

# 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 2016
- 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	200	6.0%
2	Have a program that investigates, controls and keeps infection from spreading.	441	167	5.0%
3	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	153	4.6%
4	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	147	4.4%
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	146	4.4%
6	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	139	4.1%
7	Provide housekeeping and maintenance services.	253	132	3.9%
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	131	3.9%
9	Allow residents the right to participate in the planning or revision of care and treatment.	280	108	3.2%
10	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	106	3.2%

# 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	36	5.1%
2	Allow residents the right to participate in the planning or revision of care and treatment.	280	35	5.0%
3	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	31	4.4%
4	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	30	4.3%
5	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	29	4.1%
6	Have a program that investigates, controls and keeps infection from spreading.	441	26	3.7%
7	Provide housekeeping and maintenance services.	253	25	3.5%
7	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	25	3.5%
9	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	24	3.4%
10	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	157	23	3.3%
10	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	23	3.3%
10	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	23	3.3%

# Top Ten Most Frequently Cited Deficiencies – Rochester 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	29	6.3%
1	Have a program that investigates, controls and keeps infection from spreading.	441	29	6.3%
3	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	28	6.1%
4	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	27	5.9%
5	Ensure each resident receives an accurate assessment by a qualified health professional.	278	23	5.0%
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	22	4.8%
7	Provide care by qualified persons according to each resident's written plan of care.	282	21	4.6%
8	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	19	4.1%
9	Ensure services provided by the nursing facility meet professional standards of quality.	281	17	3.7%
10	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	16	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	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	56	6.9%
2	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	53	6.5%
3	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	39	4.8%
4	Have a program that investigates, controls and keeps infection from spreading.	441	38	4.7%
5	Store, cook, and serve food in a safe and clean way.	371	37	4.6%
6	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	33	4.1%
7	Provide housekeeping and maintenance services.	253	31	3.8%
8	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	28	3.5%
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	27	3.3%
10	Keep each resident free from physical restraints, unless needed for medical treatment.	221	26	3.2%
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	Store, cook, and serve food in a safe and clean way.	371	44	11.5%
2	Have a program that investigates, controls and keeps infection from spreading.	441	29	7.6%
3	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	25	6.6%
4	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	24	6.3%
5	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	22	5.8%
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	22	5.8%
7	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	21	5.5%
8	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	15	3.9%
8	Provide housekeeping and maintenance services.	253	15	3.9%
10	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	11	2.9%

# 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	18	11.7%
2	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	17	11.0%
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	17	11.0%
4	Allow residents the right to participate in the planning or revision of care and treatment.	280	11	7.1%
5	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	10	6.5%
6	Provide care by qualified persons according to each resident's written plan of care.	282	9	5.8%
7	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	6	3.9%
8	Give residents a notice of rights, rules, services and charges.	156	5	3.2%
8	Provide housekeeping and maintenance services.	253	5	3.2%
8	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	5	3.2%

# 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	33	7.4%
2	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	30	6.7%
3	Have a program that investigates, controls and keeps infection from spreading.	441	29	6.5%
4	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	24	5.4%
4	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	5.4%
6	Provide housekeeping and maintenance services.	253	23	5.1%
7	Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	386	21	4.7%
8	Provide care by qualified persons according to each resident's written plan of care.	282	19	4.2%
9	Allow residents the right to participate in the planning or revision of care and treatment.	280	15	3.3%
9	Ensure services provided by the nursing facility meet professional standards of quality.	281	15	3.3%
9	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	15	3.3%

# Top Ten Most Frequently Cited Deficiencies – Long Island

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Provide housekeeping and maintenance services.	253	26	6.6%
1	Allow residents the right to participate in the planning or revision of care and treatment.	280	26	6.6%
3	Provide care by qualified persons according to each resident's written plan of care.	282	24	6.1%
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	6.1%
5	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	20	5.1%
6	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	19	4.8%
7	Store, cook, and serve food in a safe and clean way.	371	18	4.6%
8	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	16	4.1%
8	Have a program that investigates, controls and keeps infection from spreading.	441	16	4.1%
10	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	13	3.3%
10	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	13	3.3%