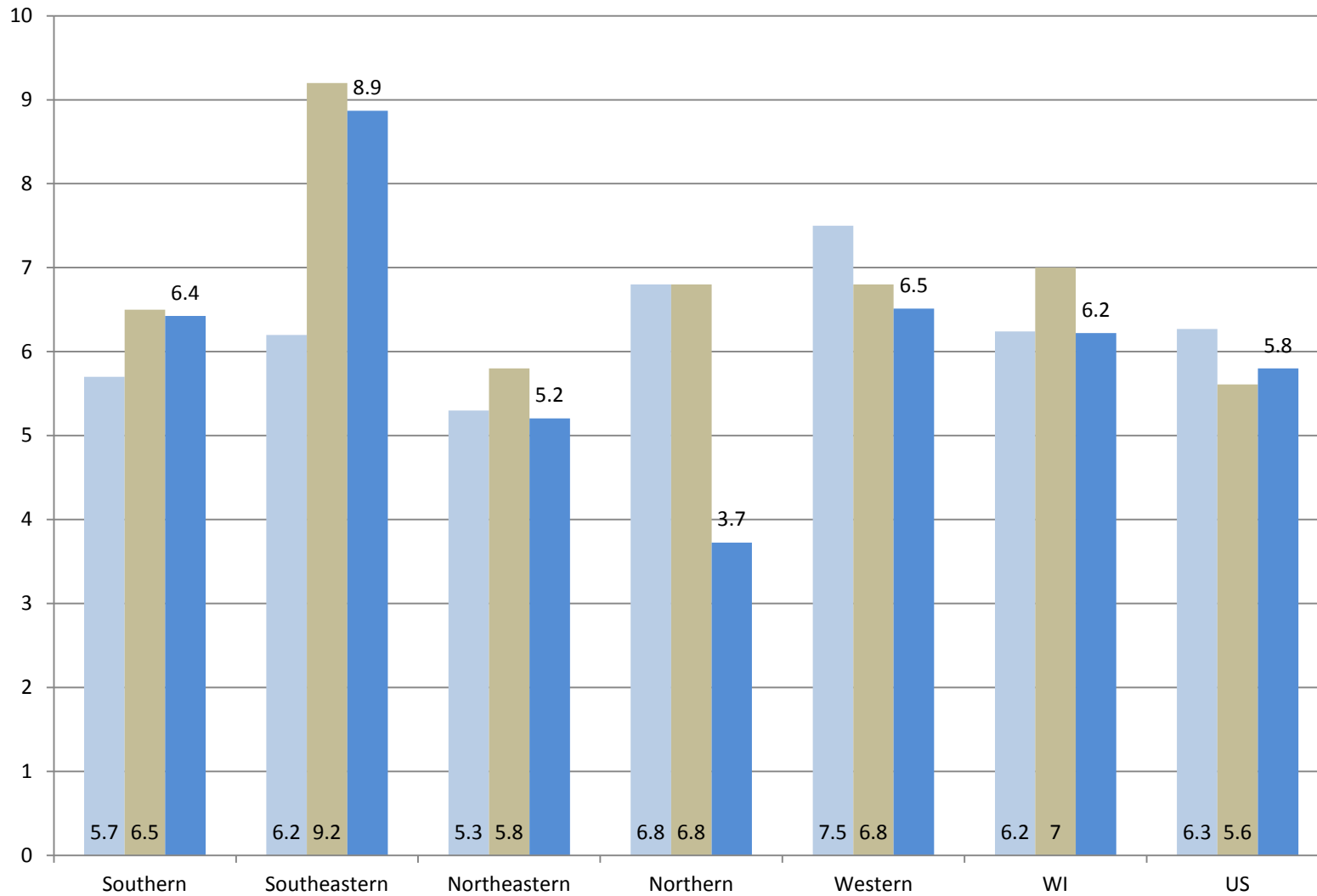




Average Number Federal Health Citations per Recertification Survey

Source: Data Link Viewer

2014 2015 First Half 2016

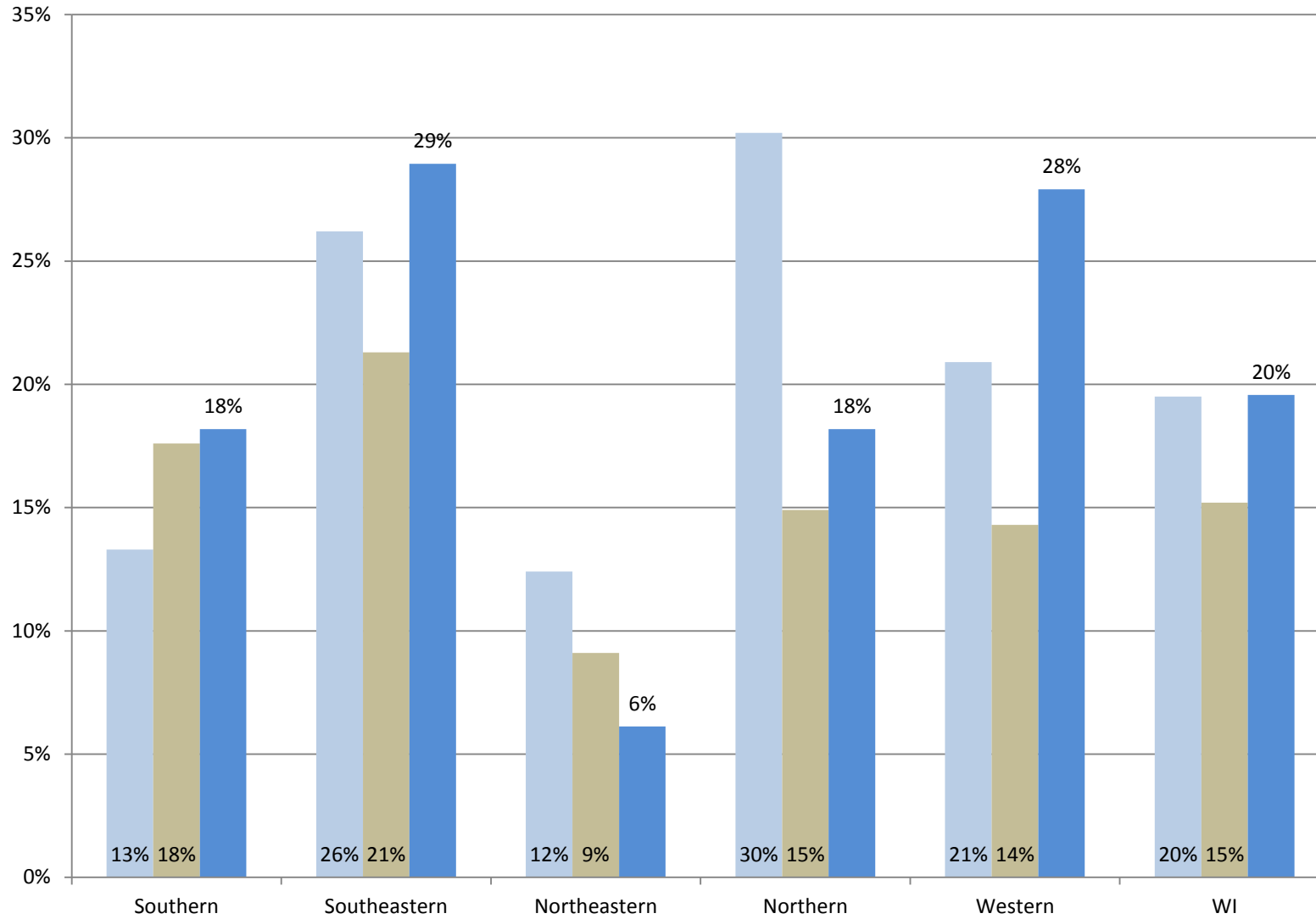




Percentage of Recertification Surveys with Findings of Harm or Jeopardy

Source: Data Link Viewer

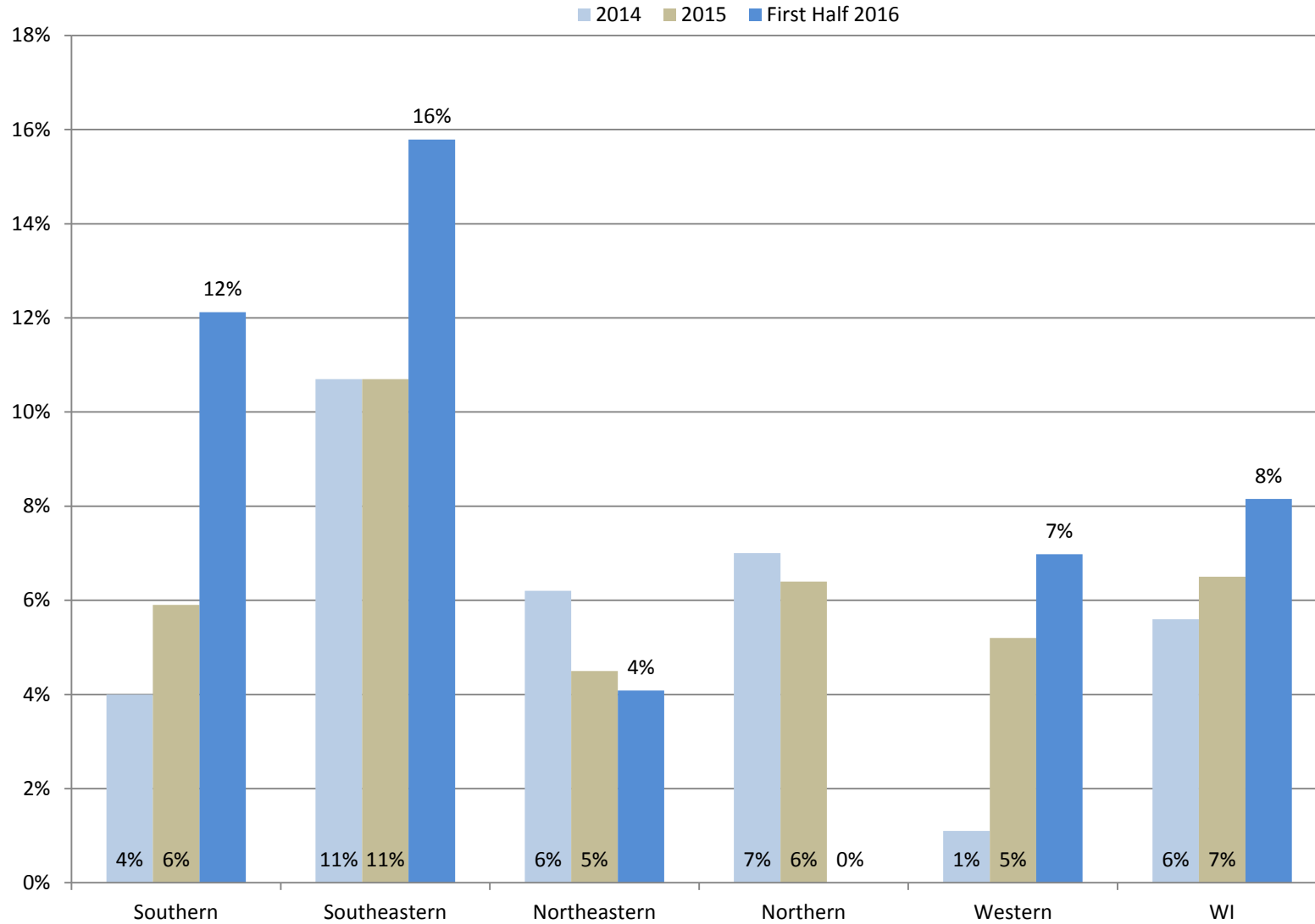
2014 2015 First Half 2016





Percentage of Recertification Surveys with Substandard Quality of Care

Source: Data Link Viewer

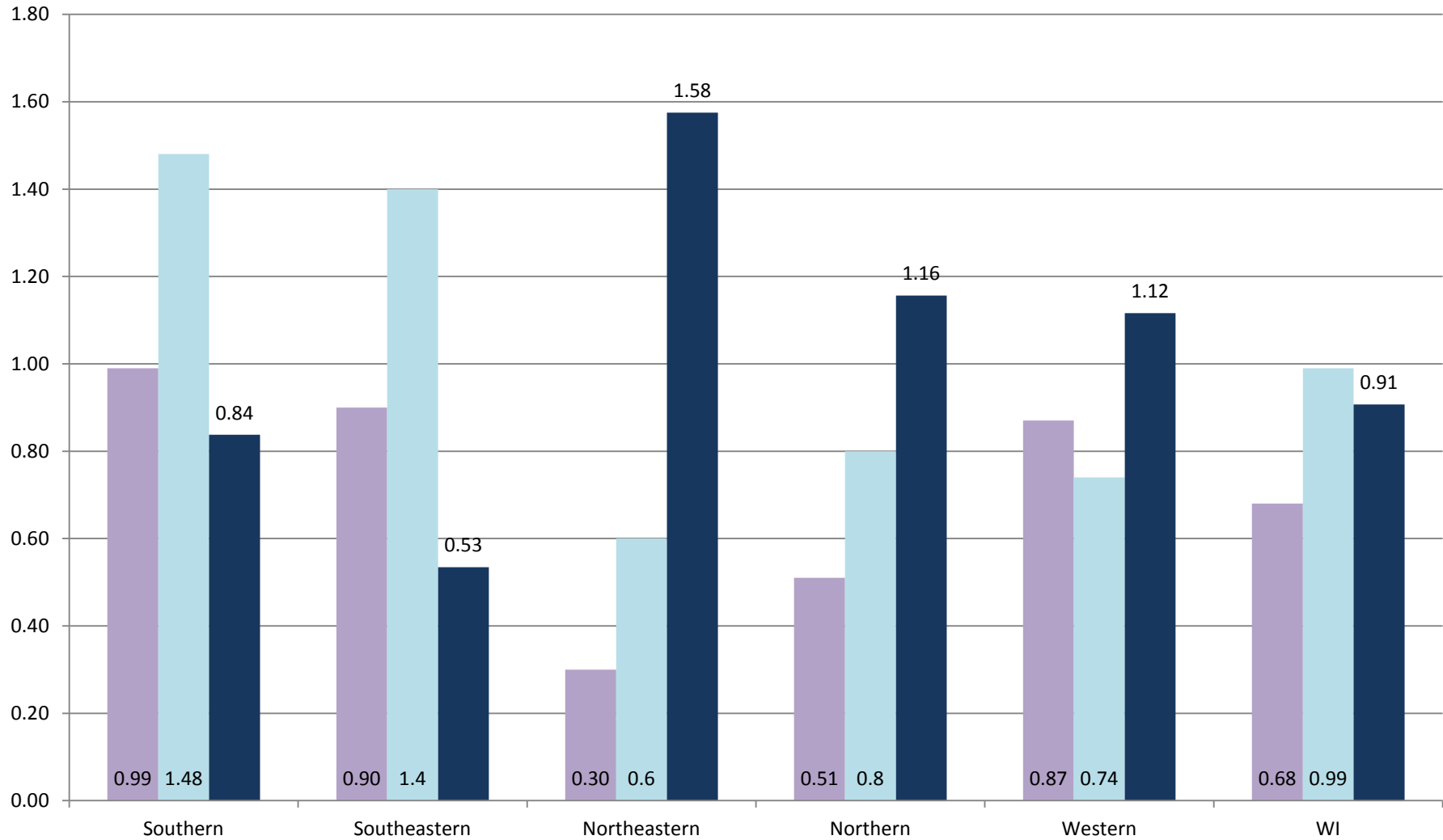




Average Number Federal Health Citations per Complaint Survey

Source: Data Link Viewer

2014 2015 First Half 2016

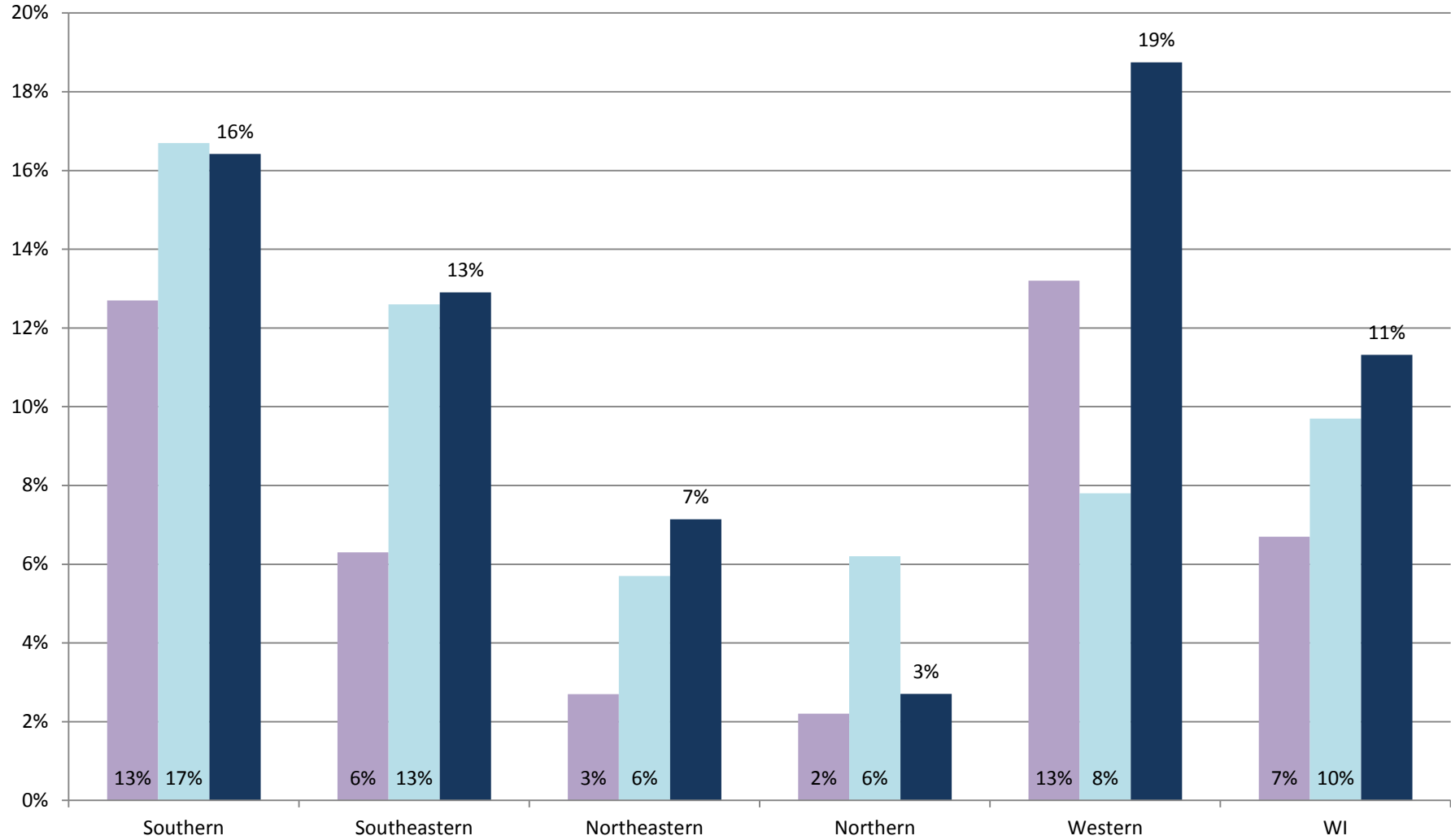




Percentage of Complaint Surveys with Finding of Harm or Jeopardy

Source: Data Link Viewer

2014 2015 First Half 2016

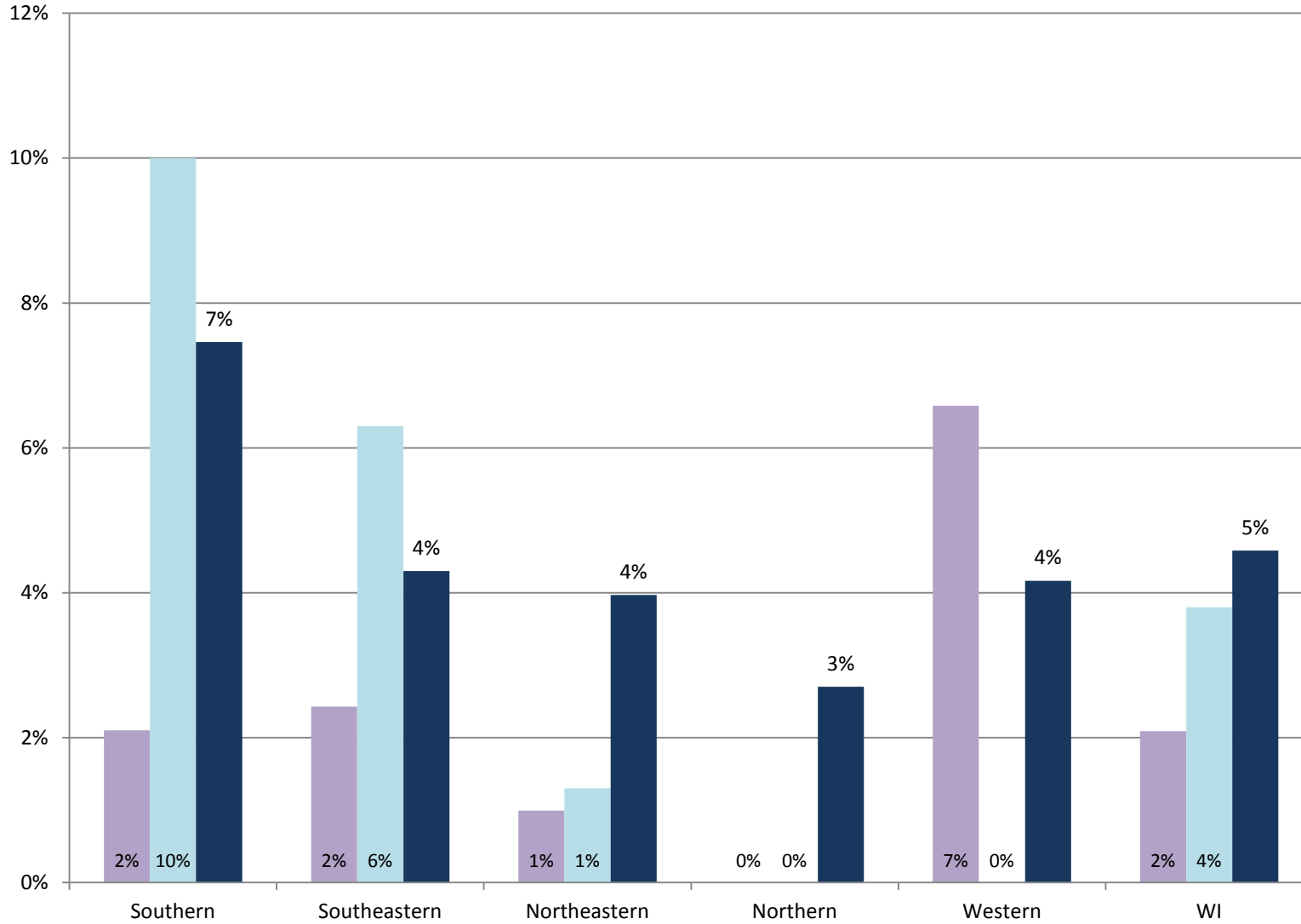




Percentage of Complaint Surveys with Substandard Quality of Care

Source: Data Link Viewer

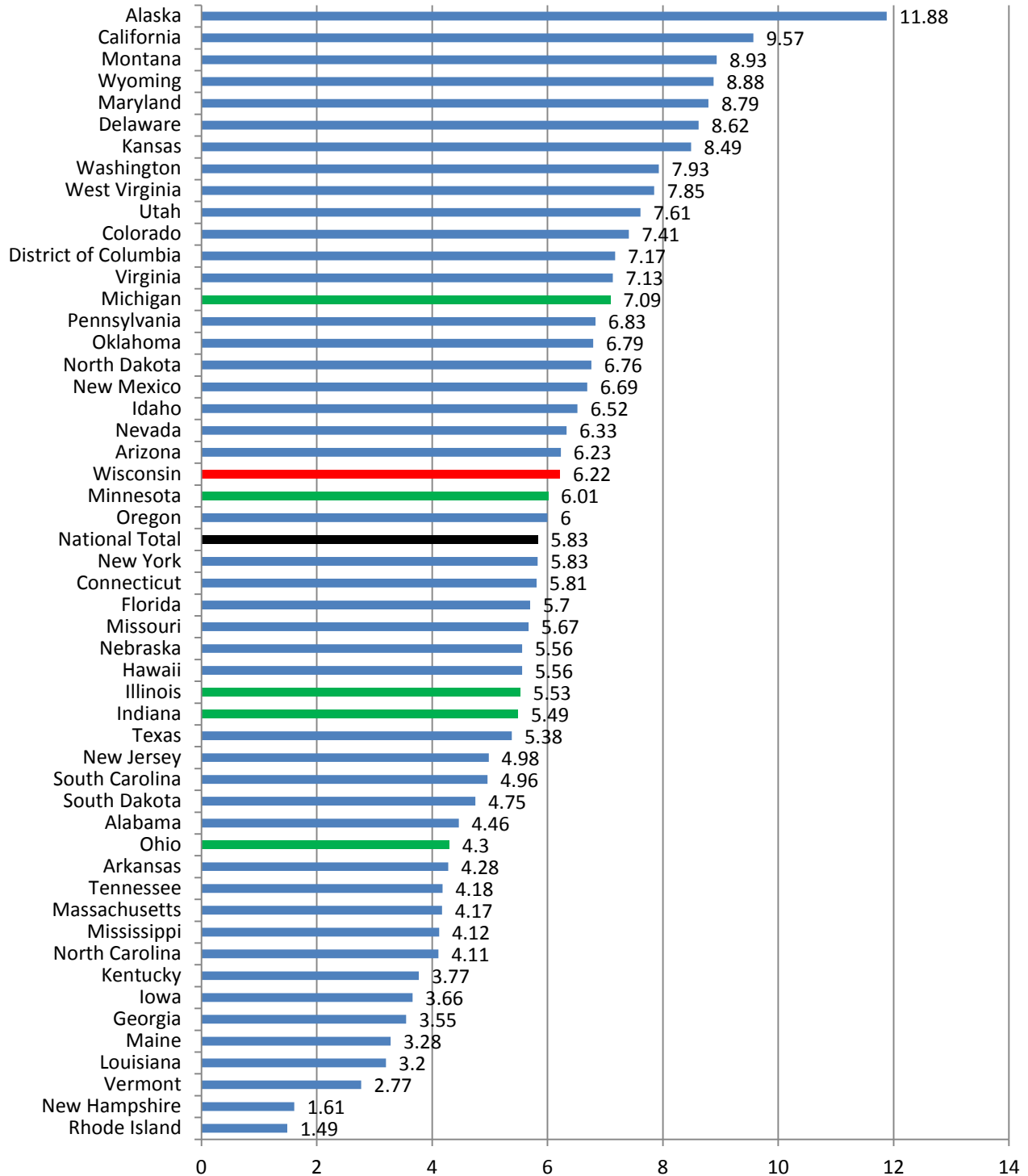
2014 2015 First Half 2016





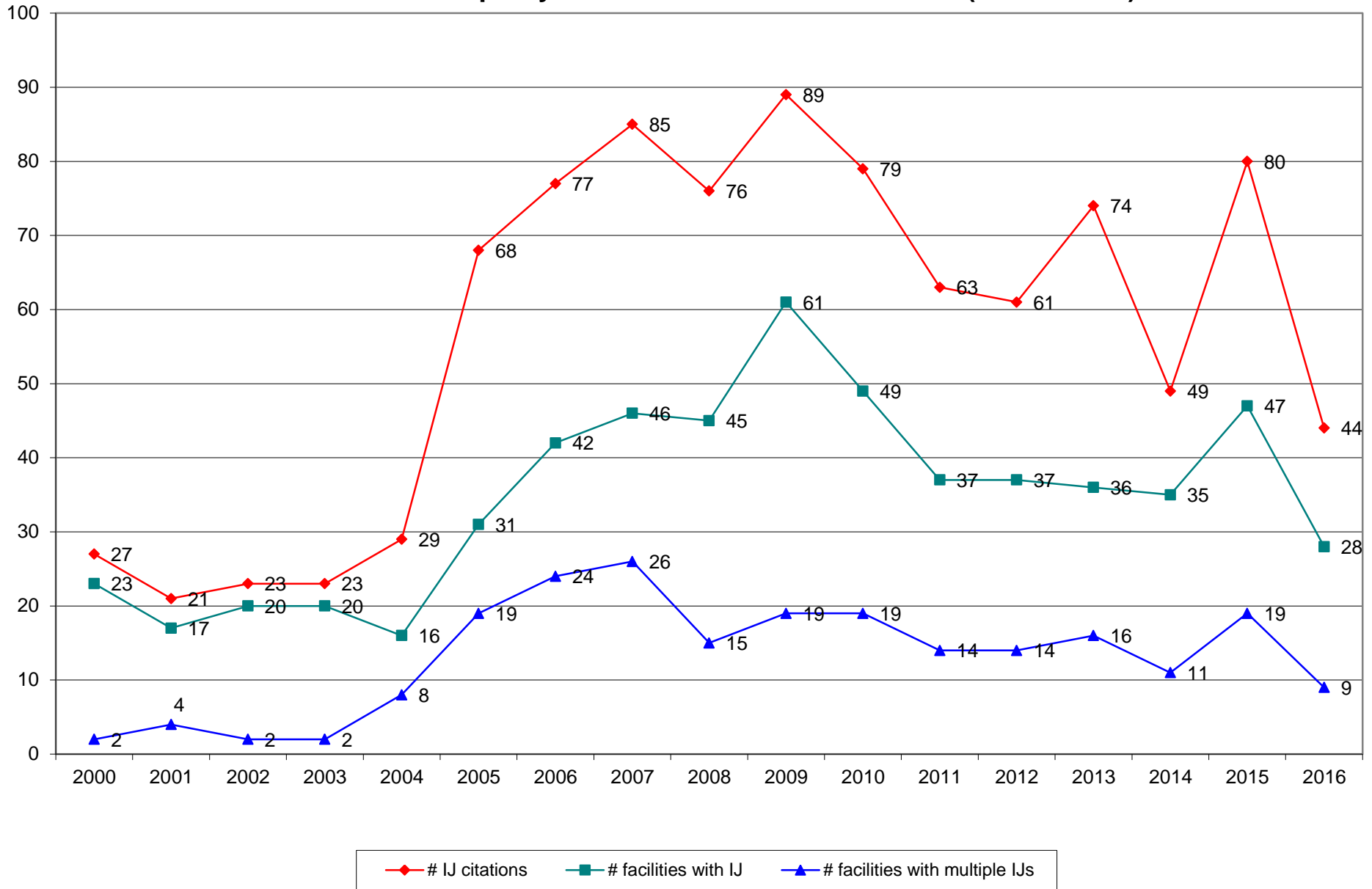
Average Number Federal Health Citations per Recertification Survey First Half 2016

Source: S&C PDQ data





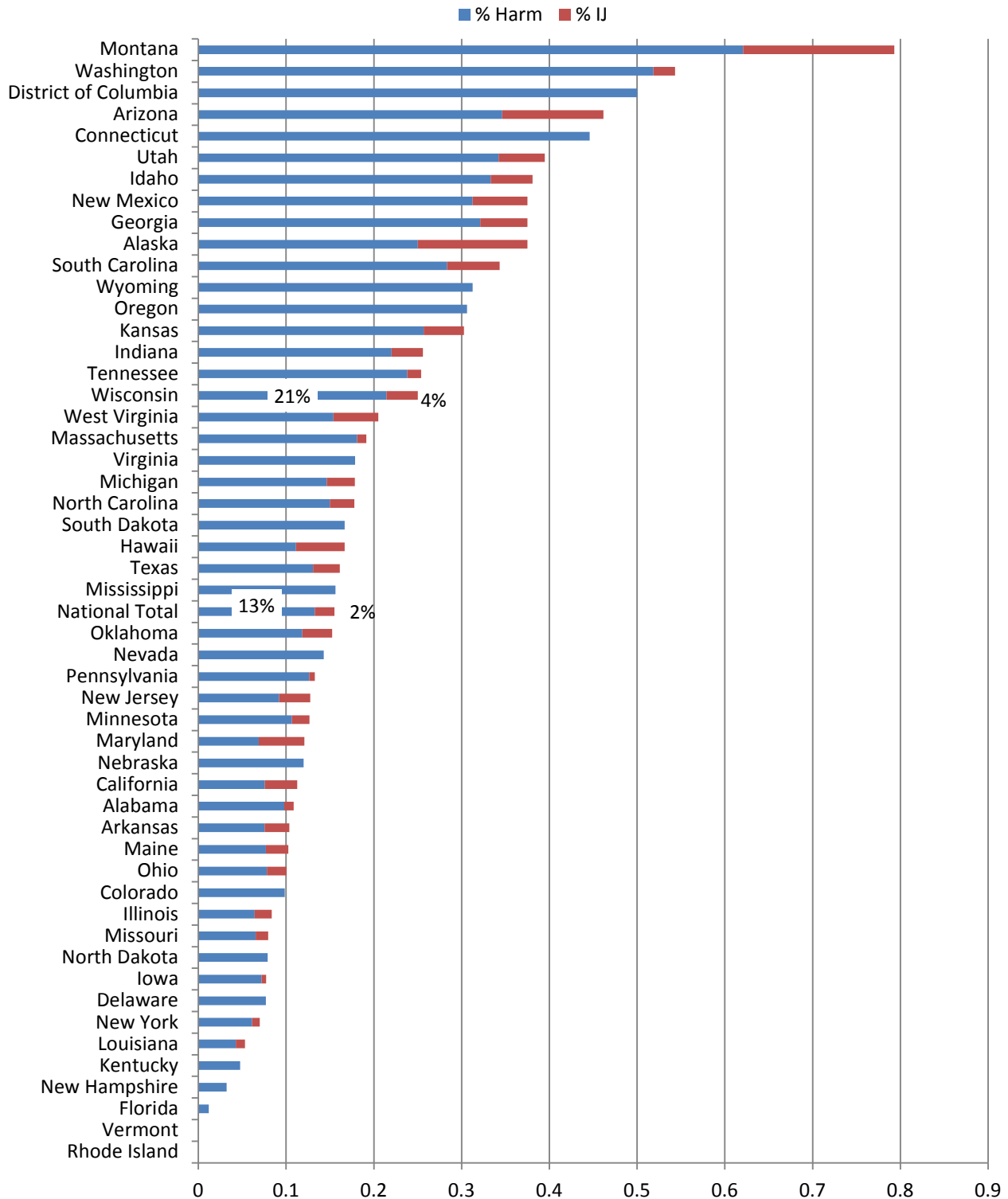
Immediate Jeopardy Citations 2000 - First Half 2016 (thru 6/30/16)





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

Source: S&C PDQ data

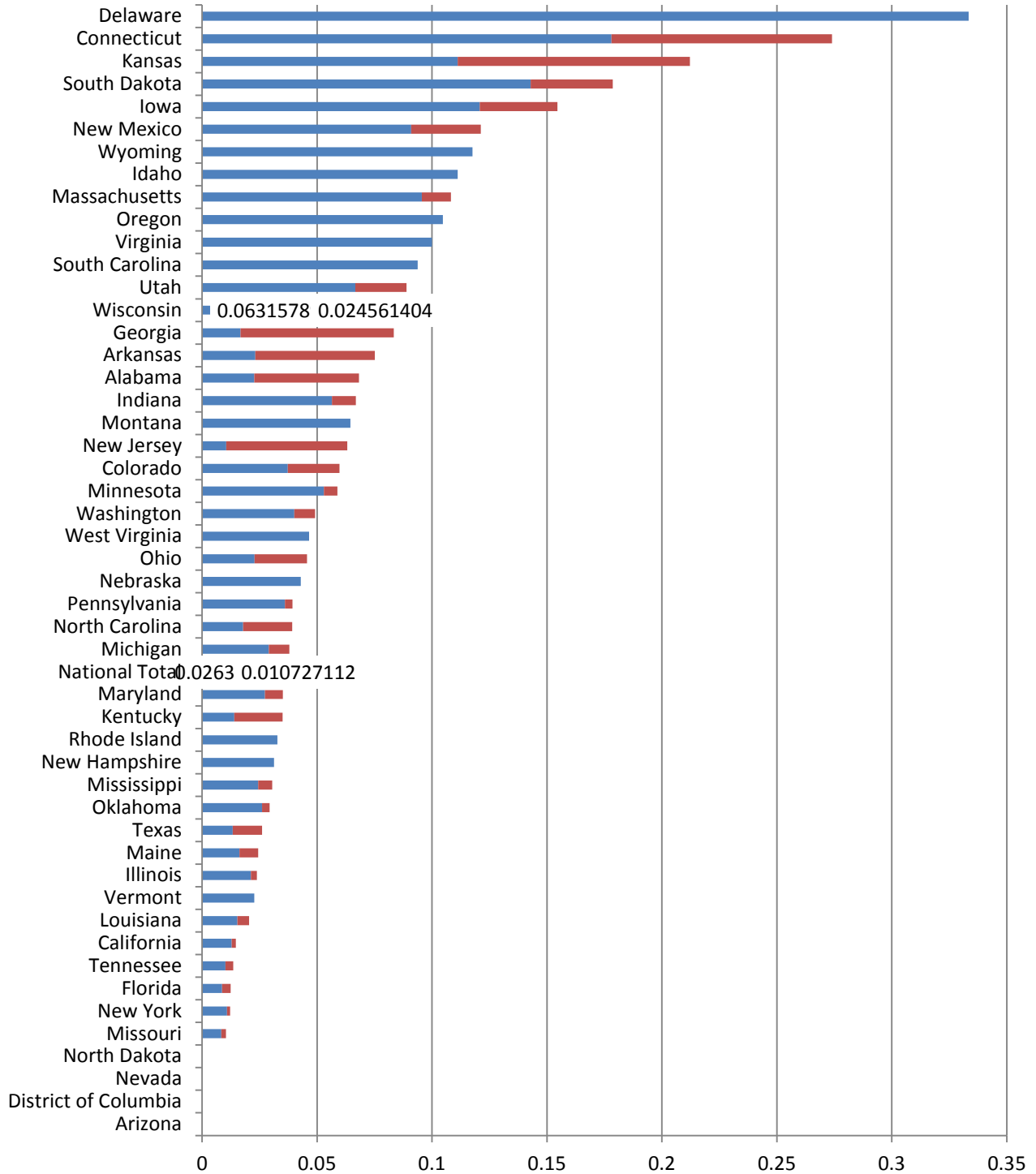




Percentage of Complaint Surveys Citing Harm or Jeopardy


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

TOP TEN FEDERAL HEALTH CITATIONS – NATION, STATE, REGIONAL OFFICE – 2016 First Half						
Nation	State	Southern (Madison)	Southeastern (Milwaukee)	Northeastern (Green Bay)	Northern (Rhineland)	Western (Eau Claire)
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