

# 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 March 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   | 202                   | 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   | 170                   | 5.1%                      |
| 3    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 158                   | 4.8%                      |
| 4    | Provide necessary care and services to maintain or improve the highest well being of each resident .  | 309   | 149                   | 4.5%                      |
| 5    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 147                   | 4.4%                      |
| 6    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 145                   | 4.4%                      |
| 7    | Provide housekeeping and maintenance services.  | 253   | 133                   | 4.0%                      |
| 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   | 122                   | 3.7%                      |
| 9    | Allow residents the right to participate in the planning or revision of care and treatment.   | 280   | 102                   | 3.1%                      |
| 9    | Keep accurate, complete and organized clinical records on each resident that meet professional standards.   | 514   | 102                   | 3.1%                      |

# 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   | 31                    | 5.2%                      |
| 2    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 27                    | 4.5%                      |
| 2    | Keep accurate, complete and organized clinical records on each resident that meet professional standards.   | 514   | 27                    | 4.5%                      |
| 4    | Allow residents the right to participate in the planning or revision of care and treatment.   | 280   | 26                    | 4.3%                      |
| 5    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 25                    | 4.2%                      |
| 6    | Provide housekeeping and maintenance services.  | 253   | 23                    | 3.8%                      |
| 7    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 22                    | 3.7%                      |
| 8    | Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.                         | 157   | 21                    | 3.5%                      |
| 8    | Store, cook, and serve food in a safe and clean way.  | 371   | 21                    | 3.5%                      |
| 9    | Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.                                  | 241   | 20                    | 3.3%                      |
| 9    | 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   | 20                    | 3.3%                      |

June 2017

# Top Ten Most Frequently Cited Deficiencies – Rochester Region

| Rank | Deficiency  | F-Tag | Number of Times Cited | As a Percent of All Cites |
|------|---|-------|-----------------------|---------------------------|
| 1    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 27                    | 6.1%                      |
| 2    | Store, cook, and serve food in a safe and clean way.  | 371   | 26                    | 5.9%                      |
| 2    | Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.  | 431   | 26                    | 5.9%                      |
| 4    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 25                    | 5.6%                      |
| 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   | 23                    | 5.2%                      |
| 6    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 20                    | 4.5%                      |
| 7    | Ensure each resident receives an accurate assessment by a qualified health professional.  | 278   | 19                    | 4.3%                      |
| 7    | Provide care by qualified persons according to each resident's written plan of care.  | 282   | 19                    | 4.3%                      |
| 9    | 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                    | 3.8%                      |
| 9    | June 2017<br>Ensure services provided by the nursing facility meet professional standards of quality.   | 281   | 17                    | 3.8%                      |

# Top Ten Most Frequently Cited Deficiencies – Syracuse Region

| Rank | Deficiency  | F-Tag | Number of Times Cited | As a Percent of All Cites |
|------|---|-------|-----------------------|---------------------------|
| 1    | 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   | 55                    | 6.7%                      |
| 2    | Provide necessary care and services to maintain or improve the highest well being of each resident .  | 309   | 52                    | 6.3%                      |
| 3    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 45                    | 5.5%                      |
| 4    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 42                    | 5.1%                      |
| 5    | Store, cook, and serve food in a safe and clean way.  | 371   | 33                    | 4.0%                      |
| 5    | Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.  | 312   | 33                    | 4.0%                      |
| 7    | 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   | 32                    | 3.9%                      |
| 8    | Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.   | 314   | 31                    | 3.8%                      |
| 9    | Provide housekeeping and maintenance services.  | 253   | 30                    | 3.6%                      |
| 10   | Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.  | 241   | 26                    | 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    | Provide necessary care and services to maintain or improve the highest well being of each resident .  | 309   | 31                    | 8.1%                      |
| 2    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 27                    | 7.1%                      |
| 2    | Keep accurate, complete and organized clinical records on each resident that meet professional standards.   | 514   | 27                    | 7.1%                      |
| 4    | Allow residents the right to participate in the planning or revision of care and treatment.   | 280   | 27                    | 6.8%                      |
| 5    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 25                    | 6.5%                      |
| 6    | Provide housekeeping and maintenance services.  | 253   | 23                    | 6.0%                      |
| 7    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 22                    | 5.8%                      |
| 8    | Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.                         | 157   | 21                    | 5.5%                      |
| 8    | Store, cook, and serve food in a safe and clean way.  | 371   | 21                    | 5.5%                      |
| 10   | Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.                                  | 241   | 20                    | 5.2%                      |
| 10   | 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   | 20                    | 5.2%                      |

# 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   | 24                    | 13.3%                     |
| 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   | 19                    | 10.6%                     |
| 3    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 14                    | 7.8%                      |
| 3    | Provide necessary care and services to maintain or improve the highest well being of each resident .  | 309   | 14                    | 7.8%                      |
| 5    | Provide care by qualified persons according to each resident's written plan of care.  | 282   | 12                    | 6.7%                      |
| 6    | Allow residents the right to participate in the planning or revision of care and treatment.   | 280   | 11                    | 6.1%                      |
| 7    | Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.  | 431   | 9                     | 5.0%                      |
| 8    | Provide housekeeping and maintenance services.  | 253   | 5                     | 2.8%                      |
| 8    | Provide routine and emergency drugs through a licensed pharmacist and only under the general supervision of a licensed nurse.   | 425   | 5                     | 2.8%                      |
| 10   | Give residents a notice of rights, rules, services and charges.   | 156   | 4                     | 2.2%                      |
| 10   | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 4                     | 2.2%                      |
| 10   | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 4                     | 2.2%                      |

# 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   | 38                    | 7.9%                      |
| 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   | 31                    | 6.4%                      |
| 3    | Provide housekeeping and maintenance services.  | 253   | 25                    | 5.2%                      |
| 3    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 25                    | 5.2%                      |
| 5    | Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.  | 431   | 24                    | 5.0%                      |
| 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   | 22                    | 4.6%                      |
| 7    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 21                    | 4.4%                      |
| 8    | Provide care by qualified persons according to each resident's written plan of care.  | 282   | 20                    | 4.2%                      |
| 9    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 16                    | 3.3%                      |
| 10   | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 15                    | 3.1%                      |
| 10   | Keep accurate, complete and organized clinical records on each resident that meet professional standards.   | 514   | 19                    | 3.1%                      |

# 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.   | 280   | 29                    | 7.1%                      |
| 2    | Provide housekeeping and maintenance services.  | 253   | 27                    | 6.6%                      |
| 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. | 329   | 24                    | 5.8%                      |
| 4    | Provide care by qualified persons according to each resident's written plan of care.  | 282   | 23                    | 5.6%                      |
| 5    | Keep accurate, complete and organized clinical records on each resident that meet professional standards.   | 514   | 20                    | 4.9%                      |
| 6    | Store, cook, and serve food in a safe and clean way.  | 371   | 18                    | 4.4%                      |
| 7    | Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.  | 323   | 17                    | 4.1%                      |
| 8    | Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.   | 279   | 16                    | 3.9%                      |
| 9    | Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.                                  | 241   | 15                    | 3.6%                      |
| 9    | Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.   | 314   | 15                    | 3.6%                      |
| 9    | Have a program that investigates, controls and keeps infection from spreading.  | 441   | 15                    | 3.6%                      |