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FORM APPROVED
OMB NO.

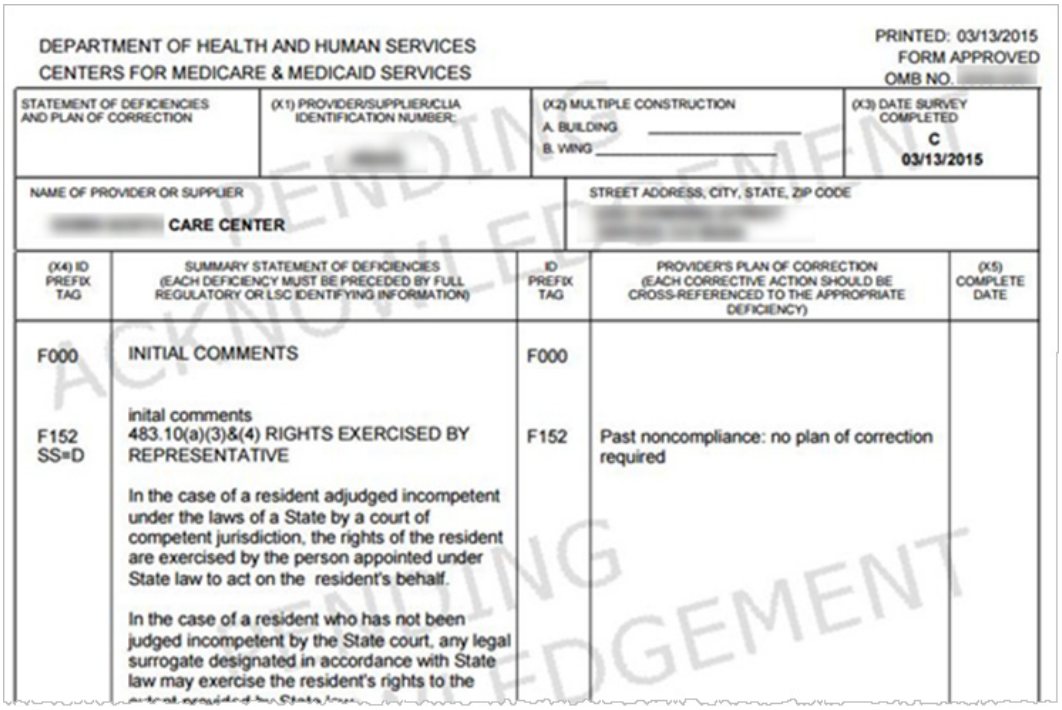
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
		A. BUILDING _____ B. WING _____	C 12/04/2013

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
F171 SS=D	483.10(i)(2) ACCESS TO STATIONERY/POSTAGE/PENS, ETC The resident has the right to privacy in written communications, including the right to have access to stationery, postage, and writing implements at the resident's own expense. This REQUIREMENT is not met as evidenced by: The resident has the right to privacy in written communications, including the right to have access to stationery, postage, and writing implements at the resident's own expense.	F171		

POC NOT FINAL

Figure 30: CMS-2567 Not Final



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/13/2015
FORM APPROVED
OMB NO.

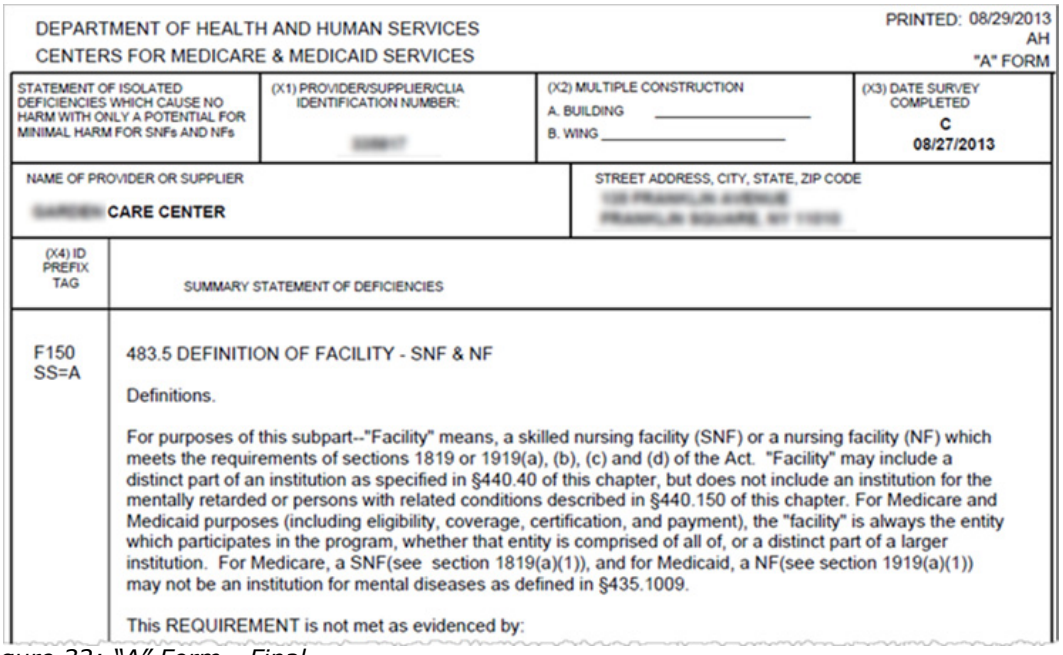
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
		A. BUILDING _____ B. WING _____	C 03/13/2015

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CARE CENTER	

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
F000	INITIAL COMMENTS inital comments	F000		
F152 SS=D	483.10(a)(3)&(4) RIGHTS EXERCISED BY REPRESENTATIVE In the case of a resident adjudged incompetent under the laws of a State by a court of competent jurisdiction, the rights of the resident are exercised by the person appointed under State law to act on the resident's behalf. In the case of a resident who has not been judged incompetent by the State court, any legal surrogate designated in accordance with State law may exercise the resident's rights to the	F152	Past noncompliance: no plan of correction required	

PENDING ACKNOWLEDGEMENT

Figure 31: CMS-2567 Pending Acknowledgment - PNC tag



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

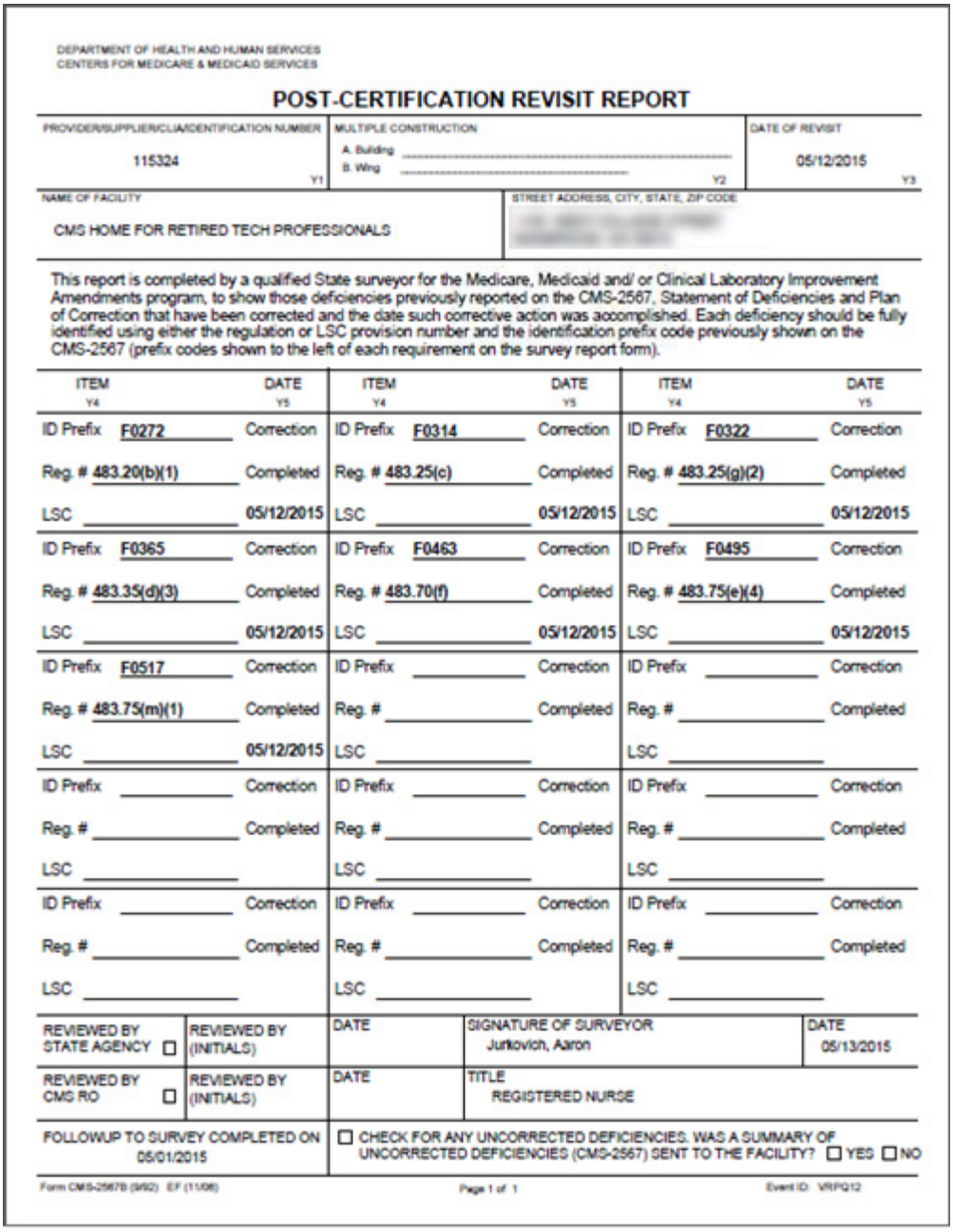
PRINTED: 08/29/2013
AH
"A" FORM

STATEMENT OF ISOLATED DEFICIENCIES WHICH CAUSE NO HARM WITH ONLY A POTENTIAL FOR MINIMAL HARM FOR SNFs AND NFs	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
		A. BUILDING _____ B. WING _____	C 08/27/2013

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CARE CENTER	

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES
F150 SS=A	483.5 DEFINITION OF FACILITY - SNF & NF Definitions. For purposes of this subpart--"Facility" means, a skilled nursing facility (SNF) or a nursing facility (NF) which meets the requirements of sections 1819 or 1919(a), (b), (c) and (d) of the Act. "Facility" may include a distinct part of an institution as specified in §440.40 of this chapter, but does not include an institution for the mentally retarded or persons with related conditions described in §440.150 of this chapter. For Medicare and Medicaid purposes (including eligibility, coverage, certification, and payment), the "facility" is always the entity which participates in the program, whether that entity is comprised of all of, or a distinct part of a larger institution. For Medicare, a SNF(see section 1819(a)(1)), and for Medicaid, a NF(see section 1919(a)(1)) may not be an institution for mental diseases as defined in §435.1009. This REQUIREMENT is not met as evidenced by:

Figure 32: "A" Form - Final



DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

POST-CERTIFICATION REVISIT REPORT

PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER	MULTIPLE CONSTRUCTION	DATE OF REVISIT
115324 Y1	A. Building _____ B. Wing _____ Y2	05/12/2015 Y3

NAME OF FACILITY	STREET ADDRESS, CITY, STATE, ZIP CODE
CMS HOME FOR RETIRED TECH PROFESSIONALS	[redacted]

This report is completed by a qualified State surveyor for the Medicare, Medicaid and/ or Clinical Laboratory Improvement Amendments program, to show those deficiencies previously reported on the CMS-2567, Statement of Deficiencies and Plan of Correction that have been corrected and the date such corrective action was accomplished. Each deficiency should be fully identified using either the regulation or LSC provision number and the identification prefix code previously shown on the CMS-2567 (prefix codes shown to the left of each requirement on the survey report form).

ITEM Y4	DATE Y5	ITEM Y4	DATE Y5	ITEM Y4	DATE Y5
ID Prefix F0272	Correction	ID Prefix F0314	Correction	ID Prefix F0322	Correction
Reg. # 483.20(b)(1)	Completed	Reg. # 483.25(c)	Completed	Reg. # 483.25(g)(2)	Completed
LSC	05/12/2015	LSC	05/12/2015	LSC	05/12/2015
ID Prefix F0365	Correction	ID Prefix F0463	Correction	ID Prefix F0495	Correction
Reg. # 483.35(d)(3)	Completed	Reg. # 483.70(f)	Completed	Reg. # 483.75(e)(4)	Completed
LSC	05/12/2015	LSC	05/12/2015	LSC	05/12/2015
ID Prefix F0517	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. # 483.75(m)(1)	Completed	Reg. #	Completed	Reg. #	Completed
LSC	05/12/2015	LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	
ID Prefix	Correction	ID Prefix	Correction	ID Prefix	Correction
Reg. #	Completed	Reg. #	Completed	Reg. #	Completed
LSC		LSC		LSC	

REVIEWED BY STATE AGENCY ☐	REVIEWED BY (INITIALS)	DATE	SIGNATURE OF SURVEYOR Jurkovich, Aaron	DATE 05/13/2015
REVIEWED BY CMS RO ☐	REVIEWED BY (INITIALS)	DATE	TITLE REGISTERED NURSE	
FOLLOWUP TO SURVEY COMPLETED ON 05/01/2015	☐ CHECK FOR ANY UNCORRECTED DEFICIENCIES. WAS A SUMMARY OF UNCORRECTED DEFICIENCIES (CMS-2567) SENT TO THE FACILITY? ☐ YES ☐ NO			

Form CMS-2567B (W92) EF (11/06) Page 1 of 1 Event ID: VRPQ12

Figure 33: CMS-2567B

ASPEN Web: ePOC Fields

For each field or button in a window or section of window, the name is given followed by a description. Their order corresponds to the order of the screen graphics in the previous chapter, ePOC Screens. Function buttons not included within a section are listed under the heading Buttons.

You will see a **?** (question mark) to the right of some column titles. Move the cursor over the **?** to display a definition of the column.

ePOC Startup Pages

ASPEN Web: ePOC Login

User ID

Your assigned QIES user ID.

Password

Your QIES user password.

Login button

Logs you in and opens the Select Application window.

ePOC Application Pages

Toolbar

Home

Returns a multi-facility user to the Facility List page. Single-facility users return to the Survey List for that facility.

Breadcrumb links

Breadcrumbs show your path to the current location. You can click a link to go to that page.

Menu icon

Click to display options, which vary depending on current page.

Menu

Options include some or all of the following, depending on current page.

Instructions

Opens the Facility Instructions page. It provides instructions for completing POCs that are specific to provider type.

Users

Opens the Users page. It lists all ePOC-enrolled users for the current facility.

About ePOC

Opens page with version information including Version, Build Date, and Build # for ASPEN Web: ePOC.

Tutorial

Opens the ePOC tutorial.

Procedures Guide

Opens this *ASPEN Web: ePOC Procedures Guide*.

Release Notes

Opens the release notes for the current application version.

ASPEN Web Menu

Returns you to the Select Application page.

Log Out <USERNAME>

Logs the current user out of ASPEN Web: ePOC.

Users

User ID

QIES ID assigned to the user.

Name

Name of the user.

Facility List

Search

Enter text to search in the Facility List. Search results update automatically as each character is entered.

Facility List grid

CCN

CMS Certification Number. Identification number assigned by CMS Regional Offices to providers and suppliers who meet all Federal requirements for participation in the Medicare program, including the Medicare Conditions of Participation or the Conditions for Coverage, and who have completed the 855 process.

The CCN is a link; click it to open the Survey List page for the facility.

Name

Name of the facility.

Address

Location of a facility's physical street address.

City

Name of the city where the facility is located.

State

U.S. Postal State Code where the facility is located.

Zip

Zip code where the facility is located.

Facility List: Buttons

Home icon

Returns the user associated with multiple facilities to the Facility List page. Single-facility users return to the survey list for that facility.

Menu icon

Displays links to About ePOC, Procedures Guide, ASPEN Web Menu, and Log Out.

Survey List

A **?** (question mark) displays to the right of certain fields. Move the cursor over the **?** to display a definition of the field.

Search

Enter text to search in the survey list. Search results update automatically as each character is entered.

Survey List grid

Event Id

Unique identifier assigned when the survey is created.

SOD Sent

Date the SA/RO posted the Statement of Deficiencies (survey) to the ASPEN ePOC website.

Exit Date

End date of the survey.

Type

Survey category (Health or LSC).

Status

Status of the survey (Open or Closed).

- When the POCs for all deficiencies on a survey have been approved by the SA/RO the survey is automatically closed and the facility receives a Final Approval email.
- When a deficiency-free survey is acknowledged on the ePOC website, the POC status changes to Closed.

Category

Survey type code. Move the cursor over the **?** to display a list of survey types.

 # Def

Indicates the number of existing deficiencies.

Submitted

Indicates the number of existing deficiencies for which a POC has been submitted to the SA/RO, but not yet approved or rejected.

Approved/Unapproved

Indicates the number of existing deficiencies with POC approved/not approved.

POC Due Date

Date by which the facility must submit a Plan of Correction.

Letters

Displays the number of letters, if any, posted for the survey. Click the envelope icon to open the Letters page, where you can view letters posted by the SA/RO. This includes survey letters as well as any letters generated for AEM cases related to the survey and for intakes linked to the survey.

Reports

CMS-2567 generates the Statement of Deficiencies and Plan of Correction, which lists uncorrected, non-A level tags. CMS-2567B generates the Post-Certification Revisit Report, which shows corrected deficiencies. "A" Form generates the Statement of Isolated Deficiencies for the survey, which includes any uncorrected A-level scope/severity deficiencies.

The available options depend on the survey. For example, CMS-2567B is available only for revisit surveys with corrected tags.

Note: The only way to view corrected deficiencies is to print the CMS-2567B. If all deficiencies are corrected, a message tells you no POC is required.

Page navigation keys

For multi-facility users associated with more than 25 facilities, navigation keys at the bottom of the page (First, Next, etc.) allow access to additional facilities.

Survey List grid: Buttons

Home icon

Returns a multi-facility user to the Facility List page. Single-facility users return to the survey list for that facility.

Menu icon

Displays links to Instructions (Facility) page, Users page, About ePOC, ASPEN Web Menu, and Log Out page.

Back

Returns you to the previous page.

Letters

Letter Date

Date the letter was generated. The letter date is a link; click it to open the letter in your RTF viewer.

Letter Description

Name of ASPEN letter generated by SA/RO.

Survey Detail

POC Submission/Acknowledgment message

Read-only. POC submission message appears only after one or more POCs are submitted by electronically signing the Attestation form. Message lists POC(s) by tag number(s) and indicates if each was successfully submitted, or not.

Acknowledgment message appears after a deficiency-free survey is acknowledged and indicates the survey's event ID.

Deficiencies

A list of all deficiencies on the survey with current POC status indicated for each deficiency. Immediate Jeopardy (IJ), Substandard Quality of Care (SQC), and Past Noncompliance (PNC) tags are flagged in both the deficiency list and grid.

Event Id

Unique identifier assigned when the survey is created.

Survey Date

Exit date of the survey.

Status

Current POC status of the survey.

Survey Detail: Buttons

Acknowledge SOD

This button appears only for deficiency-free surveys, i.e., surveys with memo tags only (0000 and/or 9999). Select to acknowledge the deficiency-free survey, which is then automatically approved and closed.

Submit All Pending

This button appears when at least one POC is in Pending status. Select to initiate submission of the pending POCs to the SA/RO. ePOC displays the Attestation form with a list of tags for which pending POCs will be submitted. Tags that do not have completion dates are not submitted. You can choose to proceed or halt the process at this point. Submit All Pending can be used multiple times if needed.

ePOC Attachments (paper clip) with count

Displays the total number of ePOC survey attachments in support of POC(s) originating from your facility, plus ePOC-related SA/RO attachments. Click the paper clip icon to open the Attachments window, where you can review, add, and remove your ePOC attachments and view SA/RO ePOC attachments.

All ePOC attachments are removed upon final approval, i.e., when all tags' POCs are approved. An asterisk is placed next to the count on the paper clip icon.

Figure 34: ePOC Attachments count with asterisk

When clicked, a message indicates how many ePOC attachments were deleted when the final POC was approved.

2567/2567B/"A" Form

CMS-2567 generates the Statement of Deficiencies and Plan of Correction, which lists uncorrected, non-A level tags. CMS-2567B generates the Post-Certification Revisit Report, which shows corrected deficiencies. "A" Form generates the Statement of Isolated Deficiencies for the survey, which includes any uncorrected A-level scope/severity deficiencies.

The available options depend on the survey. For example, CMS-2567B is available only for revisit surveys with corrected tags.

Note: The only way to view corrected deficiencies is to print the CMS-2567B. If all deficiencies are corrected, a message tells you no POC is required.

Back

Returns you to the previous page.

Home icon (in toolbar)

Returns a multi-facility user to the Facility List page. Single-facility users return to the survey list for that facility.

Menu icon (in toolbar)

Displays links to Instructions page, Users page, About ePOC, Procedures Guide, ASPEN Web Menu, and Log Out page.

Survey Detail: Grid

On LSC surveys, deficiencies are grouped by building, so there is a grid for each building.

Deficiency #

Tag number of the cited deficiency. Immediate Jeopardy (IJ), Substandard Quality of Care (SQC), and Past Noncompliance (PNC) tags are flagged in both the deficiency list and grid.

Note: On LSC surveys, if a deficiency is cited for more than one building, it is listed for each applicable building.

The IJ/SQC symbol does not display for Emergency Preparedness (EP) deficiencies which have a tag type of "Condition".

S/S

Scope/severity level of the deficiency. The S/S label is displayed only if scope/severity is applicable.

Building

LSC surveys only. ID and name of building to which the citation applies.

Initial Comments

Comments entered via tag 0000 by the survey team during the survey. Optional except on a deficiency-free survey.

Regulation

Up to 100 characters of regulation text for the current tag.

Observations

Up to 100 characters of observations text, i.e., surveyor evidence, for the current tag.

Plan of Correction/Acknowledgment link

Opens the Plan of Correction entry page for the tag; same as clicking the tag number. The link label changes depending on the current status of the POC and type of citation:

- Click to Enter Plan of Correction - if no POC text is entered yet
- Click to Modify Plan of Correction - if draft POC text is entered
- Click to View Plan of Correction - if POC has been submitted/approved

- Click to Acknowledge - if citation is S/S=A or PNC and not acknowledged yet
- Click to View Acknowledgment – if citation is acknowledged S/S=A or PNC

A link does not appear for comment tags (0000, 9999).

Plan of Correction text

Up to 250 characters of POC text (if any) entered by the facility.

[MORE]

A [MORE] link at the end of Regulation, Observations, or final Plan of Correction text, indicates there is additional text. Click it to open the Regulation, Observations, or Plan of Correction window respectively so you can read all the regulation/observations/final POC text for the tag.

Note: The [MORE] link is not displayed for pending POCs.

Completion Date

Date by which the provider states the deficiency will be corrected.

Status

Current POC status of the deficiency. Options are:

No POC

Submitted

Pending

Approved

Rejected

Date

Date the current POC status was assigned.

ePOC Attachments

ePOC Attachments grid

File Name

Filename and extension of the ePOC attachment. The maximum number of characters allowed for a filename is 50 characters; if greater than 50, the attachment cannot be saved and user is notified of the issue.

Description

Optional. User-defined description of the ePOC attachment.

Source

Indicates whether the ePOC -related file was attached by the SA/RO or Facility.

Delete

Click the red X to remove the ePOC attachment from the survey. You cannot delete SA/RO ePOC attachments.

Add an ePOC Attachment

File/Browse

Select the Browse button to locate the file to attach and enter its name.

Description

Enter a short description of the file.

Attach

Select button to attach the file to the survey.

Plan of Correction entry page

Event Id

Unique identifier assigned when the survey was created.

Survey Exit

Read-only. Exit date of the survey.

POC Due

Read-only. Date by which the facility users must submit the POC.

Survey Posting

Read-only. Date the survey was posted to ASPEN Web: ePOC.

POC Status

Read-only. Status of the POC. Facilities can submit their POC information on a tag-by-tag basis, or for the entire survey. Options are:

- No POC
  Deficiency is newly released to the facility.
- Facility Draft (Pending)
  Indicates the facility user saved preliminary/draft POC information. Draft POC information is not visible to SA or RO users.
- Submitted
  Facility user submitted the tag's POC for SA/RO review.

- Rejected
  The POC was rejected. Rejection reasons are displayed at the bottom of the page.
- Approved
  POC approved by SA/RO.

Back

Returns you to the previous page.

Statement of Deficiency panel

Read-only. Tag number and information, regulation text, and Observations for the deficiency. The regulation text and Observations are expandable and collapsible by clicking on the tag title or Observations link.

Facility Response panel

POC Instructions button

Click to toggle display of guidelines for POC text and Completion Date (X5). Not displayed for A-level or PNC tags.

Acknowledge

Displayed only for PNC and A-tags for which POCs are not required. Select this button to acknowledge the tag, which is then automatically approved. A message in the Facility Response section indicates a POC is not required and the citation has been acknowledged.

POC Description

Plan of Correction for the deficiency. You can update the POC Description if POC Status is No POC, Facility Draft, or Rejected. Read-only after the POC is submitted and/or approved.

Completion Date (X5)

Date by which the facility user states they will have implemented the POC and corrected the deficiency. Must be greater than the Exit date.

Save as Pending

Click to save the POC as pending, but not submit it. Completion Date (X5) is not required.

Button available if POC status is No POC, Facility Draft, or Rejected. Not available after the POC is submitted and/or approved.

Submit as Final

Select to initiate final submission of the POC. Completion Date (X5) and POC Description are required.

Button available if POC status is No POC, Facility Draft, or Rejected. Not available after the POC is submitted and/or approved.

Rejection Reasons, Explanation

Read-only. Displayed if POC Status is Rejected. Lists reasons the SA/RO rejected the POC.

Attestation

Upon final submission, ePOC displays an Attestation of POC Submittal statement. It lists the tags (deficiencies) and completion dates for which the attester is submitting a POC.

Electronic Signature checkbox

Select this checkbox to electronically sign the attestation for the listed POC(s). Leave blank or deselect the checkbox (and click Back) to save as pending, but not submit, the POC(s).

Continue

When pressed (and Electronic Signature checkbox is selected), submits the listed POC(s) and returns to the Survey Detail page, where a message lists the POC(s) and indicates if submission was successful.

Supporting Materials

The following reference items are included in this chapter:

- ePOC email descriptions and text
- ASPEN Web: ePOC keyboard shortcuts

ePOC Email Notices

This section contains descriptions and text of the automatically generated ePOC email notices that facility users may receive. ePOC sends facility emails to active and inactive ePOC-enrolled facility users, i.e., users who have logged into ePOC within 180 days. The Letter Notification email is optionally generated by the SA/RO.

Survey Results Posted to Facility

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after release to provider in ASPEN.

Def-free*

Yes, if Acknowledgement required for the primary type.

Sample Email

Subject: Statement of Deficiencies (SOD) Posted for State CO: DDD711 - ABC HEALTH CARE CENTER (Survey Completed 05/15/2013)

Facility: 111111/ABC HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT

Survey Dates: 05/15/2013 - 05/15/2013

Event ID: DDD711

Plan of Correction (POC) Due Date:05/25/2013

The Statement of Deficiencies for the survey completed at your facility on the above referenced date has been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink to review the deficiencies, and to enter Plan of Correction (POC) information, if required.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Survey Results Re-Posted to Facility

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within an hour after survey reposting in ASPEN.

Def-free*

Yes, if Acknowledgement required for the primary type.

Sample Email

Subject: Statement of Deficiencies (SOD) Re-posted for State CO: DDD711 – ABC HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 111111/ABC HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 - 03/23/2013

Event ID: DDD711

SOD Reposting Date: 05/14/2013

The results of survey completed at your facility on 03/23/2013 have been revised and re-posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click the Aspen Access (ePOC) hyperlink to review the changes made to the following citations and re-submit the Plan of Correction information, if needed:

- Tag 0151-RIGHT TO EXERCISE RIGHTS - FREE OF REPRISAL
- Tag 0156-NOTICE OF RIGHTS, RULES, SERVICES, CHARGES

<Reason for Reposting text>

Please note that re-posting of this survey will not delay the imposition of any possible Federal remedies or sanctions. Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Facility POC Initially Submitted

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within an hour after facility *first* submits POC for a tag.

Def-free*

No.

Sample Email

Subject: Facility POC Submission for Tag 0176 for State CO – DDD711 - ABC LUTHERAN HOSPITAL (Survey Completed 08/27/2012)

Facility: 111111/ABC LUTHERAN HOSPITAL

Facility Type SNF

Survey Dates: 08/27/2012 - 08/27/2012

Event ID: DDD711

Your Plan of Correction (POC) for Tag: 0176/RESIDENT SELF-ADMINISTER DRUGS IF DEEMED SAFE was received via the ASPEN Web: Electronic Plan of Submission website on 04/09/2013.

If you feel this POC was submitted in error, please contact your state survey agency or CMS Regional office immediately.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Facility POC Resubmitted for Tag Email

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within an hour after facility submits a revised POC for a rejected tag. Generates as many times as facility resubmits POC for a rejected tag.

Def-free*

No.

Sample Email

Subject: Facility POC Resubmitted for Tag 0176 for State CO – DDD711 - ABC LUTHERAN HOSPITAL (Survey Completed 02/27/2013)

Facility: 111111/ABC LUTHERAN HOSPITAL

Facility Type SNF

Survey Dates: 02/27/2013 - 02/27/2013

Event ID: DDD711

Your revised Plan of Correction (POC) for Tag:0176/RESIDENT SELF-ADMINISTER DRUGS IF DEEMED SAFE was received via the ASPEN Web: Electronic Plan of Correction website on 04/19/2013.

If you feel this POC was submitted in error, please immediately contact your state survey agency or your CMS Regional office if this was a Federal survey.

Please do not reply to this message.

Thank you.

POC Rejected by SA/RO

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after rejection.

Def-free*

No.

Sample Email

Subject: POC for Tag #0151 Rejected for State CO: DDD7111 – ABC HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 111111/ABC HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 - 03/23/2013

Event ID: DDD711

Your Plan of Correction (POC) for Tag: 0151/RIGHT TO EXERCISE RIGHTS - FREE OF REPRISAL was rejected on 05/14/2013 for the following reason(s):

- Does not contain elements detailing how the facility will correct the deficiency as it relates to the individual.
- Does not indicate how the facility will act to protect residents in similar situations.
- Does not include the measures the facility will take or the systems it will alter to ensure that the problem does not recur.
- Other. Awaiting proof of concept.

Please submit a revised POC via the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink as soon as possible or by a date that may be specified in comments in ePOC.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

POC Approval by SA/RO

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after approval.

Def-free*

No.

Sample Email

Subject: POC for Tag #0156 Approved for State CO: DDD711 ABC LIFE CARE CENTER (Survey Completed 05/06/2013)

Facility: 111111/ABC LIFE CARE CENTER

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 - 05/06/2013

Event ID: DDD711

Your Plan of Correction (POC) for Tag: 0156/NOTICE OF RIGHTS, RULES, SERVICES, CHARGES was approved on 05/15/2013.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Final POC Approved

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour of SA/RO approval of last tag.

Def-free*

No.

Sample Email

Subject: Final POC Approved for State CO: DDD711 – ABC LIFE CARE CENTER (Survey Completed 05/06/2013)

Facility: 111111/ABC LIFE CARE CENTER

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 - 05/06/2013

Event ID: DDD711

The Plans of Correction for all tags on this survey have been approved by the SA/RO on 05/15/2013. Please ensure that your Corrective Action Plans are implemented and follow the principles of a Quality Assessment and Performance Improvement (QAPI) plan as monitoring and follow-up may be done by the SA/RO.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you

No Response From Facility Email

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

10 calendar days after release to provider and every other day thereafter

3 calendar days after rejection; every other day thereafter.

Def-free*

No

Sample Email

Subject: Plan of Correction (POC) due for State CO: DDD711 – ABC REHAB AND SKILLED NURSING (Survey Completed 04/18/2013)

Facility: 111111/ABC REHAB AND SKILLED NURSING.

Facility Type: SNF/NF

Survey Category: REVST,FEDMON

Survey Dates: 04/18/2013 - 04/18/2013

Event ID: DDD711

Statement of Deficiencies (SOD) Posted Date: 04/18/2013

Plan of Correction (POC) Due Date: 04/28/2013

Please note that Plans of Correction (POC) for the referenced survey above will be overdue after the indicated POC Due Date for the following citation tags. Please submit the POC(s) prior to the due date on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink:

- Citation 0151-RIGHT TO EXERCISE RIGHTS - FREE OF REPRISAL
- Citation 0154-INFORMED OF HEALTH STATUS, CARE, & TREATMENTS

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

SOD Acknowledgment Required

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

On POC Due Date when acknowledgment not done and every other day thereafter until acknowledgment occurs.

Def-free*

Yes.

Sample Email

Subject: Statement of NO Deficiencies - Acknowledgment Required for State CO: BNBV12 – ABC NURSING & REHAB CENTER (Survey Completed 05/13/2001)

Facility: 111111/ABC NURSING & REHAB CENTER.

Facility Type: SNF/NF

Survey Category: RECERT,REVST,LICEN

Survey Dates: 05/13/2001 - 05/13/2001

Event ID: DDD711

SOD Acknowledgment Due Date: 04/28/2013

Please note that you are required to acknowledge the Statement of Deficiencies (SOD) for the above referenced survey, even though no deficiencies were issued. Your acknowledgment should be made immediately via the ASPEN Web: Electronic Plan of Correction (ePOC) website on the Survey Detail page. Please login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Letter Notification

This email is optionally generated by the SA/RO.

Recipient

Facility

Facility Types

Nursing Home

Frequency

Optional. Within an hour after Alert Facility button is pressed on ePOC Properties (only for posted surveys) and/or selecting Yes on alert messages.

Def-free*

Yes.

Sample Email

Subject: ePOC Letter Notification for State CO: DDD711 - ABC NURSING & REHAB CENTER (Survey Completed 05/13/2013)

Facility Type: SNF/NF

Survey Category: RECERT,REVST,LICEN

Survey Dates: 05/13/2013 - 05/13/2013

Event ID: DDD711

New or revised letters for the survey completed at your facility on the above referenced date have been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink to view these letters.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Remove Posting from ePOC Website

Recipient

Facility

Facility Types

Nursing Home

Frequency

Within an hour after posting removed.

Def-free*

Yes.

Sample Email

Subject: Statement of Deficiencies (SOD) Posting Removed for State CO: DDD711 - ABC NURSING & REHAB CENTER (Survey Completed 05/13/2013)

Facility: 111111/ABC NURSING & REHAB CENTER.

Facility Type: SNF/NF

Survey Category: RECERT,REVST,LICEN

Survey Dates: 05/13/2013 - 05/13/2013

Event ID: DDD711

The survey completed at your facility on the above referenced date has been removed from the ASPEN Web: Electronic Plan of Correction (ePOC) website for the following reason:

Resolution process cannot be handled in this way.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Response Due Date Change

Recipient

Facility, cc SA/RO

Facility Types

Nursing Home

Frequency

Within 1 hour of changing the POC Due Date. Email is not generated if the survey is currently stopped.

Def-free*

Yes.

Sample Email

Subject: Response Due Date Change for State CO: DDD711 - ABC HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 111111/ABC HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 - 03/23/2013

Due Date: 4/03/2013

Event ID: DDD711

The response due date for your Plan of Correction (POC) information or acknowledgment has changed from 04/02/2013 to 04/04/2013 for the survey completed at your facility on 03/23/2013. By the revised due date, please review the deficiencies and enter Plan of Correction (POC) information, if required, on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Login to the CMSNET VPN, click on the bookmark labeled 'CMS QIES Systems for Providers', then click on the Aspen Access (ePOC) hyperlink.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

* Indicates whether the email is generated for a deficiency-free survey, i.e., a survey with tags 0000 and 9999 only.

Windows Keyboard Shortcuts

Windows keyboard shortcuts are combinations of two or more keys that, when pressed, can perform the same task as using a mouse or other pointing device.

Ease of Access keyboard shortcuts

Press this	To do this
Right Shift for eight seconds	Turn Filter Keys on and off
Left Alt + Left Shift + Prtscn (or PrtScn)	Turn High Contrast on or off
Left Alt + Left Shift + Num Lock	Turn Mouse Keys on or off
Shift five times	Turn Sticky Keys on or off
Num Lock for five seconds	Turn Toggle Keys on or off
Windows log key + u	Open the Ease of Access Center

General keyboard shortcuts

Press this	To do this
F1	Display Help
Ctrl + c (or Ctrl + Insert)	Copy the selected item
Ctrl + x	Cut the selected item
Ctrl + v (or Shift + Insert)	Paste the selected item
Ctrl + z	Undo an action
Ctrl + y	Redo an action
Delete (or Ctrl + d)	Delete the selected item and move it to the Recycle Bin
Shift + Delete	Delete the selected item without moving it to the Recycle Bin first
F2	Edit/Rename the selected item
Ctrl + Right Arrow	Move the cursor to the beginning of the next word
Ctrl + Left Arrow	Move the cursor to the beginning of the previous word
Ctrl + Down Arrow	Move the cursor to the beginning of the next paragraph

Press this	To do this (Continued)
Ctrl + Up Arrow	Move the cursor to the beginning of the previous paragraph
Ctrl + Shift with an arrow key	Select a block of text
Shift with any arrow key	Select more than one item in a window or on the desktop, or select text within a document
Ctrl with any arrow key + Space bar	Select multiple individual items in a window or on the desktop
Ctrl + a	Select all items in a document or window
F3	Search for a file or folder
Alt + F	Open the file menu for the active window
Alt + Enter	Display properties for the selected item
Alt + F4	Close the active item, or exit the active program
Alt + Space bar	Open the shortcut menu for the active window
Ctrl + F4	Close the active document (in programs that allow you to have multiple documents open simultaneously)
Alt + Tab	Switch between open items
Ctrl + Alt + Tab	Use the arrow keys to switch between open items
Ctrl + Mouse scroll wheel	Change the size of icons on the desktop
Windows logo key + Tab	Cycle through programs on the task bar by using Aero Flip 3-D
Ctrl + Windows logo key + Tab	Use the arrow keys to cycle through programs on the task bar by using Aero Flip 3-D
Alt + Esc	Cycle through items in the order in which they were opened
F6	Cycle through screen elements in a window or on the desktop
F4	Display the address bar list in Windows Explorer
Shift + F10	Display the shortcut menu for the selected item

Press this	To do this (Continued)
Ctrl + Esc	Open the Start menu
Alt + underlined letter	Display the corresponding menu
Underlined letter	Perform the menu command (or other underlined command)
F10	Activate the menu bar in the active program
Right Arrow	Open the next menu to the right, or open a sub-menu
Left Arrow	Open the next menu to the left, or close a sub-menu
F5 (or Ctrl + r)	Refresh the active window
Alt + Up Arrow	View the folder one level up in Windows Explorer
Esc	Cancel the current task
Ctrl + Shift + Esc	Open Task Manager
Shift	When CD is inserted, prevent it from automatically playing
Left Alt + Shift	Switch the input language when multiple input languages are enabled
Ctrl + Shift	Switch the keyboard layout when multiple keyboard layouts are enabled
Right or Left Ctrl + Shift	Change the reading direction of text in right-to-left reading languages

Dialog Box keyboard shortcuts

Press this	To do this
Ctrl + Tab	Move forward through tabs
Ctrl + Shift + Tab	Move back through tabs
Tab	Move forward through options
Shift + Tab	Move back through options
Alt + underlined letter	Perform the command (or select the option) that corresponds to that letter
Enter	Replaces mouse click for many selected command

Press this	To do this
Spacebar	Select or clear the checkbox if the active option
Arrow keys	Select a button if the active option is a group of option buttons
F1	Display help
F4	Display the items in the active list
Backspace	Open a folder one level up if a folder is selected in the Save As or Open dialog box

ASPEN Web: ePOC Keyboard Shortcuts

Keyboard shortcuts are combinations of two or more keys that, when pressed, can perform the same task as using a mouse or other pointing device.

General

Press this	To do this
Tab	Move forward through fields/sections
Shift+Tab	Move backward through fields/sections
Shift+F10	Right-click
Spacebar	Select button and Select/Clear Checkmark
Enter	Select a link or activate a button
Esc	Exits some pop-up windows

Grids

Press This	To do this
Tab/Shift Tab	Move into/out of/up and down the list.
Enter	While header of list is focused, enter will sort the list by that column heading
Enter	Select a link or activate a button
Ctrl + Spacebar	Activate the current row

Drop-down Lists

Press this	To do this
Tab/Shift Tab	Move into/out of the field
Up/Down Arrows	Move vertically, i.e., up and down in the list
F4	Expand drop-down list for the selected field

Checkboxes

Press This	To do this
Tab/Shift Tab	Move into/out of the field
Space	Select/Clear Checkbox