

Manage Serious Deficiencies

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CDT

Setup Serious Deficiency Reasons

Serious deficiency reasons are a list of all the reasons why a provider might be considered Seriously Deficient. These reasons include things like failure to keep daily paperwork, deviation for USDA guidelines, and so on. KidKare comes with several default serious deficiency reasons, but you can set up additional reasons to suit your business needs.

Add Serious Deficiency Reasons

1. From the menu to the left, click the **Tools** and select **Serious Deficiency Reasons**. The Serious Deficiency Reasons window opens.

Serious Deficiency Reasons	
<input type="text"/>	
Failure to keep required records	
Failure to participate in training	
Lack of business integrity in last 7 years	
Non-compliance with agreement	
Non-compliance with the meal pattern	
Participation under more than one sponsor	
Submission of false information application	
Submission of false information on claim	
Threat to child/public health or safety	

Display 10 records Previous 1 Next

2. Click . The Add Serious Deficiency Reason Code dialog box opens.

Add Serious Deficiency Reason Code

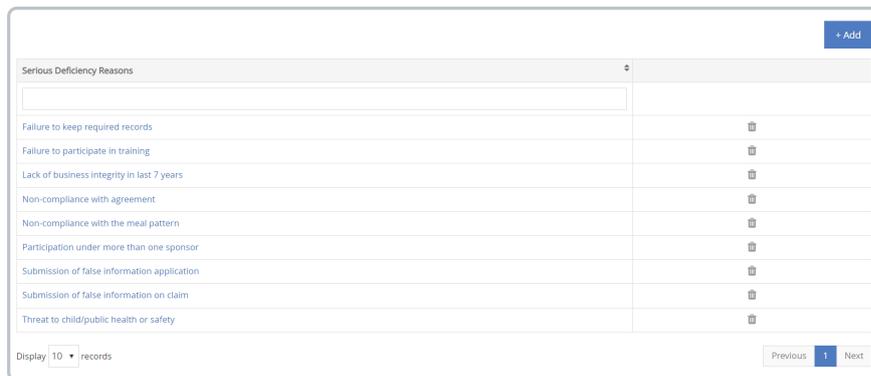
Please enter the name of your new Serious Deficiency Reason Code here*

Cancel Save

3. Click the text box and enter the serious deficiency reason.
4. Click **Save**.

Edit Serious Deficiency Reasons

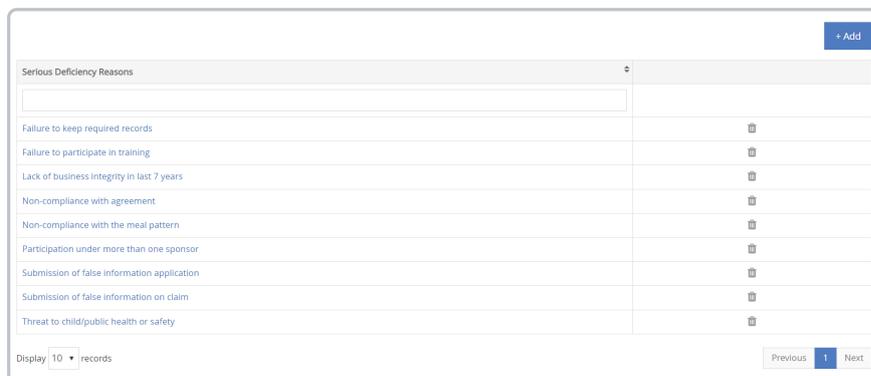
1. From the menu to the left, click the **Tools** and select **Serious Deficiency Reasons**. The Serious Deficiency Reasons window opens.



2. Click on the title of the reason you need to edit. The **Edit Serious Deficiency Reason** box opens.
3. Make your updates and click Save.

Delete Serious Deficiency Reasons

1. From the menu to the left, click the **Tools** and select **Serious Deficiency Reasons**. The Serious Deficiency Reasons window opens.



2. Click the  icon to the right of the deficiency reason.
3. The **Are you sure?** confirmation appears. Click **Delete**.

Note: A serious deficiency reason cannot be deleted if it has already been used.

Setup Serious Deficiency Events

Add Serious Deficiency Events

Serious deficiency events are particular milestones in the corrective action process. Each Serious Deficiency begins with notice given to the provider and ends with termination of the provider or documentation that the provider has corrected all mistakes. Set up milestones specific to your corrective action process in the Serious Deficiency Events window.

1. From the menu to the left, click the **Tools** and select **Serious Deficiency Events**. The Serious Deficiency

Events window opens.



2. Click **+ Add** . The Add Serious Deficiency Event Code dialog box opens.
3. Click the text box and enter the new event code.
4. Click **Save**.

Edit Serious Deficiency Events

1. From the menu to the left, click the **Tools** and select **Serious Deficiency Events**. The Serious Deficiency Events window opens.



2. Click on the title of the event you need to edit. The **Edit Serious Deficiency Event** box opens.
3. Make your updates and click Save.

Delete Serious Deficiency Events

1. From the menu to the left, click the **Tools** and select **Serious Deficiency Events**. The Serious Deficiency Events window opens.



2. Click the  icon to the right of the deficiency event.
3. The **Are you sure?** confirmation appears. Click **Delete**.

Note: A serious deficiency event cannot be deleted if it has already been used.

Add Provider Serious Deficiency

Food Program regulations require that you put providers into a corrective action process any time you find a problem with them that is considered a Serious Deficiency. The definition of what constitutes a serious deficiency varies between states, and the required corrective action varies between deficiency types.

Note: Before you put a provider in serious deficiency, first set up serious deficiency reasons and events. as shown above.

1. From the menu to the left, click **Tools** and select **Provider Serious Deficiency**. The Serious Deficiency List window opens.

The screenshot shows a web interface for selecting a provider and dates. At the top, there's a 'Select Provider' section with radio buttons for 'All Providers' and 'Selected provider' (which is selected). Below this are dropdowns for 'Provider Status' (set to 'Active'), a 'Date' field with a calendar icon, and a 'Provider' dropdown (set to 'Please select'). Below that is a 'Select Date' section with 'Start Date' (07/01/2024) and 'End Date' (07/16/2024) fields, each with a calendar icon, and a 'GO' button. A '+ Add' button is located at the bottom right. Below the date selection is a table with columns: 'Event Date', 'Reason', 'Event', 'Followup', 'Comments', and 'Recorded'.

2. Use the **Select Provider** section to filter and select the provider you are adding the serious deficiency for.
3. Click **+ Add**. The **Provider Serious Deficiency Add New Event** window opens.

The screenshot shows a modal window titled 'Provider Serious Deficiency - Add New Event'. At the top, it displays 'Berky, Jordan' and '0991' with a checked box for 'Provider In Serious Deficiency'. Below this are 'Event Date *' and 'Followup Date' fields, both with calendar icons. The 'Event Date *' field is highlighted with a red box. Below these are two dropdown menus: 'Serious Deficiency Reason *' and 'Serious Deficiency Event *', both with red boxes around them. There is a 'Comments' text area. Below that is 'Next Review Date' (05/25/2023) with a calendar icon. At the bottom, there are 'DOB' (01/19/1983) and 'Phone' ((972) 920-6935) fields. The 'Provider Mailing Address' is listed as 'Jordan Berky, 200 KidKare Place, Dublin, CA 94566'. At the bottom right are 'Cancel' and 'Save' buttons.

4. If this is the first event for this provider, check the **Provider in Serious Deficiency** box at the top. When you add additional events later, this box is checked by default. Clear it once the provider is no longer in Serious Deficiency.
5. Click the **Event Date** box and enter the date of the event. This is typically the current date.
6. Click the **Followup Date** box and enter the due date for the next action. This could be a response from the provider or a response from you.

- Click the **Serious Deficiency Reason** drop-down menu and select the reason you are placing this provider in Serious Deficiency. If this is a secondary event, this reason defaults to the one you selected when you initially placed this provider in Serious Deficiency. A provider could also have multiple serious deficiency reasons at once.
- Click the **Serious Deficiency Event** drop-down menu and select the step in the Serious Deficiency process you are recording. For example, you may have an event called Serious Deficiency Determined that you would assign if you are just now placing this provider in Serious Deficiency.
- Click the **Comments** box and enter any details about this event.
- Click the **Next Review Date** box and set a new review date for this provider, if needed. Setting a date here updates the provider's profile automatically.
- Copy the provider's address, phone number, and date of birth and paste them into the form letter you use for Serious Deficiency, if needed.
- When finished, click **Save**.

Review Serious Deficiencies

You can review the progression of a provider's Serious Deficiency process in the Provider Serious Deficiency List window.

- From the menu to the left, click **Tools** and select **Provider Serious Deficiency**. The Serious Deficiency List window opens.

Event Date	Reason	Event	Followup	Comments	Recorded
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- Use the **Select Provider** section to filter and select the provider you are adding the serious deficiency for or choose **All Providers**.
- Enter the **Start Date** and **End Date** to select the date range to view.
- Click **Go**. Providers meeting the limits you set display.

#	Provider Name	Event Date	Reason	Event	Followup	Comments	Recorded
0991	Berky, Jordan	07/01/2024	Lack of business integrity in last 7 years	Notice of Termination Sent	07/19/2024		991100

- Click the link under the **Event Date**, **Reason**, or **Event Name** to view event details. When finished, click

Close.