

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 and infection control survey deficiencies excluded)
- Based on the most recent periodic survey for each home surveyed through February 2021
- Top 10 cited nationwide, statewide, and regional.

Top Ten Most Frequently Cited Deficiencies – NATIONWIDE

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Provide and implement an infection prevention and control program.	880	5,743	6.4%
2	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	812	5,205	5.8%
3	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	3,747	4.2%
4	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	761	3,658	4.1%
5	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	3,060	3.4%
6	Provide appropriate treatment and care according to orders, residents preferences and goals.	684	2,603	2.9%
7	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	2,562	2.9%
8	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is new	758	2,518	2.8%
9	Ensure each resident receives an accurate assessment.	641	2,136	2.4%
10	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	550	2,035	2.3%

Top Ten Most Frequently Cited Deficiencies – STATEWIDE

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Provide and implement an infection prevention and control program.	880	209	7.8%
2	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	193	7.2%
3	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	812	132	4.9%
4	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is new	758	106	3.9%
5	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	98	3.6%
6	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	761	83	3.1%
7	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	550	80	3.0%
8	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	76	2.8%
9	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	584	72	2.7%
10	Provide appropriate treatment and care according to orders, residents preferences and goals.	684	70	2.6%

Top Ten Most Frequently Cited Deficiencies – Buffalo Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is new	758	24	10.4%
2	Provide care and assistance to perform activities of daily living for any resident who is unable.	677	17	7.4%
3	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	804	11	4.8%
4	Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.	756	10	4.3%
4	Provide and implement an infection prevention and control program.	880	10	4.3%
6	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	607	9	3.9%
7	Keep all essential equipment working safely.	908	8	3.5%
8	Respond appropriately to all alleged violations.	610	7	3.0%
9	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	584	6	2.6%
9	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	6	2.6%

Top Ten Most Frequently Cited Deficiencies – Rochester Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	26	8.1%
2	Provide and implement an infection prevention and control program.	880	17	5.3%
3	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is new	758	16	5.0%
4	Create and put into place a plan for meeting the resident's most immediate needs within 48 hours of being admitted	655	15	4.7%
5	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	12	3.8%
6	Ensure that feeding tubes are not used unless there is a medical reason and the resident agrees; and provide appropriate care for a resident with a feeding tube.	693	11	3.4%
7	Provide safe and appropriate respiratory care for a resident when needed.	695	10	3.1%
8	Provide care and assistance to perform activities of daily living for any resident who is unable.	677	9	2.8%
8	Provide appropriate care for a resident to maintain and/or improve range of motion (ROM), limited ROM and/or mobility, unless a decline is for a medical reason.	688	9	2.8%
8	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	9	2.8%

Top Ten Most Frequently Cited Deficiencies – Central New York Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Provide and implement an infection prevention and control program.	880	42	10.9%
2	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	761	28	7.3%
3	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	550	22	5.7%
4	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	804	19	4.9%
5	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	812	15	3.9%
6	Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.	582	14	3.6%
6	Provide appropriate care for a resident to maintain and/or improve range of motion (ROM), limited ROM and/or mobility, unless a decline is for a medical reason.	688	14	3.6%
8	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	13	3.4%
8	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	584	13	3.4%
8	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	13	3.4%

Top Ten Most Frequently Cited Deficiencies – Northeast New York Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	812	45	9.5%
2	Provide and implement an infection prevention and control program.	880	35	7.4%
3	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	28	5.9%
4	Have a policy regarding use and storage of foods brought to residents by family and other visitors.	813	21	4.4%
5	Provide enough food/fluids to maintain a resident's health.	692	19	4.0%
6	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	17	3.6%
7	Provide safe, appropriate dialysis care/services for a resident who requires such services.	698	15	3.2%
7	Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.	756	15	3.2%
7	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is necessary and PRN use is limited.	758	15	3.2%
10	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	550	14	3.0%

Top Ten Most Frequently Cited Deficiencies – New York City Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Provide and implement an infection prevention and control program.	880	62	11.3%
2	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	42	7.6%
3	Ensure each resident receives an accurate assessment.	641	35	6.4%
4	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	812	26	4.7%
5	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	25	4.5%
6	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is ne	758	24	4.4%
6	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	761	24	4.4%
6	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	584	24	4.4%
9	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	550	23	4.2%
10	Provide appropriate care for a resident to maintain and/or improve range of motion (ROM), limited ROM and/or mobility, unless a decline is for a medical reason.	688	22	4.0%

Top Ten Most Frequently Cited Deficiencies – Hudson Valley Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	44	9.5%
2	Provide and implement an infection prevention and control program.	880	32	6.9%
3	Provide appropriate treatment and care according to orders, resident's preferences and goals.	684	28	6.0%
4	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	812	27	5.8%
5	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	26	5.6%
6	Provide timely notification to the resident, and if applicable to the resident representative and ombudsman, before transfer or discharge, including appeal rights.	623	23	5.0%
7	Provide appropriate care for residents who are continent or incontinent of bowel/bladder, appropriate catheter care, and appropriate care to prevent urinary tract infections.	690	14	3.0%
8	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	13	2.8%
9	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	761	12	2.6%
9	Ensure medication error rates are not 5 percent or greater.	759	12	2.6%

Top Ten Most Frequently Cited Deficiencies – Long Island Region

Rank	Deficiency	F-Tag	Number of Times Cited	As a Percent of All Cites
1	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	656	44	14.1%
2	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	657	17	6.5%
3	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is ne	758	15	5.7%
4	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	842	13	4.9%
5	Provide and implement an infection prevention and control program.	880	11	4.2%
5	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	689	11	4.2%
5	Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.	756	11	4.2%
8	Ensure each resident receives an accurate assessment.	641	10	3.8%
9	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	550	9	3.4%
10	Respond appropriately to all alleged violations.	610	8	3.0%