

**PMM**

Entering Deficiency  
Updates

# DEFICIENCY REVIEW

These screens allow all monitoring team members to add a status to any open deficiency each time this concern is reviewed, with the ability to make a short note about the program's progress. This is also where deficiencies are closed by team members when the program has corrected the deficiency.

The pending closure column will update based on the response provided in the notes section.

There is an ability to mark deficiencies as administratively closed if necessary.

# DEFICIENCY REVIEW ~ CRITICAL ISSUE UPDATE

Internet Explorer provided by Department of Juvenile Justice

**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

**Program Name:** Alachua Academy Non-Secure  
**Provider:** SEQUEL TSI of FLORIDA, LLC.  
**Contract:** 10189

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10189 - Alachua Academy Non-Secure [Details](#) [Exit](#)

You are logged in as Regional Monitor

**Left Sidebar:**

- Closed Programs History
- Chronologicals
- Items to Complete Reports
- Monitoring Summary On Hold Report
- Management Reports

**Center:**

Region: North  
Program: 10189 - Alachua Academy Non-Secure

**Right Sidebar:**


- Document Library
- Monitoring History
- Monitoring Plan
- Monitoring Summary
- Deficiency Review
- Add Performance Measure
- Performance Measure
- Program Alerts

Click on **Deficiency Review**

http://jjiswebqt1/DJJPMM2010/home.aspx 100%

# DEFICIENCY REVIEW ~ CRITICAL ISSUE UPDATE

http://jjiswebqt1/DJJPMM2010/DeficiencyReview/deficiencyReview.aspx?ID=-62223839 - Windows Internet Explorer provided by Depart



**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

**Deficiency Review**  
**Program Name:** Alachua RJDC - Medical Svcs  
**Provider:** UNIVERSITY OF FLORIDA  
**Contract:** 10074

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You are logged in as Regional Monitor

Deficiency data will not be visible until after the monitoring summary indicating the deficiency has been approved.

Fiscal year 2015 - 2016 ▼

		Monitoring Type	Date Identified	Deficiency Type	Deficiency Description	Status	Pending Closure	Last Updated By	Last Updated On
Select	<a href="#">View Report</a>	Technical Assistance	07/13/2015	Critical Issues	Enter information related to the critical issue in this field.	Deficiency Identified	NA	Staff, PMMRegMtr	07/13/2015 10:14 AM
Select	<a href="#">View Report</a>	Other Related Monitoring	07/13/2015	Major Deficiency	Enter information related to the deficiency in this field.	Approved By Monitor	NA	Staff, PmmProgramArea	07/16/2015 08:48 AM
Select	<a href="#">View Report</a>	Administrative Monitoring	07/13/2015	Minor Deficiency	Enter information related to the deficiency in this field.	Deficiency Identified	NA	Staff, PMMRegMtr	07/13/2015 10:18 AM
Select	<a href="#">View Report</a>	Quarterly Health Tool	07/13/2015	Major Deficiency	Enter information related to the deficiency in this field.	Ineffect	NA	Staff, PMMOHS	07/17/2015 02:14 PM

100%

**Select** the Critical Issue for which to enter a status update.

Only critical issues that were not closed at the time of completing the monitoring summary will need to be closed after verification monitoring.

Note: Deficiencies for Medical and Mental health contracts must be closed by OHS Staff.

# DEFICIENCY REVIEW ~ CRITICAL ISSUE UPDATE

http://jjiswebqt1/DJJPM2010/DeficiencyReview/deficiencyReview.aspx?ID=762852408 - Wi...

You are logged in as Regional Monitor Supervisor

<< Back

Date Identified: 07/13/2015

Critical Issues Description: Enter information related to the critical issue in this field.

Immediate Action Taken: Enter information related to immediate actions taken in this field.

Date Closed:

Days taken for correction: 0

Add Save Cancel Delete

\* ☒ Verification ☐ Technical Assistance ☐ Other

Additional site visit required \* ☐ Yes ☐ No

Comments: For critical issues not closed during the identifying site visit, a verification monitoring is required. Enter your findings.

7374 characters remaining...

Check Spelling

Date: \*

Deficiency Closed: ☐ Yes ☐ No ☒ NA ☐ Administratively Closed

Click **Add**.

Select **Verification**, **Technical Assistance** or **Other**.

Is an additional site visit required?

Type in a comment to document your findings.

Enter the date of the verification monitoring.

Choose **Yes**, **No**, or **Administratively Closed** (only supervisors will have ability to choose Admin Closed)

Click **Save**.

# DEFICIENCY REVIEW ~ CRITICAL ISSUE UPDATE

A user can enter a status update each time they review this issue to provide progress reports. Once the item is resolved the user will enter a status and a status date and mark the item as closed.

This screenshot shows the initial state of the 'DEFICIENCY REVIEW ~ CRITICAL ISSUE UPDATE' form. At the top, there are four buttons: 'Add', 'Save', 'Cancel', and 'Delete'. Below these, there are three radio buttons for status: 'Verification', 'Technical Assistance', and 'Other'. The 'Other' radio button is selected. Below the status buttons, there is a section for 'Additional site visit required' with two radio buttons: 'Yes' and 'No'. Below this is a large text area for 'Comments' with a '7500 characters remaining...' indicator and a 'Check Spelling' button. At the bottom, there is a 'Date' field with a calendar icon and a 'Deficiency Closed' section with four radio buttons: 'Yes', 'No', 'NA', and 'Administratively Closed'. The 'NA' radio button is selected.

For status updates marked as “Other” only comments can be entered.

This screenshot shows the form after the status has been updated to 'Other'. The 'Other' radio button is now selected. The 'Additional site visit required' section is no longer visible. The 'Comments' text area is still present with the '7500 characters remaining...' indicator and the 'Check Spelling' button. The 'Date' field and the 'Deficiency Closed' section are also visible.

# DEFICIENCY REVIEW ~ CRITICAL ISSUE UPDATE

All status notes can be reviewed by clicking select, but the notes can no longer be edited once the deficiency is closed.

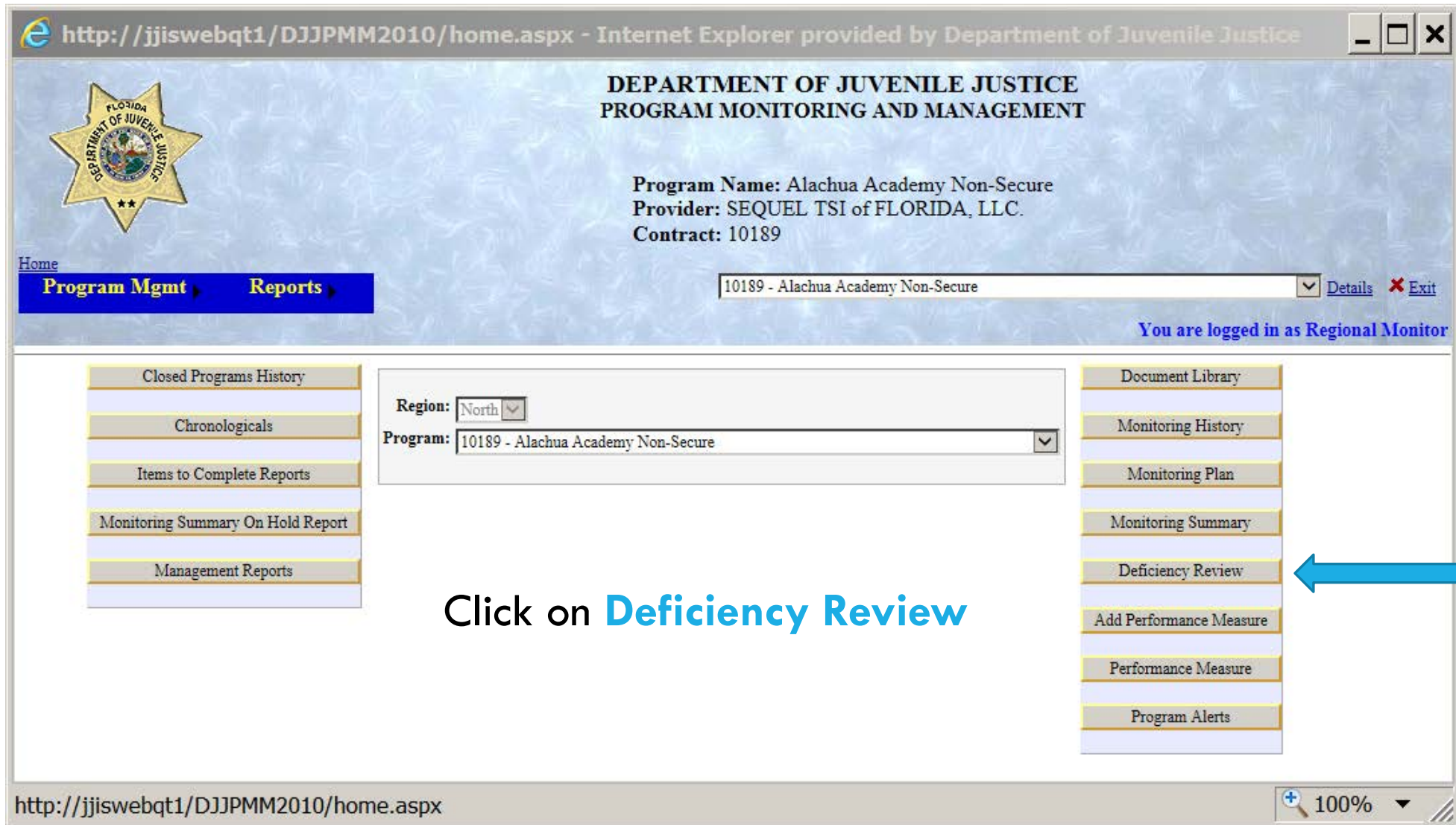
All users can enter notes.

Regional monitors can only enter notes and their default answer updates as deficiency closed NA.

Program operations staff, contract managers, and OHS staff can close critical deficiencies.



# DEFICIENCY REVIEW ~ MINOR DEFICIENCY UPDATE



http://jjiswebqt1/DJJPM2010/home.aspx - Internet Explorer provided by Department of Juvenile Justice

**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

Program Name: Alachua Academy Non-Secure  
Provider: SEQUEL TSI of FLORIDA, LLC.  
Contract: 10189

Home  
**Program Mgmt** **Reports**

10189 - Alachua Academy Non-Secure Details Exit

You are logged in as Regional Monitor

Closed Programs History  
Chronologicals  
Items to Complete Reports  
Monitoring Summary On Hold Report  
Management Reports

Region: North  
Program: 10189 - Alachua Academy Non-Secure

Document Library  
Monitoring History  
Monitoring Plan  
Monitoring Summary  
**Deficiency Review**  
Add Performance Measure  
Performance Measure  
Program Alerts


Click on **Deficiency Review**

http://jjiswebqt1/DJJPM2010/home.aspx 100%



# DEFICIENCY REVIEW ~ MINOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPMM2010/DeficiencyReview/deficiencyReview.aspx?ID=-62223839 - Windows Internet Explorer provided by Depart



**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

**Deficiency Review**  
**Program Name:** Alachua RJDC - Medical Svcs  
**Provider:** UNIVERSITY OF FLORIDA  
**Contract:** 10074

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**Program Mgmt** ▶ **Reports** ▶ 10074 - Alachua RJDC - Medical Svcs [Details](#) [Exit](#)

You are logged in as Regional Monitor

Deficiency data will not be visible until after the monitoring summary indicating the deficiency has been approved.

Fiscal year 2015 - 2016 ▼

		<u>Monitoring Type</u>	<u>Date Identified</u>	<u>Deficiency Type</u>	<u>Deficiency Description</u>	<u>Status</u>	<u>Pending Closure</u>	<u>Last Updated By</u>	<u>Last Updated On</u>
Select	<a href="#">View Report</a>	Technical Assistance	07/13/2015	Critical Issues	Enter information related to the critical issue in this field.	Deficiency Identified	NA	Staff, PMMRegMtr	07/13/2015 10:14 AM
Select	<a href="#">View Report</a>	Other Related Monitoring	07/13/2015	Major Deficiency	Enter information related to the deficiency in this field.	Approved By Monitor	NA	Staff, PmmProgramArea	07/16/2015 08:48 AM
Select	<a href="#">View Report</a>	Administrative Monitoring	07/13/2015	Minor Deficiency	Enter information related to the deficiency in this field.	Deficiency Identified	NA	Staff, PMMRegMtr	07/13/2015 10:18 AM
Select	<a href="#">View Report</a>	Quarterly Health Tool	07/13/2015	Major Deficiency	Enter information related to the deficiency in this field.	Ineffect	NA	Staff, PMMOHS	07/17/2015 02:14 PM

100%

Select the Minor Deficiency for which to enter a status update.

Only minor issues not closed at the time of completing the monitoring summary will need to be closed after verification monitoring.

Note: Deficiencies for Medical and Mental health contracts must be closed by OHS Staff.

# DEFICIENCY REVIEW ~ MINOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPM2010/DeficiencyReview/deficiencyReview.aspx?ID=762852408 - Wi... You are logged in as Regional Monitor Supervisor

<< Back

Date Identified: 07/13/2015

Critical Issues Description: Enter information related to the critical issue in this field.

Immediate Action Taken: Enter information related to immediate actions taken in this field.

Date Closed:

Days taken for correction: 0

**Add** Save Cancel Delete

\* ☒ Verification ☐ Technical Assistance ☐ Other

Additional site visit required \* ☐ Yes ☐ No

Comments: \* For minor deficiencies not closed during the identifying site visit, a verification monitoring is required. Enter your findings.

7374 characters remaining... Check Spelling

Date: \*

Deficiency Closed: ☐ Yes ☐ No ☒ NA ☐ Administratively Closed

Click **Add**.

Select **Verification**, **Technical Assistance** or **Other**.

Is an additional site visit required?

Type in a comment to document your findings.

Enter the date of the verification monitoring.

Choose **Yes**, **No**, or **Administratively Closed** (only supervisors will have ability to choose Admin Closed)

Click **Save**.

# DEFICIENCY REVIEW ~ MINOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPM2010/DeficiencyReview/deficiencyReview.aspx?ID=1236870050 - Windows Internet Explorer ... You are logged in as Contract Manager

<< Back

Date Identified: 07/13/2015

Minor Deficiency Description:  
Enter information related to the deficiency in this field.

Requirement:  
Enter information related to the requirement in this field.

	StatusNotes	StatusDate	IssueClosed	Modified By	Modified DateTime
Select	For minor deficiencies not closed during the iden...	09/25/2015	Yes	Staff, PMMCMgr	09/25/2015 02:42 PM

Add Save Cancel Delete

\* ☐ Verification ☐ Technical Assistance ☐ Other

Additional site visit required \* ☐ Yes ☒ No

Comments: \*  
For minor deficiencies not closed during the identifying site visit, a verification monitoring is required. Enter your findings.

Date: \* 09/25/2015

Deficiency Closed: ☒ Yes ☐ No ☐ NA ☐ Administratively Closed

The status update will be visible in the table.

Click **Select** to view the full update. Text is read only and cannot be edited.

# DEFICIENCY REVIEW ~ MINOR DEFICIENCY UPDATE

A user can enter a status update each time they review this issue to provide progress reports. Once the item is resolved the user will enter a status and a status date and mark the item as closed.

The screenshot shows a web form for updating a minor deficiency. At the top, there are three radio buttons: "Verification", "Technical Assistance", and "Other". Below these is a section for "Additional site visit required" with "Yes" and "No" radio buttons. The main part of the form is a large text area for "Comments", which is currently empty. To the right of the text area is a vertical scrollbar. Below the text area, it says "7500 characters remaining...". To the right of this text is a "Check Spelling" button. Below the text area is a "Date" field with a calendar icon. At the bottom, there is a "Deficiency Closed" section with four radio buttons: "Yes", "No", "NA", and "Administratively Closed". The form is displayed in a browser window with a 105% zoom level.

\* ☐ Verification ☐ Technical Assistance ☐ Other

Additional site visit required \* ☐ Yes ☐ No

Comments: \*

7500 characters remaining...

Check Spelling

Date: \*

Deficiency Closed: ☐ Yes ☐ No ☐ NA ☐ Administratively Closed

105%

# DEFICIENCY REVIEW ~ MINOR DEFICIENCY UPDATE

All status notes can be reviewed by clicking select, but the notes can no longer be edited once the deficiency is closed.

All users can enter notes.

Regional monitors can only enter notes and their default answer updates as deficiency closed NA.

Program operations staff, contract managers, and OHS staff can close minor deficiencies.

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

- Administrators and Supervisors are able to mark as administratively closed. This should rarely be used.
- Verification process under process outcome measures is available for “Other” notes once the OBCAP has been marked “Complete”. Other status notes can be entered once the OBCAP has been **approved** and is in “**Ineffect**” status
- Additional site visit required is available to request additional verification.



# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

- Administrators and Supervisors are able to mark as administratively closed. This should only rarely be used
- Verification process under process outcome measures is available for “Other” notes once the OBCAP has been marked “Complete”. Verification and Technical Assistance status notes can be entered once the OBCAP has been **approved** and is in “**Ineffect**” status
- Once an OBCAP is in “**Ineffect**” Status, the root cause(s) and process/outcome measure(s) can only be edited by the Contract Management Chief or a Contract Manager Supervisor.
- If deficiency was identified by Regional Monitor or Regional Monitor Supervisor, a note must be entered by the Regional Monitor or Regional Monitor Supervisor before the system will allow Program Area Staff or Program Area Supervisor to complete a note
- Additional site visit required is available to request additional verification
- Regional monitors do not have access to close or approve OBCAP’s – they are only allowed to enter status notes – all other sections are read only

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

Internet Explorer provided by Department of Juvenile Justice

**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

**Program Name:** Alachua Academy Non-Secure  
**Provider:** SEQUEL TSI of FLORIDA, LLC.  
**Contract:** 10189

Home  
**Program Mgmt** **Reports**

10189 - Alachua Academy Non-Secure Details Exit

You are logged in as Regional Monitor

Closed Programs History  
Chronologicals  
Items to Complete Reports  
Monitoring Summary On Hold Report  
Management Reports

Region: North  
Program: 10189 - Alachua Academy Non-Secure


Document Library  
Monitoring History  
Monitoring Plan  
Monitoring Summary  
Deficiency Review  
Add Performance Measure  
Performance Measure  
Program Alerts

Click on Deficiency Review

100%

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPM2010/DeficiencyReview/deficiencyReview.aspx?ID=-62223839 - Windows Internet Explorer provided by Depart



**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

**Deficiency Review**  
**Program Name:** Alachua RJDC - Medical Svcs  
**Provider:** UNIVERSITY OF FLORIDA  
**Contract:** 10074

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You are logged in as Regional Monitor

Deficiency data will not be visible until after the monitoring summary indicating the deficiency has been approved.

Fiscal year 2015 - 2016 ▼

		Monitoring Type	Date Identified	Deficiency Type	Deficiency Description	Status	Pending Closure	Last Updated By	Last Updated On
Select	<a href="#">View Report</a>	Technical Assistance	07/13/2015	Critical Issues	Enter information related to the critical issue in this field.	Deficiency Identified	NA	Staff, PMMRRegMtr	07/13/2015 10:14 AM
Select	<a href="#">View Report</a>	Other Related Monitoring	07/13/2015	Major Deficiency	Enter information related to the deficiency in this field.	Approved By Monitor	NA	Staff, PmmProgramArea	07/16/2015 08:48 AM
Select	<a href="#">View Report</a>	Administrative Monitoring	07/13/2015	Minor Deficiency	Enter information related to the deficiency in this field.	Deficiency Identified	NA	Staff, PMMRRegMtr	07/13/2015 10:18 AM
Select	<a href="#">View Report</a>	Quarterly Health Tool	07/13/2015	Major Deficiency	Enter information related to the deficiency in this field.	Ineffect	NA	Staff, PMMOHS	07/17/2015 02:14 PM

100%

While the provider is resolving the deficiency that required an OBCAP, staff may provide technical assistance or perform verification monitoring.

These visits are documented on the process outcome status screen of the deficiency review.

Select the deficiency for which to enter an update.

Note: Deficiencies for Medical and Mental health contracts must be closed by OHS Staff.

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPM2010/DeficiencyReview/deficiencyReview.aspx?ID=-1797869345 - Windows Internet E...



**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

Deficiency Review- Major Deficiency  
Program Name: Alachua RJDC - Medical Svcs  
Provider: UNIVERSITY OF FLORIDA  
Contract: 10074

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10074 - Alachua RJDC - Medical Svcs [Details](#) [Exit](#)

You are logged in as OHS Staff

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[Deficiency Review](#) [Root Cause](#) [Process Outcome Measures](#) [Action Steps](#) [Monitor Review](#) [Supervisor Review](#) [Process Outcome Status](#)

Date Identified: 07/13/2015

Major Deficiency Description: Enter information related to the deficiency in this field.

Requirement: Enter information related to the requirement that is deficient.

[Add](#) [Save](#) [Cancel](#) [Delete](#)


100%

Click on the  
Process  
Outcome  
Status link.



# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPM2010/CAP/AllProcessOutComes.aspx?Id=-1797869345 - Windows Internet Explorer pro...



**DEPARTMENT OF JUVENILE JUSTICE**  
**PROGRAM MONITORING AND MANAGEMENT**

**Major Deficiency- Process Outcome Status**  
**Program Name:** Alachua RJDC - Medical Svcs  
**Provider:** UNIVERSITY OF FLORIDA  
**Contract:** 10074

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You are logged in as OHS Staff

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[Deficiency Review](#) [Root Cause](#) [Process Outcome Measures](#) [Action Steps](#) [Monitor Review](#) [Supervisor Review](#) [Process Outcome Status](#)

	Root Cause	Process Outcome	Status	Last Updated By	Last Updated On
Select	Enter the root cause of the deficiency in this field. Edit if necessary.	Enter the Process/Outcome Measure in this field. This field can be edited after saving.		Staff, PMMProvider	07/17/2015 09:04 AM
Select	Enter the root cause of the deficiency in this field. Edit if necessary.	Add additional Process/Outcome Measures as needed.		Staff, PMMProvider	07/17/2015 09:05 AM

100% ▾

Click on the root cause/process outcome measure for which you want to enter an update.

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

http://jjiswebqt1/DJJPM2010/CAP/AllProcessOutComes.aspx?Id=-1797869345 - Windows Internet Explorer provi... You are logged in as OHS Staff

<< Back Deficiency Review Root Cause Process Outcome Measures Action Steps Monitor Review Supervisor Review Process Outcome Status

Last updated by Staff, PMMProvider on 07/17/2015 09:05 AM

Root Cause: Enter the root cause of the deficiency in this field. Edit if necessary.

Process/Outcome Measures: \* Add additional Process/Outcome Measures as needed.

Person(s) Accountable & Title: \* Enter accountable staff names and titles here.

Anticipated Correction Date: \* 07/31/2015

Edit Requested By: \*

Edit Justification: \*

\* ☐ Verification ☐ Technical Assistance ☐ Other

Comments: \*

Date: \*

Additional site visit required: ☐ Yes ☐ No

Process Outcome Closed: ☐ Yes ☐ No ☐ NA

Add Edit Save Cancel Delete

Scroll down to the bottom section of your screen.




# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE

Edit Requested By: \*

Edit Justification: \*

\* ☐ Verification ☐ Technical Assistance ☐ Other

Comments: \*

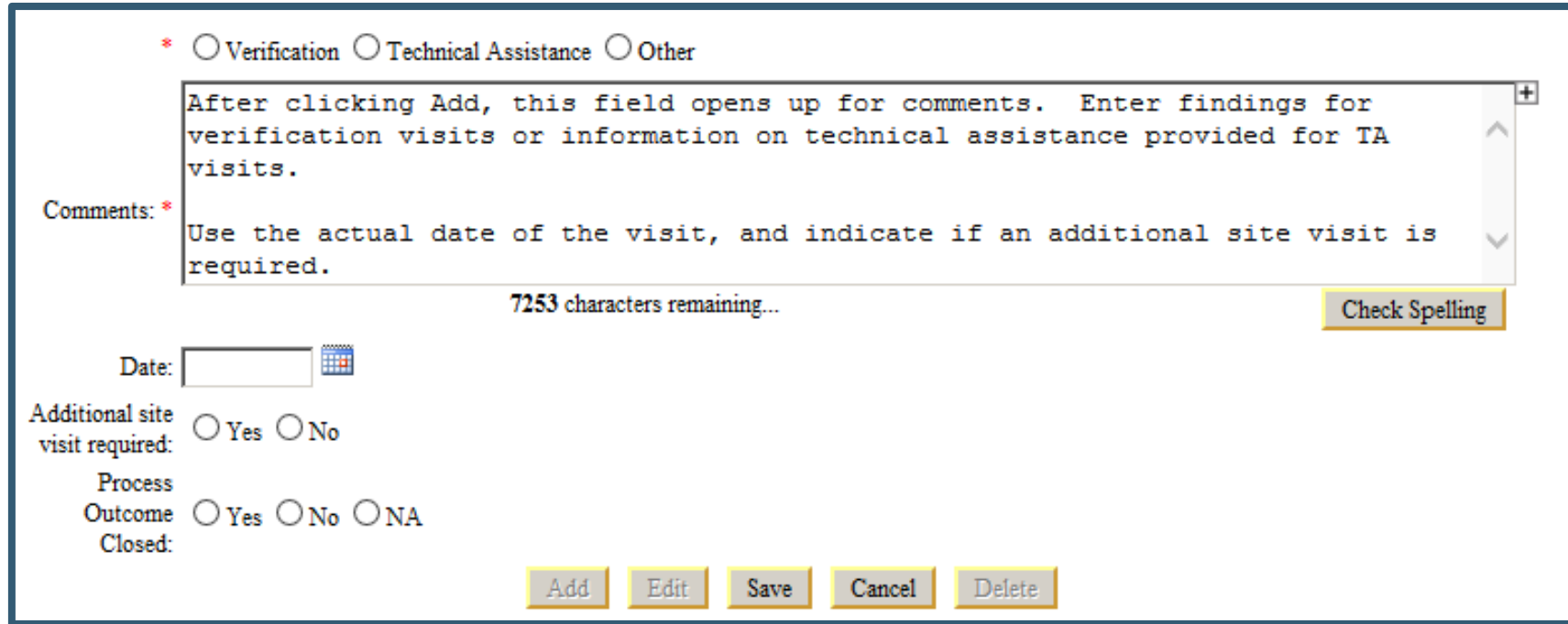
Date:  

Additional site visit required: ☐ Yes ☐ No

Process Outcome Closed: ☐ Yes ☐ No ☐ NA

Click **Add** to enter an update.

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE



The screenshot shows a web-based form for reviewing deficiencies. At the top, there are three radio buttons: ☐ Verification, ☐ Technical Assistance, and ☐ Other. Below these is a large text area for comments. The text area contains the following text: "After clicking Add, this field opens up for comments. Enter findings for verification visits or information on technical assistance provided for TA visits." and "Use the actual date of the visit, and indicate if an additional site visit is required." Below the text area is a character count: "7253 characters remaining...". To the right of the character count is a "Check Spelling" button. Below the text area is a "Date:" label followed by a date input field and a calendar icon. Below the date field is a label "Additional site visit required:" followed by two radio buttons: ☐ Yes and ☐ No. Below this is a label "Process Outcome Closed:" followed by three radio buttons: ☐ Yes, ☐ No, and ☐ NA. At the bottom of the form are five buttons: "Add", "Edit", "Save", "Cancel", and "Delete".

Select **Verification**, **Technical Assistance** or **Other**.

Enter comments to document technical assistance provided or the findings of a verification visit.

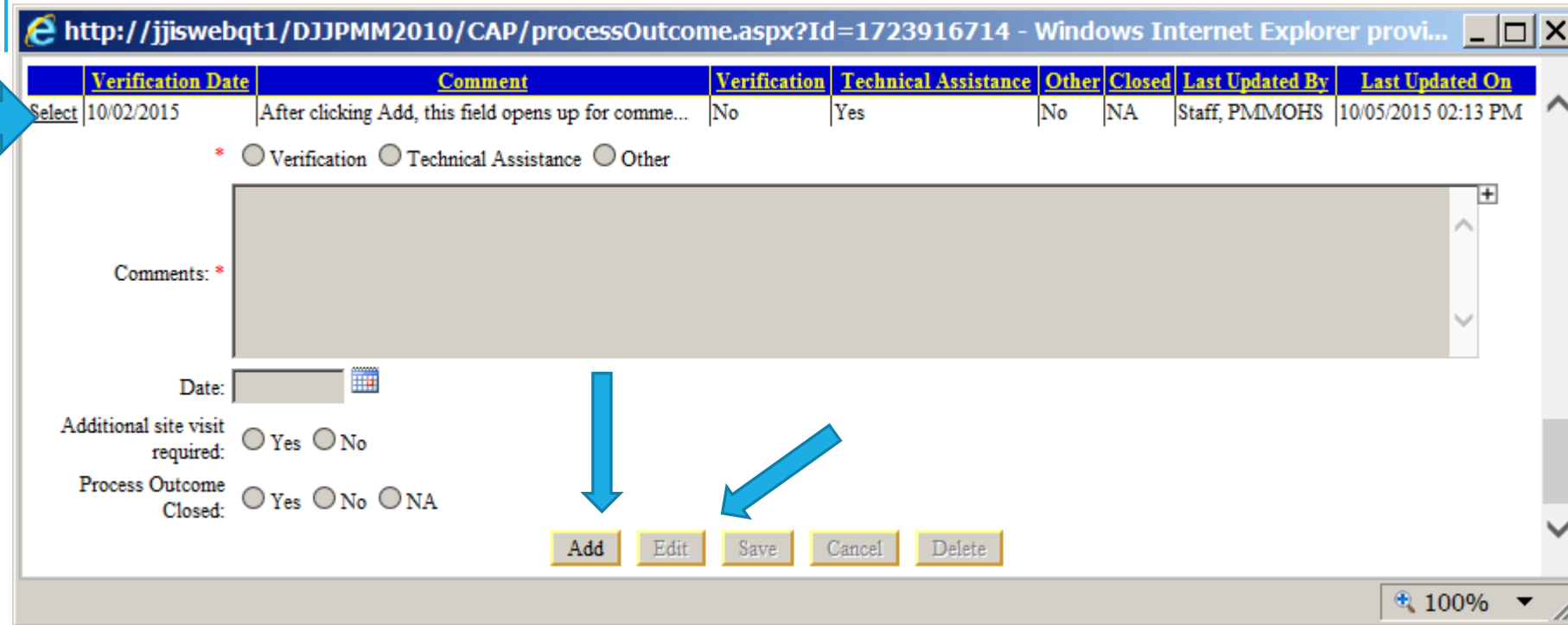
Enter the date of the visit and indicate if an additional site visit is required.

If this was a verification visit and the process outcome measure has been completed, click **Yes**, otherwise, click **No**. Click **Save**.

To update the OBCAP as Corrected – all process outcomes must be updated as Process Outcome Closed – Yes. This will mark the deficiency as Corrected and close the OBCAP.

Regional Monitors **cannot** close a Process Outcome measure.

# DEFICIENCY REVIEW ~ MAJOR DEFICIENCY UPDATE



http://jjiswebqt1/DJJPM2010/CAP/processOutcome.aspx?Id=1723916714 - Windows Internet Explorer provi...

	Verification Date	Comment	Verification	Technical Assistance	Other	Closed	Last Updated By	Last Updated On
Select	10/02/2015	After clicking Add, this field opens up for comme...	No	Yes	No	NA	Staff, PMMOHS	10/05/2015 02:13 PM

\* ☐ Verification ☐ Technical Assistance ☐ Other

Comments: \*

Date:

Additional site visit required: ☐ Yes ☐ No

Process Outcome Closed: ☐ Yes ☐ No ☐ NA

Click **Add** to enter a status update for the same process outcome, or repeat the process as needed to enter updates for other process outcome measures.

The information updated is shown in the list.  
Click **Select** and then **Edit** to make any changes to the text entered.

# QUESTIONS?

Contact your local DIO for answers

<http://www.djj.state.fl.us/partners/data-integrity-jjis>