



Informal Deficiency Resolutions (IDR): Secrets for Success

1. Provide a “SMART” LIFE SAFETY PLAN to the surveyor at the start of the survey.
2. Take GOOD NOTES during the survey; mark each potential cite location on the life safety plan with a number that links it with your notes.
3. Avoid requesting an IDR if it’s easy to FIX; or you’re going to fix it anyway. It makes the reviewer roll their eyes for wasting their time.
4. Don’t be afraid to IDR cites that are wrong; it helps EDUCATE the surveyor from doing the same thing to someone else.
5. Include the LIFE SAFETY PLAN with your IDR submittal and show the location of each issue on the plan.
6. Include a close-up DRAWING of each IDR location, marked to show the reviewer the key points of the situation.
7. Include PHOTOS to illustrate the situation & support facility position; mark with comments to explain what needs to be seen.
8. QUOTE the full wording of the appropriate codes.
9. EXPLAIN why the cited code was not correctly applied.
10. If using a consultant, contact them IMMEDIATELY after the survey; don’t wait to receive the SOD because you don’t have much time to prepare the submittal.
11. If using a consultant, have them generate the IDR SUPPORT DOCUMENTS.
12. Have a knowledgeable code expert on the phone during the IDR CONFERENCE CALL to support your contention and respond to questions from the reviewer.