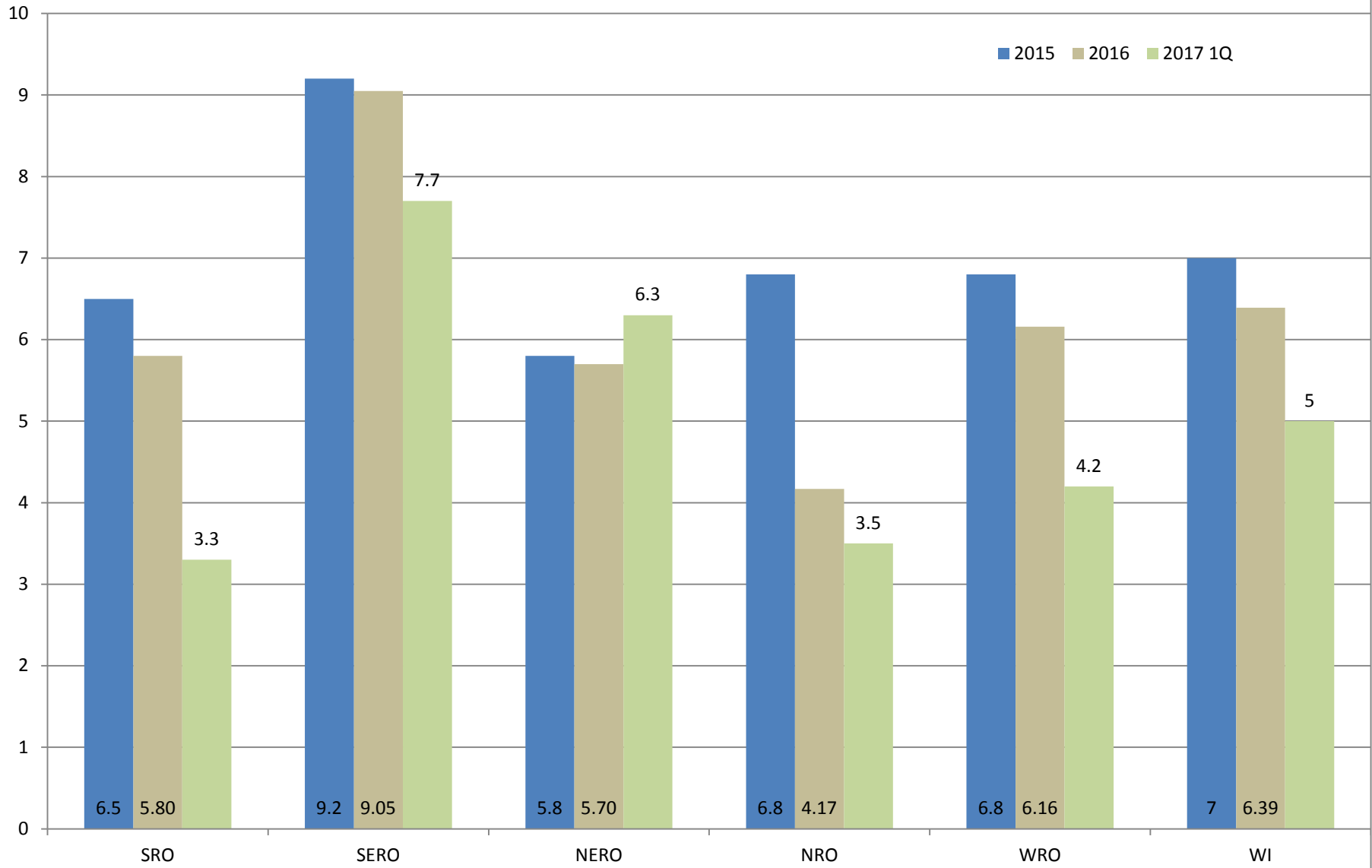


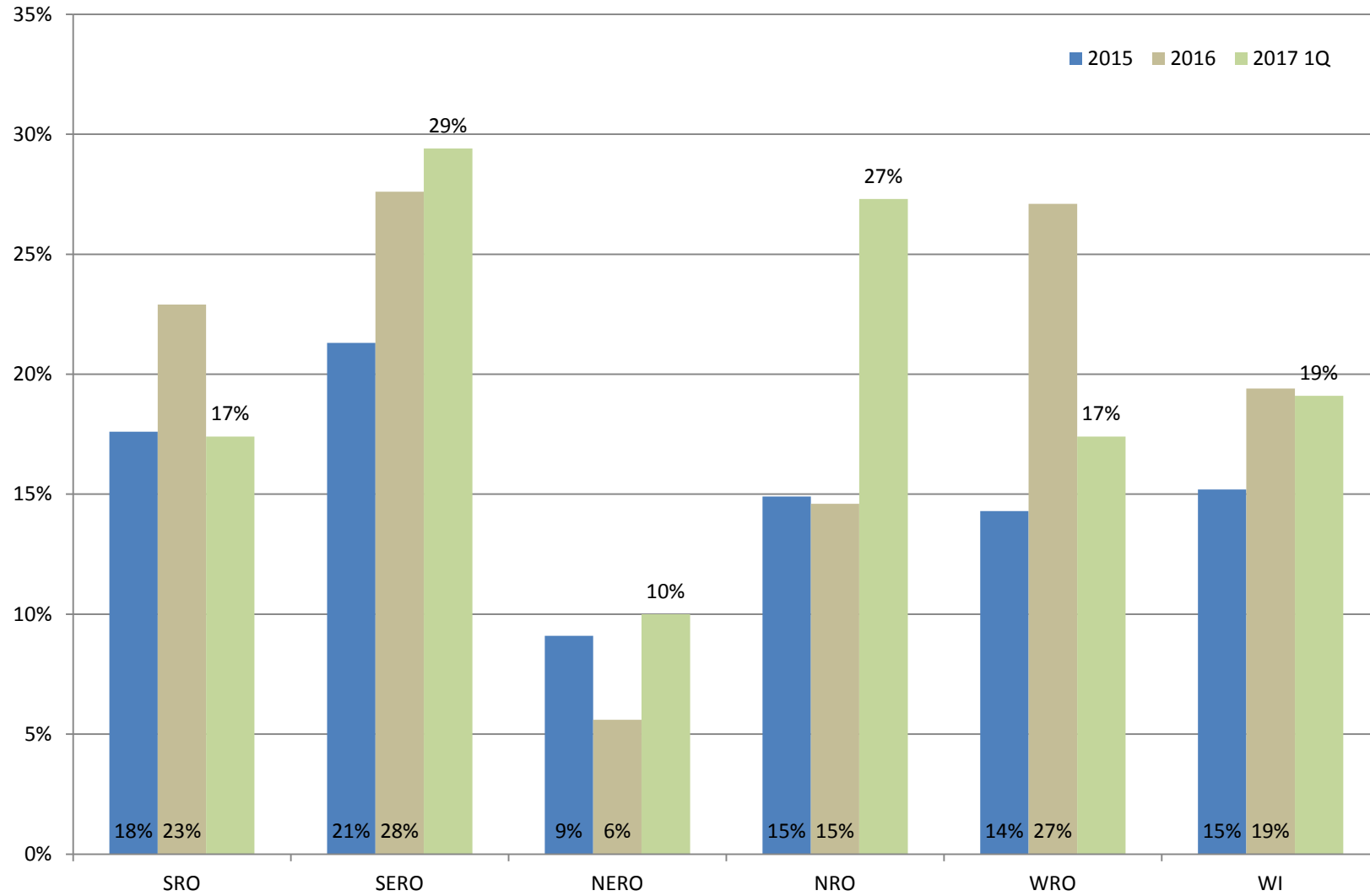


### Average Number Citations per Recertification Survey



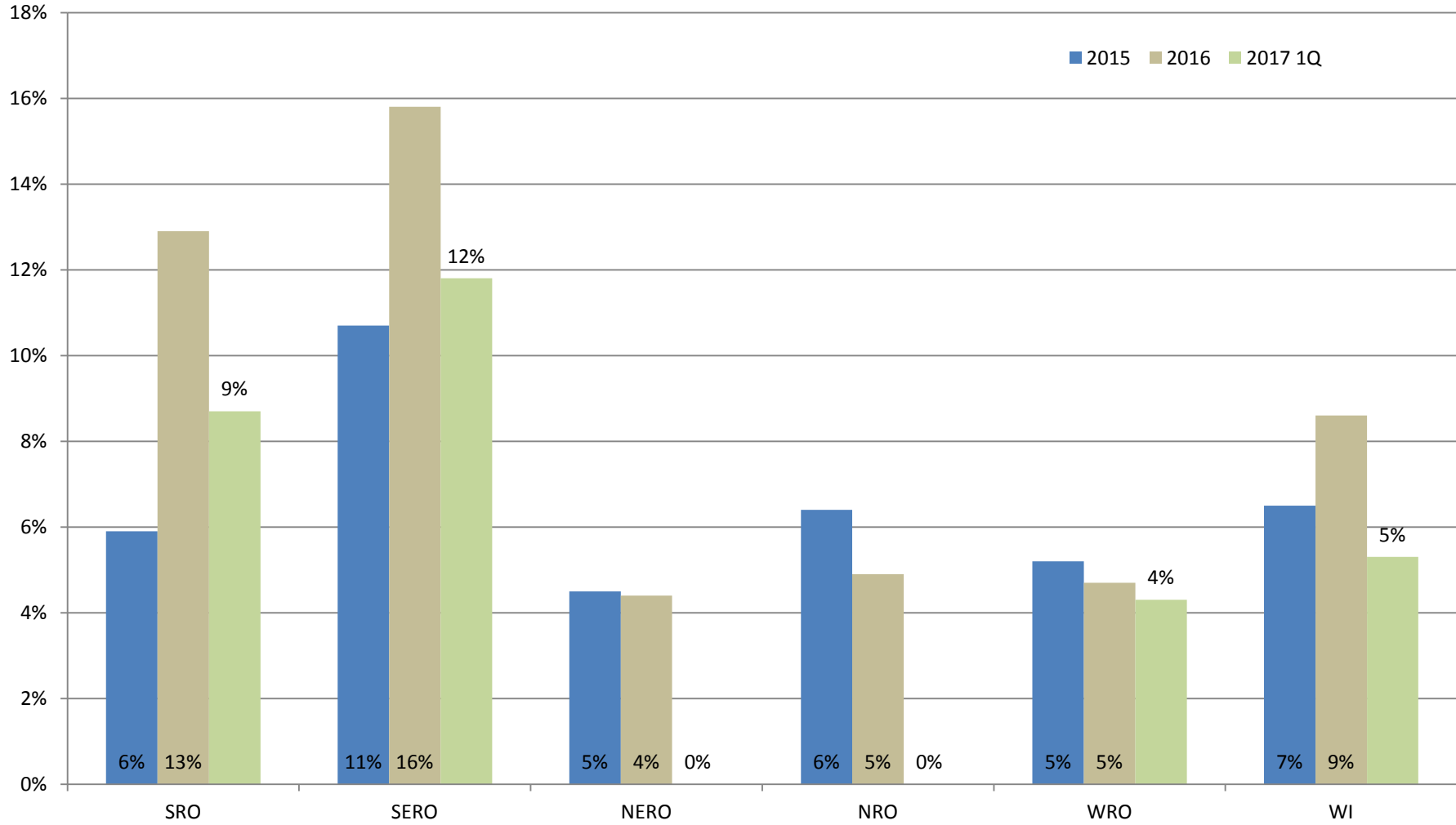


### Percentage of Recertification Surveys with Harm or Jeopardy Citations





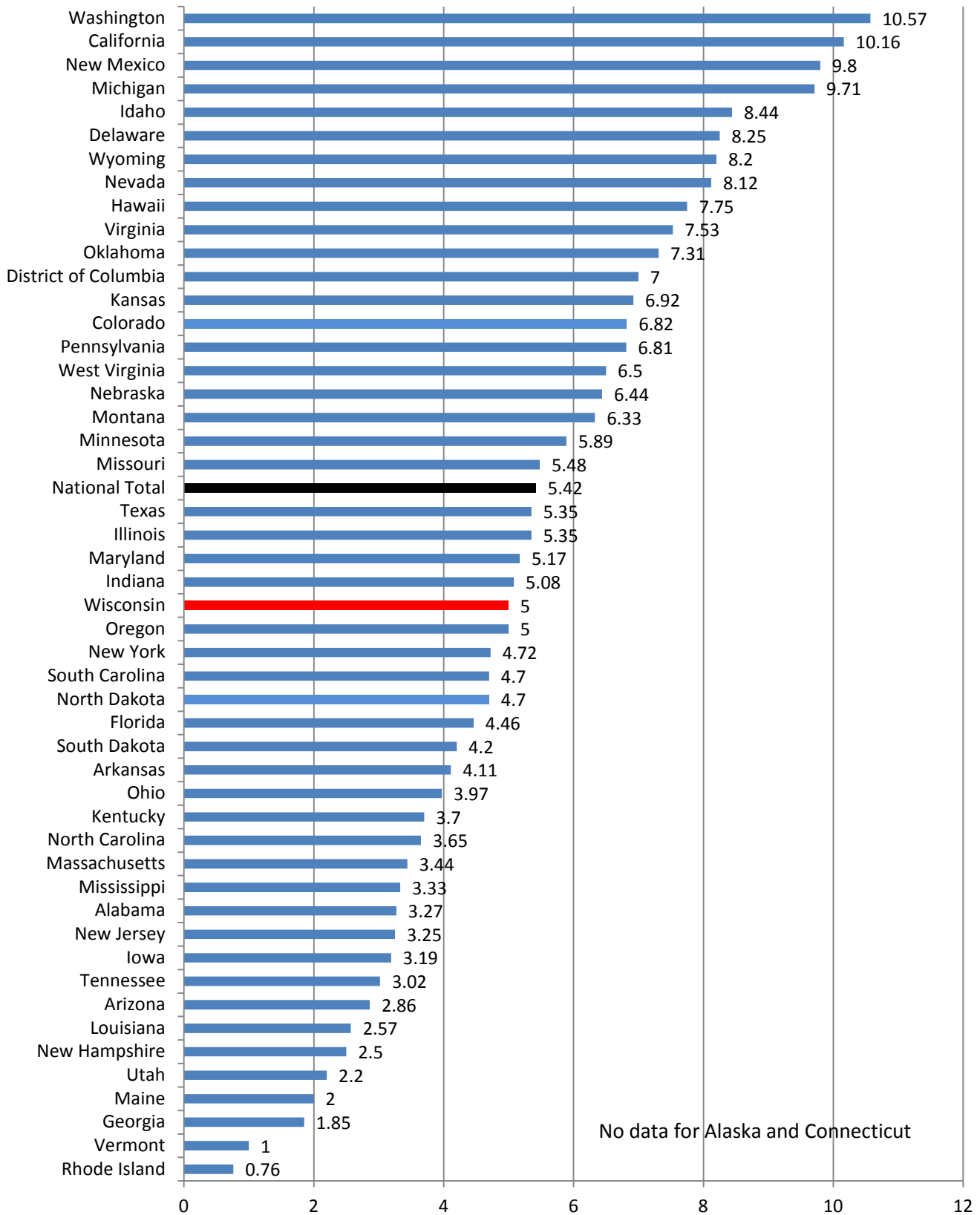
### Percentage of Recertification Surveys with Substandard Quality of Care





## Average Number Federal Health Citations per Recertification Survey 1Q 2017

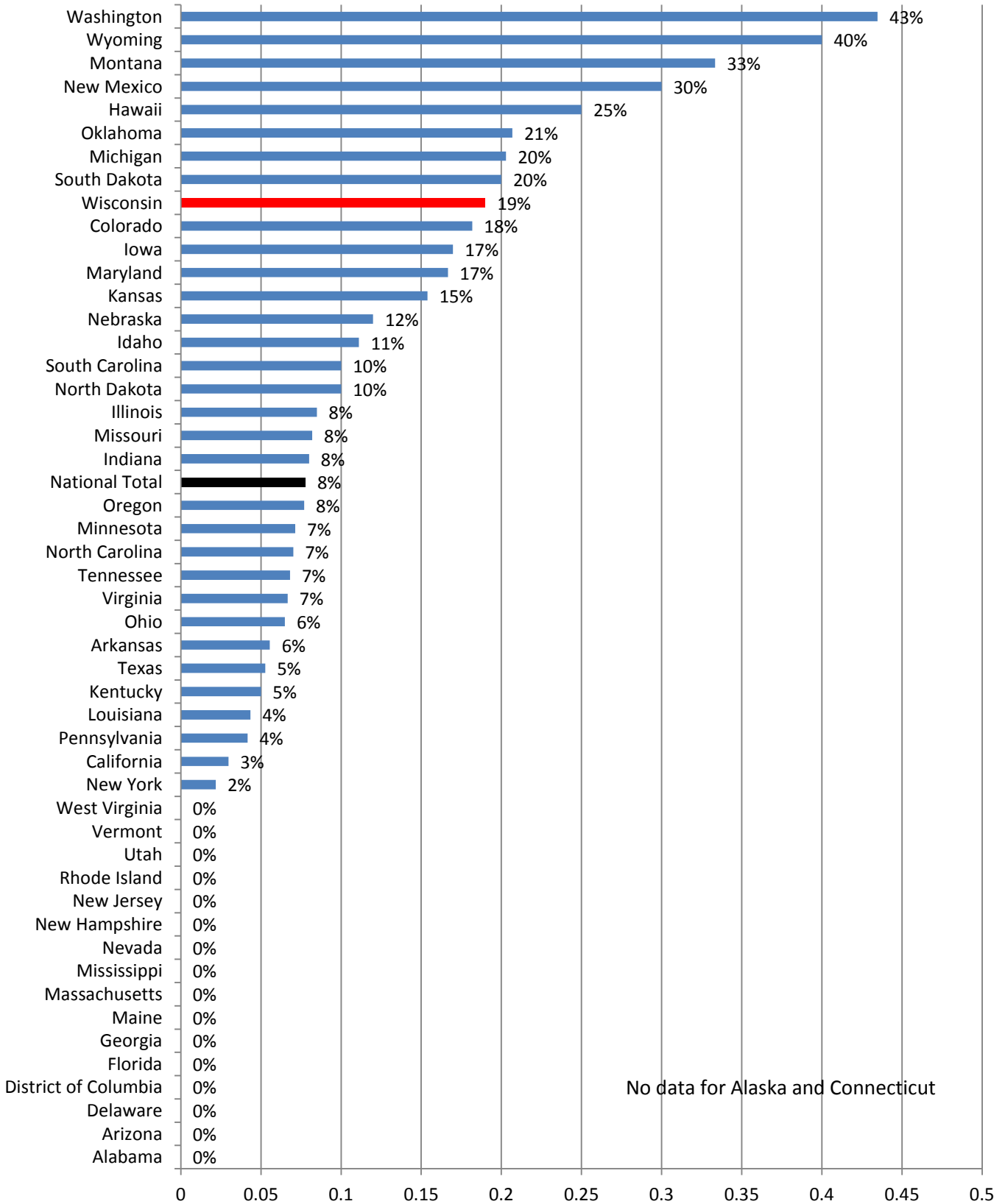
S&C PDQ and Data Link Viewer





## Percentage of Recertification Surveys with Harm or Jeopardy Citations 1Q 2017

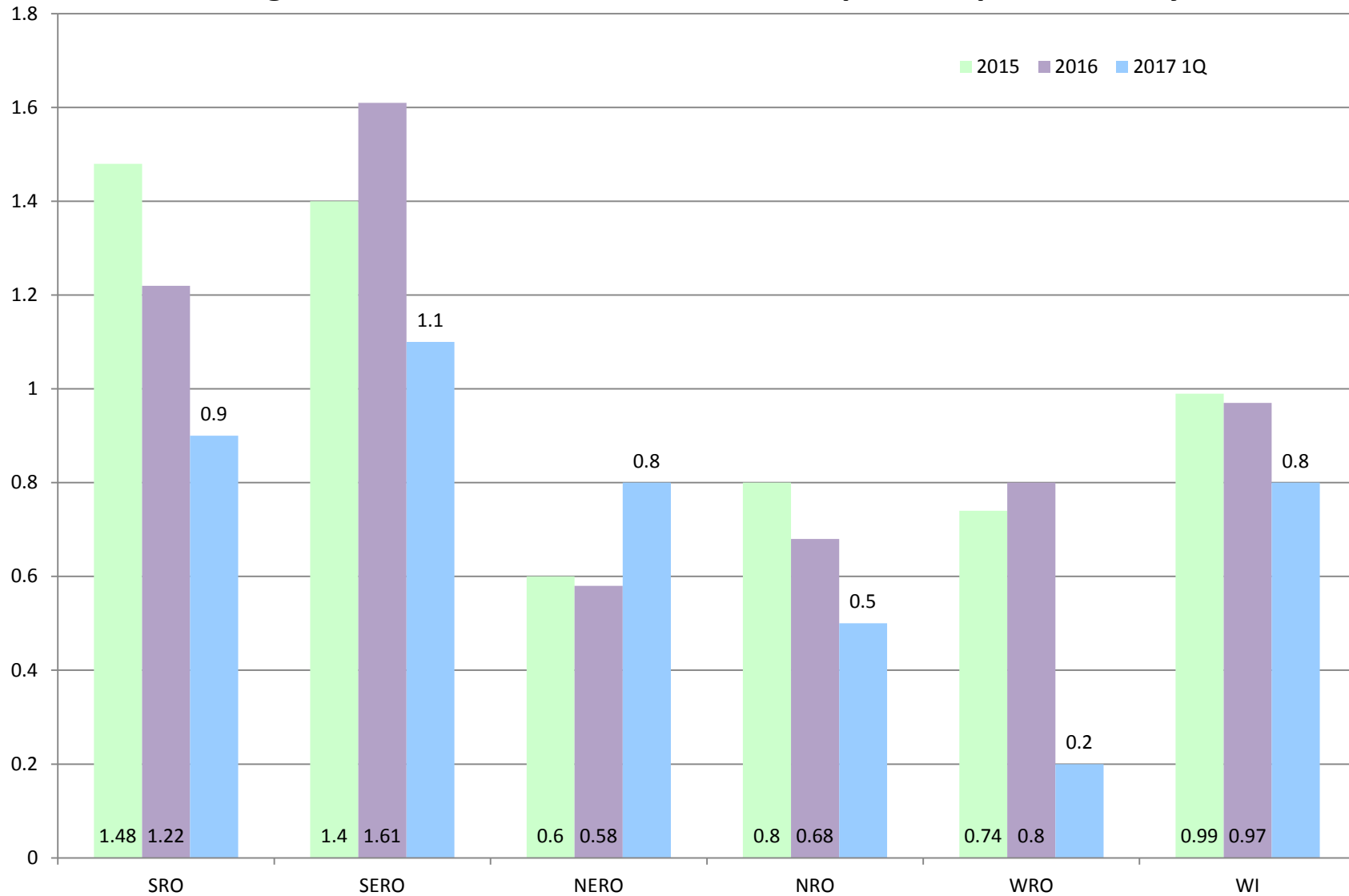
S&C PDQ and Data Link Viewer



No data for Alaska and Connecticut

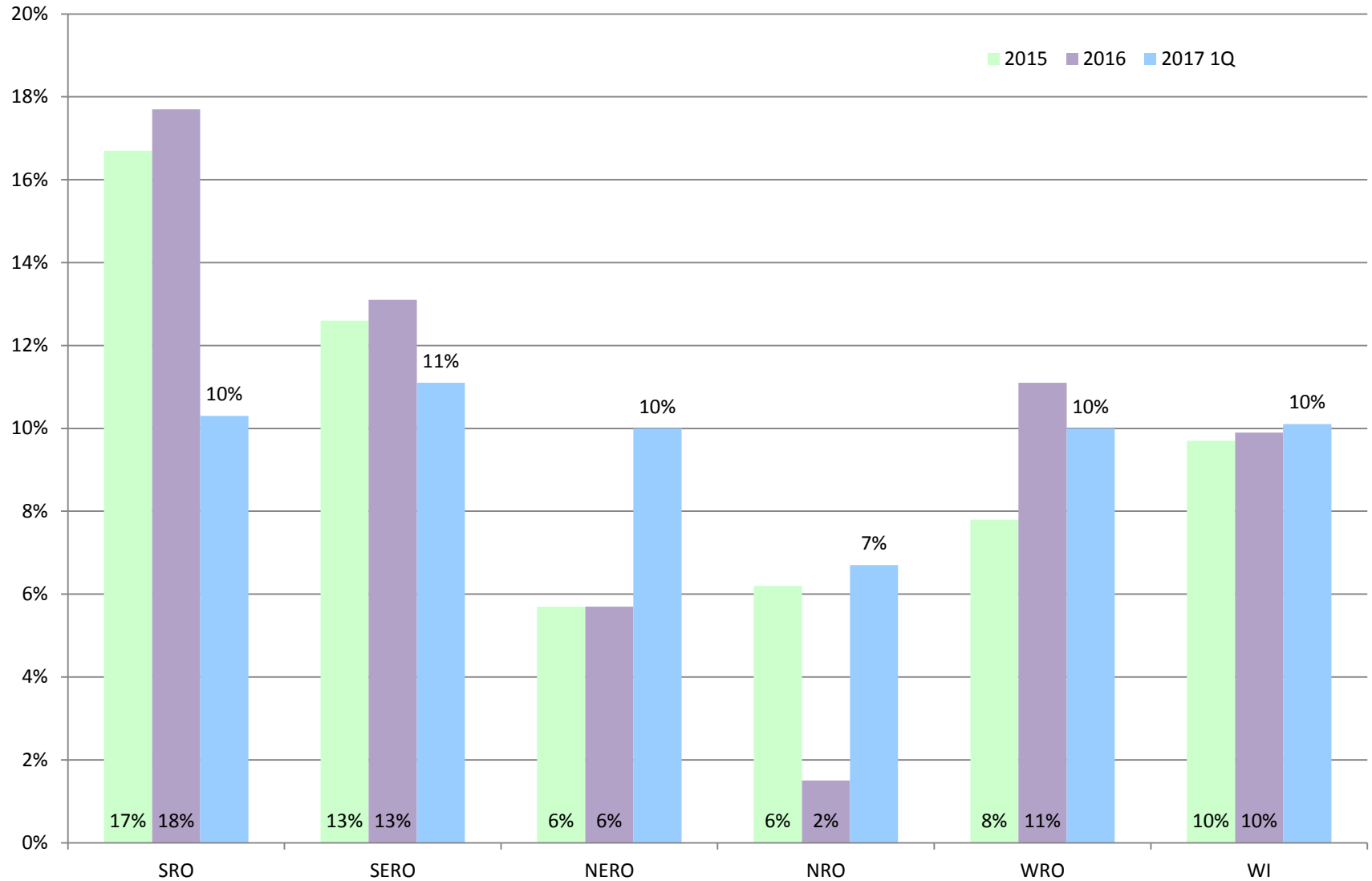


### Average Number Federal Health Citations per Complaint Survey



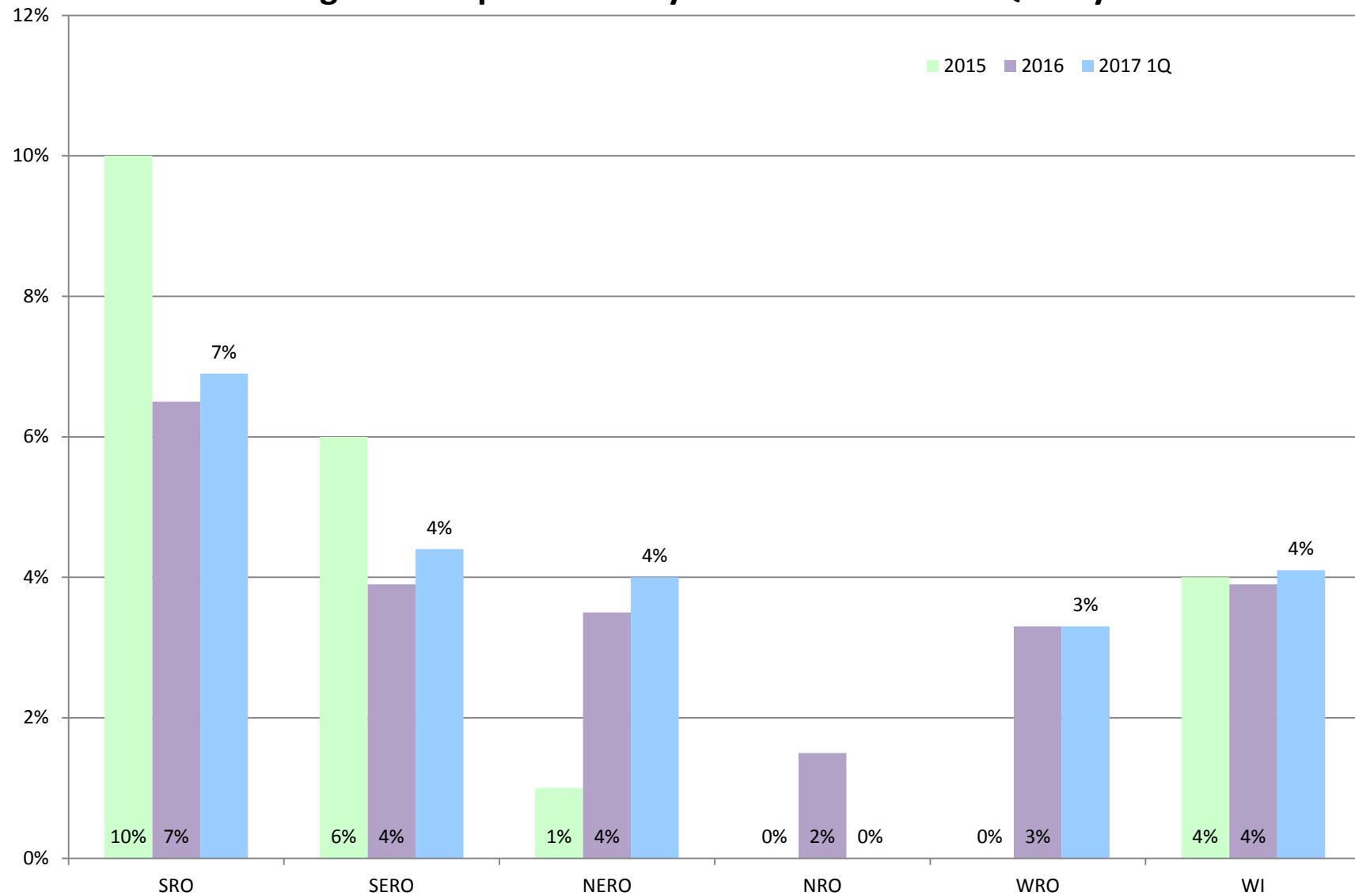


## Percentage of Complaint Surveys with Harm or Jeopardy Citations





## Percentage of Complaint Surveys with Substandard Quality of Care

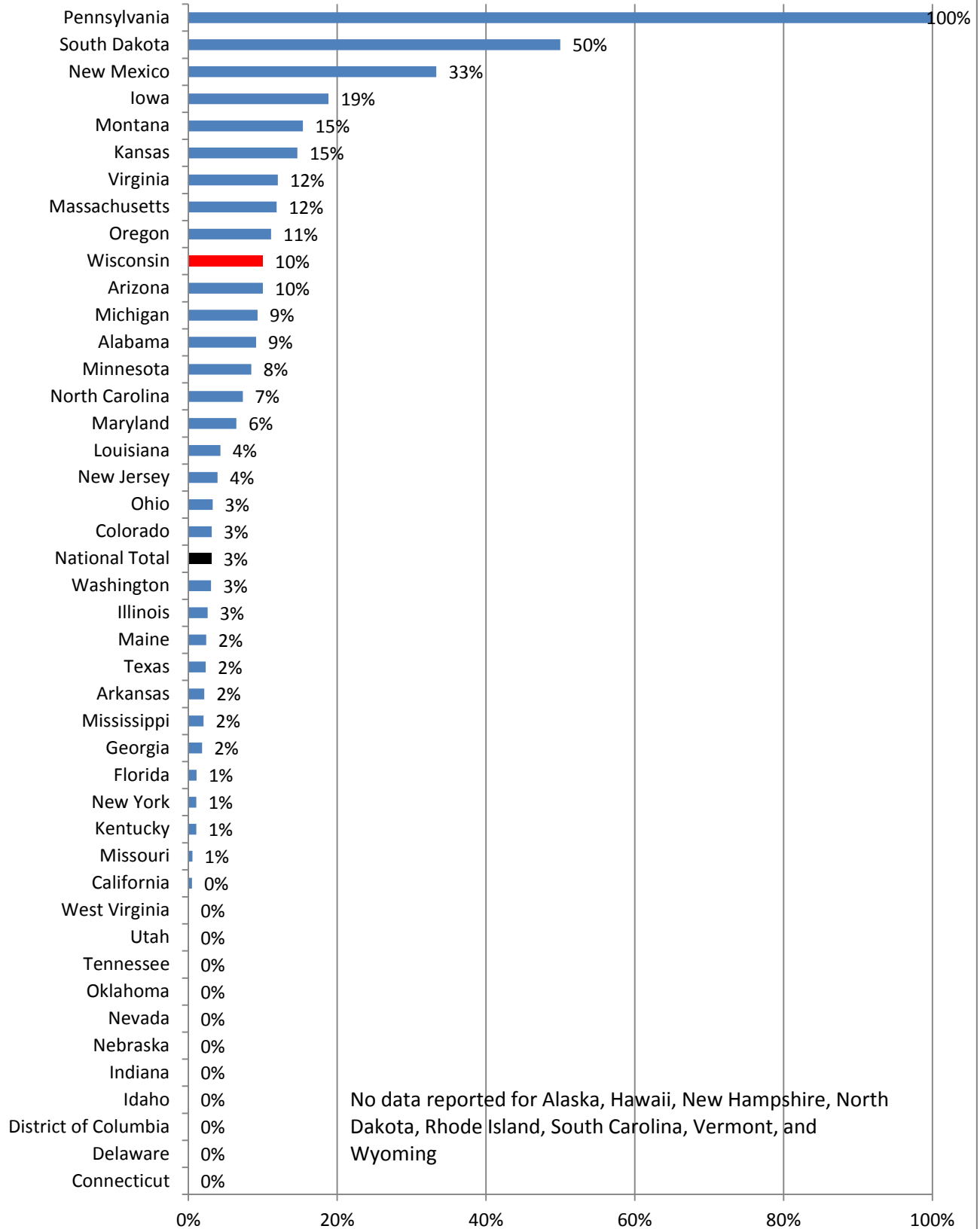






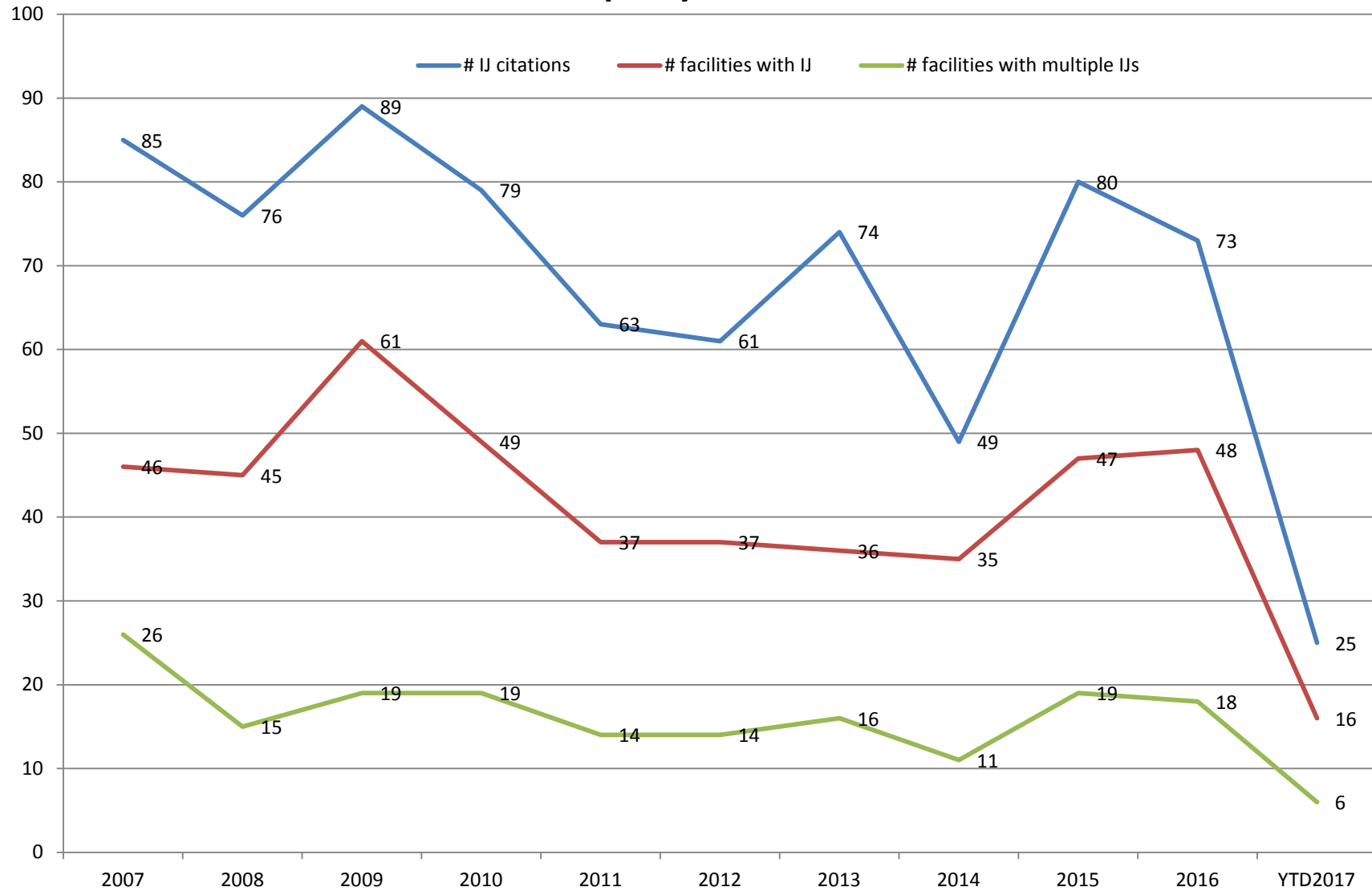
## Percentage of Complaint Surveys with Harm or Jeopardy Citations 1Q 2017

S&C PDQ and Data Link Viewer





### Trend in Immediate Jeopardy Citations 2007 - YTD 2017







**STATE OF WISCONSIN / DEPARTMENT OF HEALTH SERVICES**  
 Division of Quality Assurance / Bureau of Nursing Home Resident Care

<b>TOP TEN FEDERAL HEALTH CITATIONS – NATION, STATE, REGIONAL OFFICE – 2017 First Quarter</b>						
<b>Nation</b>	<b>State</b>	<b>Southern (Madison)</b>	<b>Southeastern (Milwaukee)</b>	<b>Northeastern (Green Bay)</b>	<b>Northern (Rhinelander)</b>	<b>Western (Eau Claire)</b>
F323 - supervision to prevent accidents (659)	F323 - supervision to prevent accidents (54)	F323 - supervision to prevent accidents (12)	F309 - care promotes highest level of well-being (14)	F314 - prevention of pressure ulcers (16)	F371 - store, prepare, and serve food under sanitary conditions (7)	F323 - supervision to prevent accidents (13)
F441 - infection control (650)	F441 - infection control (45)	F225 - investigate allegations of abuse (10)	F323 - supervision to prevent accidents (13)	F441 - infection control (14)	F323 - supervision to prevent accidents (6)	F441 - infection control (11)
F371 - store, prepare, and serve food under sanitary conditions (607)	F314 - prevention of pressure ulcers (43)	F329 - drug regimen is free of unnecessary drugs (8)	F314 - prevention of pressure ulcers (12)	F315 - services to restore normal bladder function and prevent infection (10)	F441 - infection control (6)	F314 - prevention of pressure ulcers (7)
F309 - care promotes highest level of well-being (485)	F225 - investigate allegations of abuse (35)	F309 - care promotes highest level of well-being (6)	F225 - investigate allegations of abuse (10)	F323 - supervision to prevent accidents (10)	F425 - medication system assures accurate receipt and administration (5)	<i>F278 – ASSESSMENT MUST ACCURATELY REFLECT RESIDENT STATUS (6)</i>
<i>F279 - develop comprehensive care plan (362)</i>	F371 - store, prepare, and serve food under sanitary conditions (34)	F157 – Prompt MD consultation (5)	F371 - store, prepare, and serve food under sanitary conditions (10)	F371 - store, prepare, and serve food under sanitary conditions (10)	<i>F278 – ASSESSMENT MUST ACCURATELY REFLECT RESIDENT STATUS (4)</i>	<i>F282- Services meet professional standards/provided in accordance with care plan (6)</i>
<i>F431 - labeling of drugs and biological (362)</i>	F309 - care promotes highest level of well-being (32)	F314 - prevention of pressure ulcers (4)	F441 - infection control (10)	<b>F157 – PROMPT MD CONSULTATION (7)</b>	F314 - prevention of pressure ulcers (4)	F309 - care promotes highest level of well-being (6)
F329 - drug regimen is free of unnecessary drugs (292)	F315 - services to restore normal bladder function and prevent infection (31)	<b>F315 - services to restore normal bladder function and prevent infection (4)</b>	F315 - services to restore normal bladder function and prevent infection (9)	F225 - investigate allegations of abuse (7)	F225 - investigate allegations of abuse (3)	F315 - services to restore normal bladder function and prevent infection (6)
<i>F514 - documentation (284)</i>	F329 - drug regimen is free of unnecessary drugs (28)	<b><i>F327 – OFFERED SUFFICIENT FLUIDS TO MAINTAIN HYDRATION (4)</i></b>	F329 - drug regimen is free of unnecessary drugs (8)	F425 - medication system assures accurate receipt and administration (7)	F309 - care promotes highest level of well-being (3)	<b><i>F318 – SERVICES TO INCREASE RANGE OF MOTION OR PREVENT AVOIDABLE DECLINE IN ROM (6)</i></b>
<b><i>F226 – DEVELOP AND IMPLEMENT POLICIES AND PROCEDURES PROHIBITING ABUSE (277)</i></b>	F425 - medication system assures accurate receipt and administration (25)	F371 - store, prepare, and serve food under sanitary conditions (4)	<b><i>F279 - DEVELOP COMPREHENSIVE CARE PLAN (7)</i></b>	<b><i>F514 - DOCUMENTATION (7)</i></b>	F329 - drug regimen is free of unnecessary drugs (3)	F225 - investigate allegations of abuse (5)
F225 - investigate allegations of abuse (273)	<b>F157 – PROMPT MD CONSULTATION (18)</b>	F425 - medication system assures accurate receipt and administration (4)	F425 - medication system assures accurate receipt and administration (7)	<i>F226 – develop and implement policies and procedures prohibiting abuse (6)</i>	7 tags with 2 citations each	<i>F280 - periodically review and revise the plan of care (5)</i>
		F441 - infection control (4)	<i>F514 - documentation (7)</i>	<b>F329 - DRUG REGIMEN IS FREE OF UNNECESSARY DRUGS (6)</b>		
				<b><i>F431 – LABELING OF DRUGS AND BIOLOGICALS (6)</i></b>		




## Southern Regional Office (SRO) Top Ten Federal Health Citations First Quarter 2017

Rank	SRO Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	12	2
2	2	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	10	0
3	8	F329	Each resident's drug regimen is free of unnecessary drugs	8	0
4	6	F309	Care and services to attain/maintain highest practicable level of well-being	6	2
5	9	F157	Consult promptly with physician following significant condition change	5	2
6 (tied)	3	F314	Services and treatment to prevent and/or to heal pressure ulcers	4	1
6 (tied)		F315	Care and services to restore as much normal bladder function as possible	4	1
6 (tied)		F327	Offered sufficient fluids to maintain hydration	4	2
6 (tied)	5	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	4	0
6 (tied)	7	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	4	0
6 (tied)	4	F441	Infection control program designed to prevent the development and control the spread of infection	4	1







## Northern Regional Office (NRO) Top Ten Federal Health Citations First Quarter 2017

Rank	NRO Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	7	0
2 (tied)	7	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	6	1
2 (tied)	2	F441	Infection control program designed to prevent the development and control the spread of infection	6	0
4	4	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	5	0
5 (tied)		F278	Assessment must accurately reflect resident status	4	0
5 (tied)	5 (tied)	F314	Services and treatment to prevent and/or to heal pressure ulcers	4	1
7 (tied)	10	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	3	0
7 (tied)	8	F309	Care and services to attain/maintain highest practicable level of well-being	3	1
7 (tied)	9	F329	Each resident's drug regimen is free of unnecessary drugs	3	0
10			7 tags with 2 citations each		




## Northeastern Regional Office (NERO) Top Ten Federal Health Citations First Quarter 2017

Rank	NERO Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	6	F314	Services and treatment to prevent and/or to heal pressure ulcers	16	4
2	1	F441	Infection control program designed to prevent the development and control the spread of infection	14	0
3 (tied)	2	F315	Care and services to restore as much normal bladder function as possible	10	0
3 (tied)	3	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	10	1
3 (tied)	4 (tied)	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	10	0
6 (tied)		F157	Consult promptly with physician following significant condition change	7	2
6 (tied)	7	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	7	0
6 (tied)	4 (tied)	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	7	0
6 (tied)		F514	Documentation meets professional standards	7	0
9 (tied)	8	F226	Policies to prohibit abuse	6	0
9 (tied)		F329	Free of unnecessary drugs	6	2
9 (tied)		F431	Labeling of medications	6	0






## Southeastern Regional Office (SERO) Top Ten Federal Health Citations First Quarter 2017

Rank	SERO Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	3	F309	Care and services to attain/maintain highest practicable level of well-being	14	7
2	1	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	13	2
3	2	F314	Services and treatment to prevent and/or to heal pressure ulcers	12	6
4 (tied)	4	F225	Reporting and investigating allegations of abuse, mistreatment, neglect and misappropriation	10	1
4 (tied)	7	F371	Store, prepare, and serve food under sanitary conditions	10	0
4 (tied)	5 (tied)	F441	Infection control program designed to prevent the development and spread of infection	10	0
7	9 (tied)	F315	Services to restore normal bladder function and prevent infection	9	0
8	9 (tied)	F329	Each resident's drug regimen is free of unnecessary drugs	8	0
9 (tied)		F279	Develop comprehensive care plan	7	0
9 (tied)	8	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	7	0
9 (tied)	5 (tied)	F514	Documentation meets professional standards	7	0



## Western Regional Office (WRO) Top Ten Federal Health Citations First Quarter 2017

Rank	WRO Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1 (tied)	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	13	3
2	1 (tied)	F441	Infection control program designed to prevent the development and control the spread of infection	11	1
3	6	F314	Services and treatment to prevent and/or to heal pressure ulcers	7	1
4 (tied)		F278	Assessment must accurately reflect resident status	6	0
4 (tied)		F282	Services meet professional standards and are provided in accordance with care plan	6	0
4 (tied)	4	F309	Care and services to attain/maintain highest practicable level of well-being	6	2
4 (tied)	10	F315	Care and services to restore as much normal bladder function as possible	6	0
4 (tied)		F318	Services to increase range of motion or prevent avoidable decline in range of motion	6	0
9 (tied)	7	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	5	0
9 (tied)	5	F280	Periodically review and revise the plan of care	5	0