

Average Number of Deficiencies Cited Per Survey
by Region V States and Nation and Type of Survey
FY 2017

State	Standard Surveys		Complaint Surveys	
	Average Number of Deficiencies ¹	Number of Surveys ²	Average Number of Deficiencies ¹	Number of Surveys ³
Illinois	6.2	716	0.7	3801
Indiana	6.0	491	0.9	1614
Michigan	9.1	450	1.0	1734
Minnesota	5.8	372	0.4	356
Ohio	4.7	843	0.6	3479
Wisconsin	5.4	348	1.0	689
Nation	5.9	14,364	0.6	52,755

¹QCOR Report for Nursing Homes, "Average Number of Deficiencies" Report based on CASPER data as of 11/13/17

²QCOR Report for Nursing Homes, "Deficiency Count Report" based on CASPER data as of 11/20/17

³QCOR Report for Nursing Homes, "Deficiency Count Report" based on CASPER data as of 11/13/17

Total Deficiencies Cited by Region V States by Severity Level and Substandard Quality of Care
on Standard and Complaint Surveys

FY 2017

State	Standard Surveys		Complaint Surveys	
	Number Tags Cited	% Distribution	Number Tags Cited	% Distribution

Illinois				
Total deficiencies cited	4,463		2,668	
Level 4	12	0.3%	32	1.2%
Level 3	68	1.5%	190	7.1%
Level 2	3,975	89.1%	2,374	89.0%
Level 1	408	9.1%	72	2.7%
SQC	26	0.6%	43	1.6%

Indiana				
Total deficiencies cited	3,016		1,587	
Level 4	7	0.2%	33	2.1%
Level 3	60	2.0%	97	6.1%
Level 2	2,881	95.5%	1,445	91.1%
Level 1	68	2.3%	12	0.8%
SQC	11	0.4%	31	2.0%

Michigan				
Total deficiencies cited	4,077		1,685	
Level 4	16	0.4%	62	3.7%
Level 3	125	3.1%	192	11.4%
Level 2	3,790	93.0%	1,405	83.4%
Level 1	146	3.6%	26	1.5%
SQC	22	0.5%	66	3.9%

Total Deficiencies Cited by Region V States by Severity Level and Substandard Quality of Care
on Standard and Complaint Surveys
FY 2017

State	Standard Surveys		Complaint Surveys	
	Number Tags Cited	% Distribution	Number Tags Cited	% Distribution
Minnesota				
Total deficiencies cited	2,156		155	
Level 4	14	0.6%	2	1.3%
Level 3	35	1.6%	28	18.1%
Level 2	1,980	91.8%	121	78.1%
Level 1	127	5.9%	4	2.6%
SQC	15	0.7%	2	1.3%
Ohio				
Total deficiencies cited	3,922		2,140	
Level 4	30	0.8%	44	2.1%
Level 3	63	1.6%	107	5.0%
Level 2	3,665	93.4%	1,943	90.8%
Level 1	164	4.2%	46	2.1%
SQC	31	0.8%	44	2.1%
Wisconsin				
Total deficiencies cited	1,887		709	
Level 4	38	2.0%	44	6.2%
Level 3	68	3.6%	54	7.6%
Level 2	1,707	90.5%	597	84.2%
Level 1	74	3.9%	14	2.0%
SQC	26	1.4%	36	5.1%

Total Deficiencies Cited by Region V States by Severity Level and Substandard Quality of Care
on Standard and Complaint Surveys
FY 2017

State	Standard Surveys		Complaint Surveys	
	Number Tags Cited	% Distribution	Number Tags Cited	% Distribution
U. S.				
Total deficiencies cited	85,477		33,484	
Level 4	871	1.0%	1,691	5.1%
Level 3	1,713	2.0%	2,659	7.9%
Level 2	79,176	92.6%	28,345	84.7%
Level 1	3,717	4.3%	789	2.4%
SQC	803	0.9%	1478	4.4%

Notes: Level 1 deficiencies only include tags cited at Levels B and C

Source: QCOR "Deficiency Count Report," for standard citations and complaint citations for all deficiencies and for just SQC deficiencies based on CASPER data as of 11/27/17

Top 10 Citations Cited by Region V States and Nation
on Standard and Complaint Surveys
FY 2017

State	Standard Surveys		Complaint Surveys	
	Tag #	% Surveys Cited	Tag #	% Surveys Cited
Illinois # Standard Surveys = 716 # Complaint Surveys = 3,801	F0441	52.5%	F0323	8.8%
	F0323	41.3%	F0309	4.6%
	F0371	37.2%	F0226	3.8%
	F0315	28.1%	F0157	3.8%
	F0312	22.5%	F0312	3.2%
	F0314	21.1%	F0225	3.1%
	F0309	20.0%	F0314	2.9%
	F0465	18.7%	F0441	2.6%
	F0226	16.8%	F0223	2.3%
	F0329	16.6%	F0246	2.0%
Indiana # Standard Surveys = 491 # Complaint Surveys = 1,614	F0371	42.2%	F0323	8.2%
	F0282	36.0%	F0282	8.1%
	F0441	32.6%	F0309	6.8%
	F0329	31.8%	F0157	5.6%
	F0279	28.7%	F0226	4.5%
	F0323	28.7%	F0312	3.7%
	F0431	25.9%	F0441	3.5%
	F0309	25.3%	F0225	3.3%
	F0465	24.4%	F0279	2.9%
	F0278	19.3%	F0514	2.9%
F0241	19.3%	F0314	2.9%	
Michigan # Standard Surveys = 450 # Complaint Surveys = 1,734	F0371	63.1%	F0323	13.5%
	F0441	59.3%	F0309	8.6%
	F0323	49.6%	F0226	6.1%
	F0431	39.3%	F0225	5.5%
	F0465	38.4%	F0223	4.1%
	F0309	35.3%	F0353	3.4%
	F0226	28.2%	F0441	3.3%
	F0314	27.1%	F0241	3.2%
	F0241	24.9%	F0314	3.2%
F0329	22.2%	F0312	3.1%	

Top 10 Citations Cited by Region V States and Nation
on Standard and Complaint Surveys
FY 2017

State	Standard Surveys		Complaint Surveys	
	Tag #	% Surveys Cited	Tag #	% Surveys Cited
Minnesota # Standard Surveys = 372 # Complaint Surveys = 356	F0441	40.6%	F0323	5.1%
	F0282	40.3%	F0226	4.8%
	F0309	27.7%	F0225	4.8%
	F0431	24.5%	F0431	2.2%
	F0323	23.7%	F0157	2.2%
	F0312	23.4%	F0333	2.2%
	F0465	21.2%	F0309	1.7%
	F0314	21.2%	F0282	1.4%
	F0279	20.4%	F0241	1.1%
	F0280	20.2%	F0223	1.1%
		F0224	1.1%	
		F0314	1.1%	
Ohio # Standard Surveys = 843 # Complaint Surveys = 3,479	F0371	28.6%	F0309	4.8%
	F0329	28.4%	F0323	4.6%
	F0441	26.3%	F0226	4.1%
	F0309	21.0%	F0225	3.5%
	F0278	18.4%	F0157	2.8%
	F0323	18.1%	F0425	2.6%
	F0279	16.7%	F0441	2.6%
	F0431	14.4%	F0514	2.6%
	F0226	12.6%	F0314	2.0%
F0280	12.6%	F0223	1.8%	
Wisconsin # Standard Surveys = 348 # Complaint Surveys = 689	F0441	43.4%	F0323	10.0%
	F0323	35.3%	F0225	8.3%
	F0314	35.1%	F0309	8.1%
	F0371	32.5%	F0314	7.8%
	F0329	26.7%	F0157	6.2%
	F0315	23.6%	F0425	5.1%
	F0425	23.6%	F0514	3.8%
	F0309	20.7%	F0441	3.5%
	F0225	19.3%	F0315	2.6%
F0332	14.7%	F0166	2.6%	

List of Top Citations on Top 10 Report for Region V and Nation
on Standard and Complaint Surveys
(Old and New Tags Shown)
FY 2017

Tag Number		Description
<11/28/17	>=11/28/17	
F0157	F0580	NOTIFY OF CHANGES (INJURY/DECLINE/ROOM, ETC)
F0166	F0585	PROMPT EFFORTS BY THE FACILITY TO RESOLVE GRIEVANCES THE RESIDENT MAY HAVE
F0223	F0600/F0602/F0603	FREE FROM ABUSE/INVOLUNTARY SECLUSION
F0224	F0602	FACILITY MUST DEVELOP AND IMPLEMENT WRITTEN POLICIES AND PROCEDURES
F0225	F0606/F0609/F0610	INVESTIGATE/REPORT ALLEGATIONS/INDIVIDUALS
F0226	F0607/F0943	DEVELOP/IMPLEMENT ABUSE, NEGLECT, ETC POLICIES
F0241	F0550	DIGNITY AND RESPECT OF INDIVIDUALITY
F0246	F0558	REASONABLE ACCOMMODATION OF NEEDS/PREFERENCES
F0278	F0641/F0642	ASSESSMENT ACCURACY/COORDINATION/CERTIFIED
F0279	F0639/F0656	DEVELOP COMPREHENSIVE CARE PLANS
F0280	F0553/F0657	RIGHT TO PARTICIPATE IN PLANNING CARE - REVISE CARE PLAN
F0281	F0658	SERVICES PROVIDED MEET PROFESSIONAL STANDARDS
F0282	F0659	SERVICES BY QUALIFIED PERSONS IN ACCORDANCE WITH CARE PLAN
F0309	F0675/F0684/F0697/F0698/F0744	PROVIDE CARE/SERVICES FOR HIGHEST WELL BEING
F0312	F0677	ADL CARE PROVIDED FOR DEPENDENT RESIDENTS
F0314	F0686	TREATMENT/SERVICES TO PREVENT/HEAL PRESSURE ULCERS
F0315	F0690	NO CATHETER, PREVENT UTI, RESTORE BLADDER
F0323	F0689/F0700	FREE OF ACCIDENT HAZARDS/SUPERVISION/DEVICES
F0329	F0757/F0758	DRUG REGIMEN IS FREE FROM UNNECESSARY DRUGS
F0332	F0759	MEDICATION ERROR RATES ARE NOT 5 PERCENT OR GREATER
F0333	F0760	RESIDENTS FREE FROM SIGNIFICANT MED ERRORS
F0353	F0725/F0726	SUFFICIENT 24-HR NURSING STAFF PER CARE PLANS
F0371	F0812/F0813	FOOD PROCURE, STORE/PREPARE/SERVE - SANITARY
F0425	F0755	PHARMACEUTICAL SERVICES - ACCURATE PROCEDURES, REGISTERED PHARMACIST
F0431	F0755/F0761	DRUG RECORDS, LABEL/STORE DRUGS & BIOLOGICALS
F0441	F0880	INFECTION CONTROL, PREVENT SPREAD, LINENS
F0465	F0921	SAFE/FUNCTIONAL/SANITARY/COMFORTABLE ENVIRONMENT
F0514	F0842	RESIDENT RECORDS - COMPLETE/ACCURATE/ACCESSIBLE

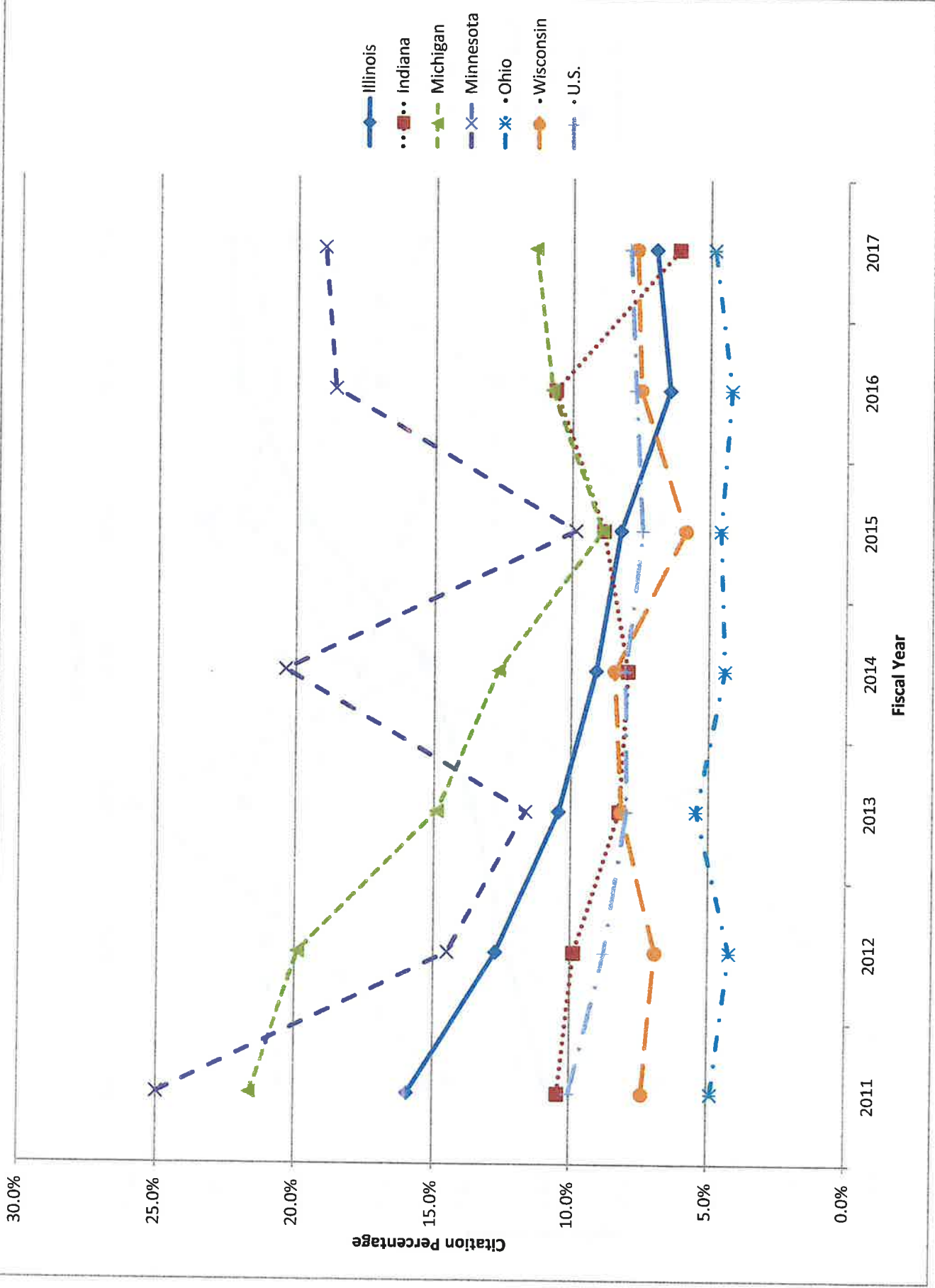
Top 10 Citations Cited by Region V States and Nation
on Standard and Complaint Surveys
FY 2017

Nation	Standard Surveys		Complaint Surveys	
	Tag #	% Surveys Cited	Tag #	% Surveys Cited
U.S. # Standard Surveys = 14,364	F0441	39.2%	F0323	5.7%
	F0371	37.9%	F0309	4.5%
	F0323	27.3%	F0225	3.2%
	F0309	23.7%	F0226	2.7%
	F0431	23.5%	F0157	2.5%
# Complaint Surveys = 52,755	F0329	20.1%	F0514	2.3%
	F0279	19.9%	F0441	2.3%
	F0514	15.7%	F0279	1.9%
	F0241	14.7%	F0314	1.7%
	F0278	14.5%	F0312	1.6%
			F0281	1.6%

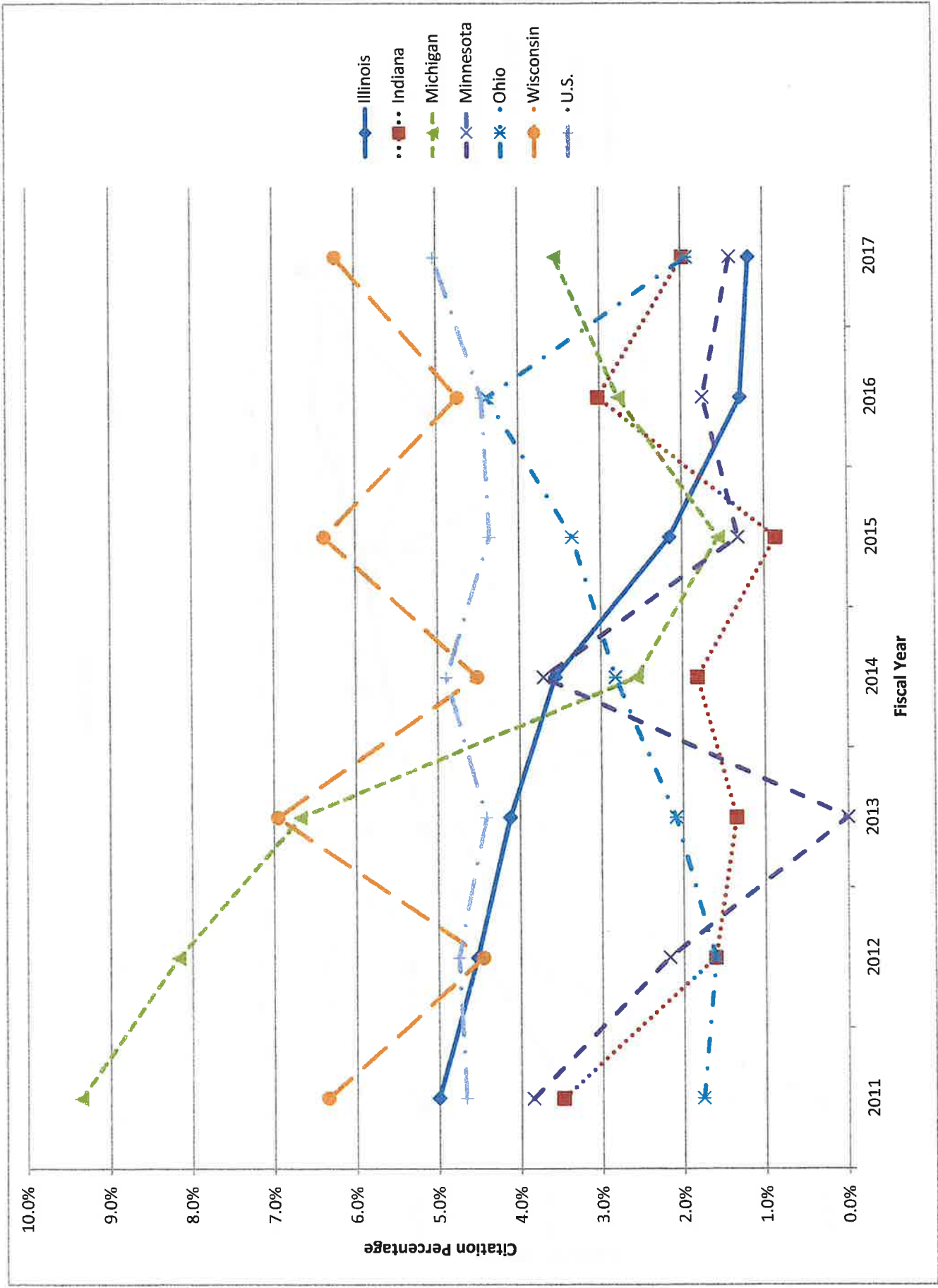
NOTE: If more than one deficiency had the same percentage, all of the deficiencies with that percentage are listed. This may make some jurisdictions have more than 10 deficiencies listed.

Source: QCOR "Citation Frequency Report", CASPER data updated 11/13/17, for each State and National for standard deficiencies and complaint deficiencies

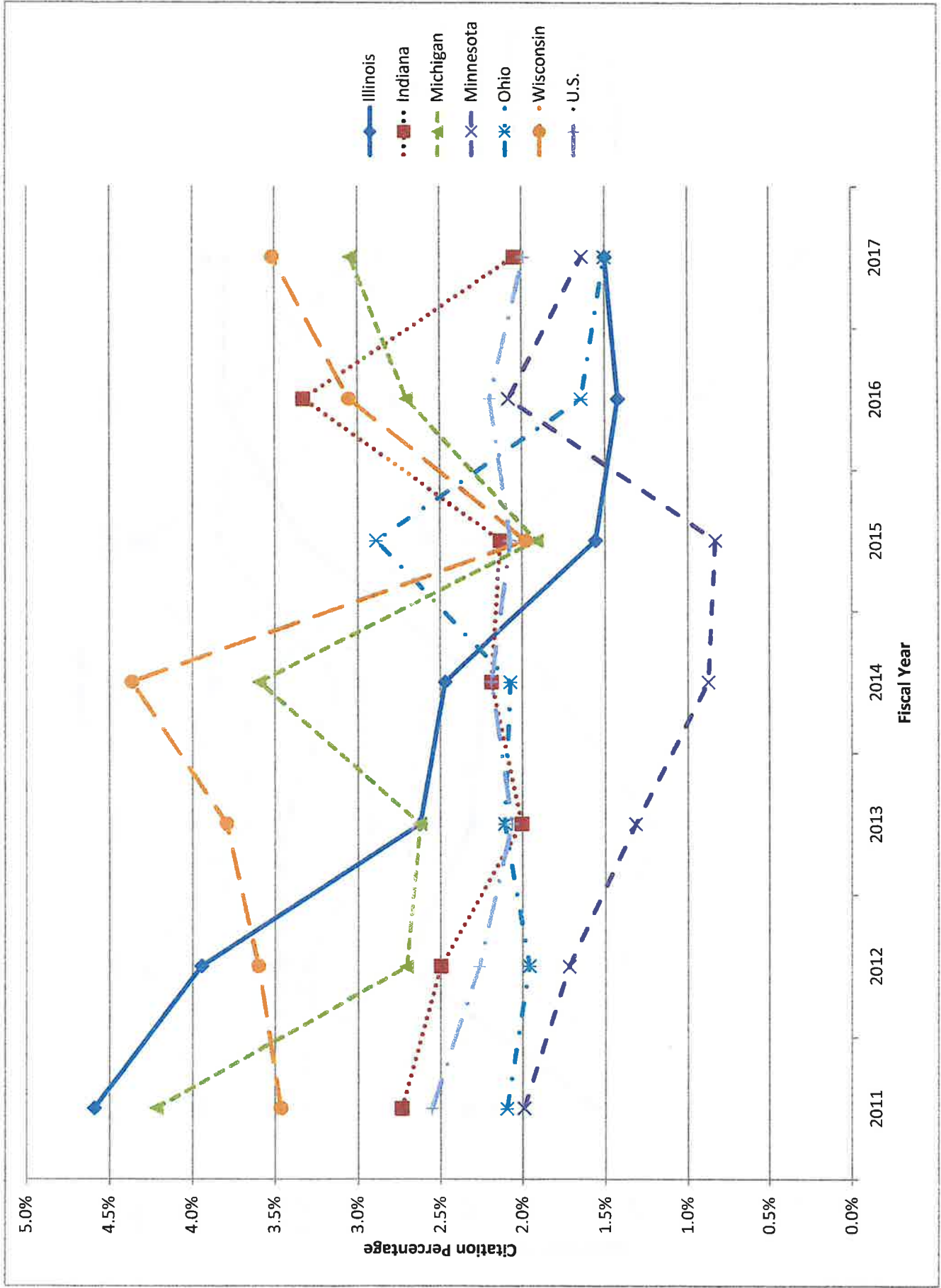
Percentage of Harm Citations in Complaint Surveys



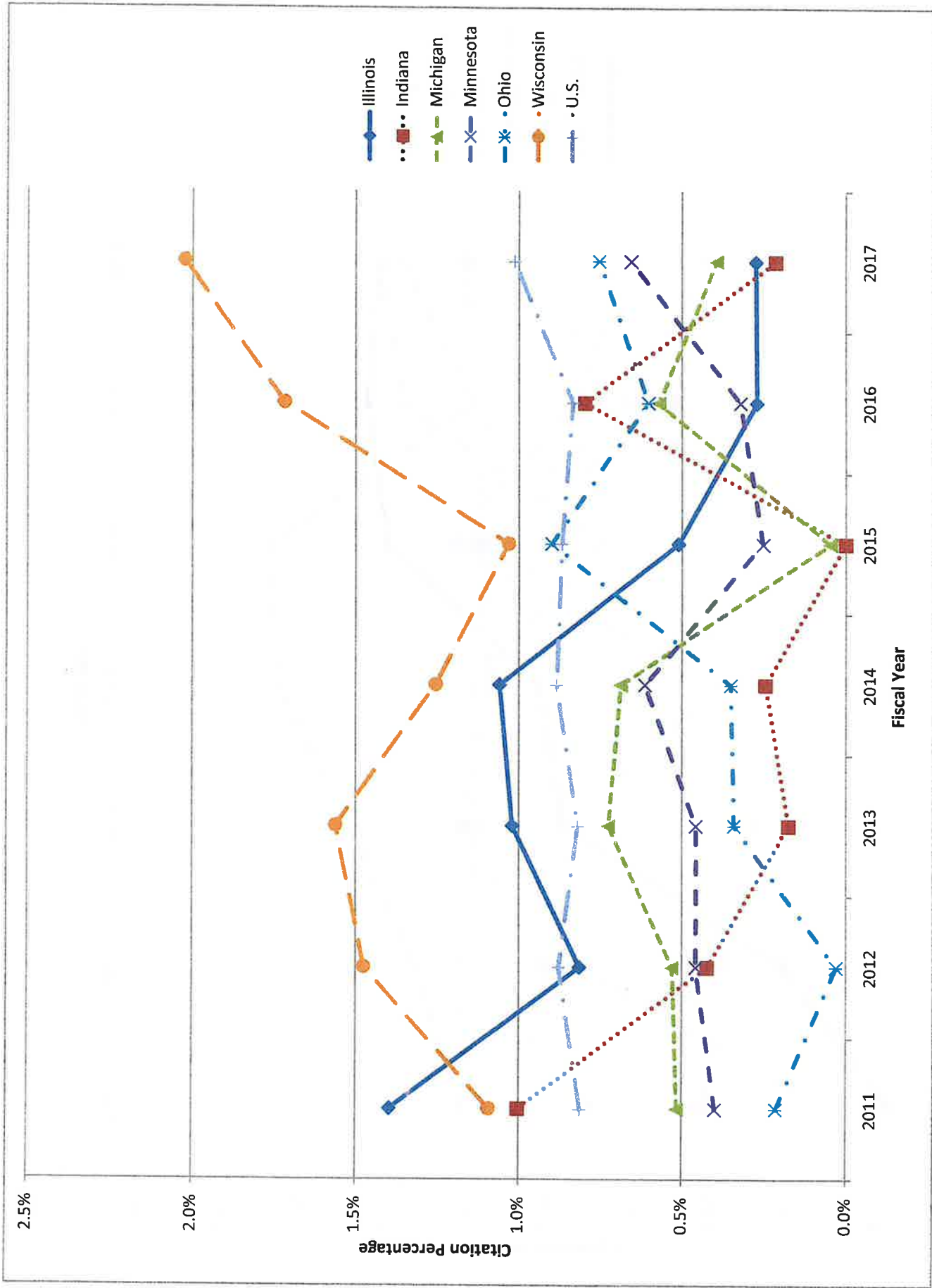
Percentage of IJ Citations in Complaint Surveys



Percentage of Harm Citations in Standard Surveys



Percentage of IJ Citations in Standard Surveys



Remedies In Effect
Region V States and Nation
FY 2017

Per Day CMPs	Total Amount In Effect	Average Amount in Effect	Average Time in Effect (days)	Number of Cases with a Per Day CMP
Illinois	\$2,386,846	\$35,625	38	67
Indiana	\$816,729	\$25,523	31	32
Michigan	\$2,733,379	\$40,797	42	67
Minnesota	\$273,530	\$34,191	50	8
Ohio	\$1,260,702	\$52,529	41	24
Wisconsin	\$2,104,620	\$48,945	44	43
U.S.	\$94,796,829	\$86,810	46	1092

Per Instance CMPs	Total Amount In Effect	Average Amount in Effect	Number of Cases with a Per Instance CMP
Illinois	\$117,900	\$2,742	43
Indiana	\$209,359	\$5,106	41
Michigan	\$131,521	\$4,110	32
Minnesota	\$134,446	\$5,845	23
Ohio	\$210,188	\$4,777	44
Wisconsin	\$160,080	\$7,276	22
U.S.	\$3,342,301	\$5,064	660

Denial of Payment for New Admissions (DOPNA)	Total Number In Effect	Number of Mandatory DOPNA In Effect	Number of Discretionary DOPNA In Effect
Illinois	19	13	6
Indiana	7	6	1
Michigan	38	16	22
Minnesota	4	4	0
Ohio	17	13	4
Wisconsin	12	2	10

Source: CMP data: QCOR "Civil Money Penalty (CMP) Report," run based on CASPER Update 11/13/17
DOPNA data: "AEM Denial of Payment Report," for each State, run based on CASPER Update 11/13/17

Number and Percentage of Enforcement Cases Transferred to the RO by
Type of Sanction and State
FY 2017

State	Number of enforcement cases transferred to RO from State	Number of CMPs in effect	% of cases with CMP in effect of all enforcement cases transferred to RO	Number of DOPNA in effect	% of cases with DOPNA in effect of all enforcement cases transferred to RO
Illinois	369	110	29.8%	19	5.1%
Indiana	286	73	25.5%	7	2.4%
Michigan	628	99	15.8%	38	6.1%
Minnesota	134	31	23.1%	4	3.0%
Ohio	436	68	15.6%	17	3.9%
Wisconsin	165	65	39.4%	12	7.3%
US	8020	1752	21.8%		

Source: QCOR data: "Civil Money Penalty (CMP) Report," based on CASPER data as of 11/13/17

DOPNA data: "AEM Denial of Payment Report," run on 11/13/17

Number of enforcement cases transferred to RO from State for the six Region V States: "AEM Case Counts Report" run 12/7/17

Number of enforcement cases transferred to RO from State for the nation: "CASPER Report 0705D, NH Enforcement Case Counts" run 12/7/17

NOTE: The AEM reports have to be run separately for each State.