







**Northeastern Regional Office (NERO)  
 Top Ten Federal Health Citations  
 1/1/13 thru 4/30/13**

Rank	NERO Rank 2012	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F441	Infection control program designed to prevent the development and control the spread of infection	27	0
2	4	F314	Services and treatment to prevent and/or to heal pressure ulcers	23	2
3	3	F323	Facility is free of hazardous environment/Supervision and assistive devices to prevent accidents	17	4
4 (tied)	9	F315	Care and services to restore as much normal bladder function as possible	15	0
4 (tied)	5	F371	Food stored, prepared, distributed, and served in a manner that prevents food borne illness	15	1
6	6	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	14	1
7 (tied)		F329	Each resident's drug regimen is free of unnecessary drugs	10	0
7 (tied)	8	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	10	0
9 (tied)		F226	Develop and implement policies prohibiting abuse	9	1
9 (tied)		F280	Care plan periodically reviewed and revised	9	0






## Northern Regional Office (NRO) Top Ten Federal Health Citations 1/1/13 thru 4/30/13

Rank	NRO Rank 2012	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F441	Infection control program designed to prevent the development and control the spread of infection	11	1
2 (tied)	6	F314	Services and treatment to prevent and/or to heal pressure ulcers	7	4
2 (tied)	2	F323	Facility is free of hazardous environment/Supervision and assistive devices to prevent accidents	7	2
4	9	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	6	0
5	4	F309	Care and services to attain/maintain highest practicable level of well being	5	0
6 (tied)	3	F315	Care and services to restore as much normal bladder function as possible	4	0
6 (tied)		F332	Medication error rate is less than 5%	4	0
8			Ten tags tied with 3 citations each		





**Southeastern Regional Office (SERO)  
 Top Ten Federal Health Citations  
 1/1/13 thru 4/30/13**

Rank	SERO Rank 2012	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	15	6
2	2	F225	Reporting and investigating allegations of abuse, mistreatment, neglect and misappropriation	14	1
3 (tied)	3	F279	Develop comprehensive care plan	12	0
3 (tied)	6	F314	Services and treatment to prevent and/or to heal pressure ulcers	12	4
3 (tied)	5	F441	Infection control program designed to prevent the development and spread of infection	12	0
6		F329	Drug regimen is free of unnecessary drugs	11	0
7	4	F309	Care and services to attain/maintain highest practicable level of well-being	10	3
8 (tied)		F157	Promptly consult with a physician following a significant condition change	8	0
8 (tied)		F315	Care and services to restore as much normal bladder function as possible	8	2
10	7	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	7	2




## Southern Regional Office (SRO) Top Ten Federal Health Citations 1/1/13 thru 4/30/13

Rank	SRO Rank 2012	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	2	F371	Food stored, prepared, distributed, and served in a manner that prevents food borne illness	22	1
2		F309	Care and services to attain/maintain highest practicable level of well-being	16	4
3	3	F441	Infection control program designed to prevent the development and control the spread of infection	15	0
4 (tied)		F314	Services and treatment to prevent and/or to heal pressure ulcers	14	2
4 (tied)	9	F329	Each resident's drug regimen is free of unnecessary drugs	14	1
6 (tied)	5	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	13	1
6 (tied)		F281	Services provided in accordance with professional standards of practice	13	0
6 (tied)	4	F282	Services provided by qualified personnel in accordance with the plan of care	13	0
9 (tied)	8	F157	Promptly consult with a physician following a significant condition change	12	5
9 (tied)	7	F279	Develop comprehensive care plan	12	0




**Western Regional Office (WRO)  
 Top Ten Federal Health Citations  
 1/1/13 thru 4/30/13**

Rank	WRO Rank 2012	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F441	Infection control program designed to prevent the development and control the spread of infection	22	1
2	2	F371	Food stored, prepared, distributed, and served in a manner that prevents food borne illness	19	0
3 (tied)	10	F280	Periodically review and revise the plan of care	14	0
3 (tied)	3	F323	Facility is free of hazardous environment/Supervision and assistive devices to prevent accidents	14	2
5 (tied)	7	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	11	1
5 (tied)	6	F279	Develop comprehensive care plan	11	0
5 (tied)	4	F329	Each resident's drug regimen is free of unnecessary drugs	11	0
8	4	F282	Services provided by qualified personnel in accordance with the plan of care	10	0
9 (tied)		F314	Services and treatment to prevent and/or to heal pressure ulcers	9	4
9 (tied)	7	F514	Documentation is complete and accurate	9	0



## Wisconsin Top Ten Federal Health Citations 1/1/13 thru 4/30/13

Rank	State Rank 2012	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F441	Infection control program designed to prevent the development and control the spread of infection	87	2
2	6	F314	Services and treatment to prevent and/or to heal pressure ulcers	65	16
3	2	F323	Facility is free of hazardous environment/Supervision and assistive devices to prevent accidents	64	15
4	3	F371	Food stored, prepared, distributed, and served in a manner that prevents food borne illness	61	2
5	5	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	58	4
6	8	F329	Each resident's drug regimen is free of unnecessary drugs	49	1
7		F280	Care plan periodically reviewed and updated	42	0
8 (tie)	7	F279	Develop comprehensive care plan	41	0
8 (tie)	9	F309	Care and services to attain/maintain highest practicable level of well-being	41	11
8 (tie)	10	F315	Care and services to restore as much normal bladder function as possible	41	2



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

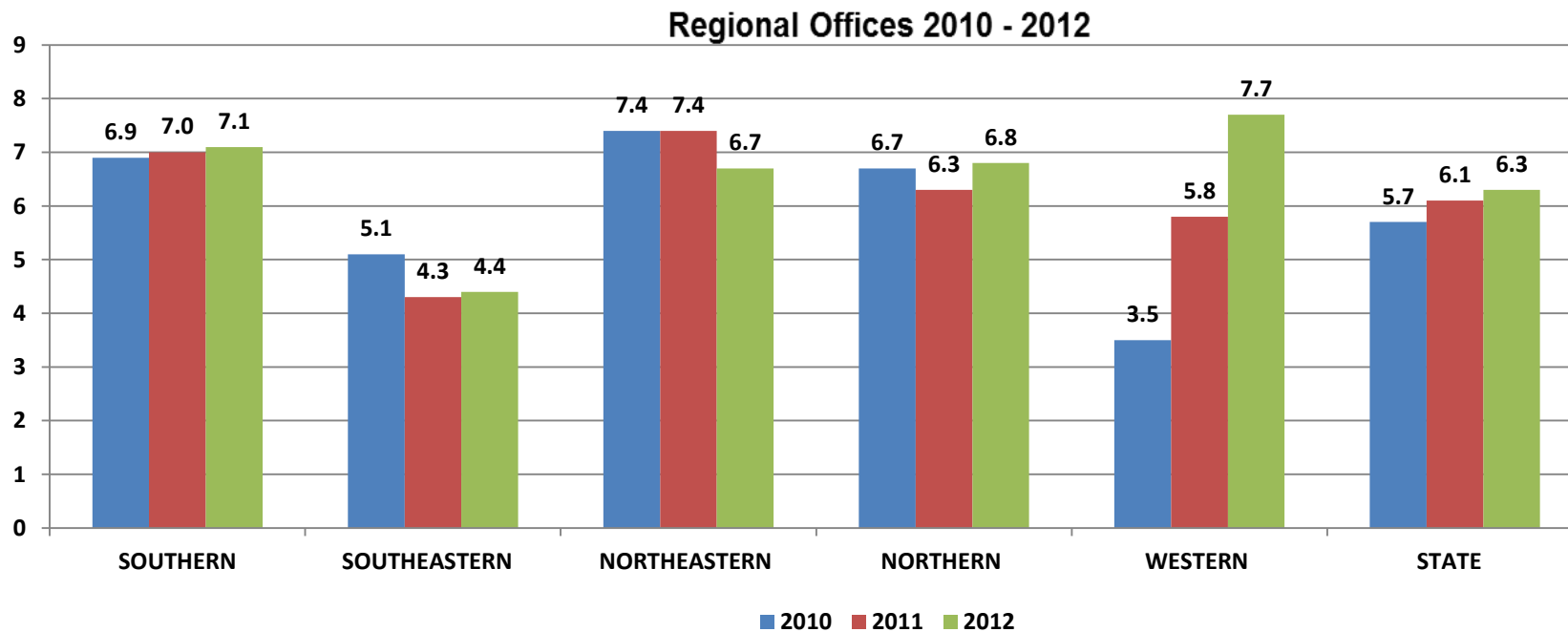
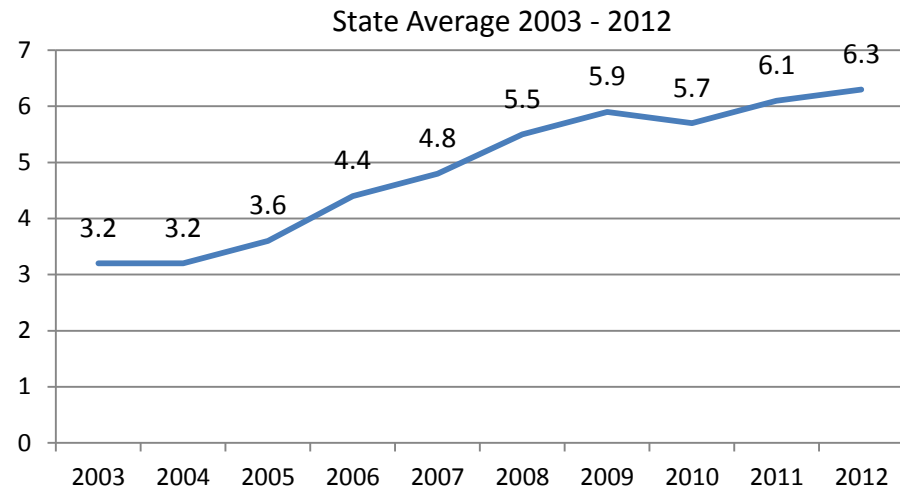
**TOP TEN FEDERAL HEALTH CITATIONS – NATION, STATE, REGIONAL OFFICE – 1/1/13 thru 4/30/13**

Nation	State	Southern (Madison)	Southeastern (Milwaukee)	Northeastern (De Pere)	Northern (Rhineland)	Western (Eau Claire)
<u>F323</u> – supervision to prevent accidents (1704)	<u>F441</u> – infection control (87)	<u>F371</u> – store, prepare, and serve food under sanitary conditions (22)	<u>F323</u> – supervision to prevent accidents (15)	<u>F441</u> – infection control (27)	<u>F441</u> – infection control (11)	<u>F441</u> – infection control (22)
<u>F441</u> – infection control (1602)	<u>F314</u> – prevention of pressure ulcers (65)	<u>F309</u> - care promotes highest level of well-being (16)	<u>F225</u> – investigate allegations of abuse (14)	<u>F314</u> – prevention of pressure (23)	<u>F314</u> – prevention of pressure ulcers (7)	<u>F371</u> – store, prepare, and serve food under sanitary conditions (19)
<u>F309</u> - care promotes highest level of well- being (1346)	<u>F323</u> – supervision to prevent accidents (64)	<u>F441</u> – infection control (15)	<u>F279</u> – develop comprehensive care plan (12)	<u>F323</u> – supervision to prevent accidents (17)	<u>F323</u> – supervision to prevent accidents (7)	<u>F280</u> – periodically review and revise the plan of care (14)
<u>F371</u> – store, prepare, and serve food under sanitary conditions (1335)	<u>F371</u> – store, prepare, and serve food under sanitary conditions (61)	<u>F314</u> – prevention of pressure ulcers (14)	<u>F314</u> – prevention of pressure ulcers (12)	<u>F315</u> – services to restore as much normal bladder function as possible (15)	<u>F225</u> - investigate allegations of abuse (6)	<u>F323</u> – supervision to prevent accidents (14)
<u>F279</u> – develop comprehensive care plan (969)	<u>F225</u> - investigate allegations of abuse (58)	<u>F329</u> – Drug regimen is free of unnecessary drugs (14)	<u>F441</u> – infection control (12)	<u>F371</u> – store, prepare, and serve food under sanitary conditions (15)	<u>F309</u> – care promotes highest level of well-being (5)	<u>F225</u> - investigate allegations of abuse (11)
<u>F329</u> – Drug regimen is free of unnecessary drugs (967)	<u>F329</u> – Drug regimen is free of unnecessary drugs (49)	<u>F225</u> - investigate allegations of abuse (13)	<u>F329</u> – Drug regimen is free of unnecessary drugs (11)	<u>F225</u> - investigate allegations of abuse (14)	<u>F315</u> - services to restore as much normal bladder function as possible (4)	<u>F279</u> – develop comprehensive care plan (11)
<u>F241</u> – resident dignity (781)	<u>F280</u> – Care plan periodically reviewed and updated	<u>F281</u> – services provided in accordance with professional standards of practice (13)	<u>F309</u> – care promotes highest level of well-being (10)	<u>F329</u> – Drug regimen is free of unnecessary drugs (10)	<u>F332</u> – medication error rate is less than 5% (4)	<u>F329</u> – Drug regimen is free of unnecessary drugs (11)
<u>F431</u> – labeling of drugs and biological (769)	<u>F279</u> – develop comprehensive care plan (42)	<u>F282</u> – care in accordance with care plan (13)	<u>F157</u> – contact MD after significant condition change (8)	<u>F425</u> – medication system assures accurate receipt/administration (10)	Ten tags tied with 3 citations each	<u>F282</u> – care in accordance with care plan (10)
<u>F514</u> - documentation (768)	<u>F309</u> - care promotes highest level of well-being (41)	<u>F157</u> – contact MD after significant condition change (12)	<u>F315</u> – services to restore as much normal bladder function as possible	<u>F226</u> – Develop and implement policies prohibiting abuse (9)		<u>F314</u> – prevention of pressure ulcers (9)
<u>F281</u> – services provided in accordance with professional standards of practice (742)	<u>F315</u> – services to restore as much normal bladder function as possible (41)	<u>F279</u> – develop comprehensive care plan (12)	<u>F425</u> – medication system assures accurate receipt/administration (7)	<u>F280</u> – Care plan periodically reviewed and updated		<u>F514</u> - documentation (9)

ITALICS – not in State's top ten    *New to Top Ten compared to entity's 2012 data*



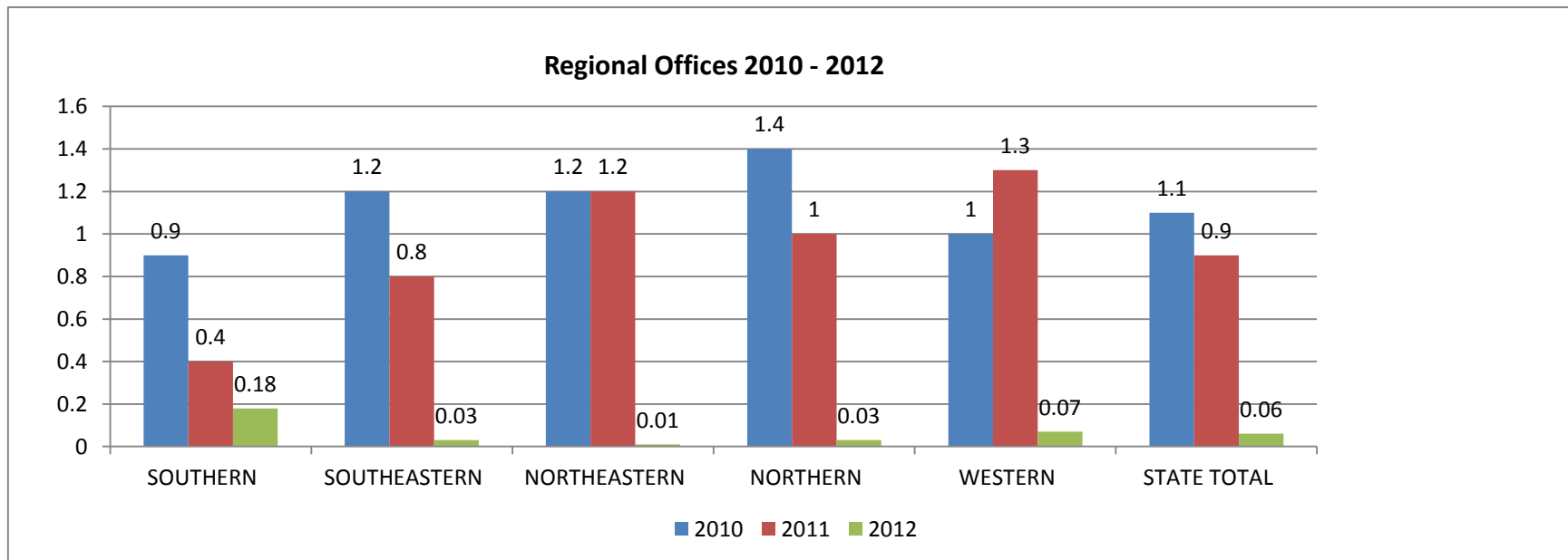
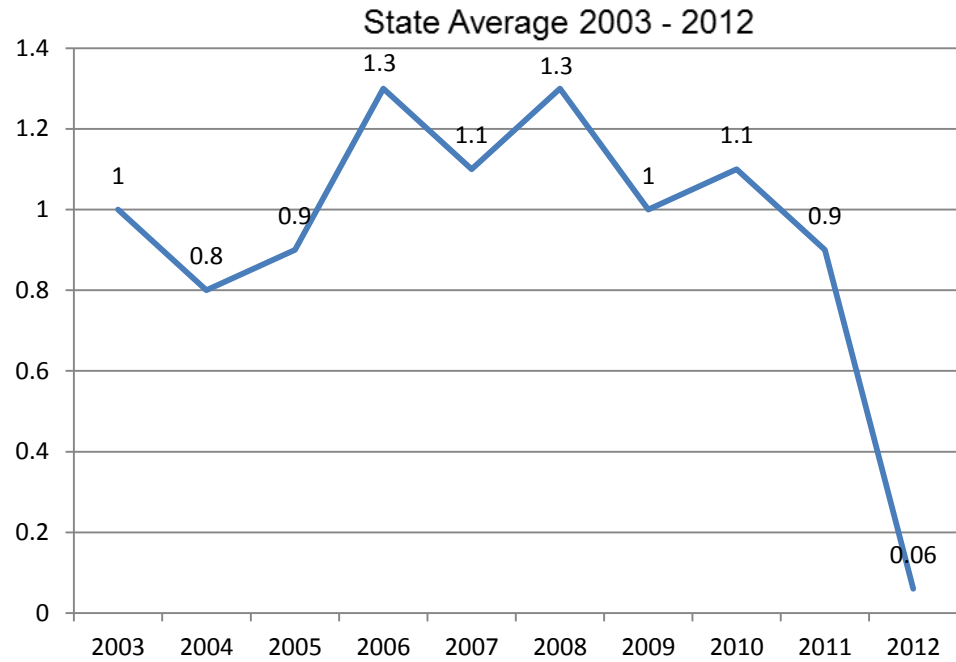
## Average Number Federal Health Citations per Recertification Survey

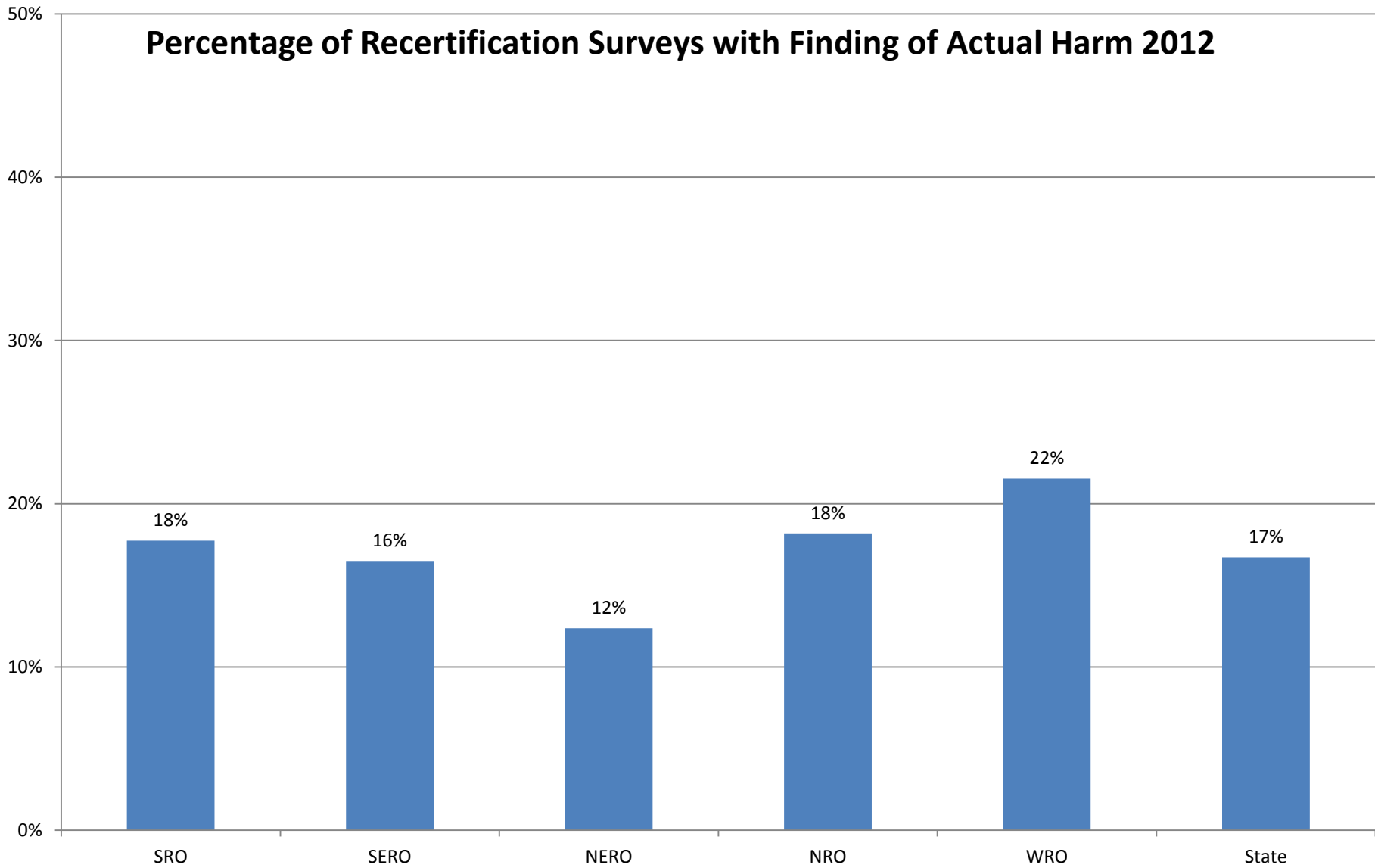






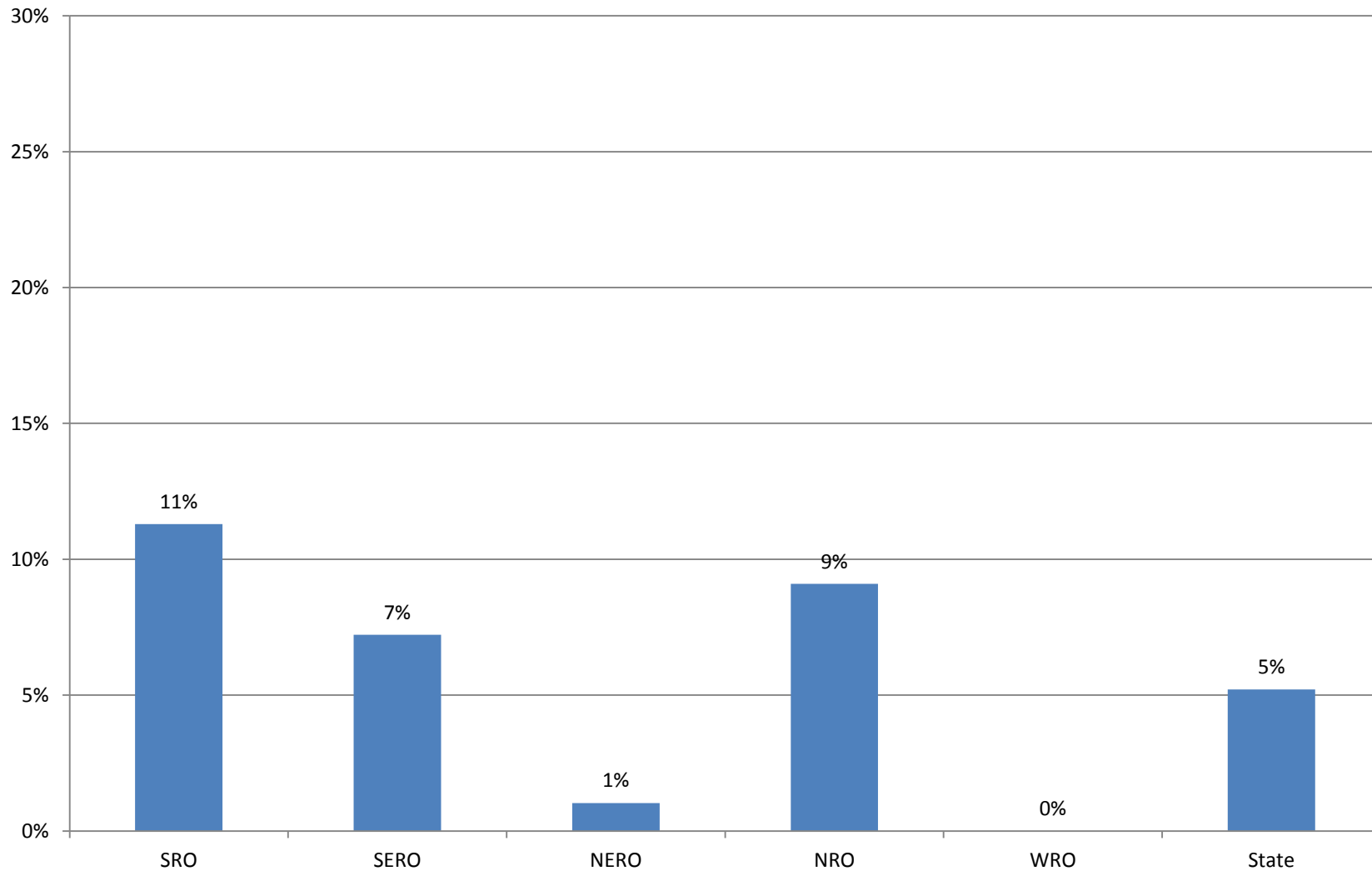
# Average Number State Code Citations per Recertification Survey





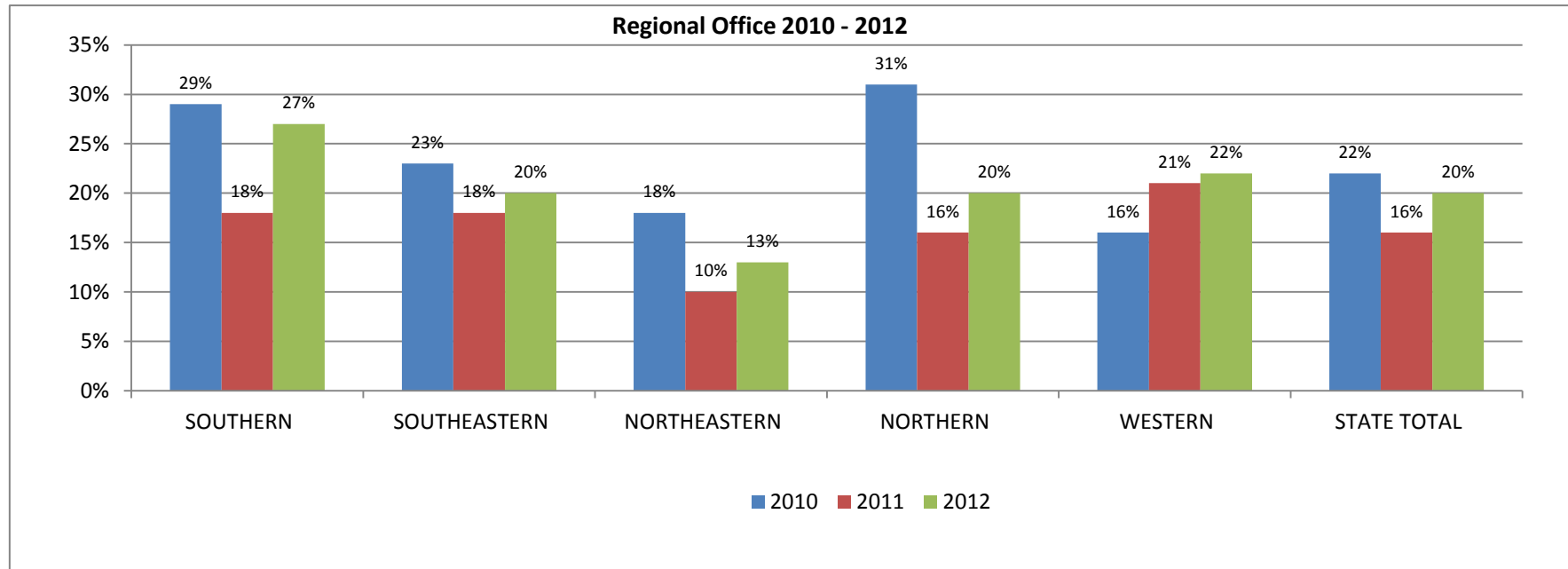
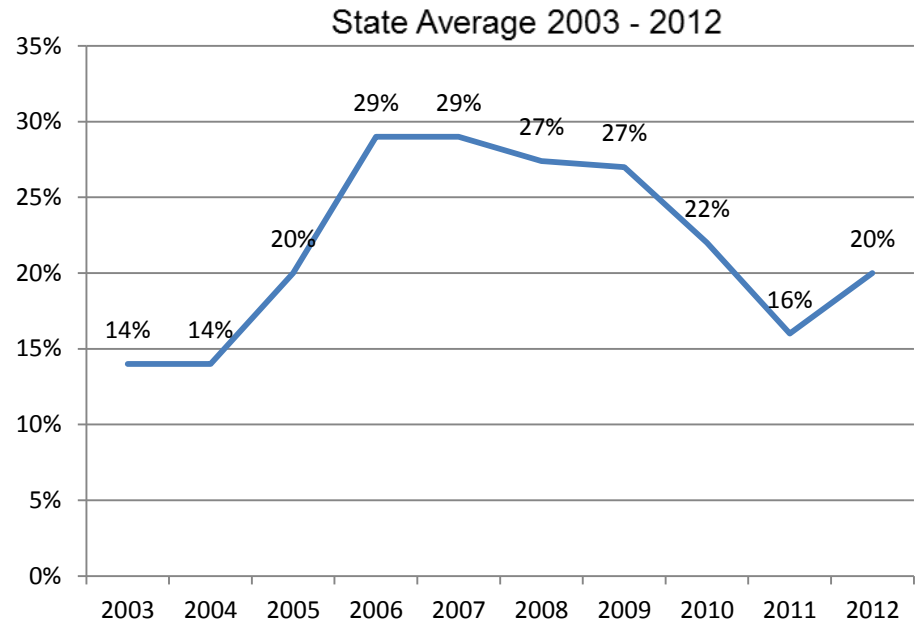


## Percentage of Recertification Surveys with Finding of Immediate Jeopardy 2012



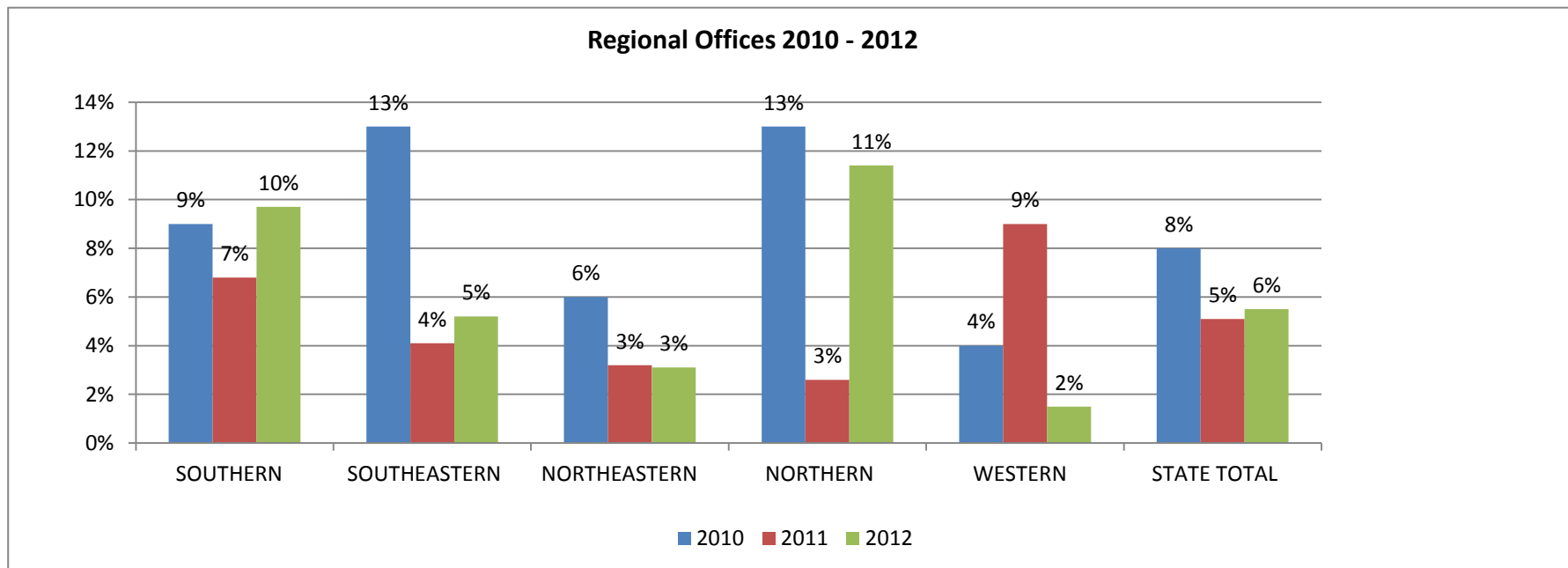
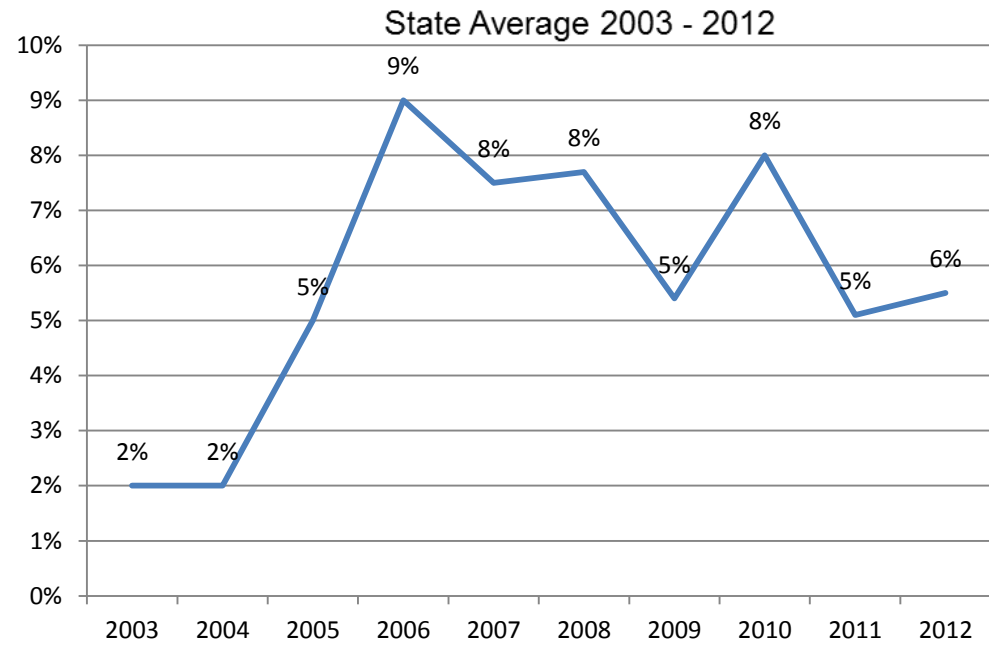


### Percentage of Recertification Surveys with Finding of Actual Harm and/or Immediate Jeopardy





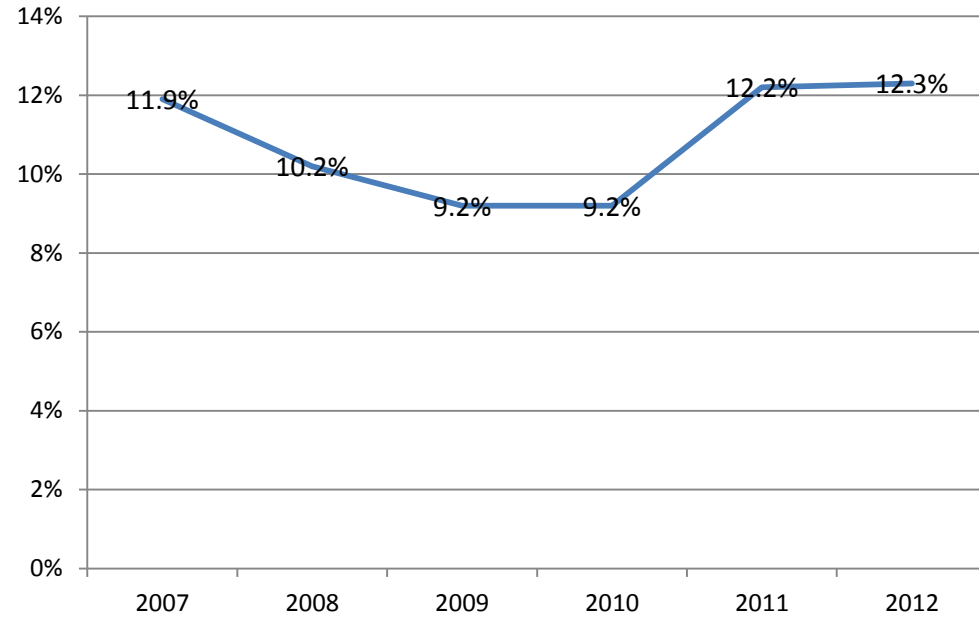
## % of Recertification Surveys with Finding of Substandard Quality of Care



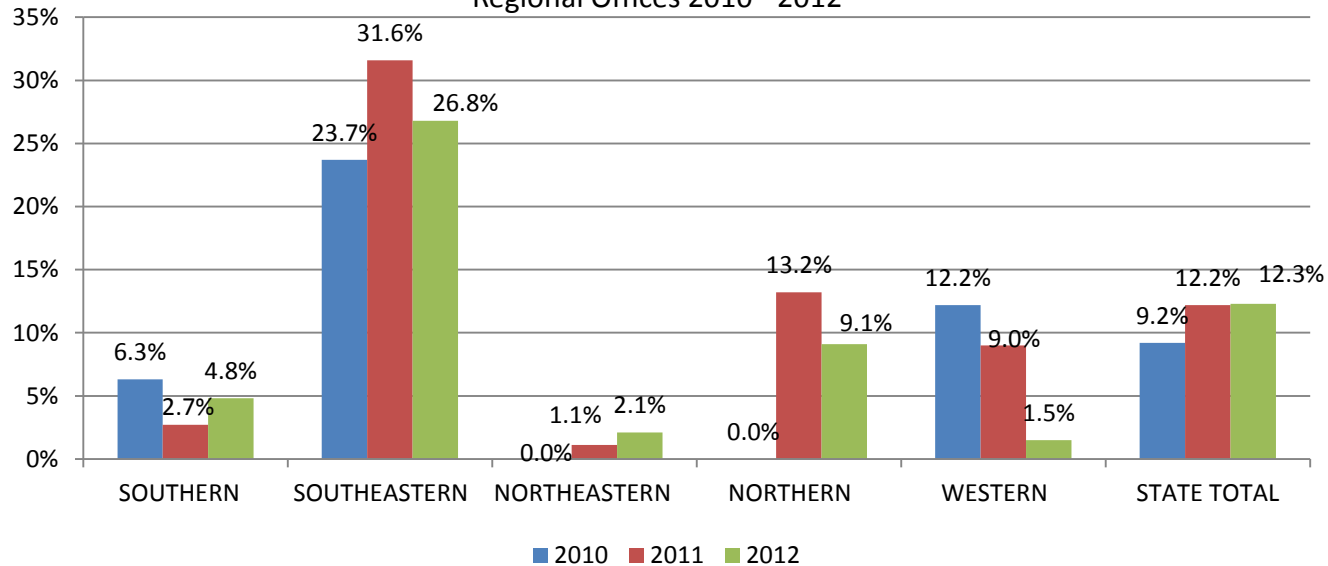


## Percentage of Deficiency-Free Health Recertification Surveys (federal and state)

State Average 2007 - 2012

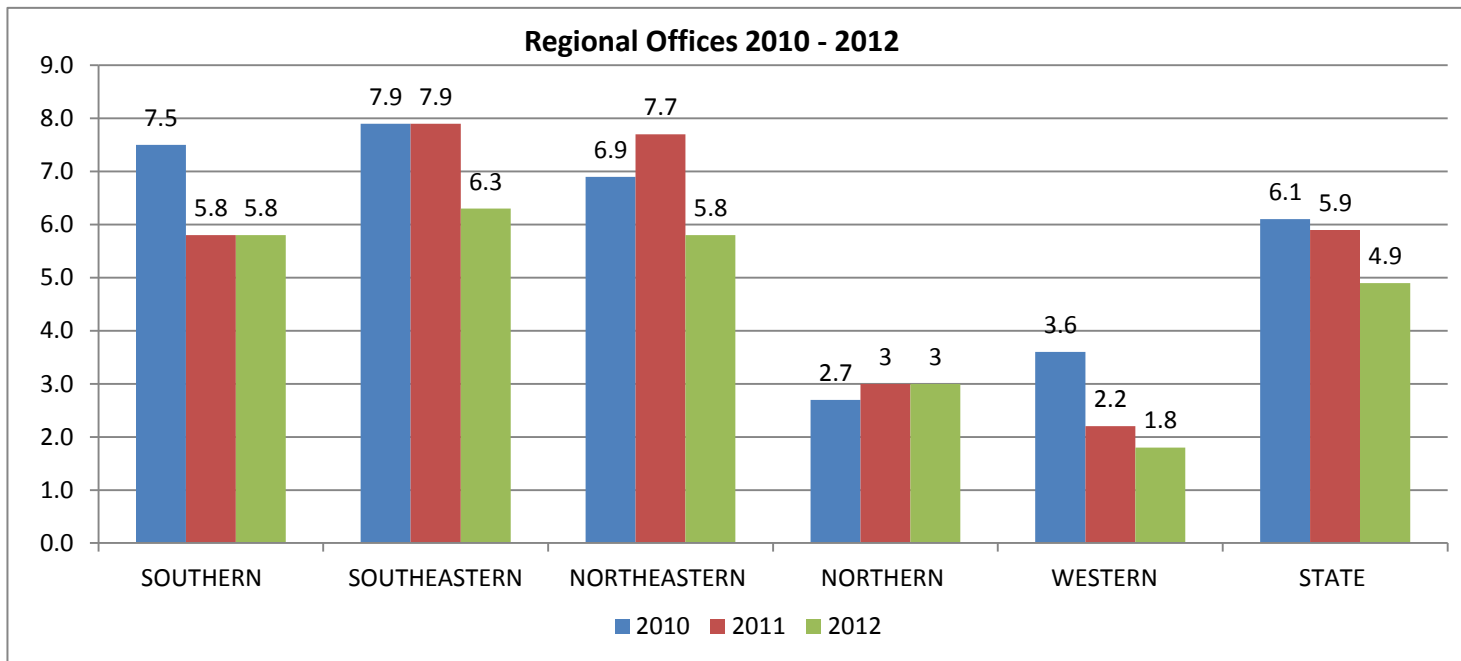
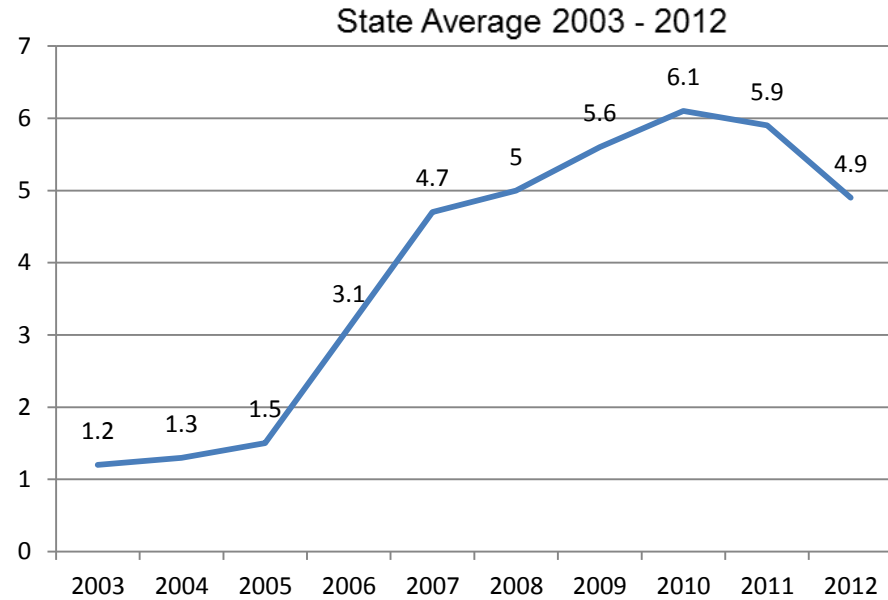


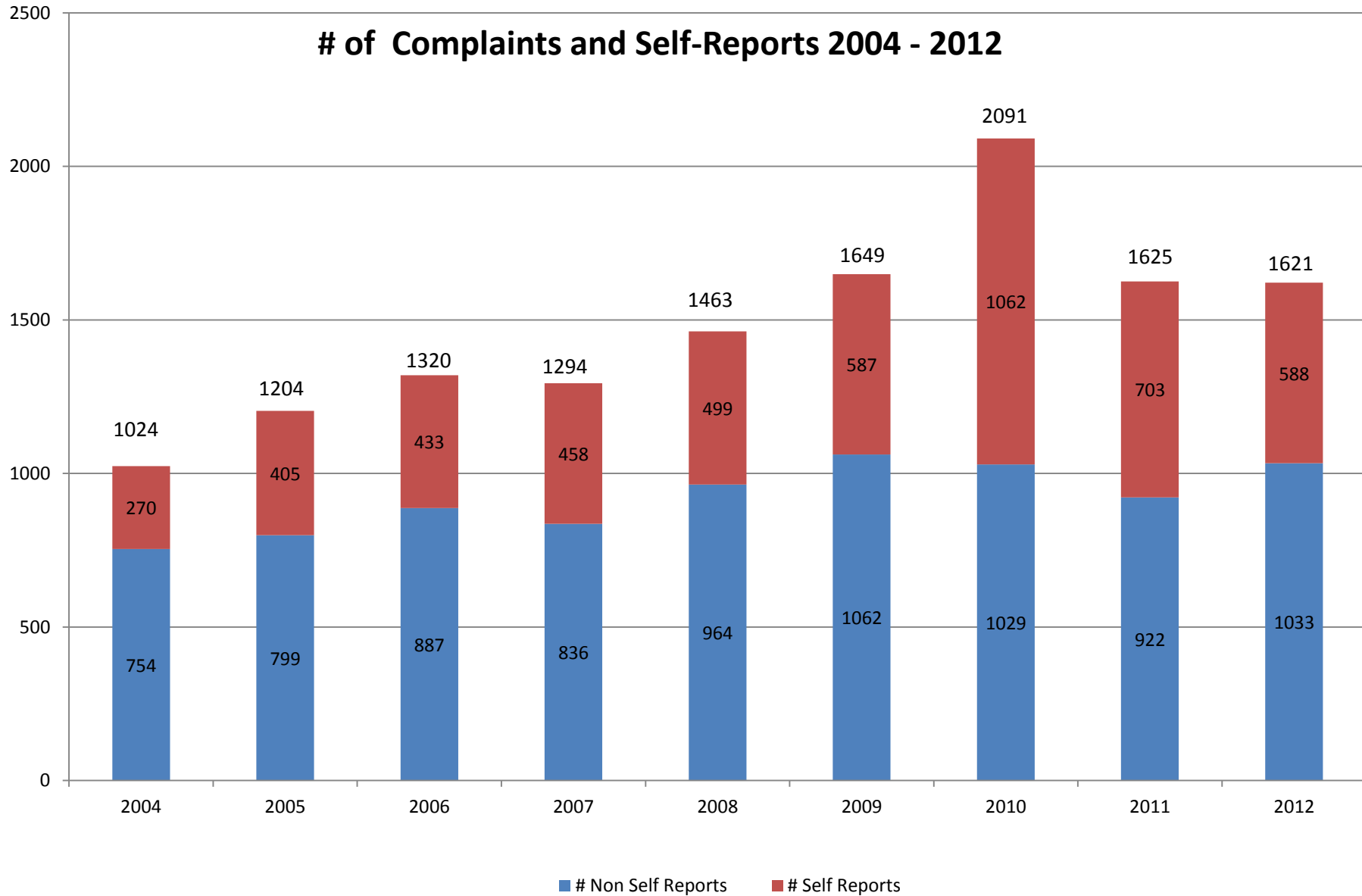
Regional Offices 2010 - 2012





# Average Number Life Safety Code Citations per Recertification Survey

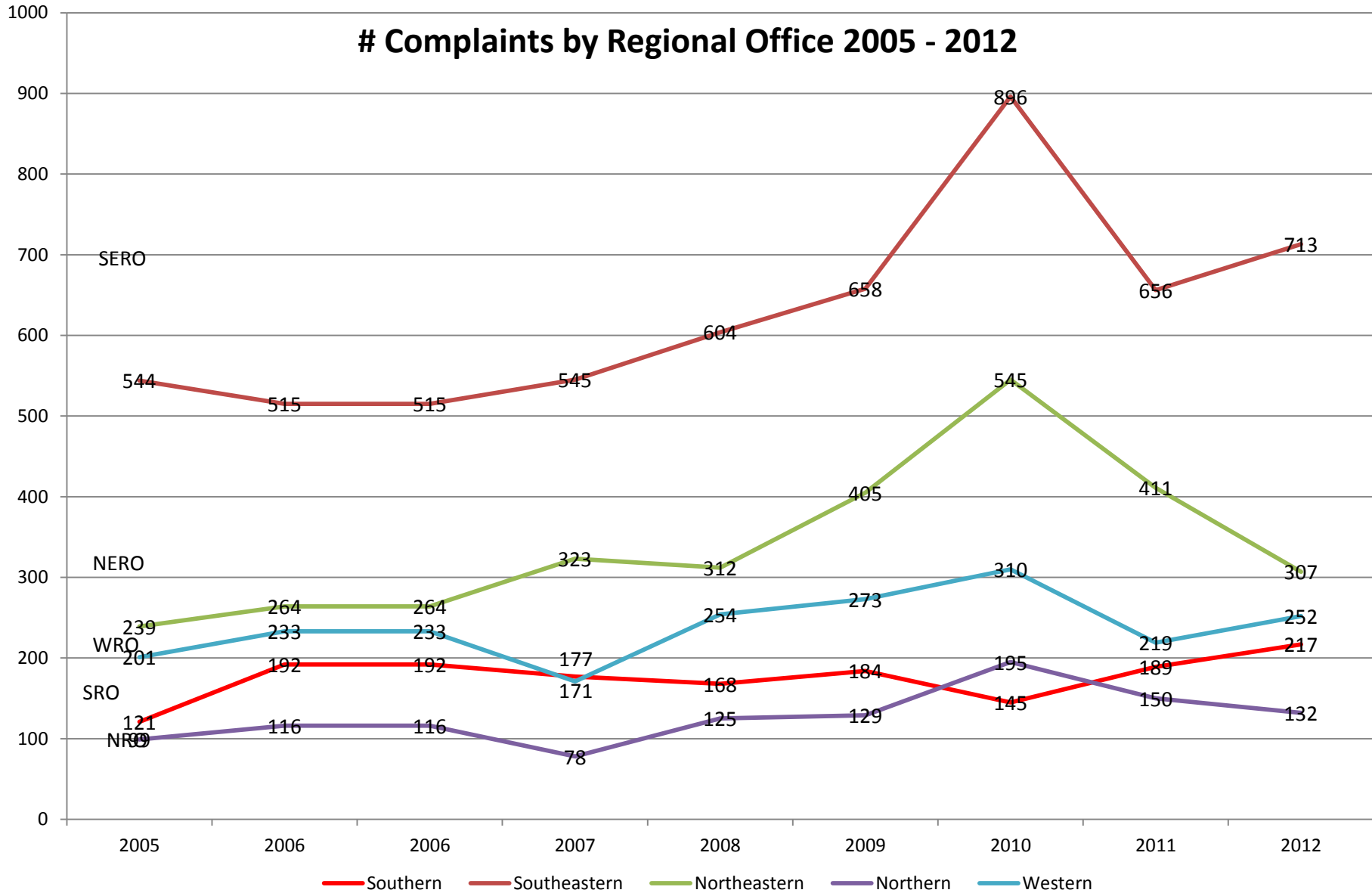






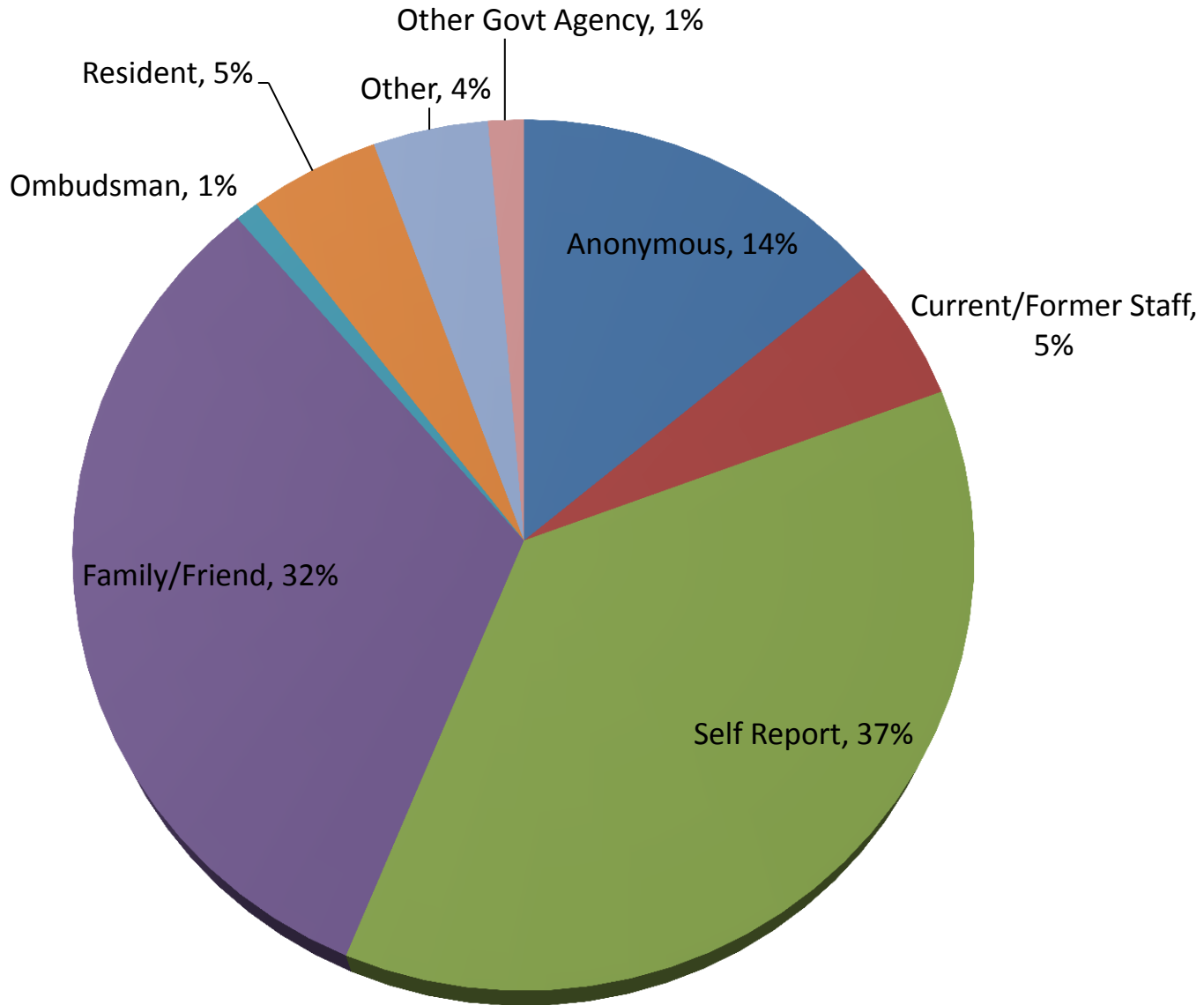


### # Complaints by Regional Office 2005 - 2012



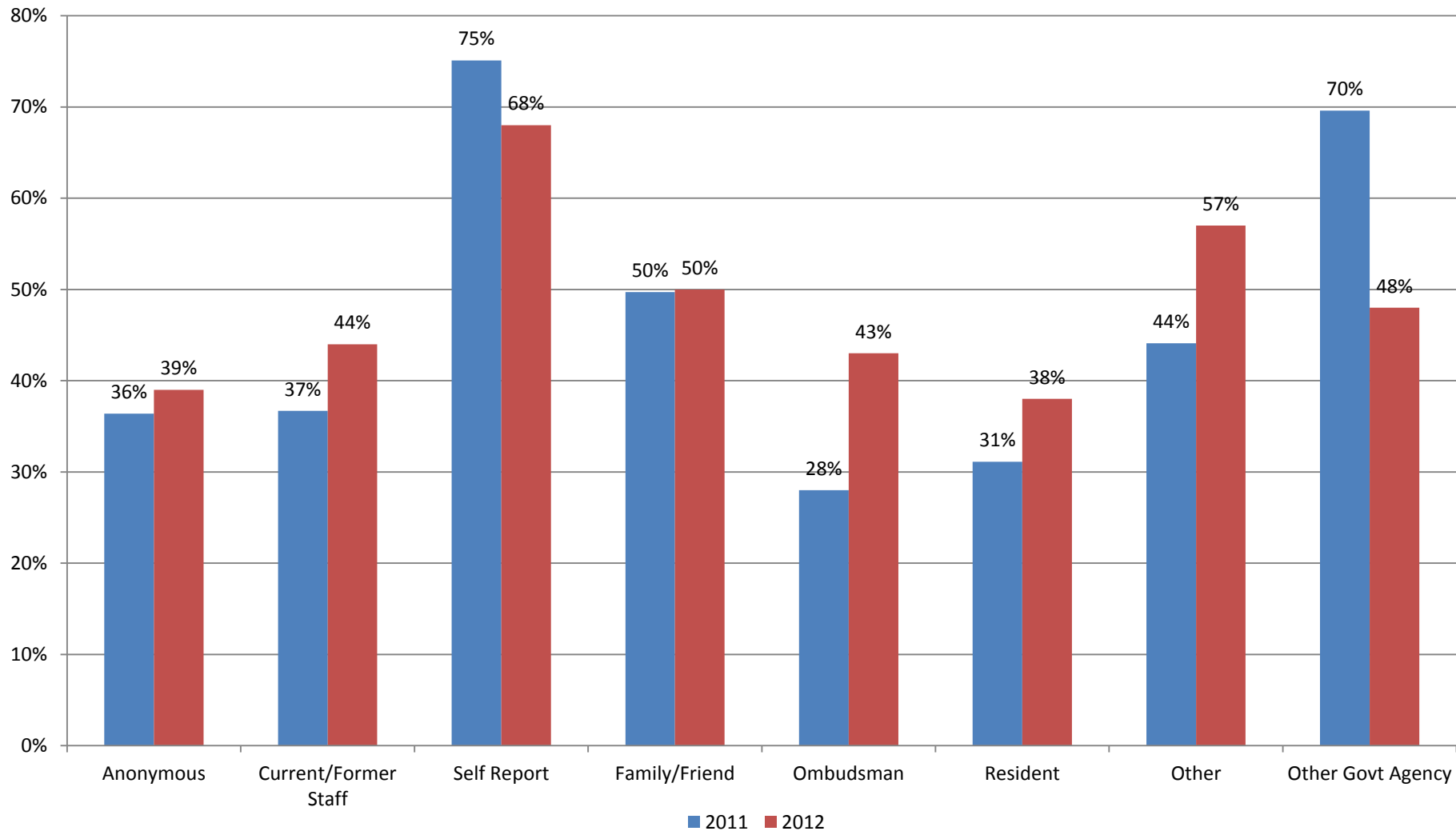


### NH Complaints Received by Source 2012





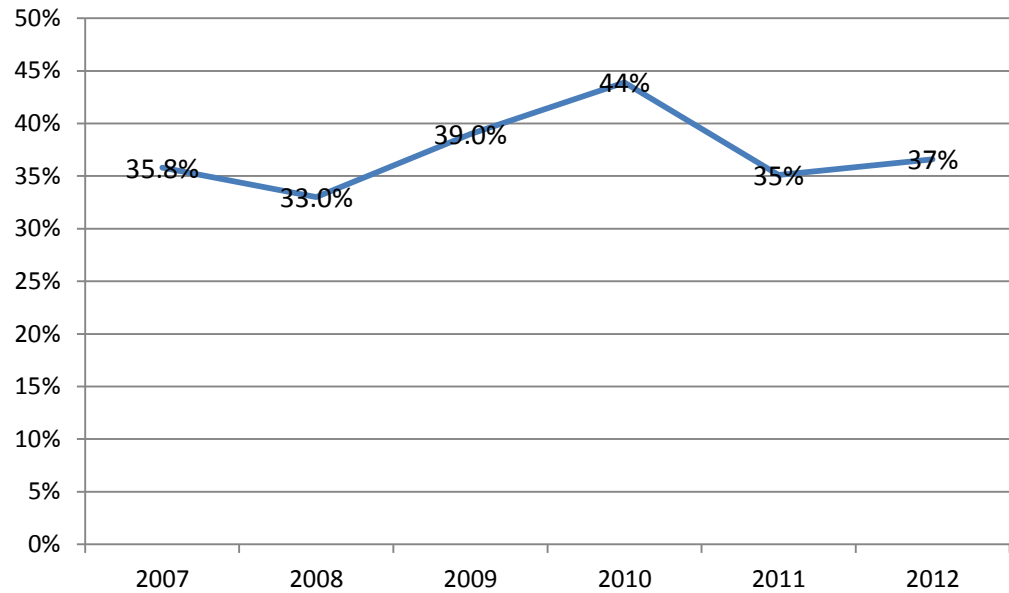
## Percentage of Complaints Substantiated by Source 2011 - 2012



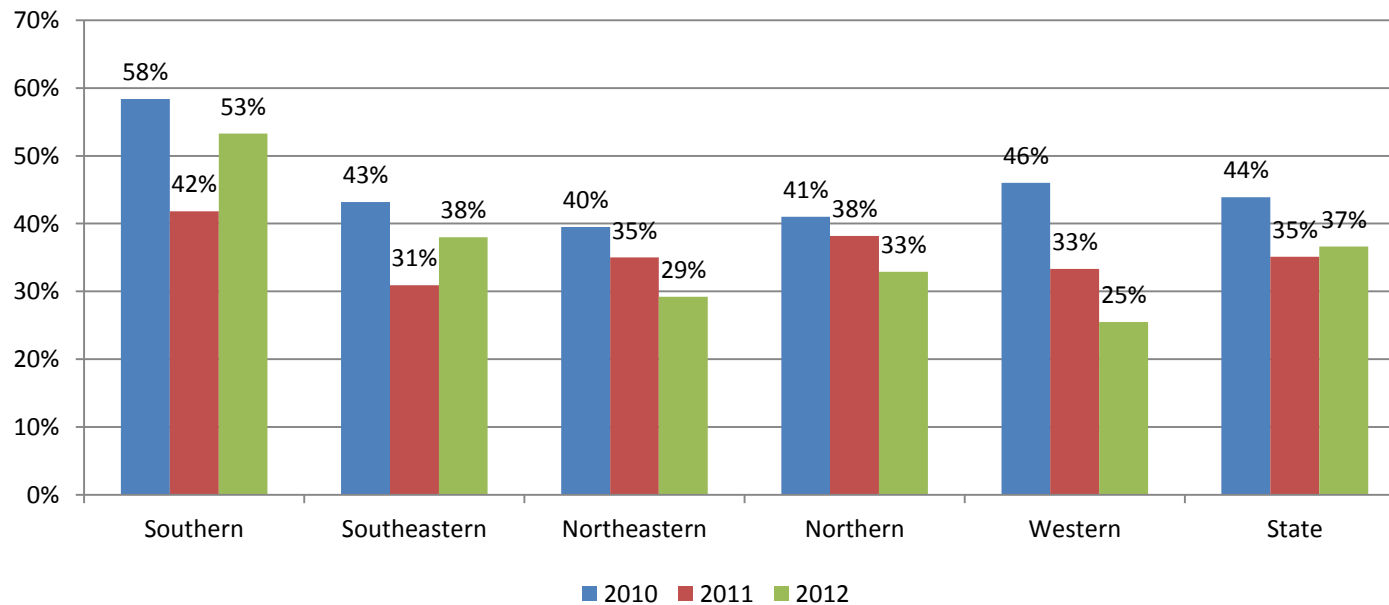


# Percentage of Complaint Surveys with Citations

State Average 2007 - 2012

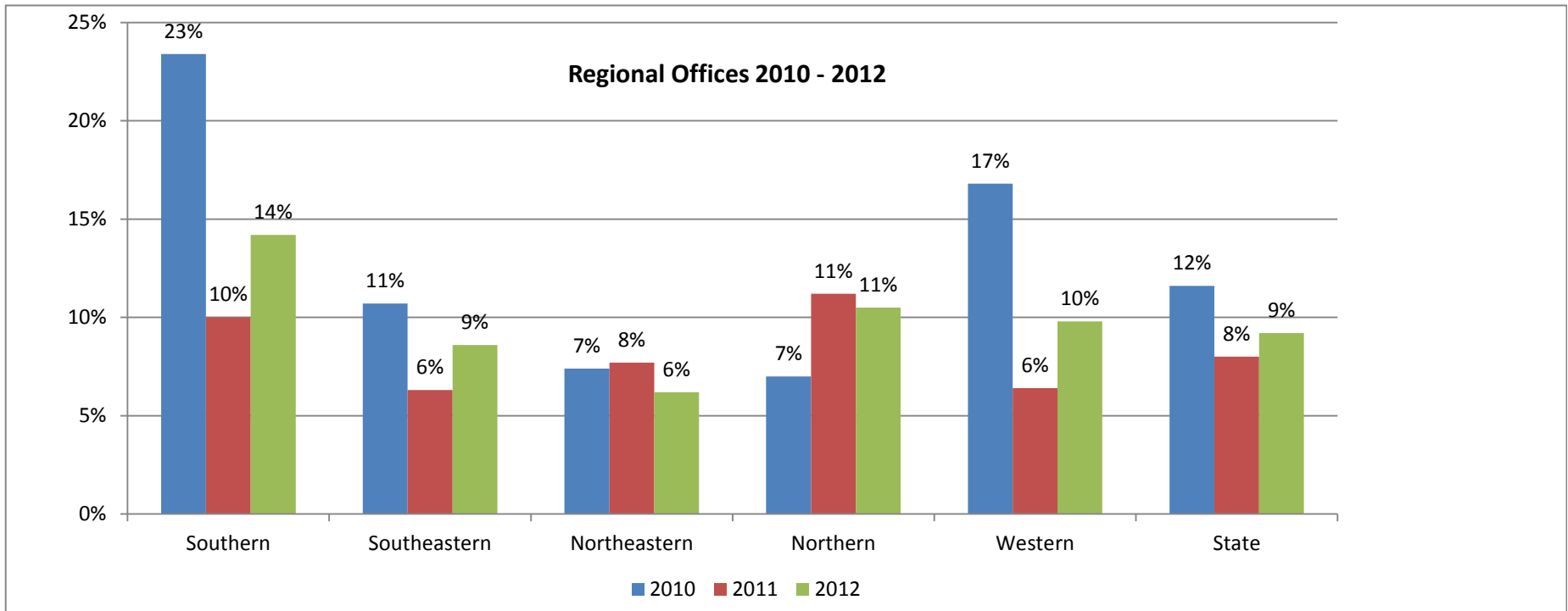
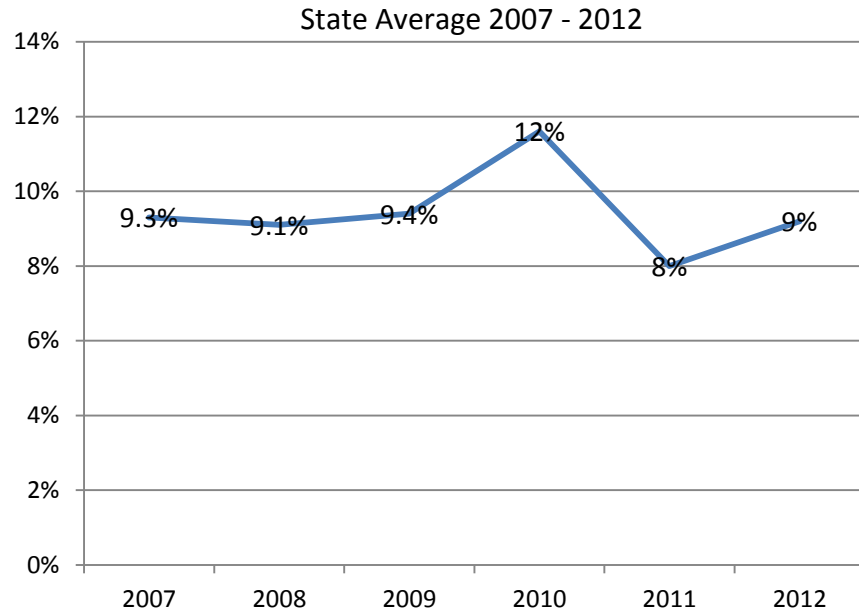


Regional Offices 2010 - 2012





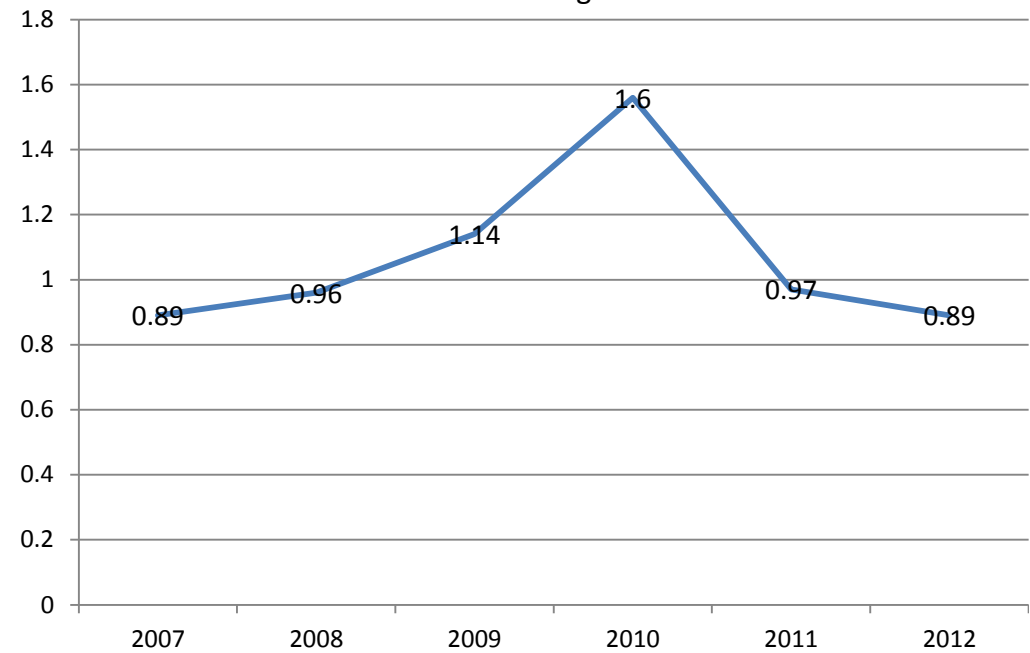
## Percentage of Complaint Surveys with Actual Harm or Immediate Jeopardy



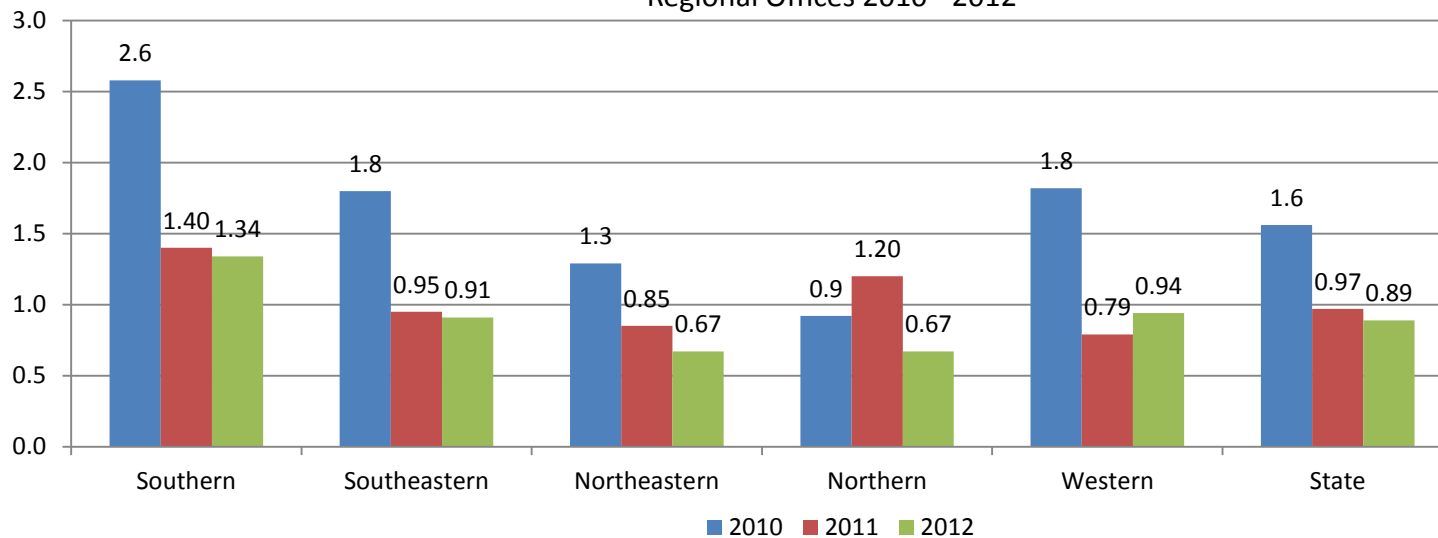


# Average Number Cites per Complaint Survey (federal and state)

State Average 2007 - 2012



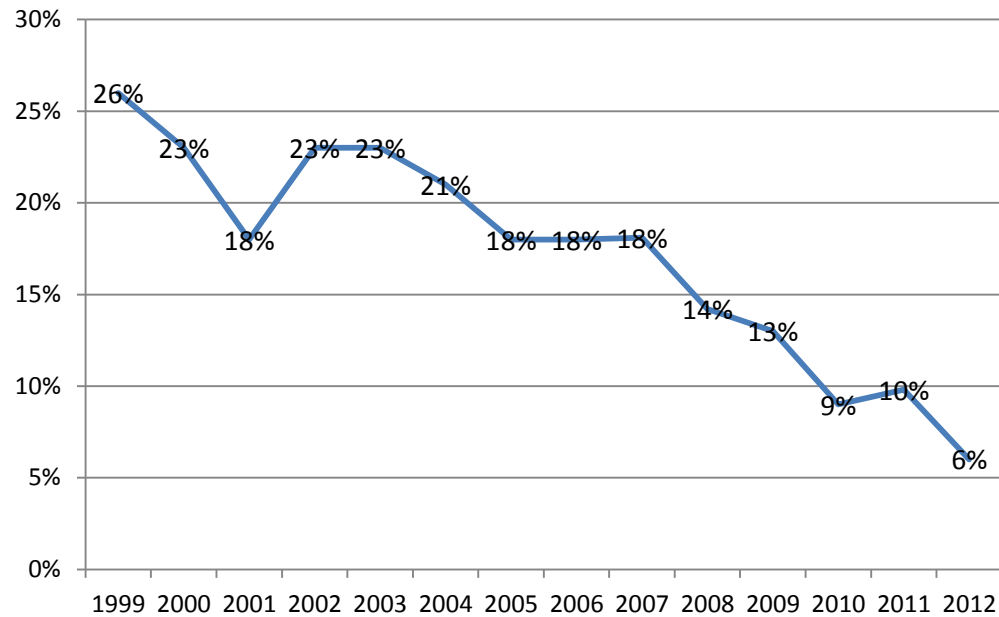
Regional Offices 2010 - 2012



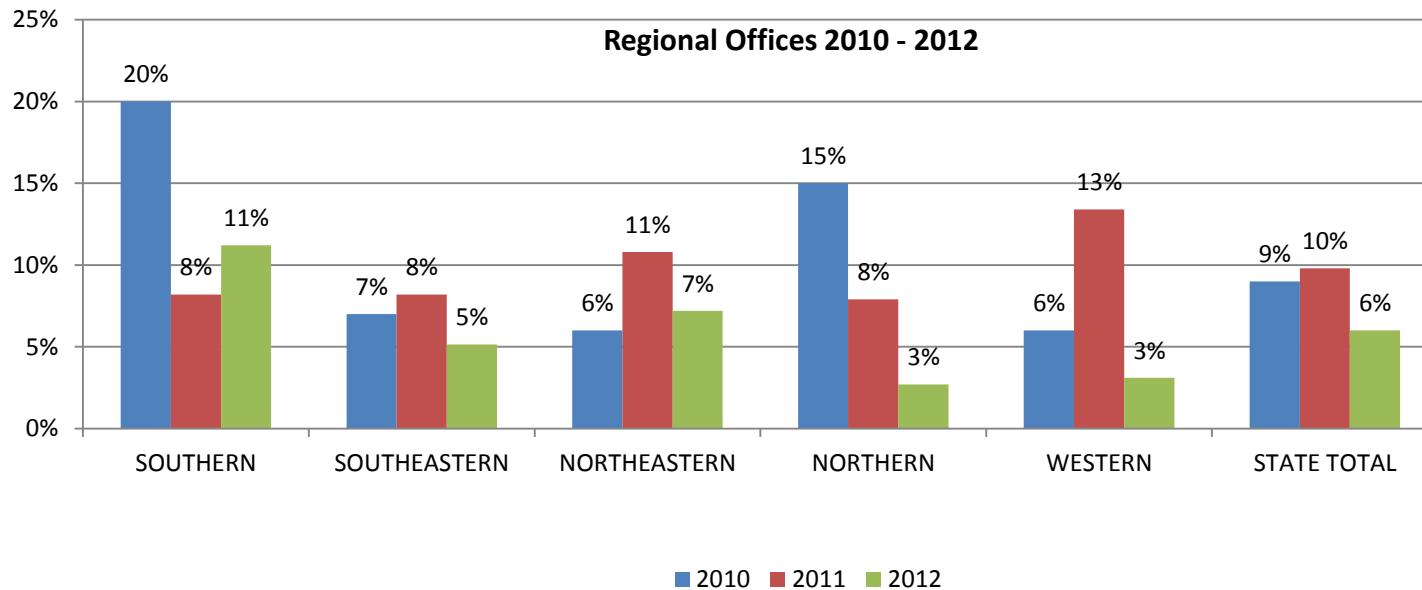


# Percentage of Recertification Surveys with Request for Informal Dispute Resolution

State Average 1999 - 2012

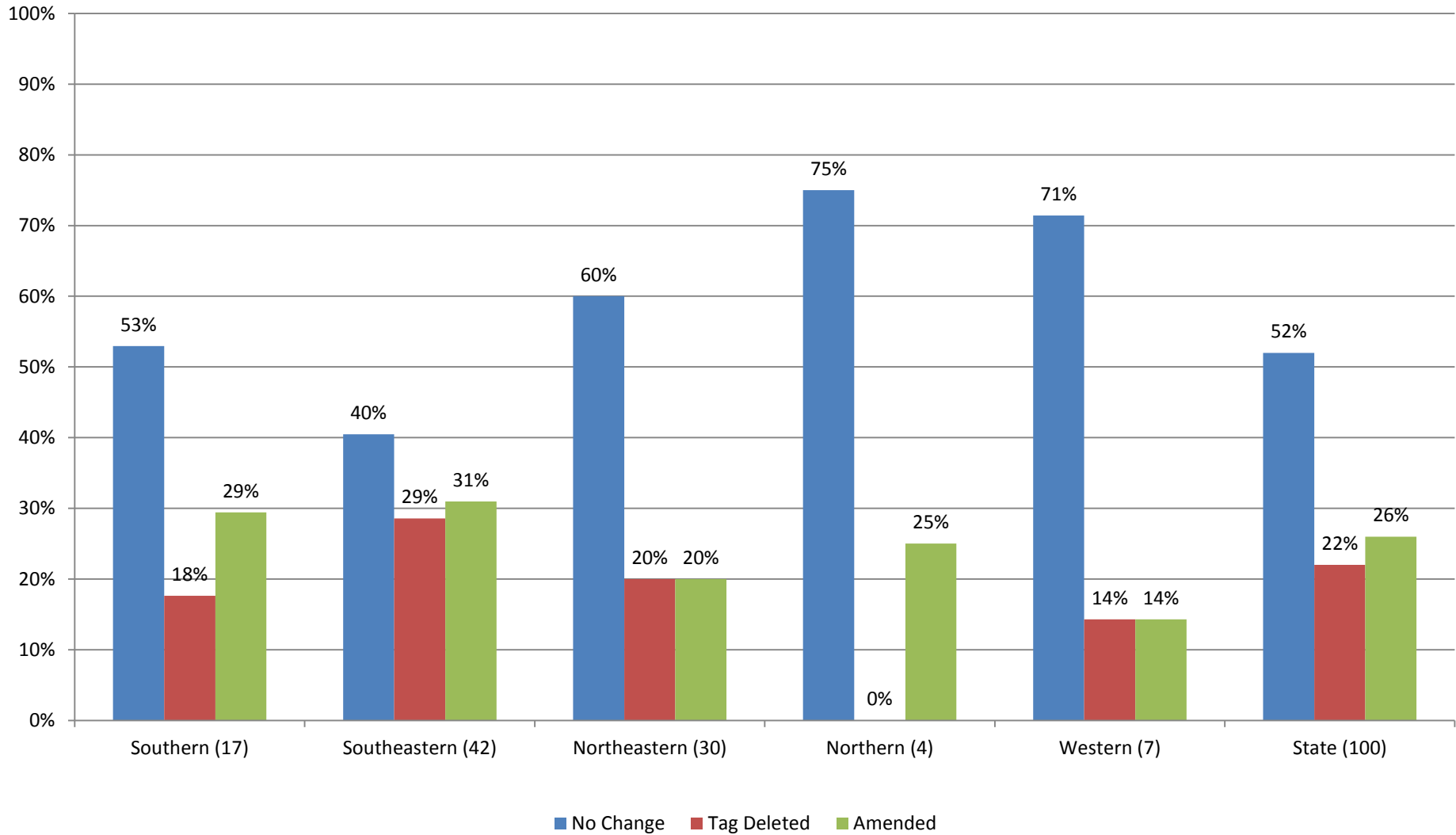


Regional Offices 2010 - 2012

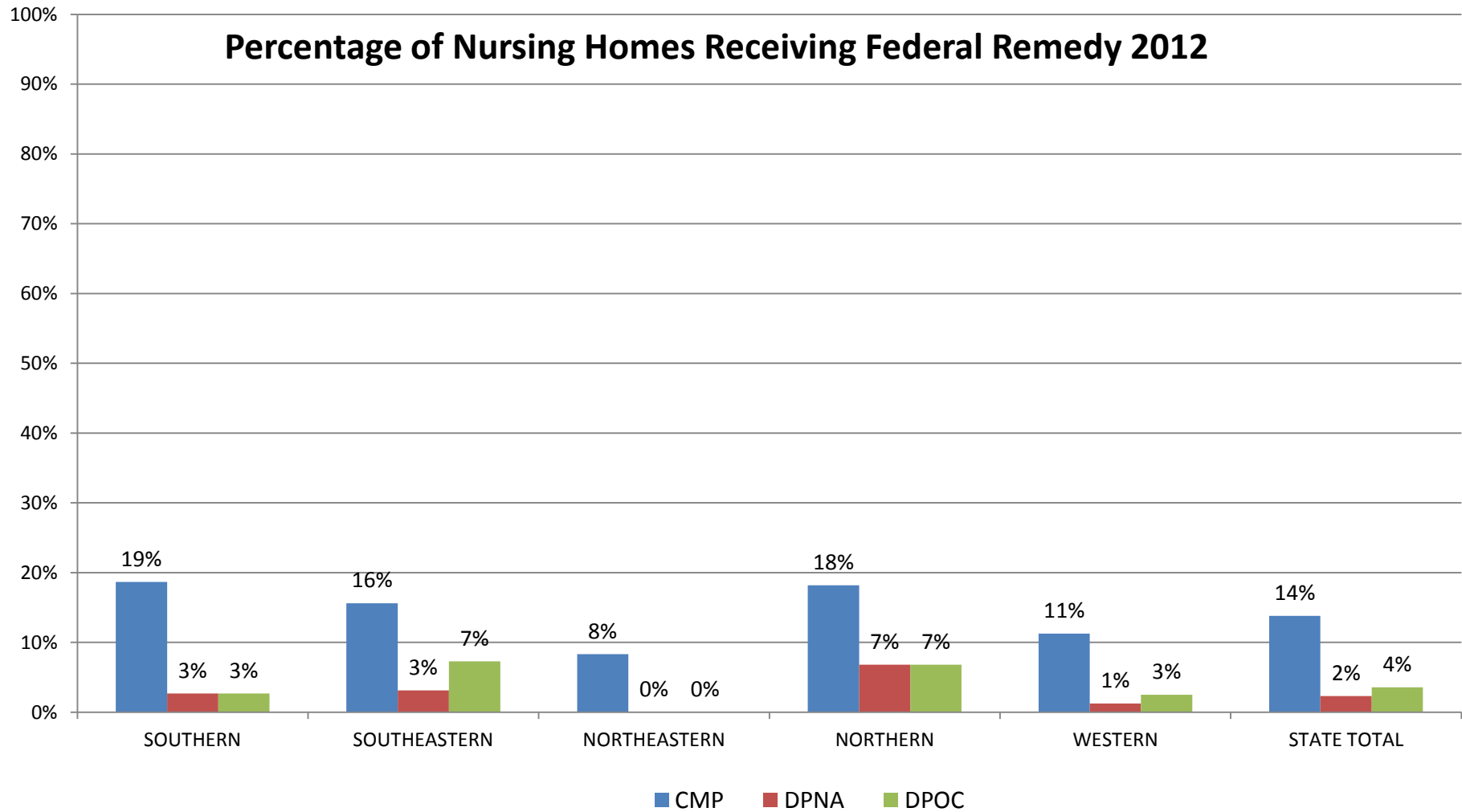




## Informal Dispute Resolution Outcomes 2012

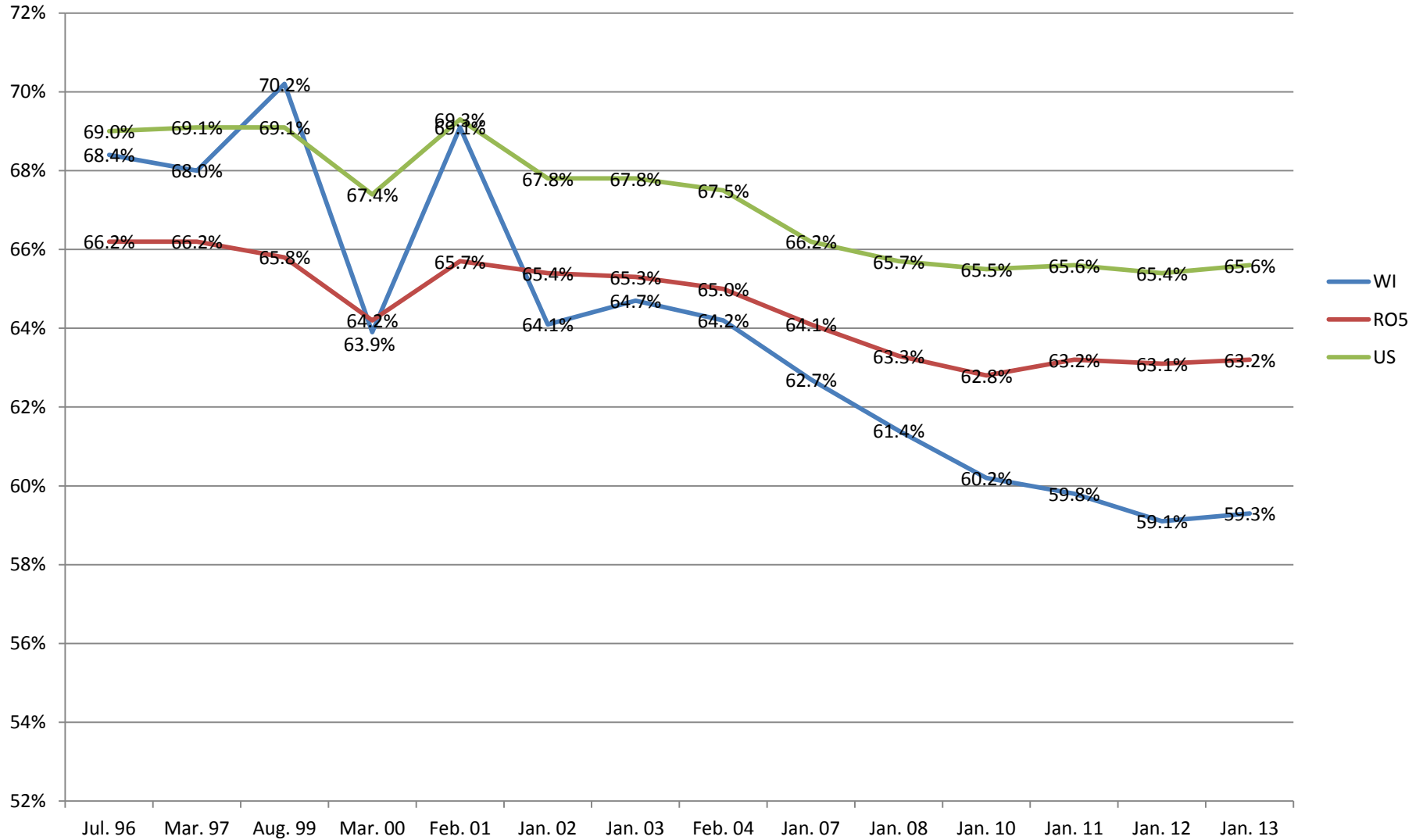






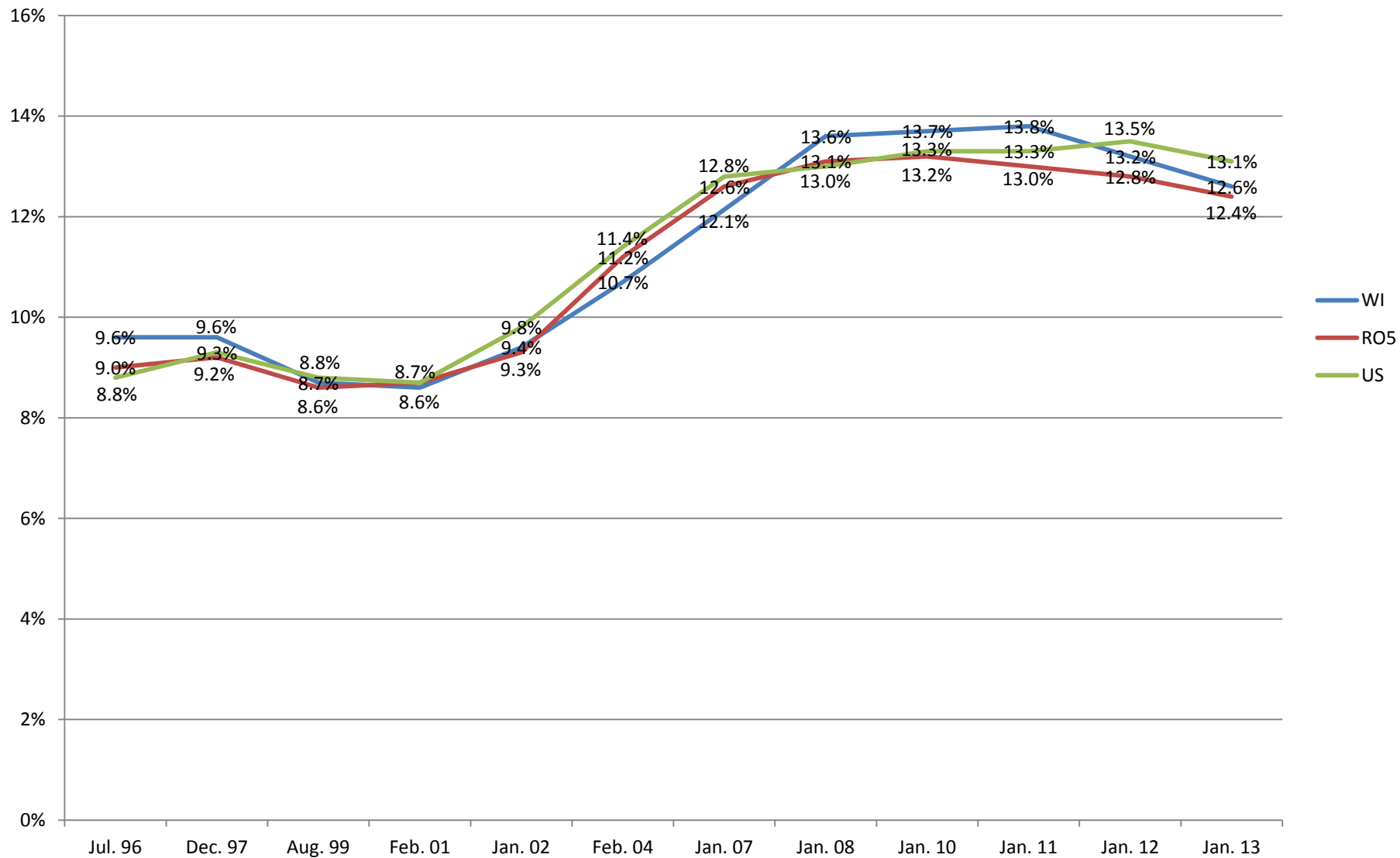


### Percentage of Residents on Medicaid



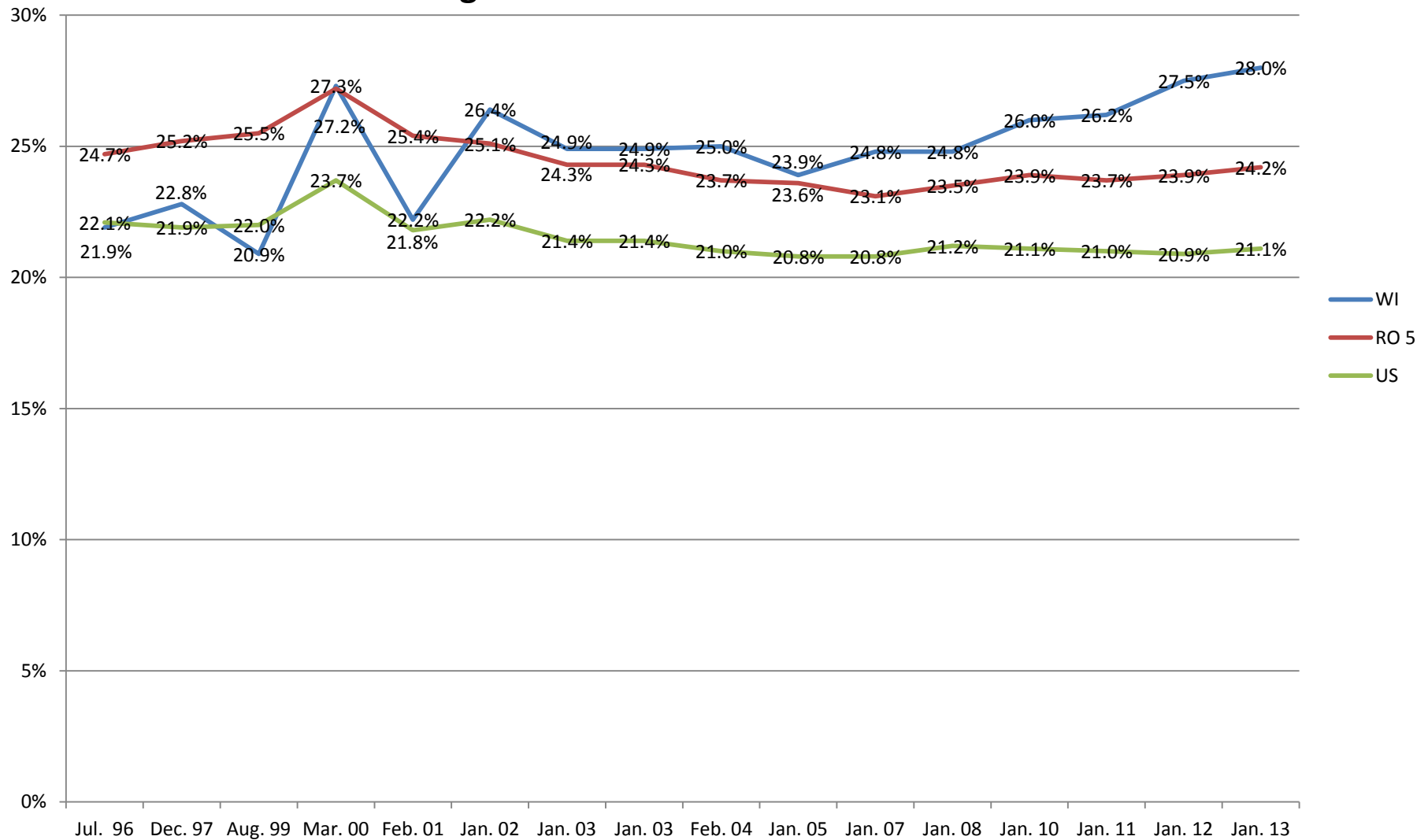


### Percentage of Residents on Medicare



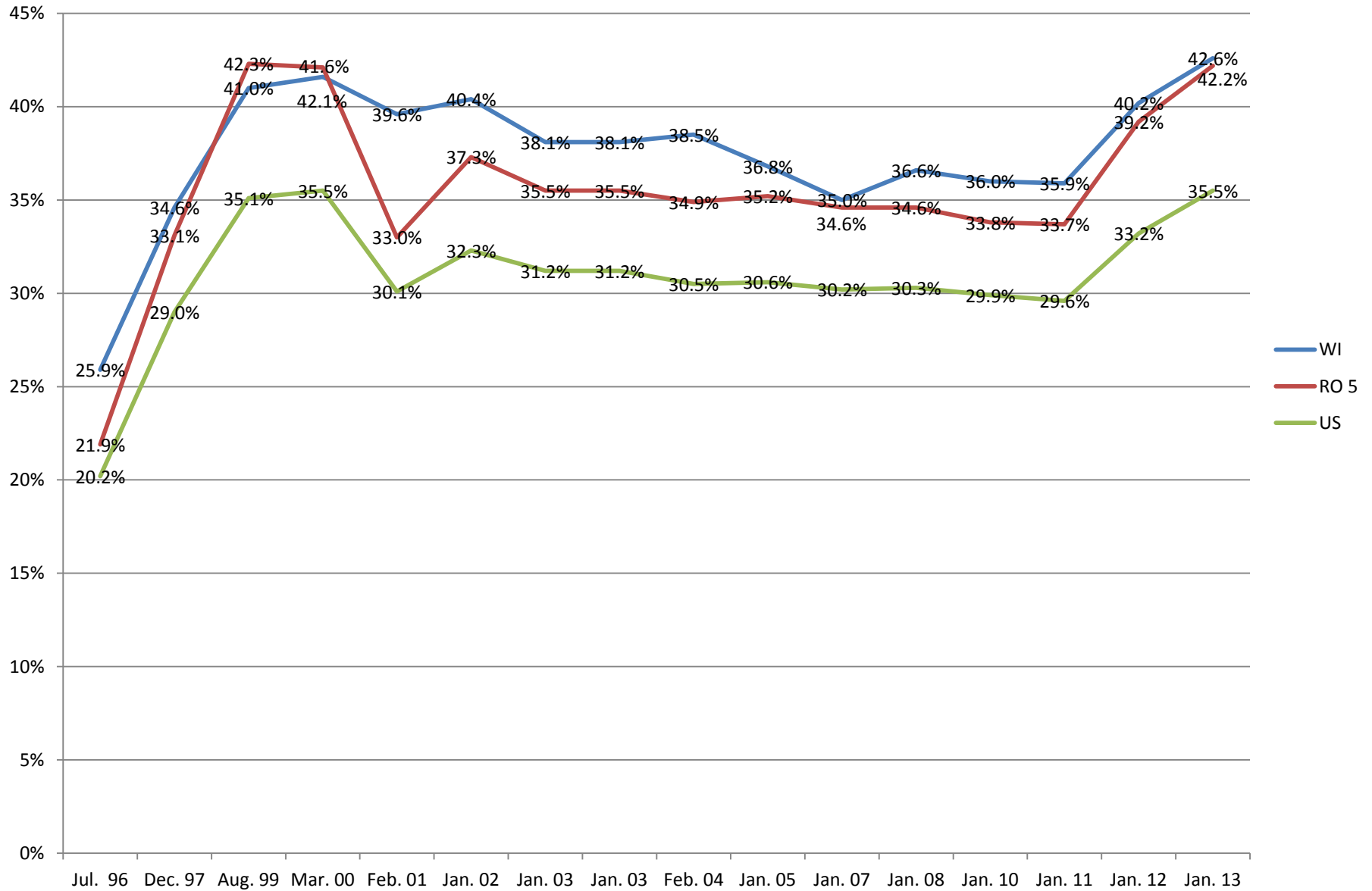


### Percentage of Residents Who Are Not T18 or T19



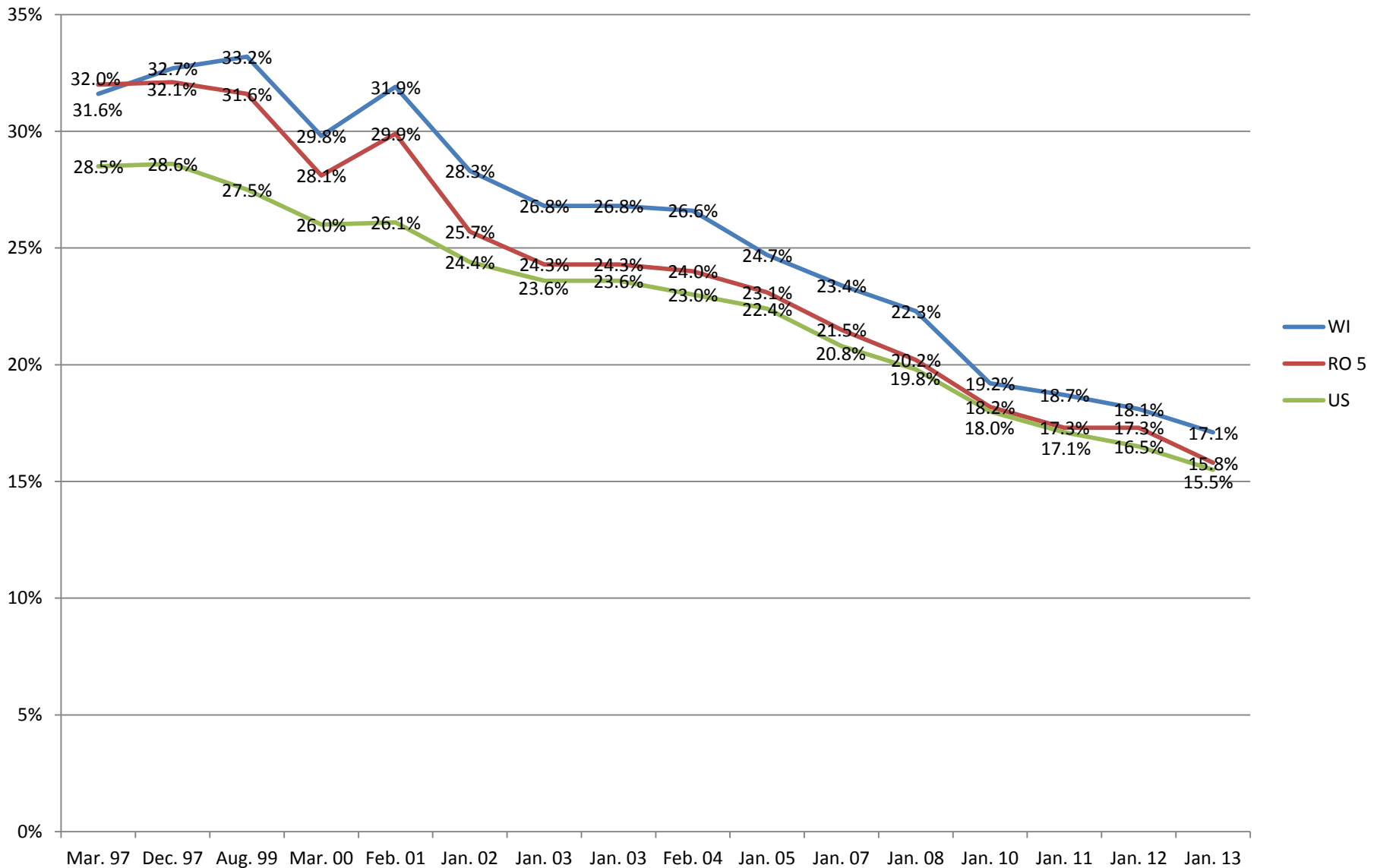


### Percentage of Residents Requiring Assistance with Ambulation



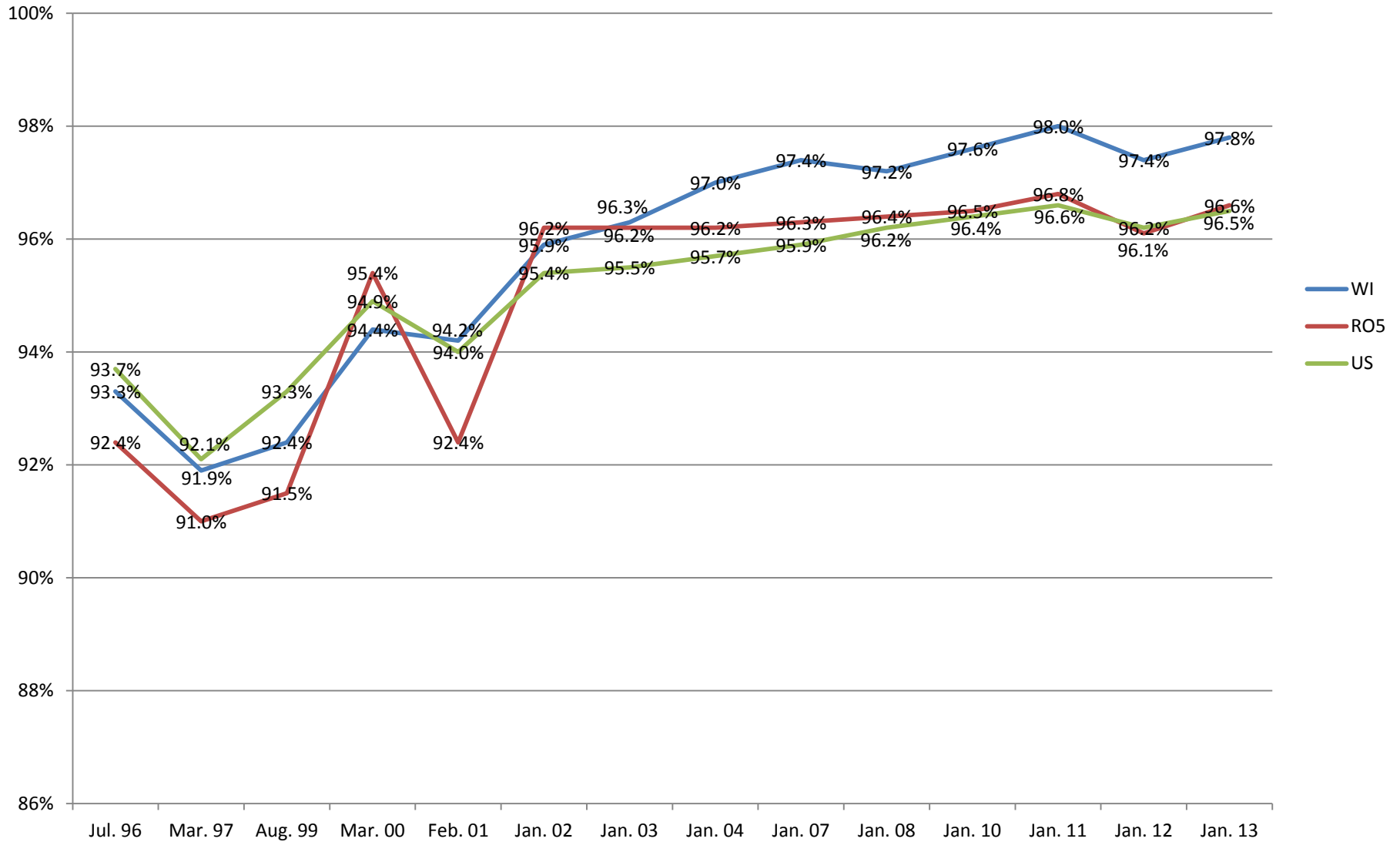


### Percentage of Residents Independent with Transfers



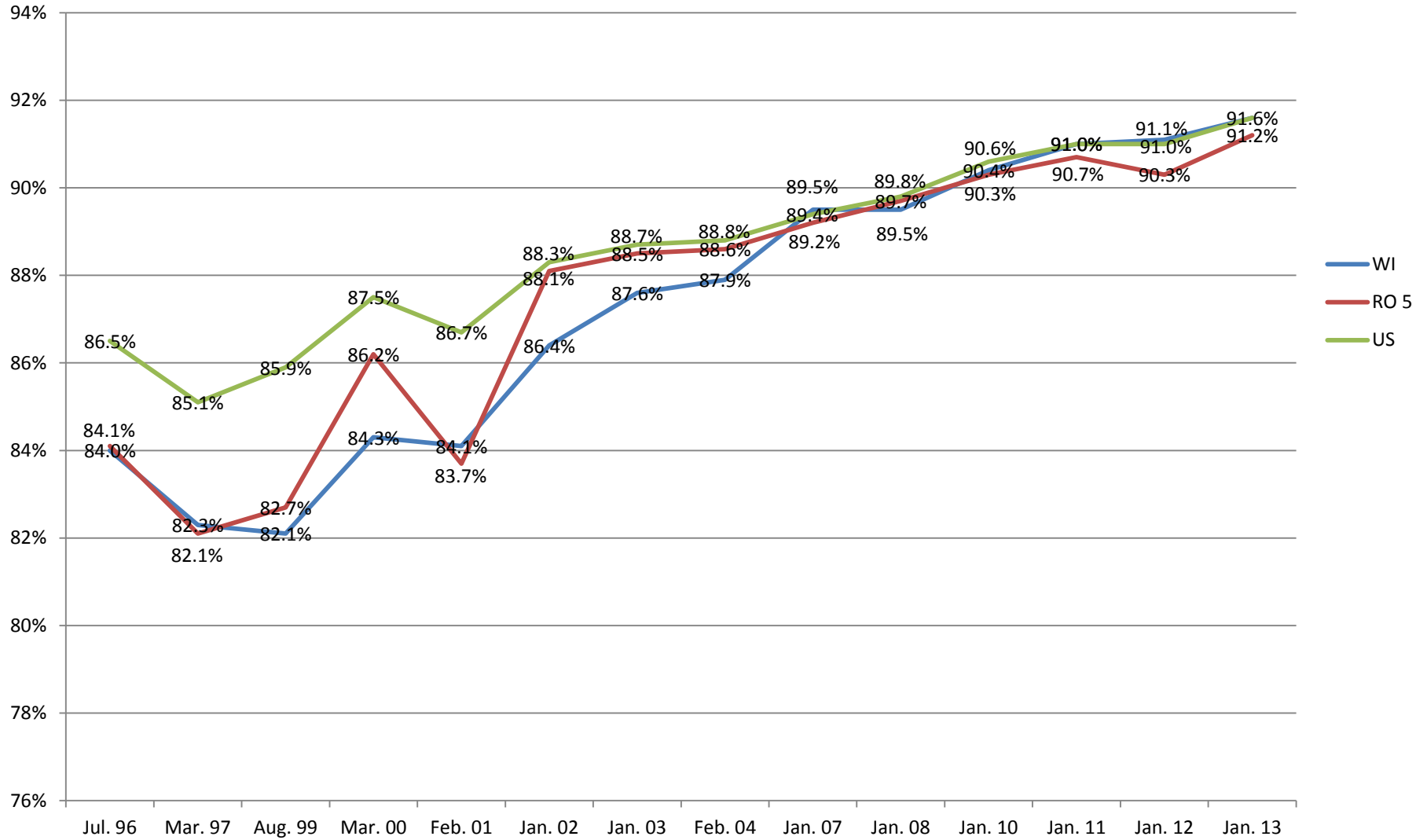


### Percentage of Residents Dependent on or Requiring Assistance with Bathing





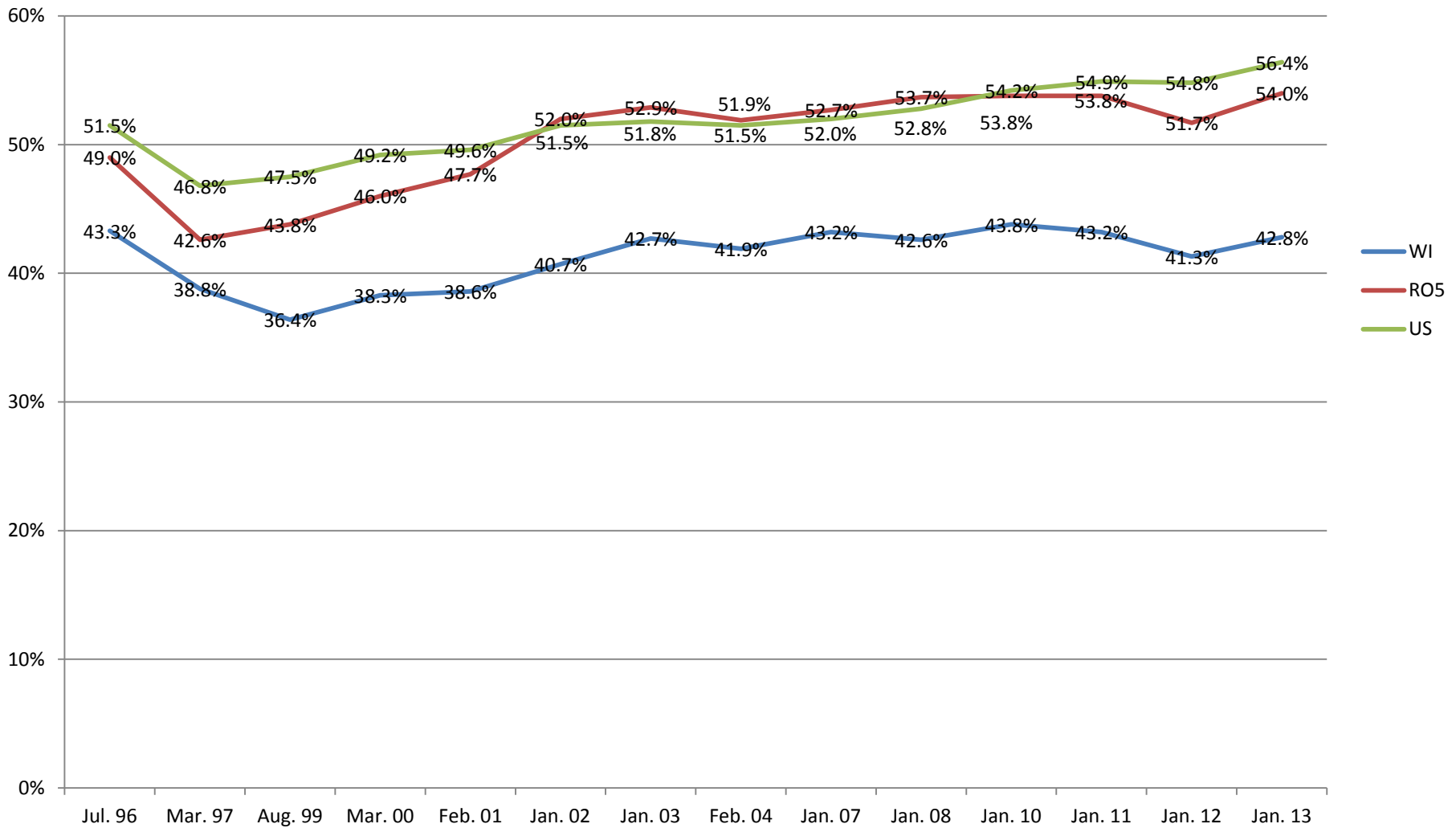
### Percentage of Residents Dependent on or Requiring Assistance with Dressing





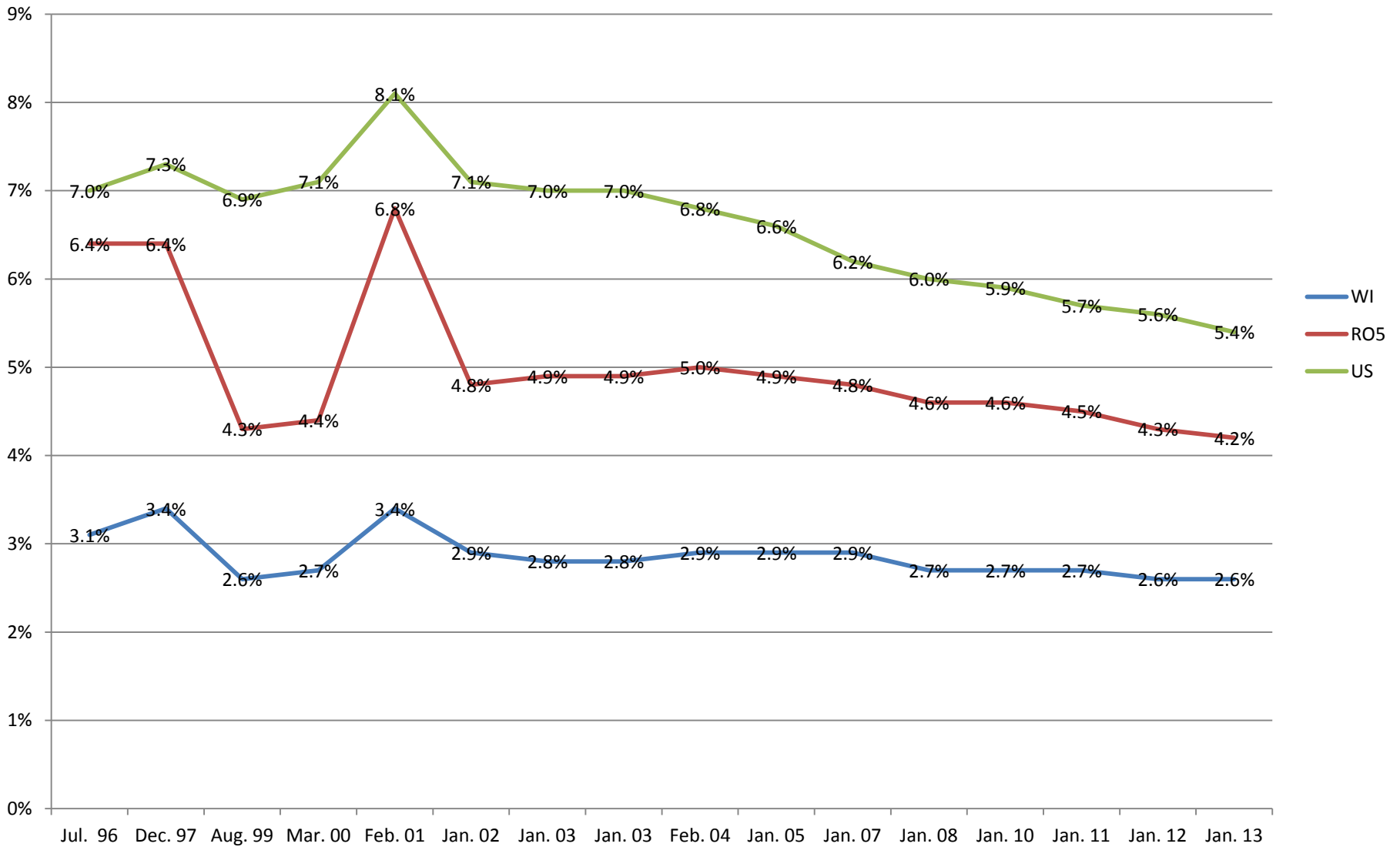


### Percentage of Residents Dependent on or Requiring Assistance with Eating



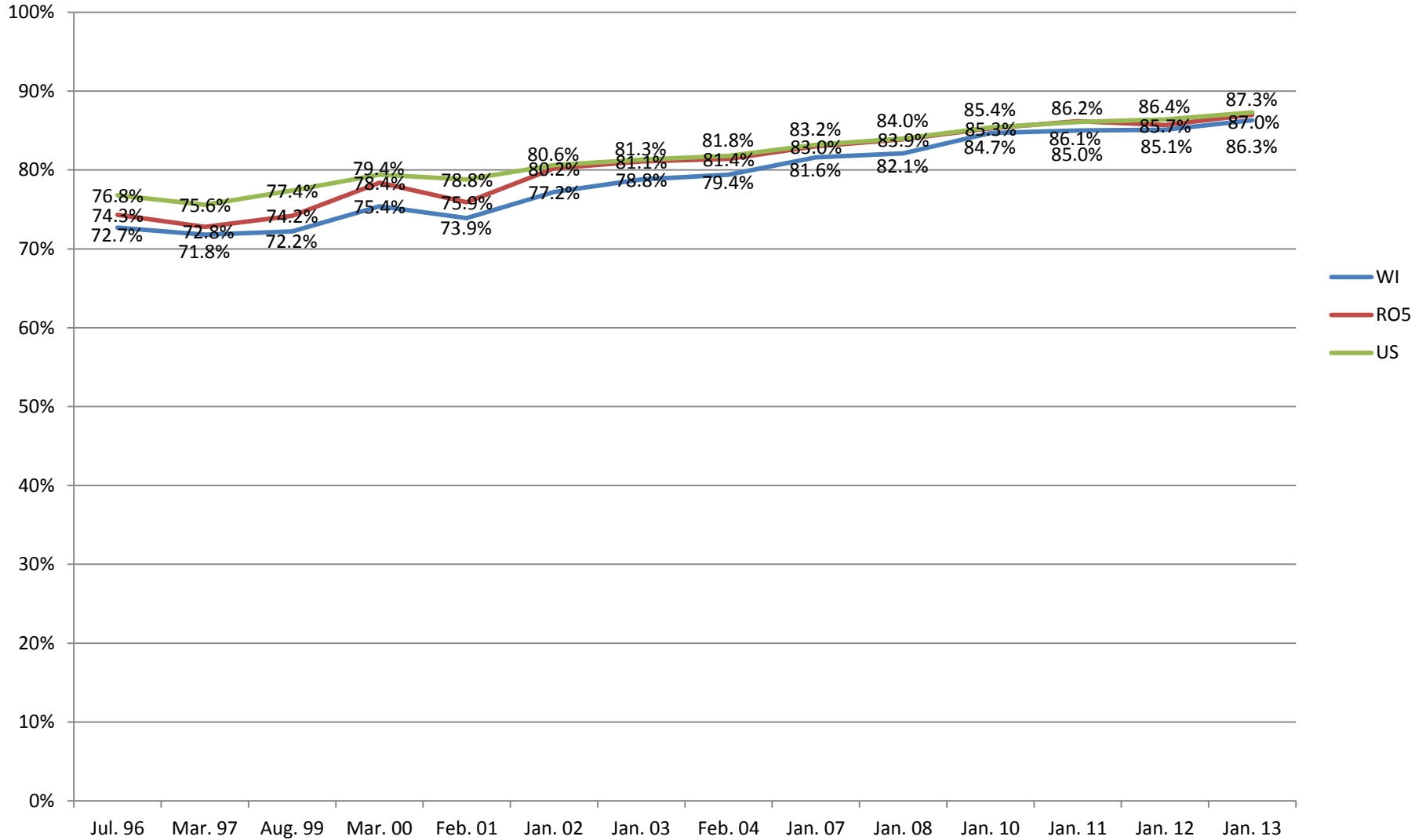


### Percentage of Residents Who Are Tube Fed



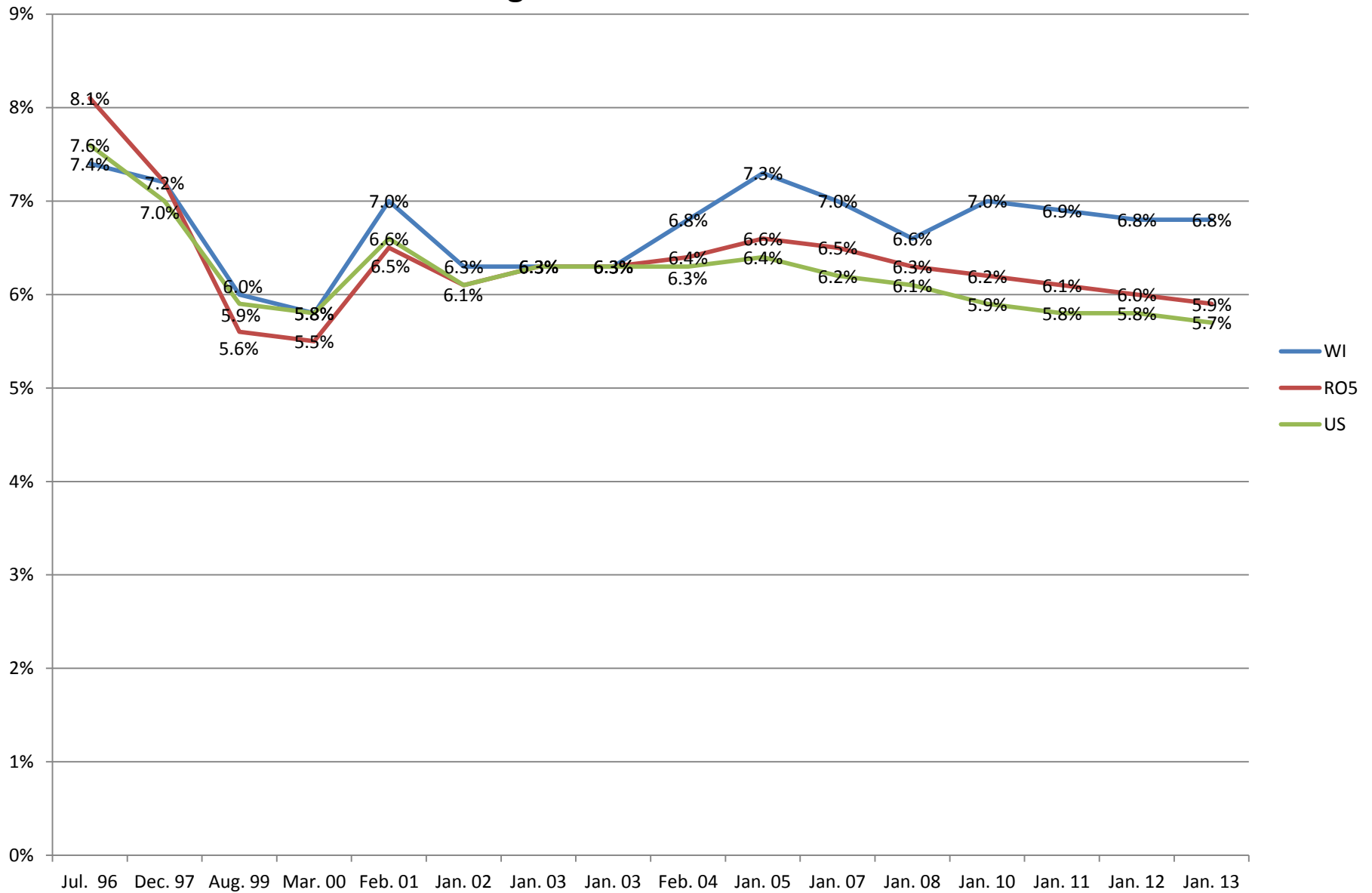


### Percentage of Residents Dependent on or Requiring Assistance with Toileting



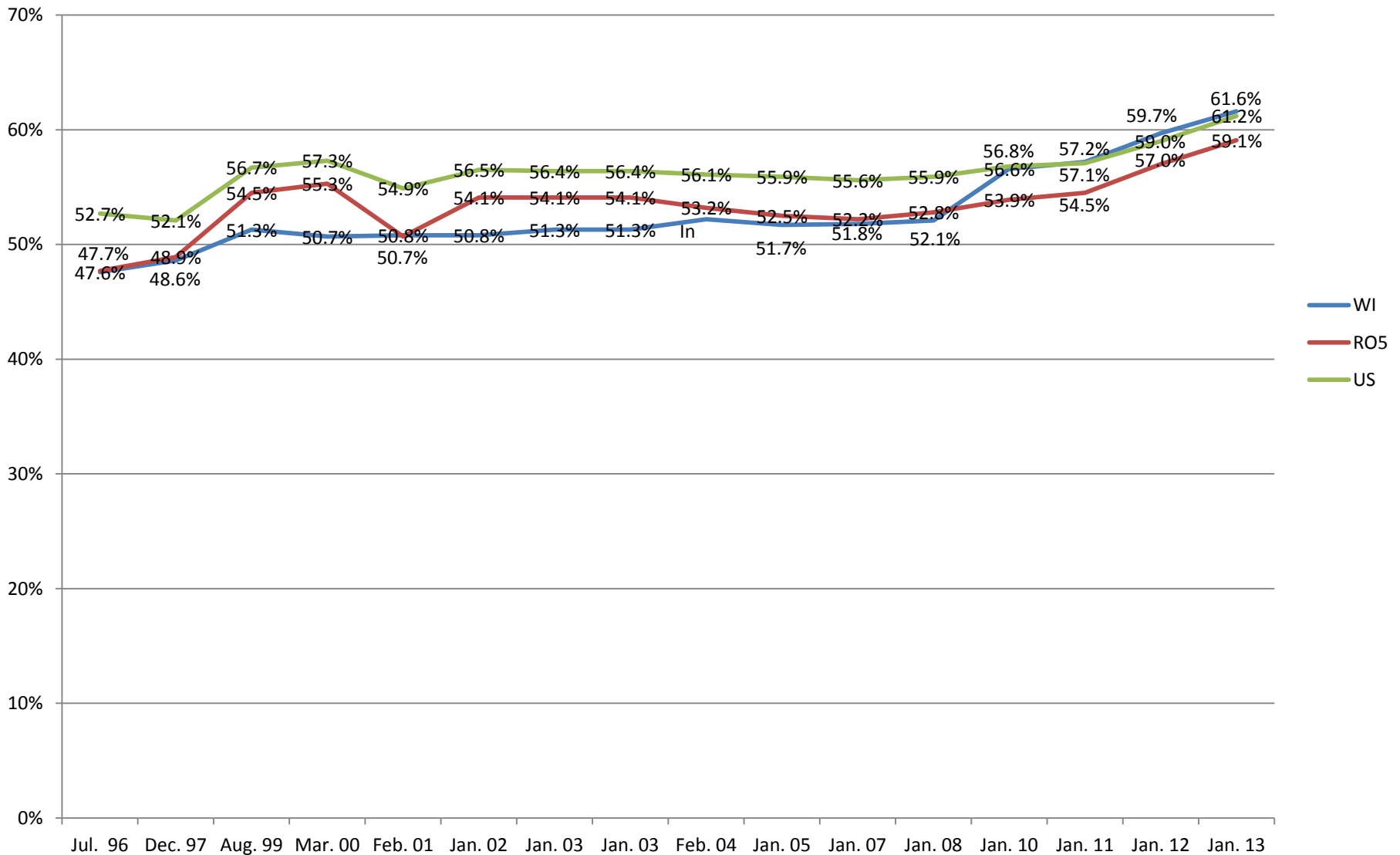


### Percentage of Residents with Catheter



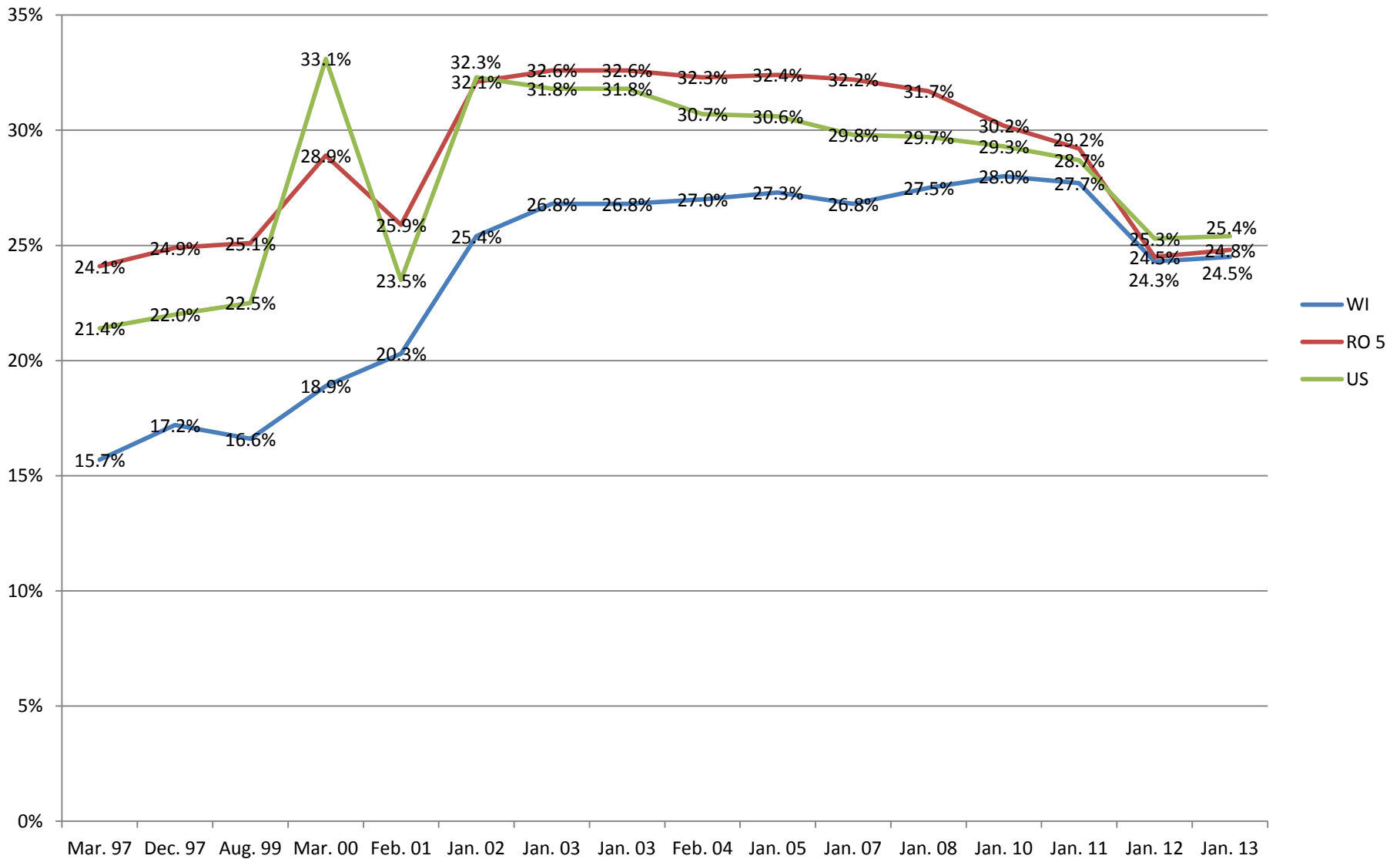


### Percentage of Residents Incontinent of Bladder



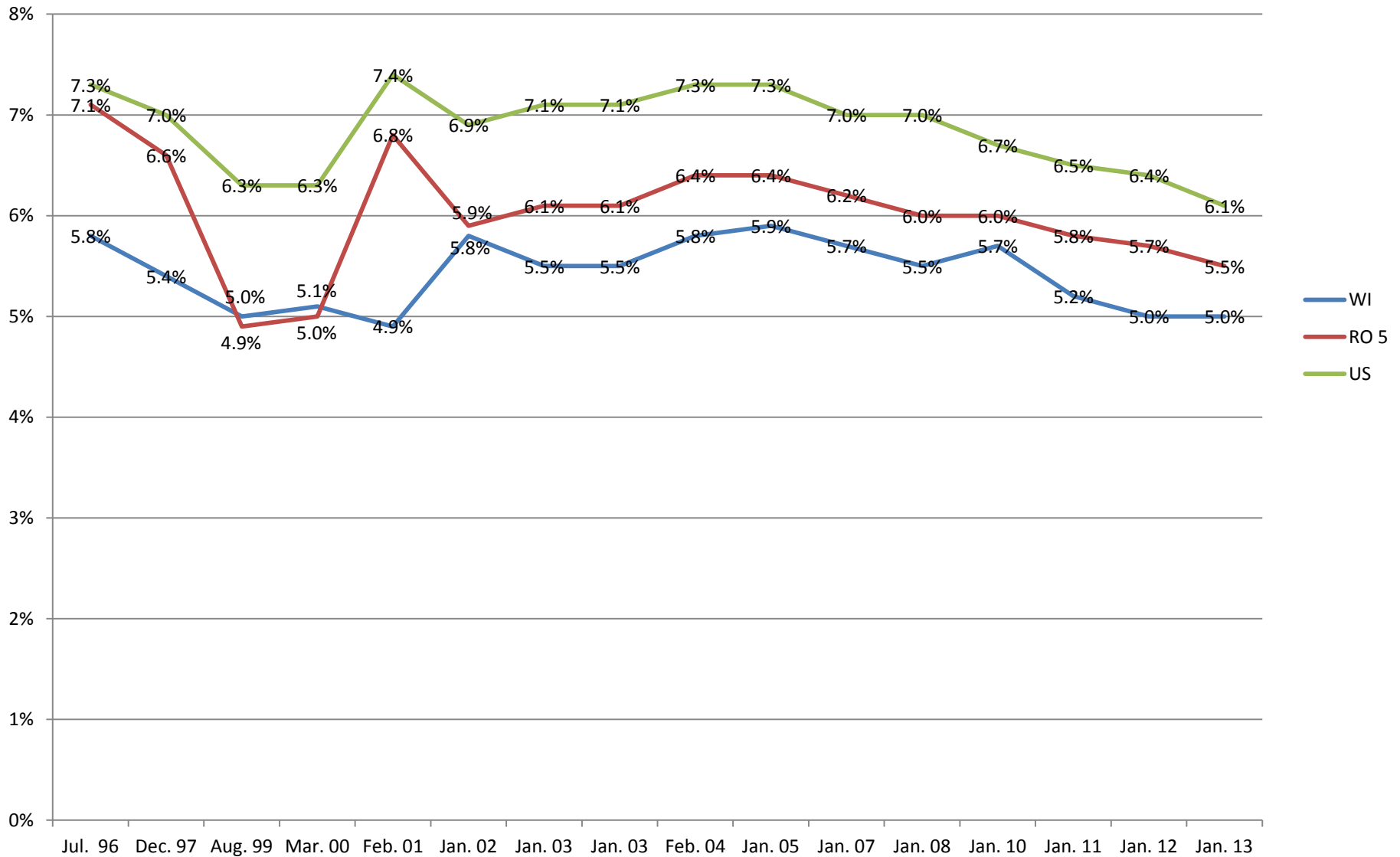


### Percentage of Residents with Contractures



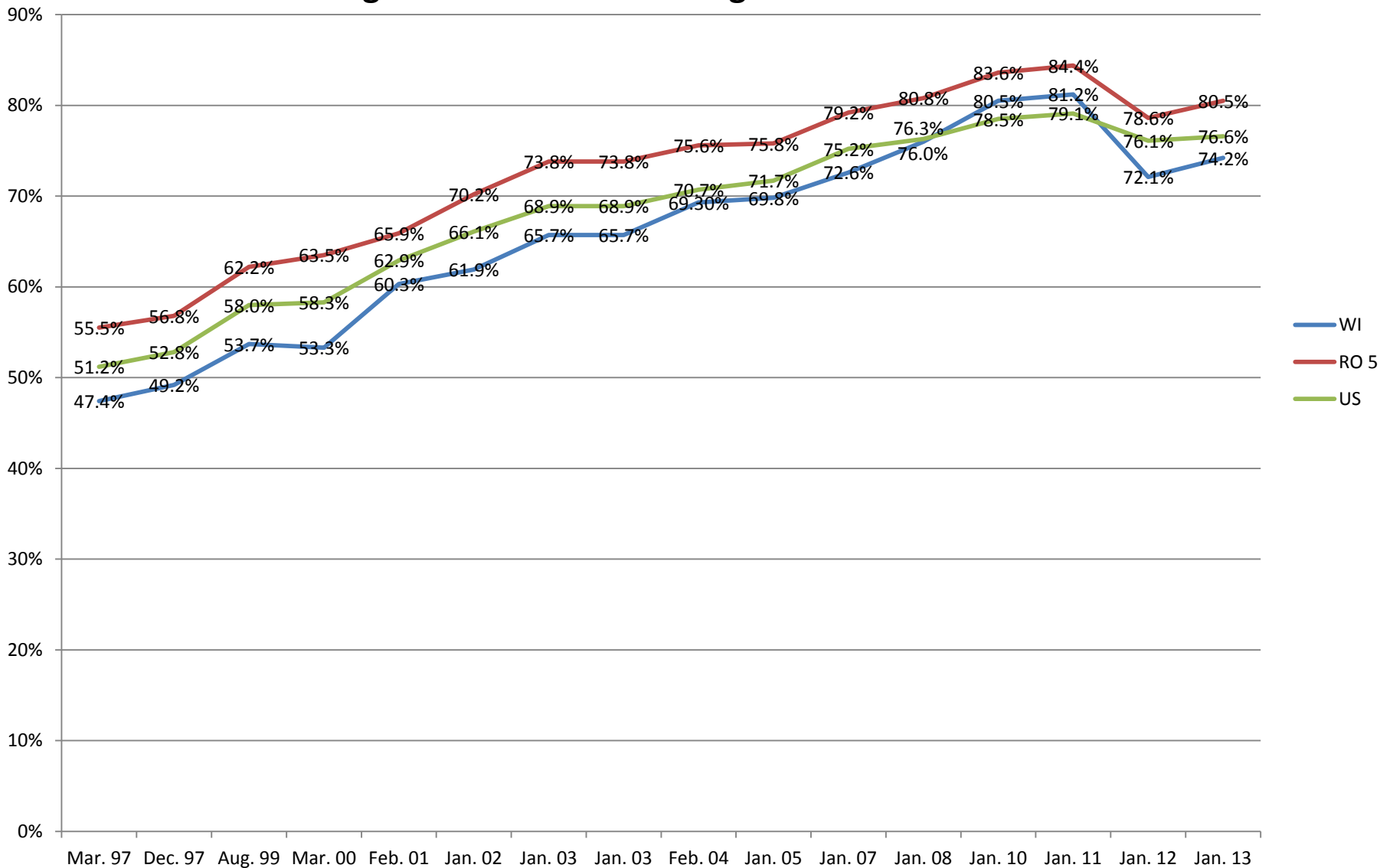


### Percentage of Residents with Pressure Ulcer(s)





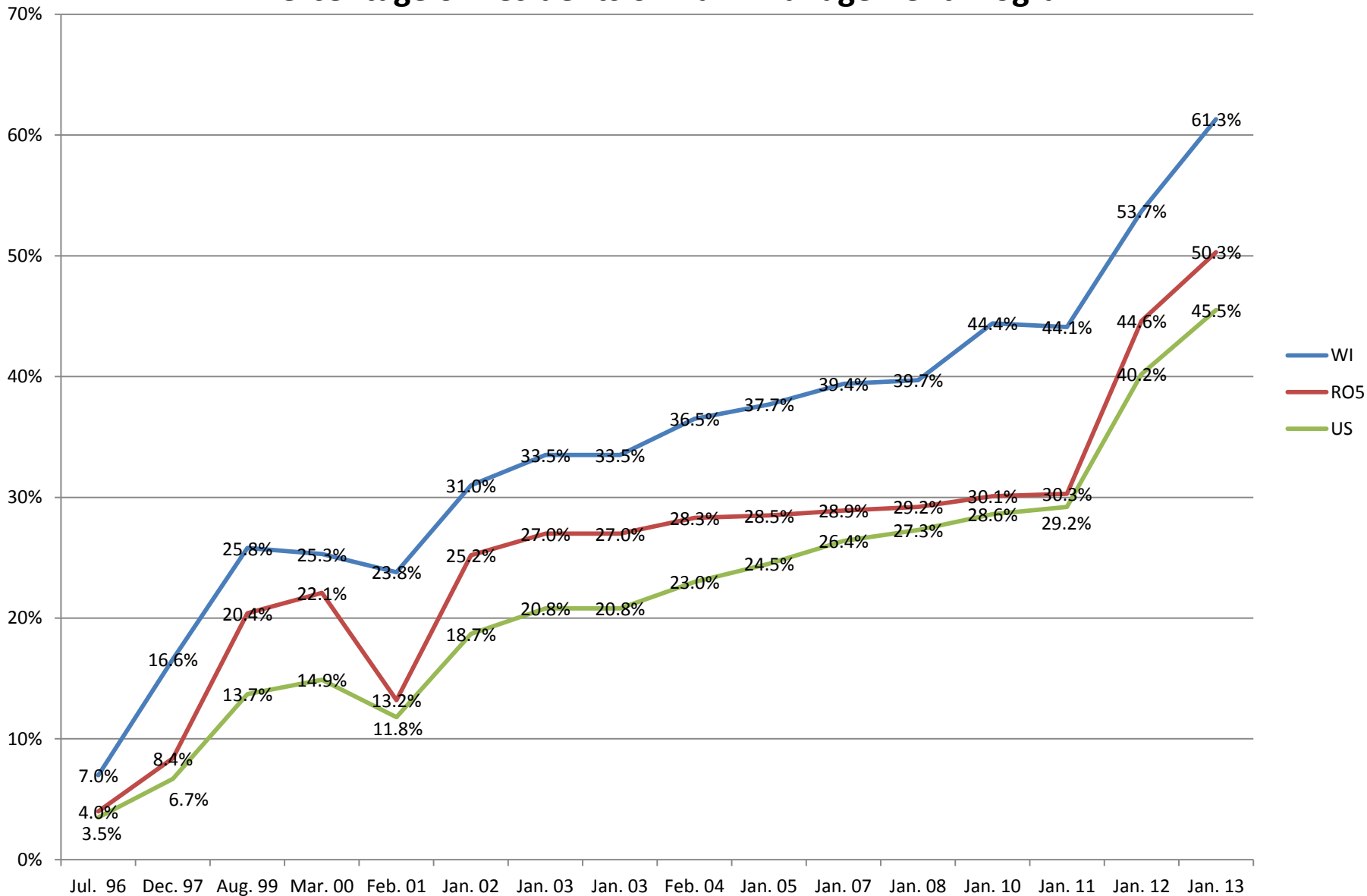
### Percentage of Residents Receiving Preventative Skin Care





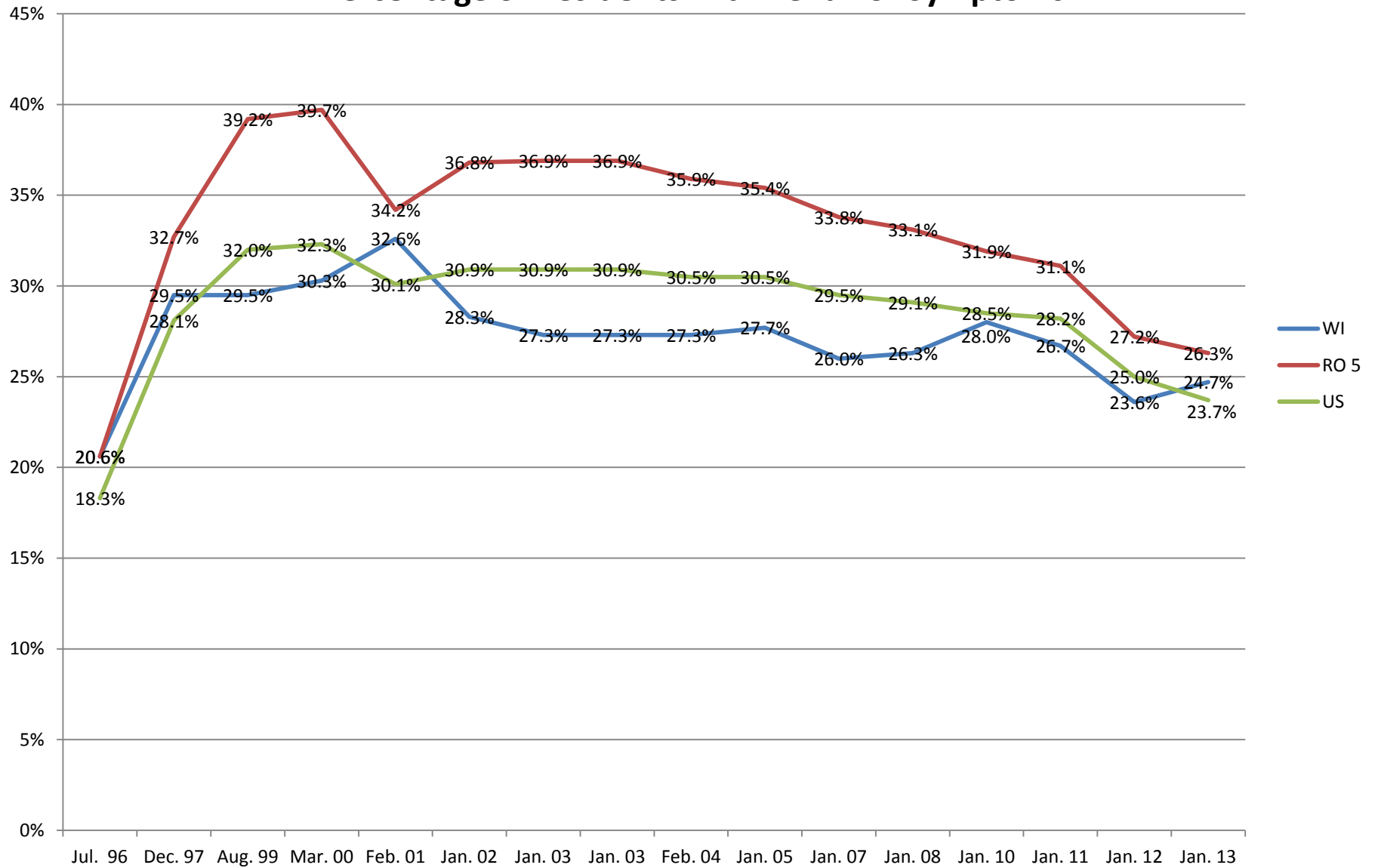


### Percentage of Residents on Pain Management Program



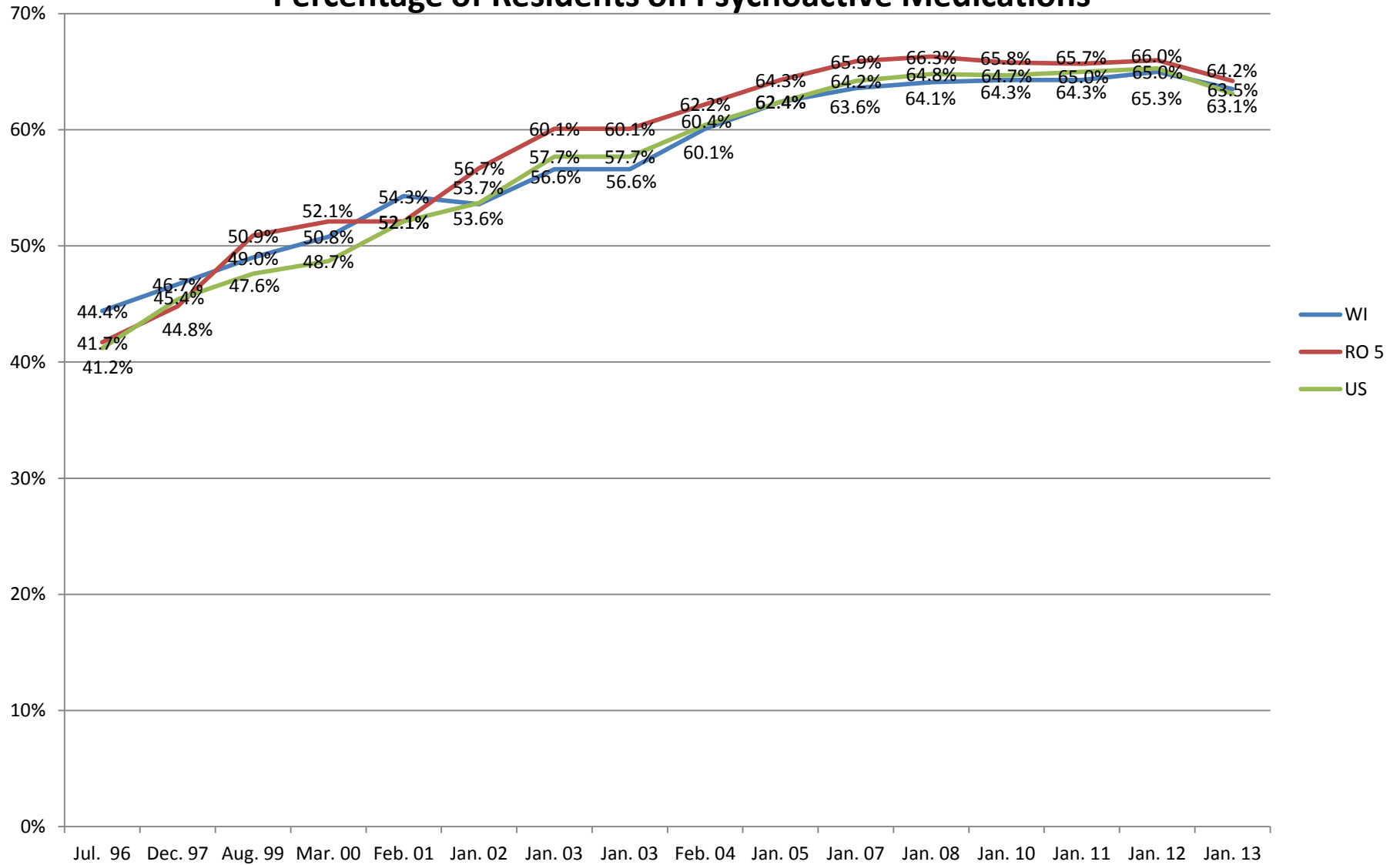


### Percentage of Residents with Behavior Symptoms



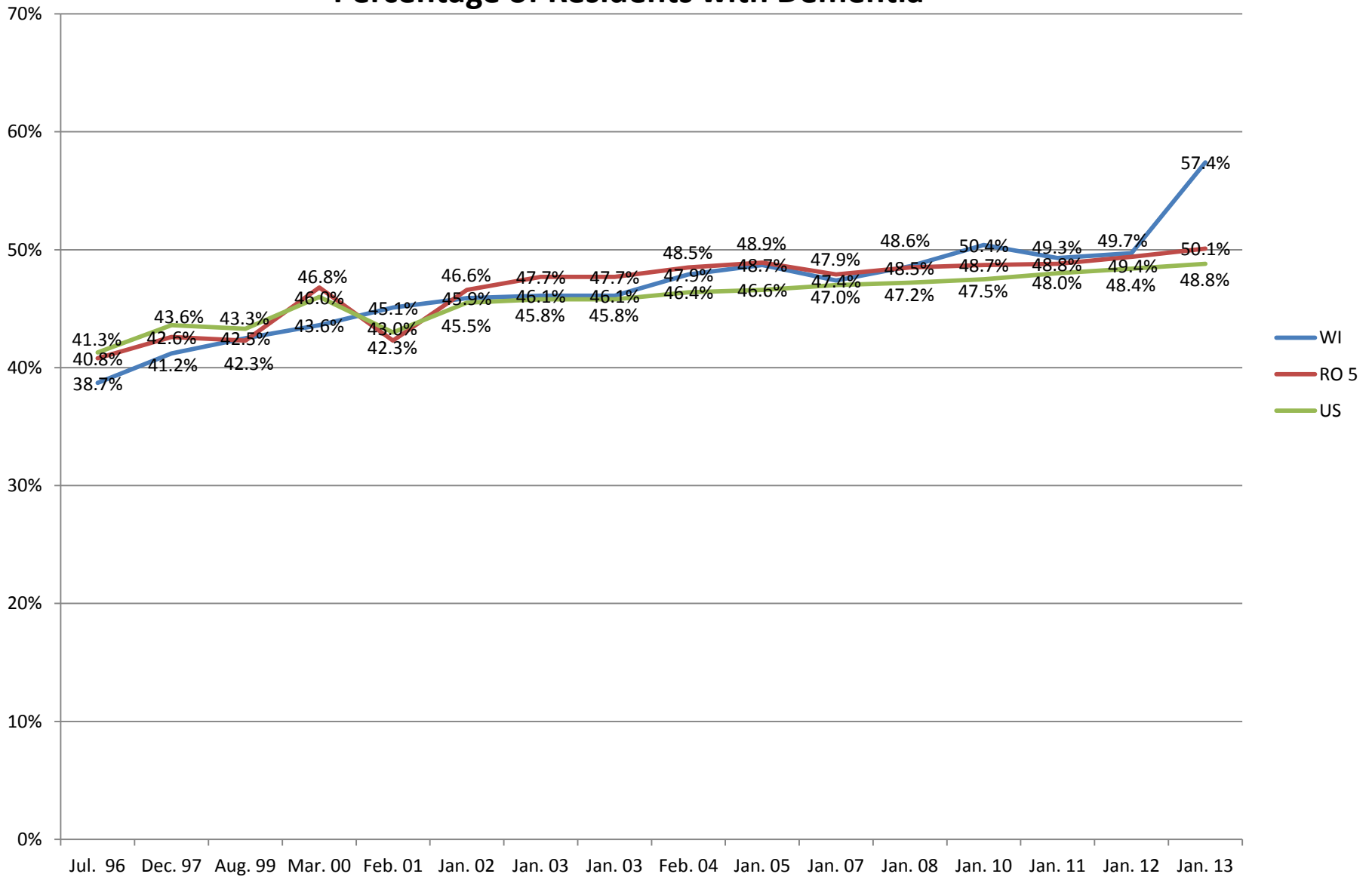


### Percentage of Residents on Psychoactive Medications



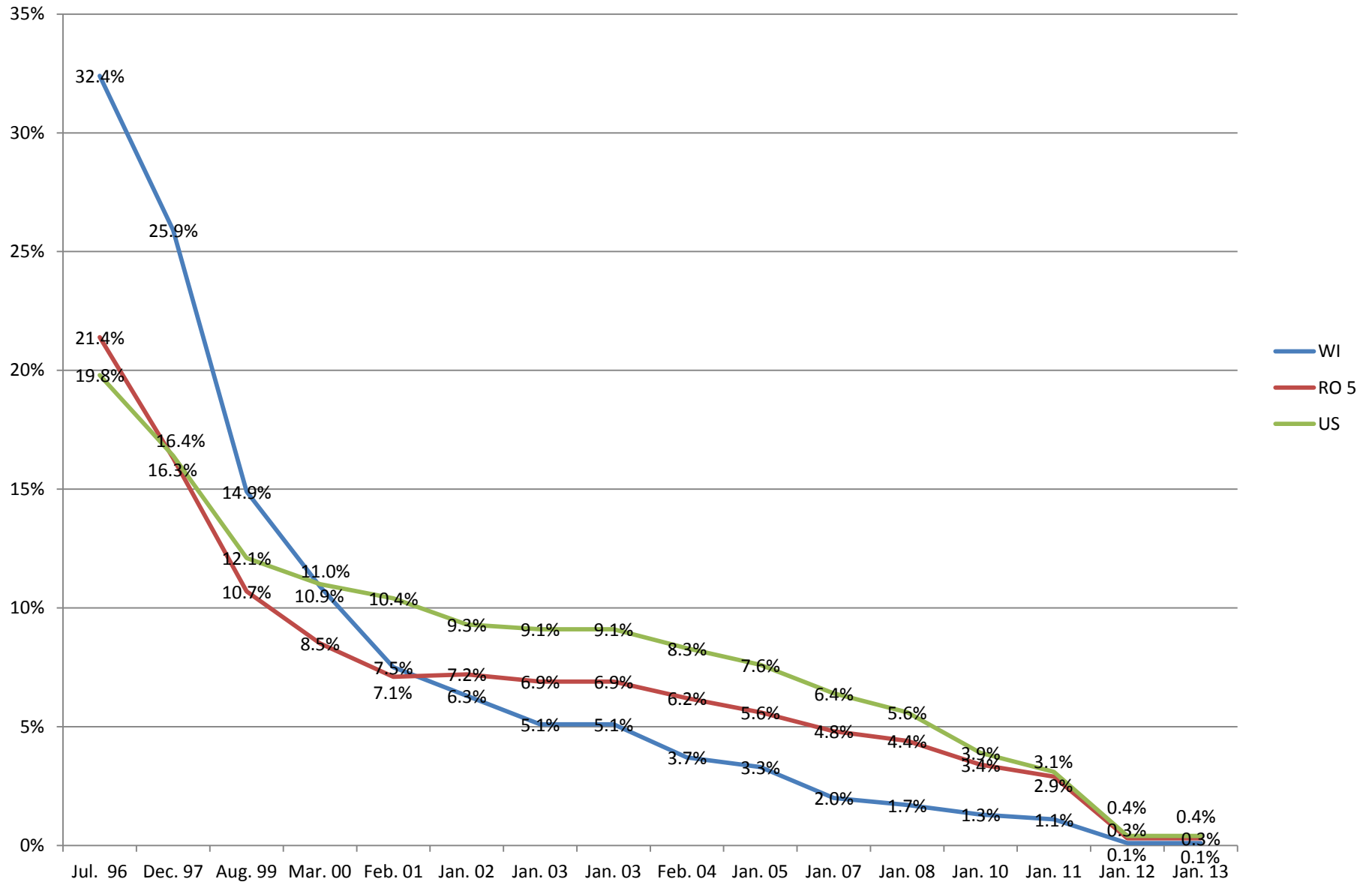


### Percentage of Residents with Dementia



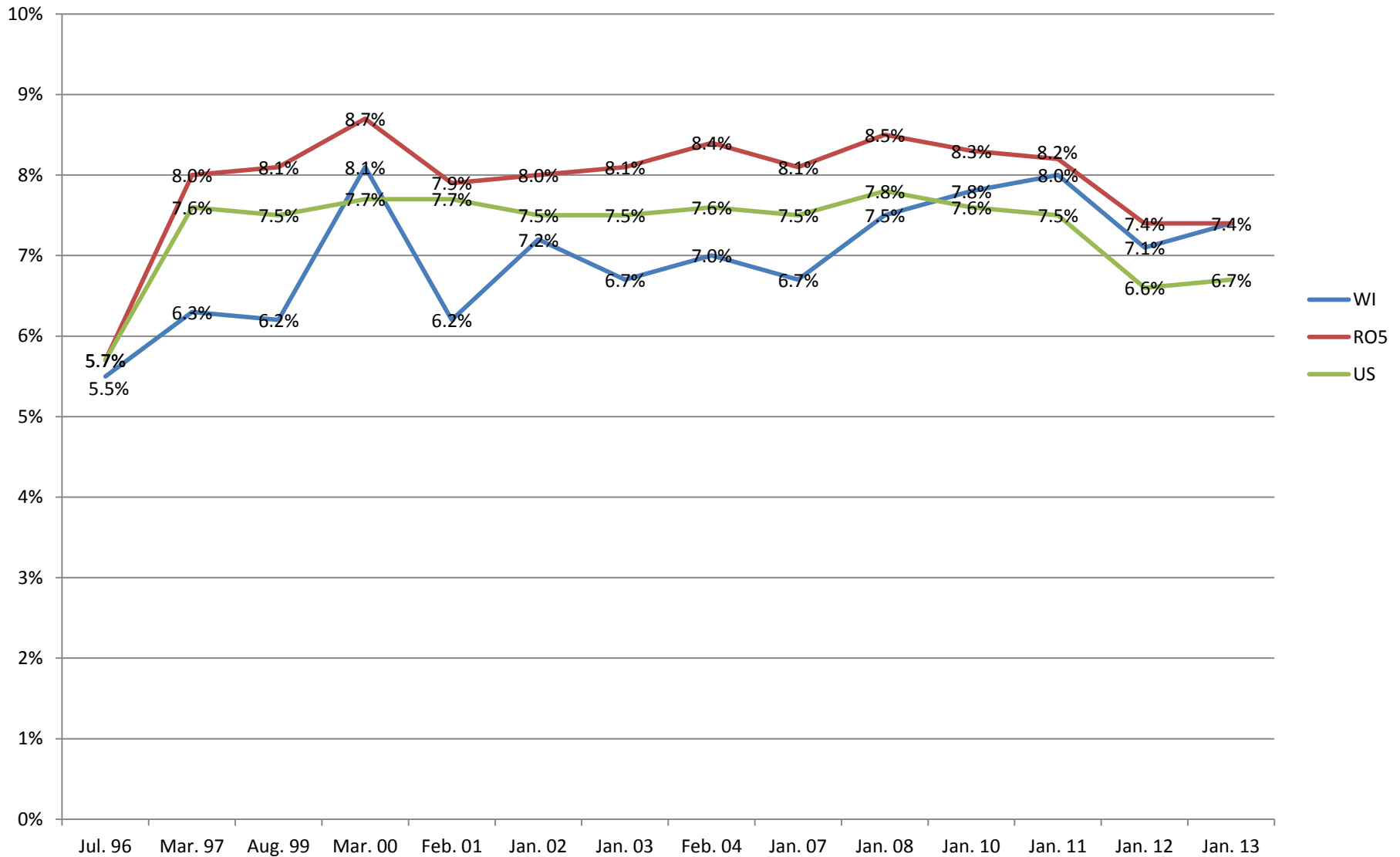


### Percentage of Residents with Restraints



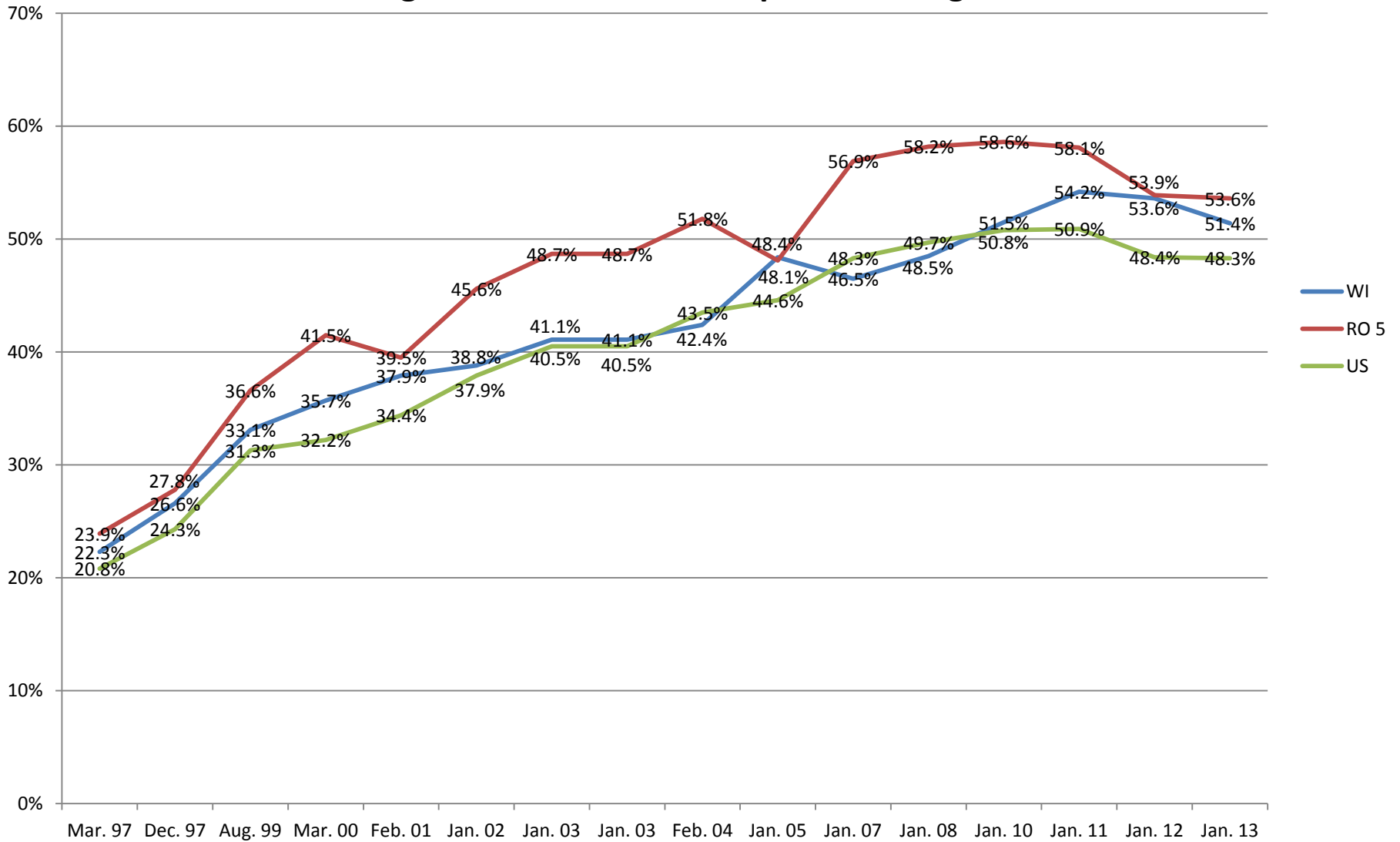


### Percentage of Residents with Unplanned Weight Loss



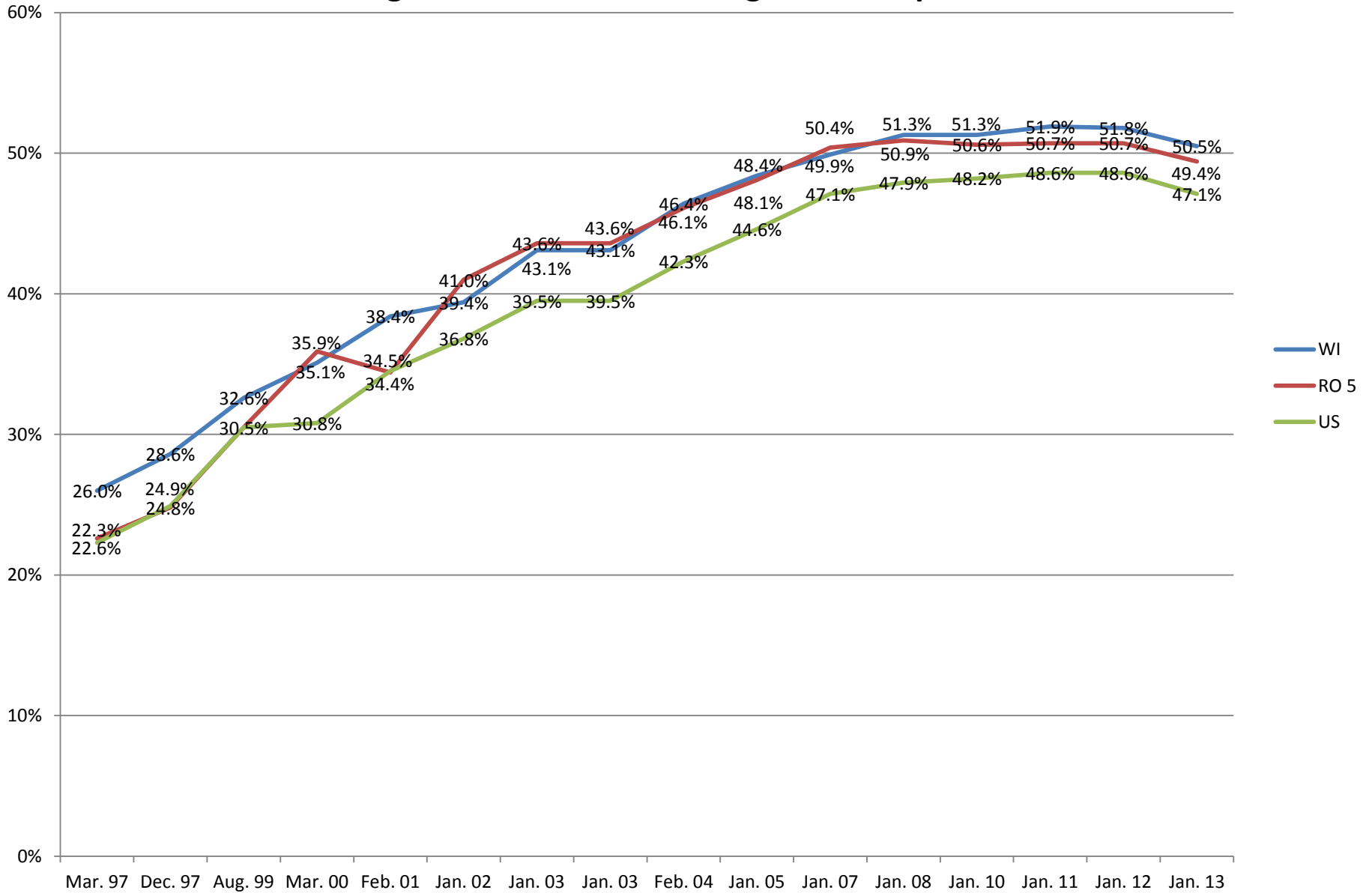


### Percentage of Residents with Depression Diagnosis





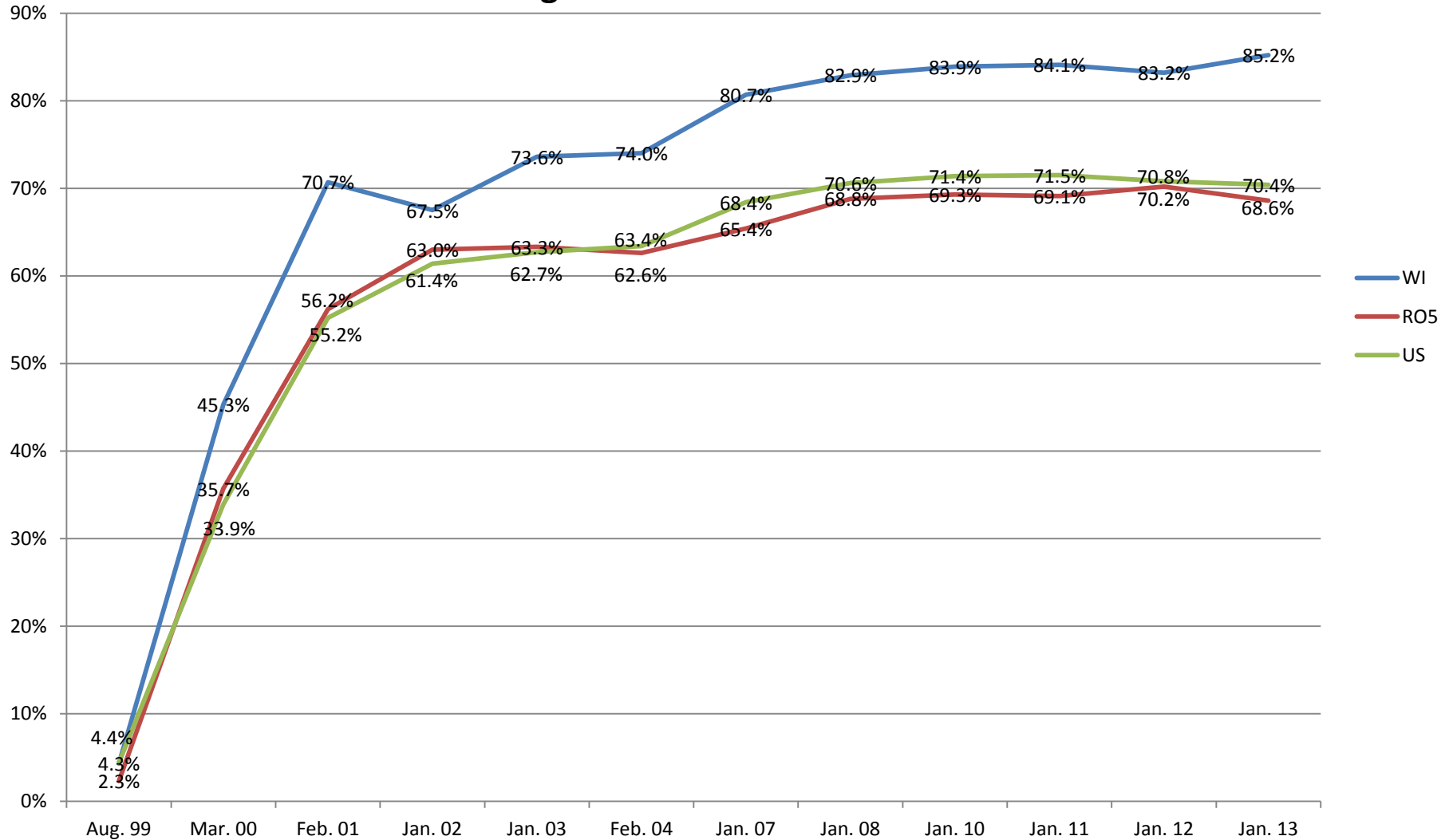
### Percentage of Residents Receiving an Antidepressant







### Percentage of Residents Immunized for Flu





### Percentage of Residents Immunized for Pneumonia

