

# Top Ten Most Frequently Cited Deficiencies

- LeadingAge NY analysis of OSCAR data
- Health surveys only
- Standard surveys only (i.e., complaint survey deficiencies excluded)
- 15 month period: Sep. 2013 – Nov. 2014
- Top 10 statewide and by area office

*For more information on survey and assistance in addressing and preventing deficiencies contact Elliott Frost, [efrost@leadingagency.org](mailto:efrost@leadingagency.org)*

# Top Ten Most Frequently Cited Deficiencies – STATEWIDE

Rank	Deficiency	F-Tag Number	Number of times cited	As a percent of all cites
1	Store, cook, and serve food in a safe and clean way.	371	189	5.7%
2	Have a program that investigates, controls and keeps infection from spreading.	441	186	5.6%
3	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	159	4.8%
4	Provide care by qualified persons according to each resident's written plan of care.	282	143	4.3%
5	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	130	3.9%
6	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	127	3.8%
7	Provide housekeeping and maintenance services.	253	122	3.7%
8	Allow residents the right to participate in the planning or revision of care and treatment.	280	120	3.6%
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	109	3.3%
10	Ensure services provided by the nursing facility meet professional standards of quality.	281	103	3.1%

# Top Ten Most Frequently Cited Deficiencies – Long Island

Rank	Deficiency	F-Tag Number	Number of times cited	As a percent of all cites
1	Provide housekeeping and maintenance services.	253	25	6.7%
2	Have a program that investigates, controls and keeps infection from spreading.	441	23	6.2%
3	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	22	5.9%
4	Provide care by qualified persons according to each resident's written plan of care.	282	21	5.6%
4	Store, cook, and serve food in a safe and clean way.	371	21	5.6%
6	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	19	5.1%
7	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	18	4.8%
8	Allow residents the right to participate in the planning or revision of care and treatment.	280	15	4.0%
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	13	3.5%
10	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	11	2.9%

# Top Ten Most Frequently Cited Deficiencies – New York City

Rank	Deficiency	F-Tag Number	Number of times cited	As a percent of all cites
1	Store, cook, and serve food in a safe and clean way.	371	35	8.3%
2	Provide care by qualified persons according to each resident's written plan of care.	282	34	8.1%
3	Have a program that investigates, controls and keeps infection from spreading.	441	30	7.1%
4	Provide housekeeping and maintenance services.	253	22	5.2%
5	Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	386	19	4.5%
6	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	16	3.8%
7	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	15	3.6%
8	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	14	3.3%
9	Ensure services provided by the nursing facility meet professional standards of quality.	281	13	3.1%
10	Allow residents the right to participate in the planning or revision of care and treatment.	280	12	2.8%

# Top Ten Most Frequently Cited Deficiencies – Hudson Valley

Rank	Deficiency	F-Tag Number	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	34	8.8%
2	Provide care by qualified persons according to each resident's written plan of care.	282	29	7.5%
3	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	23	6.0%
4	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	20	5.2%
4	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	20	5.2%
6	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	4.9%
6	Store, cook, and serve food in a safe and clean way.	371	19	4.9%
8	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	17	4.4%
9	Provide housekeeping and maintenance services.	253	13	3.4%

# Top Ten Most Frequently Cited Deficiencies – Northeastern NY

Rank	Deficiency	F-Tag Number	Number of times cited	As a percent of all cites
1	Store, cook, and serve food in a safe and clean way.	371	31	9.7%
2	Ensure services provided by the nursing facility meet professional standards of quality.	281	23	7.2%
3	Have a program that investigates, controls and keeps infection from spreading.	441	20	6.3%
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	18	5.7%
4	Ensure residents maintain acceptable nutritional status.	325	18	5.7%
6	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	17	5.3%
7	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	16	5.0%
8	Provide housekeeping and maintenance services.	253	12	3.8%
9	Ensure that residents are safe from serious medication errors.	333	10	3.1%
9	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	10	3.1%

# Top Ten Most Frequently Cited Deficiencies – Central NY

Rank	Deficiency	F-Tag Number	Number of times cited	As a percent of all cites
1	Have a program that investigates, controls and keeps infection from spreading.	441	55	6.4%
2	Store, cook, and serve food in a safe and clean way.	371	50	5.8%
3	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	46	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	45	5.2%
5	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	40	4.7%
5	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	40	4.7%
7	Ensure services provided by the nursing facility meet professional standards of quality.	281	36	4.2%
8	Provide housekeeping and maintenance services.	253	33	3.8%
9	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	31	3.6%
10	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	28	3.3%

# Top Ten Most Frequently Cited Deficiencies – Rochester Region

Rank	Deficiency	F-Tag Number	Number of times cited	As a percent of all cites
1	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	35	7.7%
2	Provide care by qualified persons according to each resident's written plan of care.	282	30	6.6%
3	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	29	6.4%
3	Have a program that investigates, controls and keeps infection from spreading.	441	29	6.4%
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	5.1%
6	Allow residents the right to participate in the planning or revision of care and treatment.	280	17	3.8%
7	Ensure services provided by the nursing facility meet professional standards of quality.	281	15	3.3%
7	Store, cook, and serve food in a safe and clean way.	371	15	3.3%
8	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	14	3.1%
8	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	14	3.1%



# Top Ten Most Frequently Cited Deficiencies – Buffalo Region

Rank	Deficiency	F-Tag Number	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	33	6.3%
2	Provide necessary care and services to maintain or improve the highest well being of each resident .	309	31	5.9%
3	Provide care for residents in a way that maintains or improves their dignity and respect in full recognition of their individuality.	241	26	4.9%
4	Develop a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	279	25	4.7%
4	Keep accurate, complete and organized clinical records on each resident that meet professional standards.	514	25	4.7%
6	Ensure that a nursing home area is free from accident hazards and provide adequate supervision to prevent avoidable accidents.	323	24	4.5%
6	Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	314	24	4.5%
8	Have a program that investigates, controls and keeps infection from spreading.	441	22	4.2%
9	Maintain drug records and properly mark/label drugs and other similar products according to accepted professional standards.	431	21	4.0%
10	Assist those residents who need help with eating/drinking, grooming and personal and oral hygiene.	312	19	3.6%