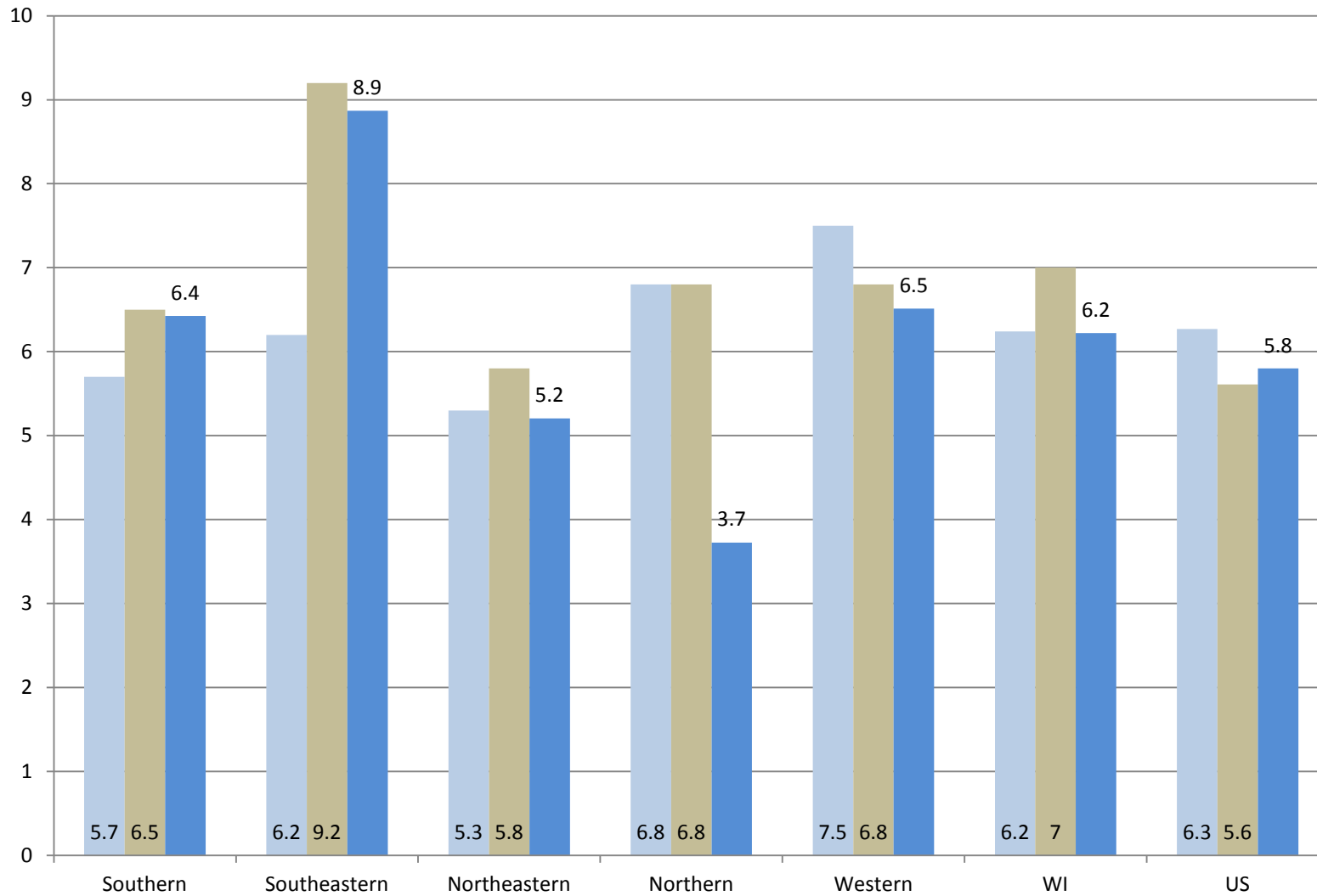




## Average Number Federal Health Citations per Recertification Survey

Source: Data Link Viewer

2014 2015 First Half 2016

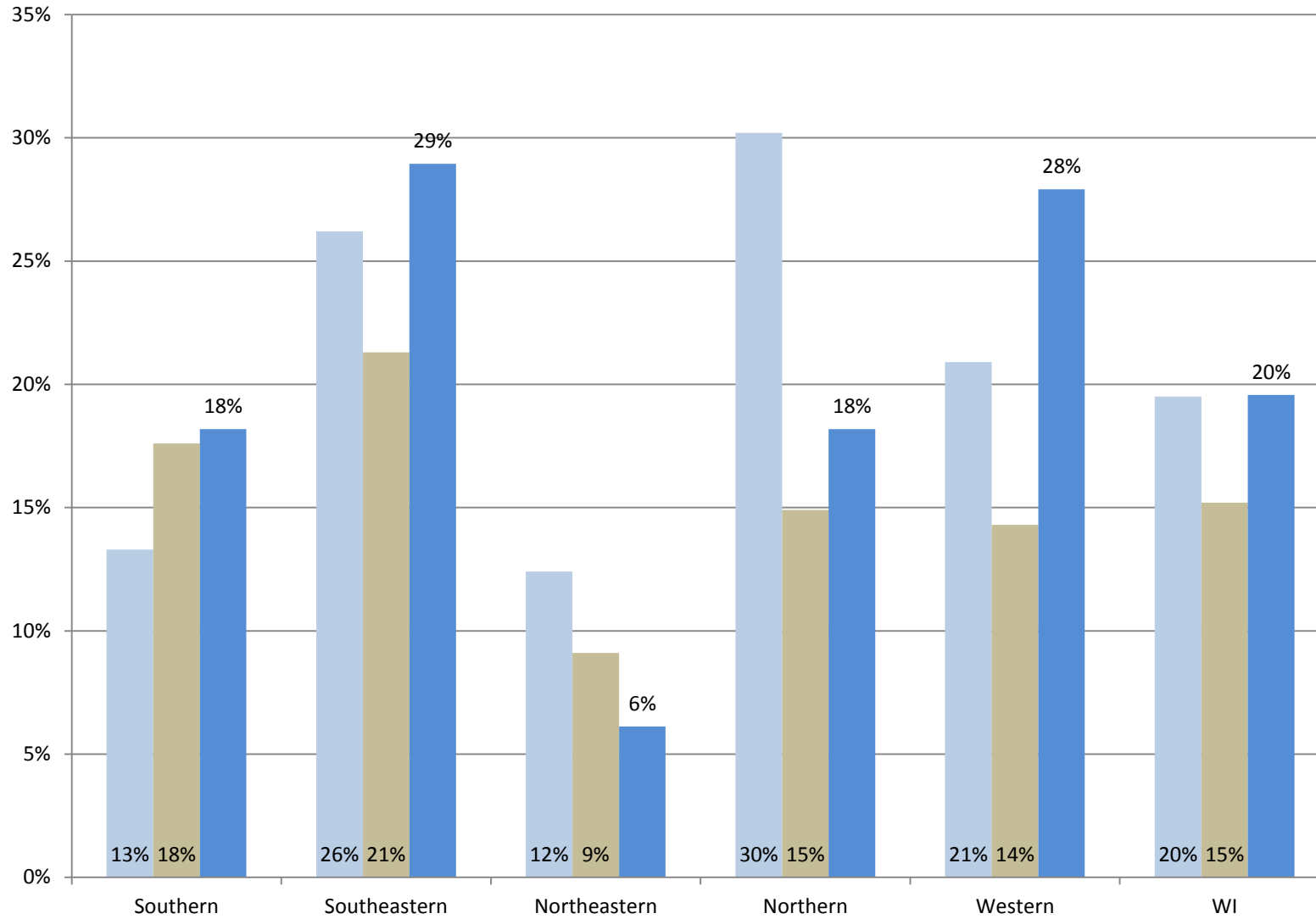




## Percentage of Recertification Surveys with Findings of Harm or Jeopardy

Source: Data Link Viewer

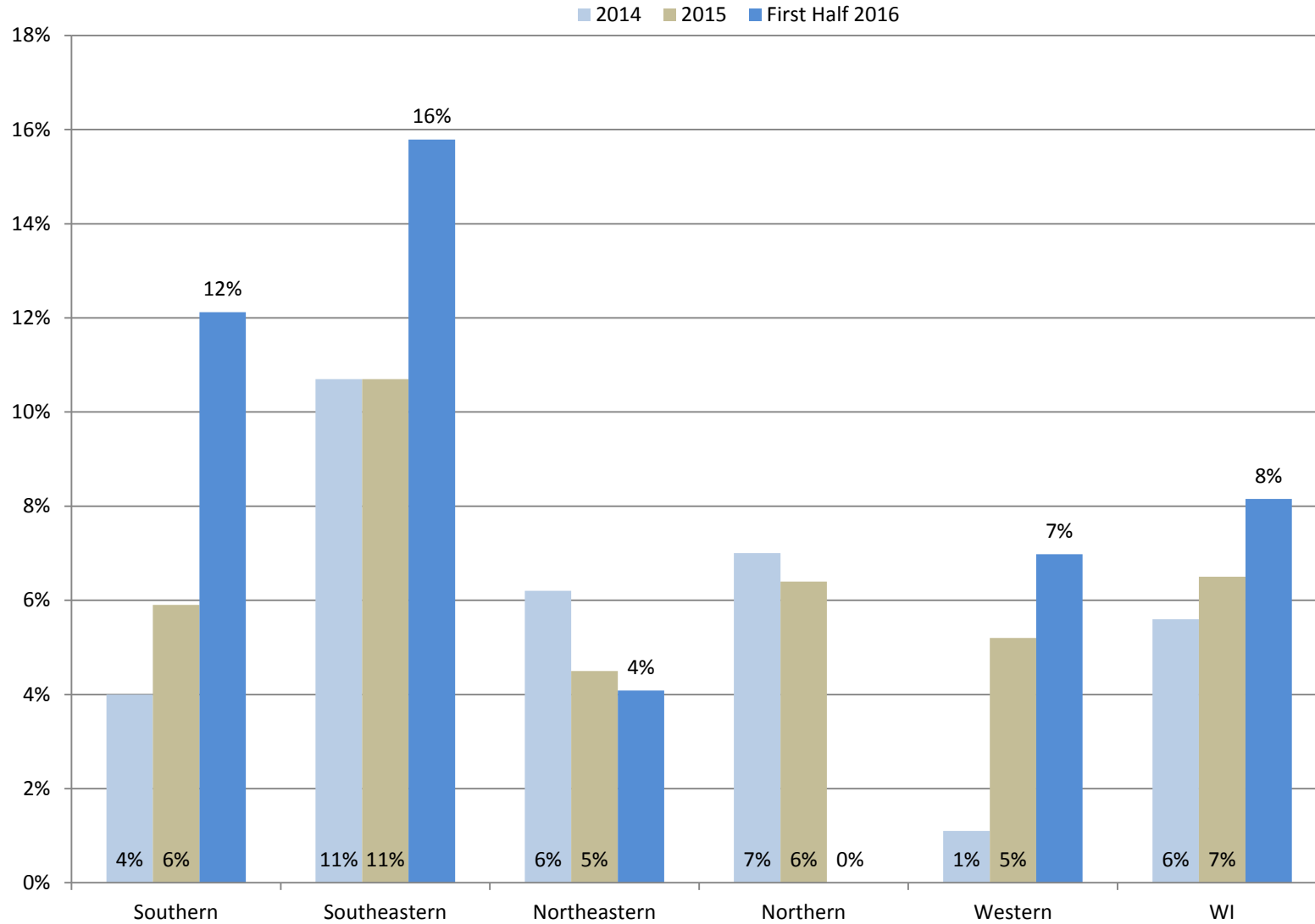
2014 2015 First Half 2016





## Percentage of Recertification Surveys with Substandard Quality of Care

Source: Data Link Viewer

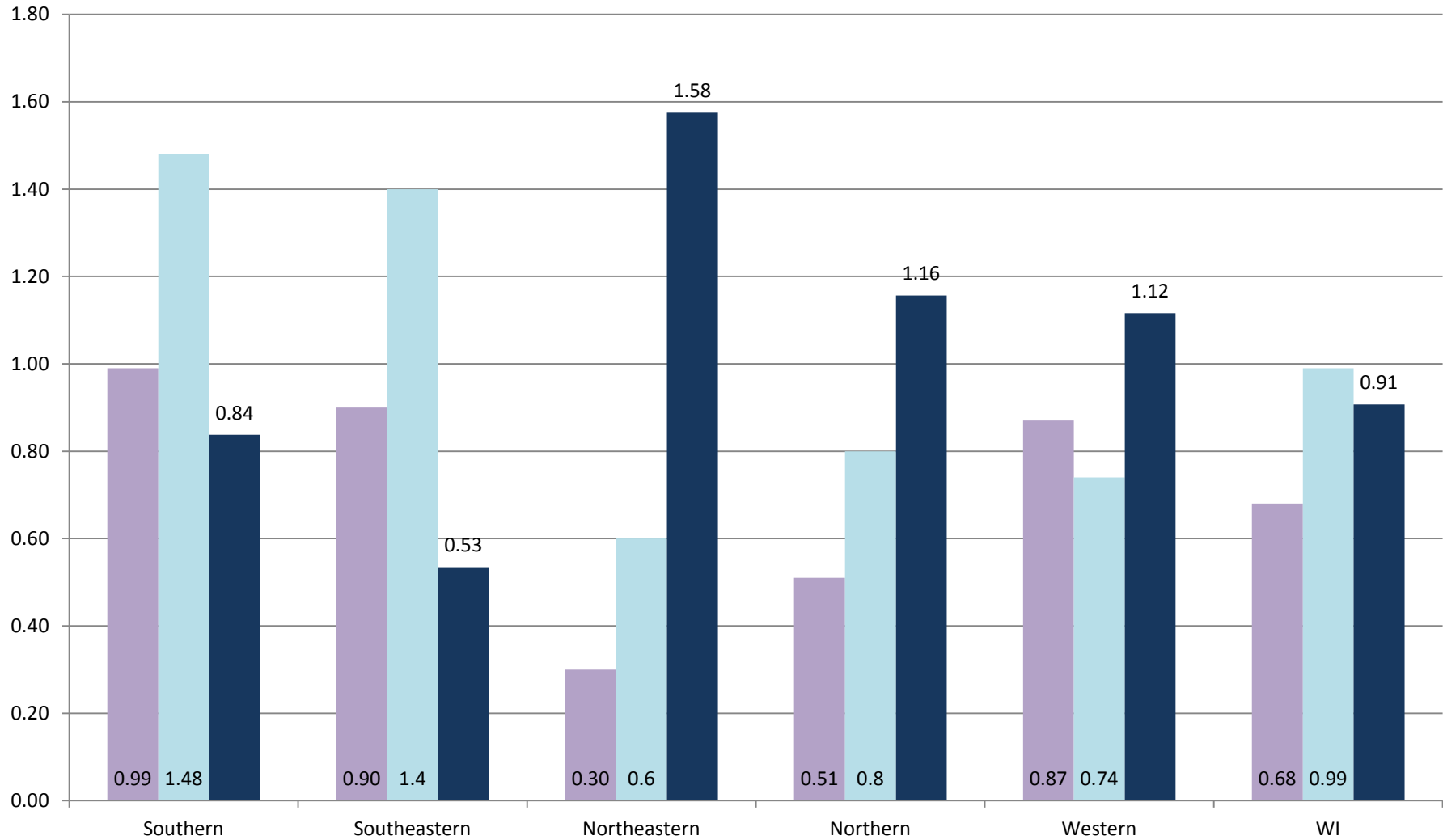




## Average Number Federal Health Citations per Complaint Survey

Source: Data Link Viewer

2014 2015 First Half 2016

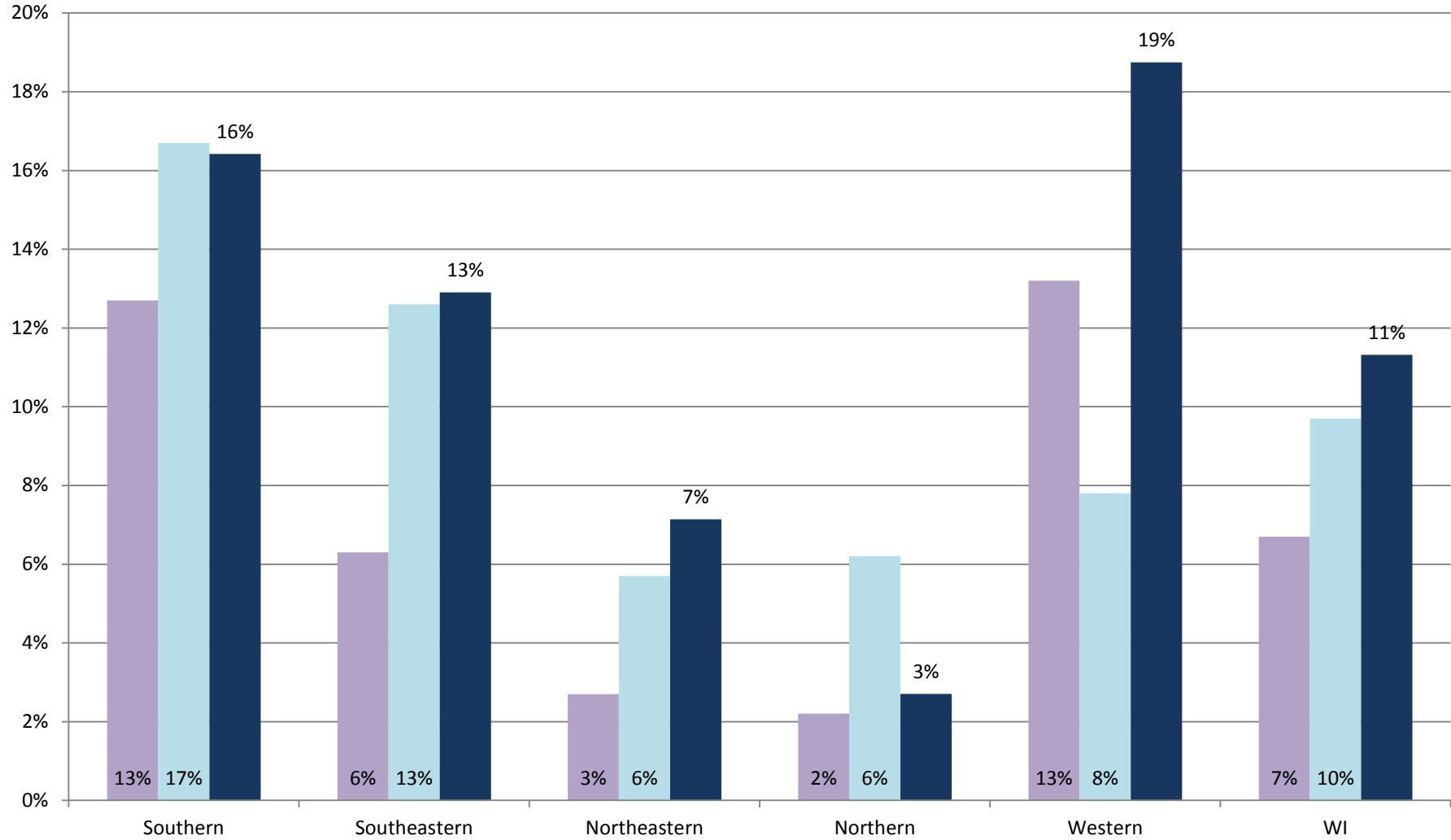




## Percentage of Complaint Surveys with Finding of Harm or Jeopardy

Source: Data Link Viewer

2014 2015 First Half 2016

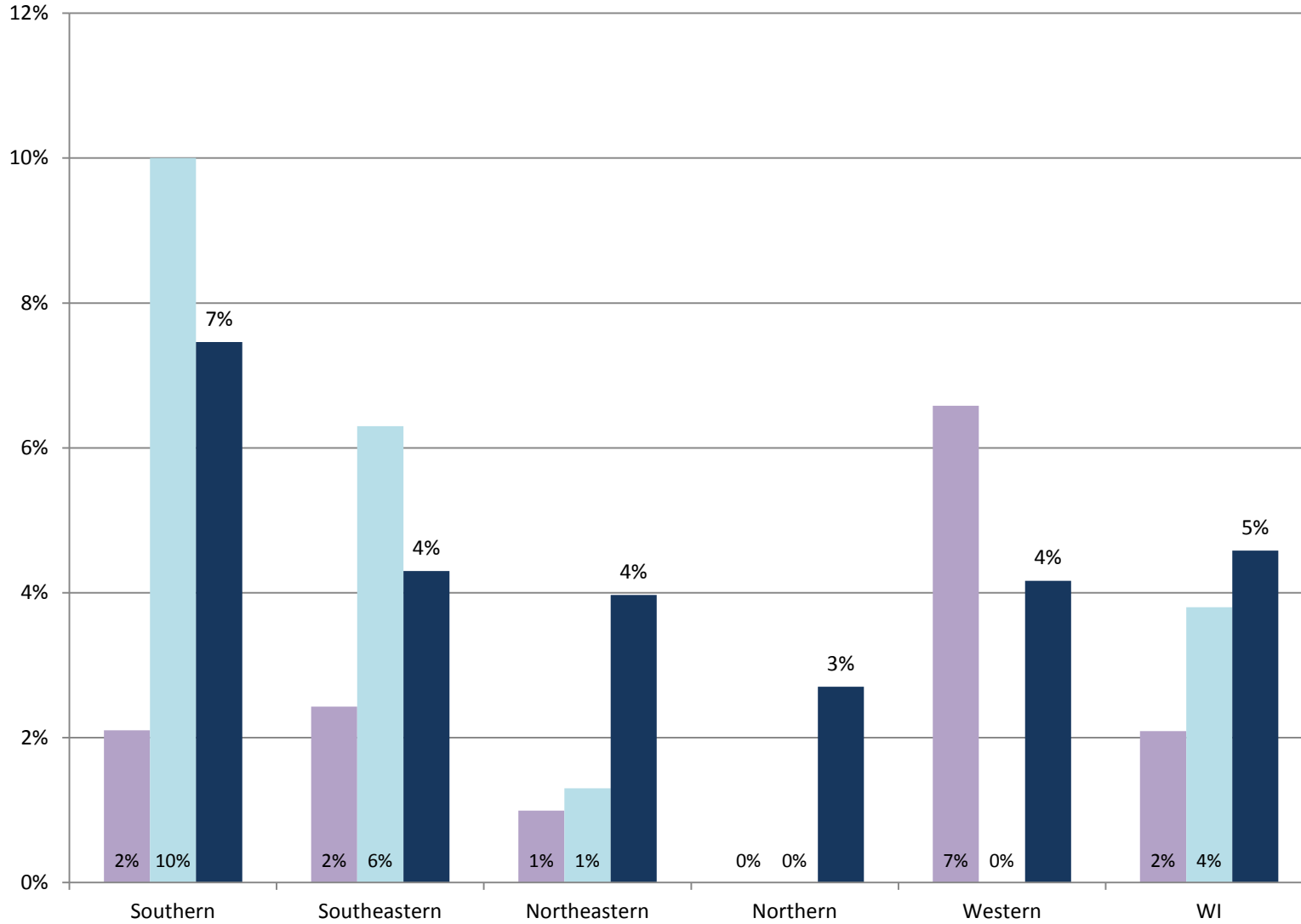




## Percentage of Complaint Surveys with Substandard Quality of Care

Source: Data Link Viewer

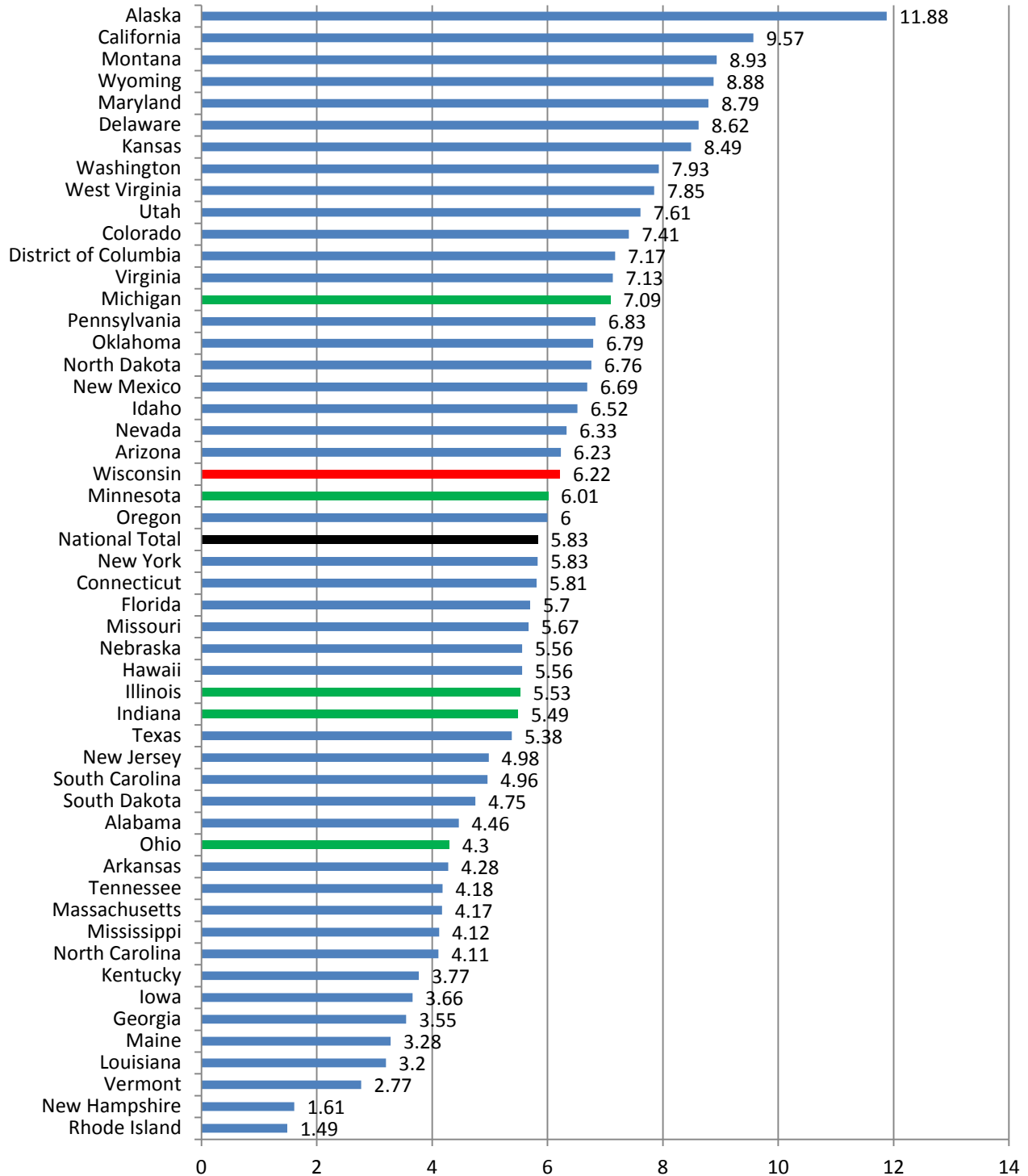
2014 2015 First Half 2016





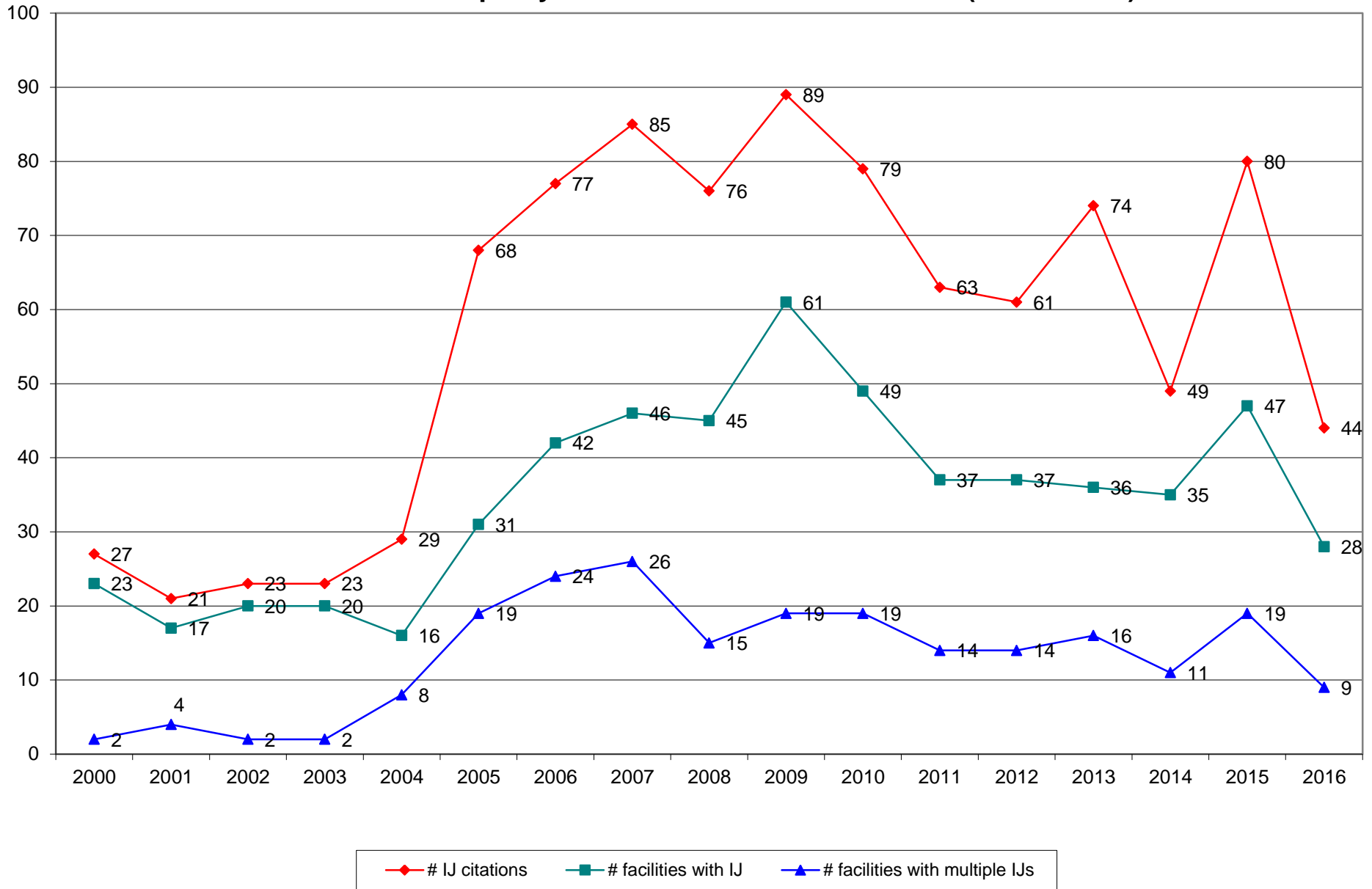
## Average Number Federal Health Citations per Recertification Survey First Half 2016

Source: S&C PDQ data





### Immediate Jeopardy Citations 2000 - First Half 2016 (thru 6/30/16)

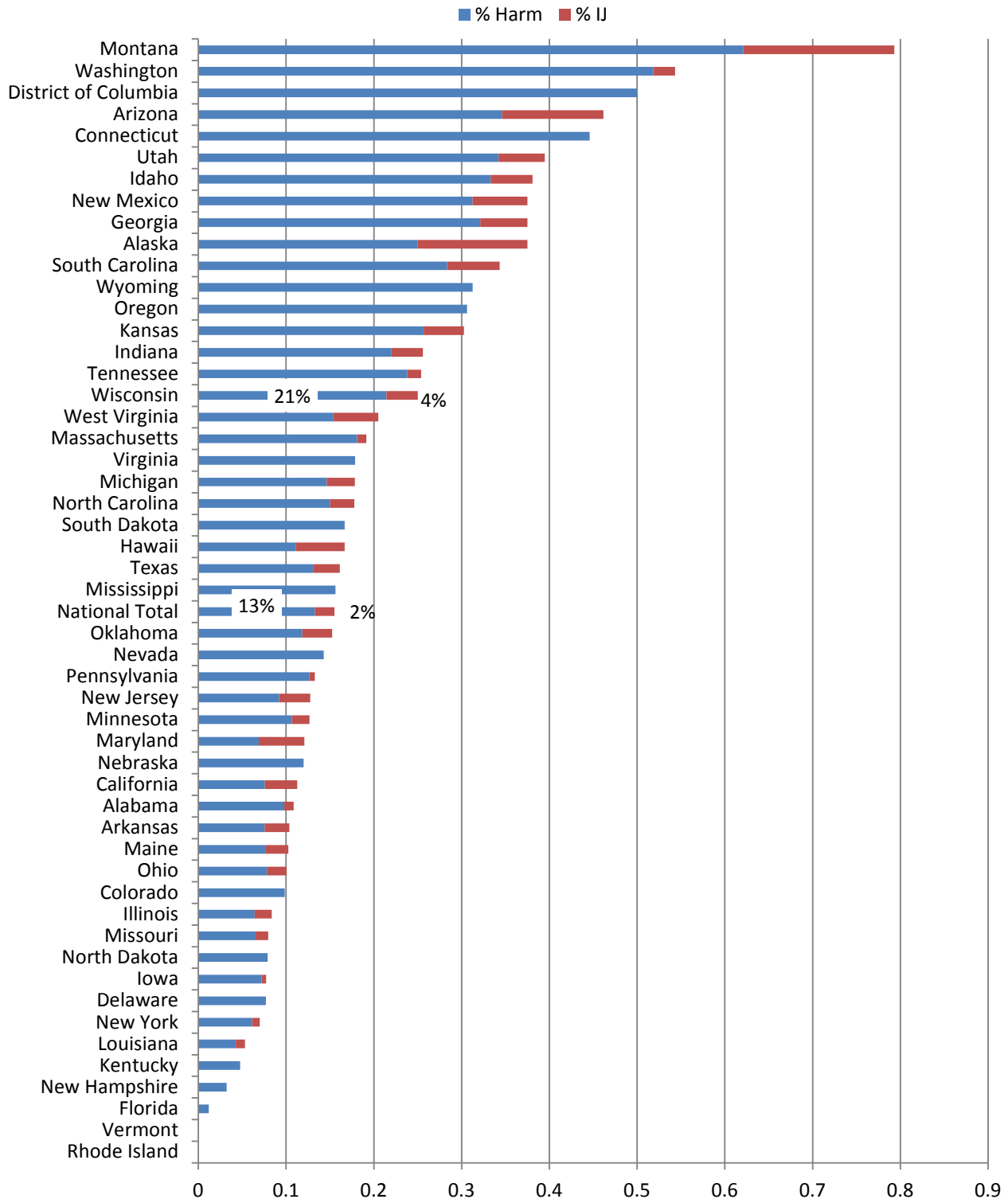






## Percentage of Recertification Surveys with Harm or Jeopardy Citations First Half 2016

Source: S&C PDQ data

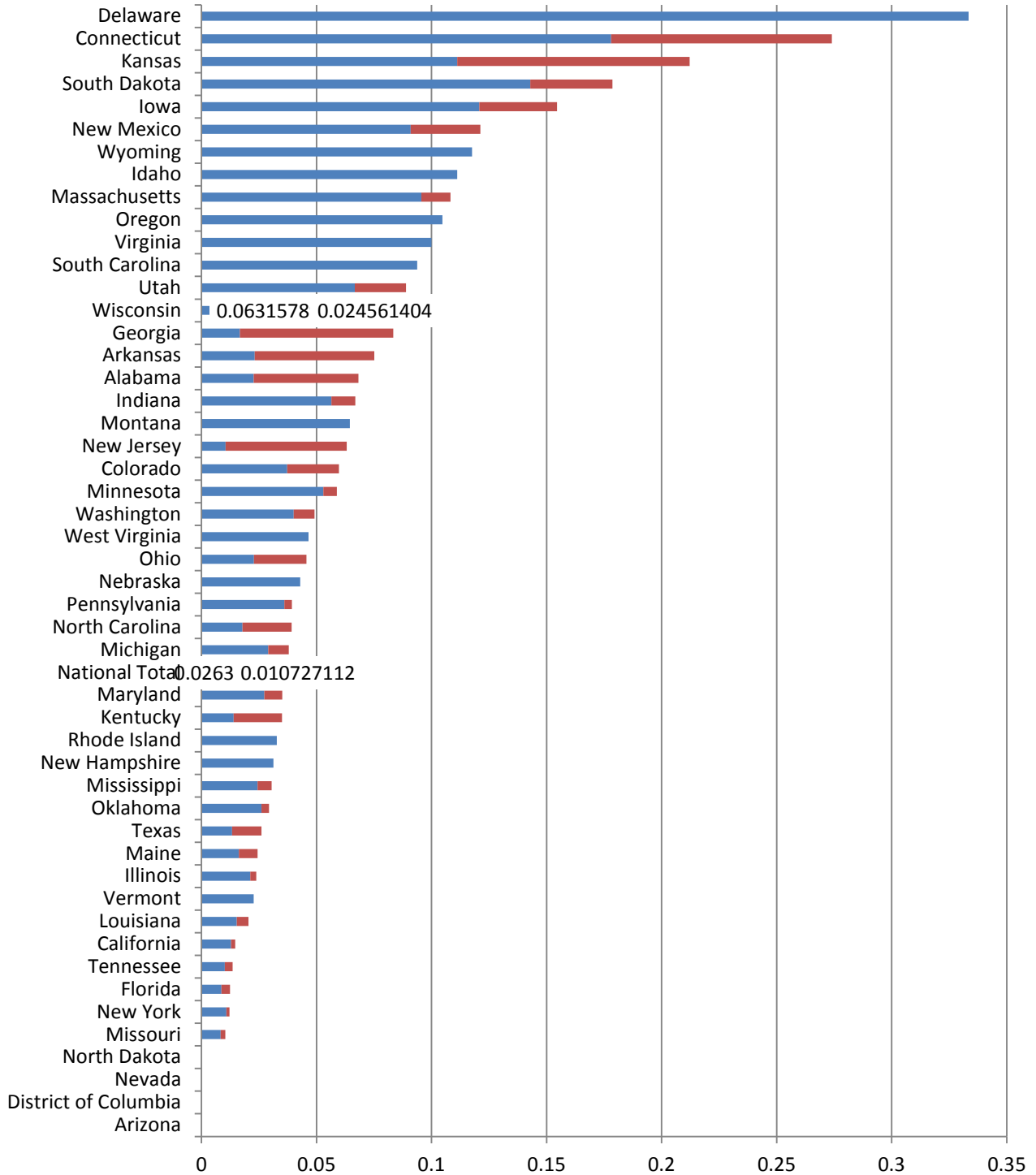




## Percentage of Complaint Surveys Citing Harm or Jeopardy


Source: S&C PDQ

■ % Harm ■ %J





## Wisconsin Top Ten Federal Health Citations First Half 2016

Rank	State Rank 2015	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	2	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	108	27
2	1	F441	Infection control program designed to prevent the development and control the spread of infection	100	2
3	5	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	99	4
4	3	F314	Services and treatment to prevent and/or to heal pressure ulcers	96	21
5	4	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	94	3
6	6	F309	Care and services to attain/maintain highest practicable level of well-being	89	29
7	8	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	71	2
8	9	F315	Care and services to restore as much normal bladder function as possible	66	3
9	7	F329	Each resident's drug regimen is free of unnecessary drugs	52	1
10		F226	Develop and implement policies and procedures prohibiting abuse	47	2




**Southern Regional Office (SRO)  
 Top Ten Federal Health Citations  
 First Half 2016**

Rank	SRO Rank 2015	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	7	F314	Services and treatment to prevent and/or to heal pressure ulcers	23	5
2	1	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	22	4
3	3	F441	Infection control program designed to prevent the development and control the spread of infection	20	0
4	2	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	19	3
5	8	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	17	0
6 (tied)	9 (tied)	F309	Care and services to attain/maintain highest practicable level of well-being	16	5
6 (tied)	4 (tied)	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	16	0
8	9 (tied)	F282	Services provided by qualified personnel in accordance with the plan of care	15	0
9	4 (tied)	F157	Consult promptly with physician following significant condition change	12	2
10	4 (tied)	F329	Each resident's drug regimen is free of unnecessary drugs	11	0






**Southeastern Regional Office (SERO)  
Top Ten Federal Health Citations  
First Half 2016**

Rank	SERO Rank 2015	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	41	11
2	2	F225	Reporting and investigating allegations of abuse, mistreatment, neglect and misappropriation	34	0
3	4	F314	Services and treatment to prevent and/or to heal pressure ulcers	30	7
4	3	F309	Care and services to attain/maintain highest practicable level of well-being	29	4
5	7	F514	Documentation meets professional standards	24	0
6 (tied)		F371	Store, prepare, and serve food under sanitary conditions	21	0
6 (tied)	7 (tied)	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	21	1
8	5	F441	Infection control program designed to prevent the development and spread of infection	19	1
9		F315	Services to restore normal bladder function and prevent infection	18	2
10	6	F329	Drug regimen is free of unnecessary drugs	17	1







**Northeastern Regional Office (NERO)  
Top Ten Federal Health Citations  
First Half 2016**

Rank	NERO Rank 2015	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1 (tied)	3	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	23	0
1 (tied)	5	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	23	0
3	2	F441	Infection control program designed to prevent the development and control the spread of infection	22	1
4		F315	Care and services to restore as much normal bladder function as possible	19	0
5	9	F226	Develop and implement policies prohibiting abuse	18	0
6	6	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	17	1
7	1	F314	Services and treatment to prevent and/or to heal pressure ulcers	15	1
8 (tied)	7	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	13	2
8 (tied)		F334	Offer influenza and pneumococcal immunizations	13	1
10		F332	Free of medication error rates of 5% or higher	11	0




## Northern Regional Office (NRO) Top Ten Federal Health Citations First Quarter 2016

Rank	NRO Rank 2015	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1 (tied)	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	18	3
2	1 (tied)	F441	Infection control program designed to prevent the development and control the spread of infection	11	0
3	3 (tied)	F315	Care and services to restore as much normal bladder function as possible	10	1
4	3 (tied)	F309	Care and services to attain/maintain highest practicable level of well-being	9	4
5	6	F314	Services and treatment to prevent and/or to heal pressure ulcers	8	1
6 (tied)		F332	Free of medication error rates of 5% or higher	7	0
6 (tied)	8 (tied)	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	7	0
8		F356	Posting nurse staffing information	6	0
9	7	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	5	2
10 (tied)	10 (tied)	F282	Services provided by qualified personnel in accordance with the plan of care	4	0
		F322	Resident not fed by g-tube unless unavoidable; receives services to prevent aspiration		
		F368	Frequency of meals/snacks at bedtime		



## Western Regional Office (WRO) Top Ten Federal Health Citations First Quarter 2016

Rank	WRO Rank 2015	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	2	F441	Infection control program designed to prevent the development and control the spread of infection	15	0
2 (tied)	1	F280	Periodically review and revise the plan of care	12	0
2 (tied)	6	F309	Care and services to attain/maintain highest practicable level of well-being	12	3
4 (tied)	9	F314	Services and treatment to prevent and/or to heal pressure ulcers	11	3
4 (tied)	3	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	11	5
4 (tied)	7 (tied)	F329	Each resident's drug regimen is free of unnecessary drugs	11	0
4 (tied)	4	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	11	0
8	7 (tied)	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	9	0
9	10	F279	Develop comprehensive plan of care	8	0
10 (tied)	5	F282	Services provided by qualified personnel in accordance with the plan of care	7	0
10 (tied)		F315	Care and services to restore as much normal bladder function as possible	7	0





**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 – 2016 First Half</b>						
<b>Nation</b>	<b>State</b>	<b>Southern (Madison)</b>	<b>Southeastern (Milwaukee)</b>	<b>Northeastern (Green Bay)</b>	<b>Northern (Rhineland)</b>	<b>Western (Eau Claire)</b>
F441 - infection control (2615)	F323 - supervision to prevent accidents (108)	F314 - prevention of pressure ulcers (23)	F323 - supervision to prevent accidents (41)	F225 - investigate allegations of abuse (23)	F371 - store, prepare, and serve food under sanitary conditions (18)	F441 - infection control (28)
F323 - supervision to prevent accidents (2516)	F441 - infection control (100)	F323 - supervision to prevent accidents (22)	F225 - investigate allegations of abuse (34)	F371 - store, prepare, and serve food under sanitary conditions (23)	F441 - infection control (11)	F323 - supervision to prevent accidents (27)
F309 - care promotes highest level of well-being (2214)	F371 - store, prepare, and serve food under sanitary conditions (99)	F441 - infection control (20)	F314 - prevention of pressure ulcers (30)	F441 - infection control (22)	F315 - services to restore normal bladder function and prevent infection (10)	F309 - care promotes highest level of well-being (26)
F371 - store, prepare, and serve food under sanitary conditions (2197)	F314 - prevention of pressure ulcers (96)	F225 - investigate allegations of abuse (19)	F309 - care promotes highest level of well-being (29)	F315 - SERVICES TO RESTORE NORMAL BLADDER FUNCTION AND PREVENT INFECTION (19)	F309 - care promotes highest level of well-being (9)	F314 - prevention of pressure ulcers (20)
F279 - develop comprehensive care plan (1431)	F225 - investigate allegations of abuse (94)	F371 - store, prepare, and serve food under sanitary conditions (17)	F514 - documentation (24)	F226 - develop and implement policies and procedures prohibiting abuse (18)	F314 - prevention of pressure ulcers (8)	F371 - store, prepare, and serve food under sanitary conditions (20)
F329 - drug regimen is free of unnecessary drugs (1377)	F309 - care promotes highest level of well-being (89)	F309 - care promotes highest level of well-being (15)	F371 - STORE, PREPARE, AND SERVE FOOD UNDER SANITARY CONDITIONS (21)	F425 - medication system assures accurate receipt and administration (17)	F332 - MEDICATION ERROR RATE < 5% (7)	F280 - periodically review and revise the plan of care (16)
F431 - labeling of drugs and biological (1339)	F425 - medication system assures accurate receipt and administration (71)	F425 - medication system assures accurate receipt and administration (16)	F425 - medication system assures accurate receipt and administration (21)	F314 - prevention of pressure ulcers (15)	F425 - medication system assures accurate receipt and administration (7)	F329 - drug regimen is free of unnecessary drugs (16)
F514 - documentation (1280)	F315 - services to restore normal bladder function and prevent infection (66)	F282 - care in accordance with care plan (15)	F441 - infection control (19)	F323 - supervision to prevent accidents (13)	F356 - POSTING NURSE STAFFING INFORMATION (6)	F225 - investigate allegations of abuse (15)
F241 - resident dignity (1133)	F329 - drug regimen is free of unnecessary drugs (52)	F157 - Prompt MD consultation (12)	F315 - SERVICES TO RESTORE NORMAL BLADDER FUNCTION AND PREVENT INFECTION (18)	F334 - OFFER INFLUENZA AND PNEUMOCOCCAL IMMUNIZATIONS (13)	F323 - supervision to prevent accidents (5)	F279 - develop comprehensive care plan (15)
F225 - INVESTIGATE ALLEGATIONS OF ABUSE (1055)	F226 - DEVELOP AND IMPLEMENT POLICIES AND PROCEDURES PROHIBITING ABUSE (47)	F329 - drug regimen is free of unnecessary drugs (11)	F329 - drug regimen is free of unnecessary drugs (17)	F332 - MEDICATION ERROR RATE < 5% (11)	F282 - care in accordance with care plan (4) F322 - g-tube use (4) F368 - frequency of meals/snacks (4)	F315 - SERVICES TO RESTORE NORMAL BLADDER FUNCTION AND PREVENT INFECTION (14)

ITALICS – not in State's Top Ten BLUE/SMALL CAPS - new to Top Ten compared to entity's 2015 data