

Top Ten Most Frequently Cited Nursing Home Deficiencies

- LeadingAgeNY analysis of CMS Nursing Home Compare data
- Health surveys only
- Standard surveys only (i.e., complaint survey deficiencies excluded)
- Based on the most recent periodic survey for each home in the state through September 2017
- Top 10 cited Statewide and Regionally (by DOH Area Office)

Top Ten Most Frequently Cited Deficiencies – STATEWIDE

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Store, cook, and serve food in a safe and clean way.	371	176	6.1%
2	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	161	5.6%
3	Have a program that investigates, controls and keeps infection from spreading.	441	148	5.2%
4	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	130	4.5%
5	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	128	4.5%
6	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	122	4.3%
7	Provide housekeeping and maintenance services.	253	121	4.2%
8	1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	225	106	3.7%
9	Provide care by qualified persons according to each resident's written plan of care.	282	102	3.6%
10	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	94	3.3%

Top Ten Most Frequently Cited Deficiencies – Buffalo Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	26	6.3%
2	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	23	5.6%
3	Provide housekeeping and maintenance services.	253	19	4.6%
4	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	18	4.3%
5	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	17	4.1%
5	Store, cook, and serve food in a safe and clean way.	371	17	4.1%
7	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	157	16	3.9%
7	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	16	3.9%
7	Have a program that investigates, controls and keeps infection from spreading.	441	16	3.9%
10	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	14	3.4%
10	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	14	3.4%

Top Ten Most Frequently Cited Deficiencies – Rochester Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	21	5.3%
1	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	21	5.3%
1	Store, cook, and serve food in a safe and clean way.	371	21	5.3%
4	1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	225	20	5.0%
5	Provide care by qualified persons according to each resident's written plan of care.	282	19	4.8%
5	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	19	4.8%
5	Have a program that investigates, controls and keeps infection from spreading.	441	19	4.8%
8	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	18	4.5%
9	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	16	4.0%
10	Ensure each resident receives an accurate assessment by a qualified health professional.	278	14	3.5%
10	Allow residents the right to participate in the planning or revision of care and treatment.	280	14	3.5%

Top Ten Most Frequently Cited Deficiencies – Syracuse Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Store, cook, and serve food in a safe and clean way.	371	42	12.4%
2	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	33	9.7%
3	Have a program that investigates, controls and keeps infection from spreading.	441	30	8.8%
4	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	23	6.8%
5	1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	225	19	5.6%
6	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	18	5.3%
7	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	16	4.7%
8	Provide housekeeping and maintenance services.	253	15	4.4%
9	Ensure residents maintain acceptable nutritional status.	325	13	3.8%
10	Provide care by qualified persons according to each resident's written plan of care.	282	11	3.2%
10	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	11	3.2%

Top Ten Most Frequently Cited Deficiencies – Northeastern NY

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Store, cook, and serve food in a safe and clean way.	371	42	10.9%
2	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	33	8.5%
3	Have a program that investigates, controls and keeps infection from spreading.	441	30	7.8%
4	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	26	6.7%
5	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	23	6.0%
6	1) Hire only people with no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	225	19	4.9%
7	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	18	4.7%
8	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	16	4.1%
9	Provide housekeeping and maintenance services.	253	15	3.9%
10	Ensure residents maintain acceptable nutritional status.	325	13	3.4%

Top Ten Most Frequently Cited Deficiencies – Hudson Valley

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Store, cook, and serve food in a safe and clean way.	371	27	14.6%
2	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	20	10.8%
3	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	17	9.2%
4	Allow residents the right to participate in the planning or revision of care and treatment.	280	15	8.1%
4	Provide care by qualified persons according to each resident's written plan of care.	282	15	8.1%
6	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	11	5.9%
7	Provide housekeeping and maintenance services.	253	9	4.9%
8	Ensure that each resident who enters the nursing home without a catheter is not given a catheter, unless medically necessary, and that incontinent patients receive proper services to prevent urinary tract infections and restore normal bladder functions.	315	7	3.8%
8	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	7	3.8%
10	Give residents a notice of rights, rules, services and charges.	156	5	2.7%
10	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	5	2.7%

Top Ten Most Frequently Cited Deficiencies – NYC

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Store, cook, and serve food in a safe and clean way.	371	31	9.6%
2	Provide housekeeping and maintenance services.	253	27	8.4%
3	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	329	22	6.8%
4	Provide care by qualified persons according to each resident's written plan of care.	282	18	5.6%
5	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	16	5.0%
6	Allow residents the right to participate in the planning or revision of care and treatment.	280	15	4.6%
6	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	15	4.6%
6	Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	386	15	4.6%
9	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	14	4.3%
10	Ensure each resident receives an accurate assessment by a qualified health professional.	278	11	3.4%

Top Ten Most Frequently Cited Deficiencies – Long Island

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Allow residents the right to participate in the planning or revision of care and treatment.	282	26	9.3%
2	Provide housekeeping and maintenance services.	280	24	8.6%
3	Ensure that each resident's 1) entire drug/medication regimen is free from unnecessary drugs; and 2) is managed and monitored to achieve highest level of well-being.	253	19	6.8%
4	Provide care by qualified persons according to each resident's written plan of care.	329	18	6.5%
5	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	309	15	5.4%
5	Store, cook, and serve food in a safe and clean way.	323	15	5.4%
7	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	371	14	5.0%
8	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	13	4.7%
9	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	315	11	3.9%
10	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	241	9	3.2%
10	Have a program that investigates, controls and keeps infection from spreading.	386	9	3.2%