

2026 Annual PADONA Conference

PHCA's Annual Pennsylvania
Department of Health's Survey
Dashboard Field Office Review



PENNSYLVANIA ASSOCIATION OF
DIRECTORS OF NURSING ADMINISTRATION

Presenters

Zane Barrick - Director of Research and Data Management, Pennsylvania Health Care Association

Chris Fisher - Director of Quality and Clinical Affairs, Pennsylvania Health Care Association



Objectives of the Webinar

- To review PA DOH State Survey Information and gain insight into the survey trends year by year
- To understand the top 3 cited areas by PA DOH Field Office for 2024 surveys
- To improve awareness of the data sources and understand the methodology of scoring
- To assist nursing facilities in improving resident care, staff development, and facility operations
- To reduce citations and support quality resident care
- To assist nursing facilities in their efforts to mitigate the risk of Immediate Jeopardy situations



Process

- Data is pulled from January CareCompare file update for given year for charts - January 2025, January 2024, January 2023, January 2022
- For top 3 citations by field office, data was pulled from the January 2025 update to the Health Deficiencies File
- Field Office Drill Downs are from the 2567 full text that CMS publishes

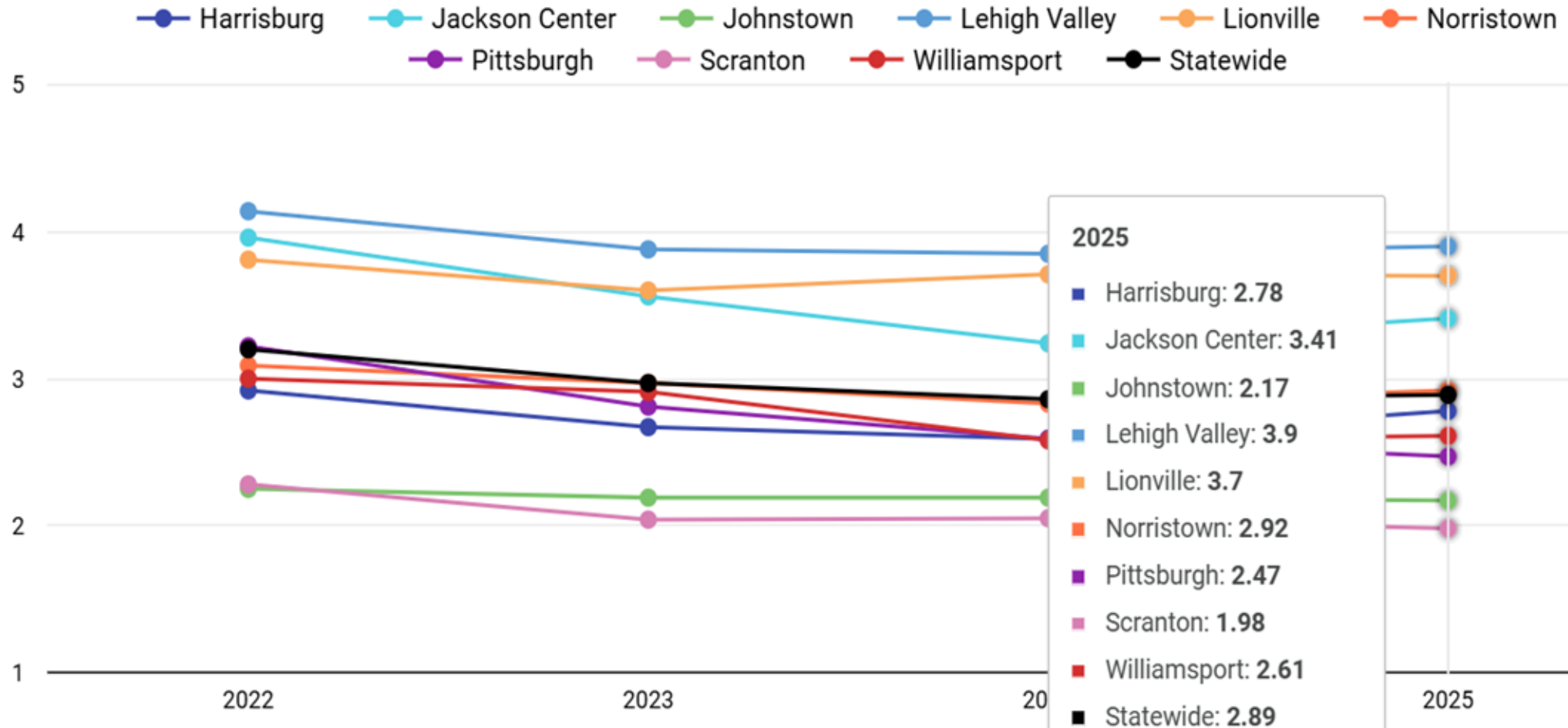


Disclaimers

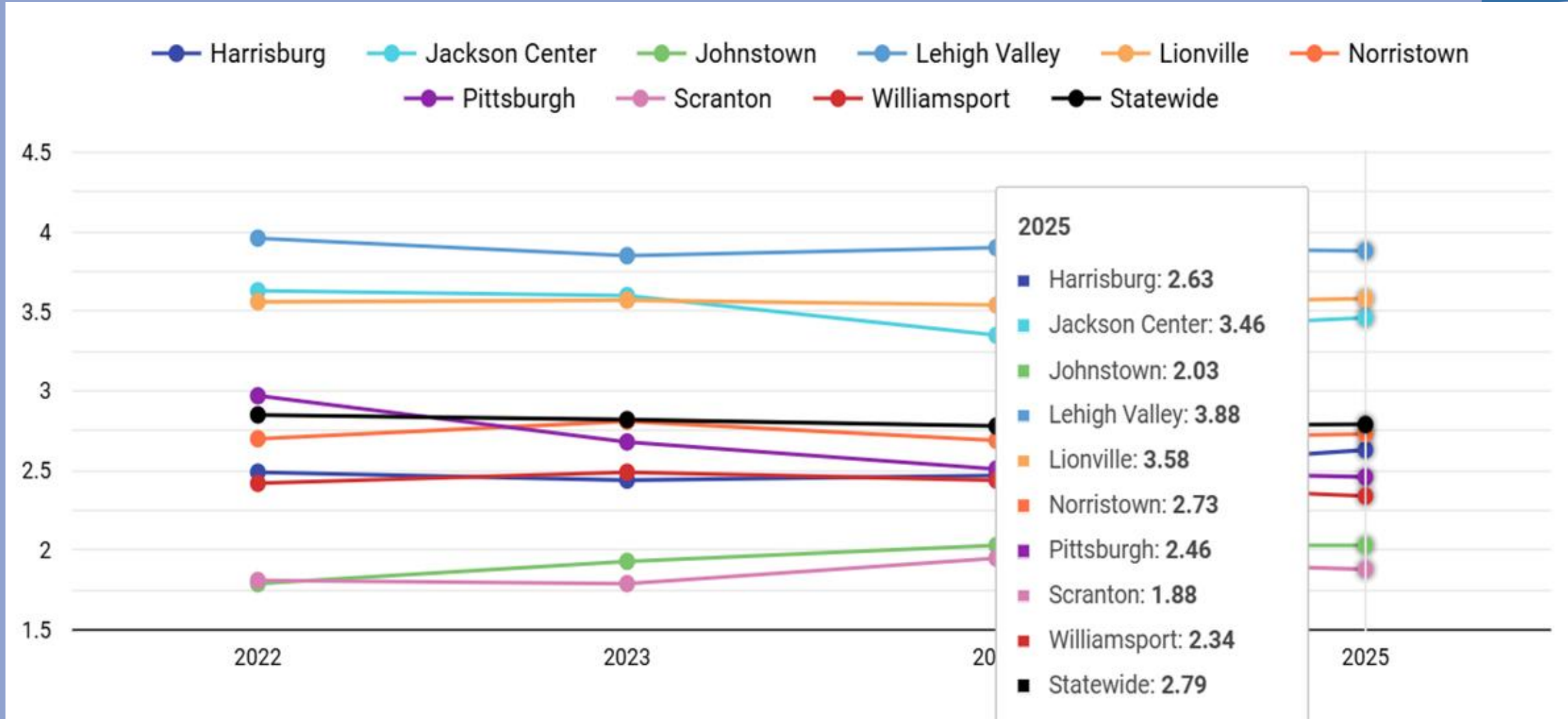
- There is a slight lag in time from survey completion until data appears in the CMS datasets. To help normalize reporting variances in the year-over-year trend lines, the historical snapshots were pulled from the same month (January update) each year.
- On the line graphs, the year on the horizontal axis corresponds to the CMS file year from which data was pulled.
- For the top cited deficiencies by field office, the survey completion year is used.
- Some counties are served by two field offices. In these instances, PHCA made every effort to assign the facility to the field office that is closest geographically.
- Variability will exist.



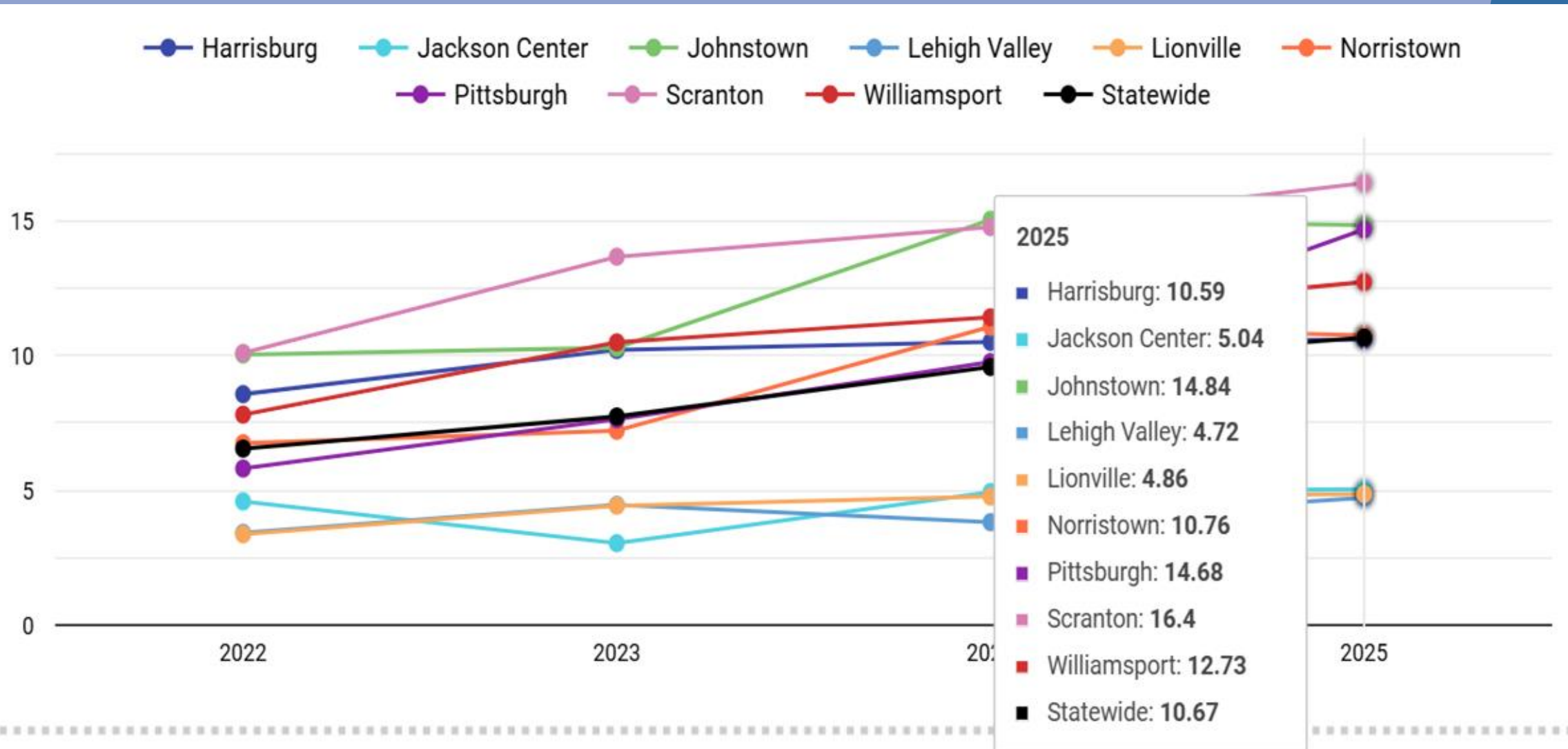
Average Overall Star Rating By Field Office



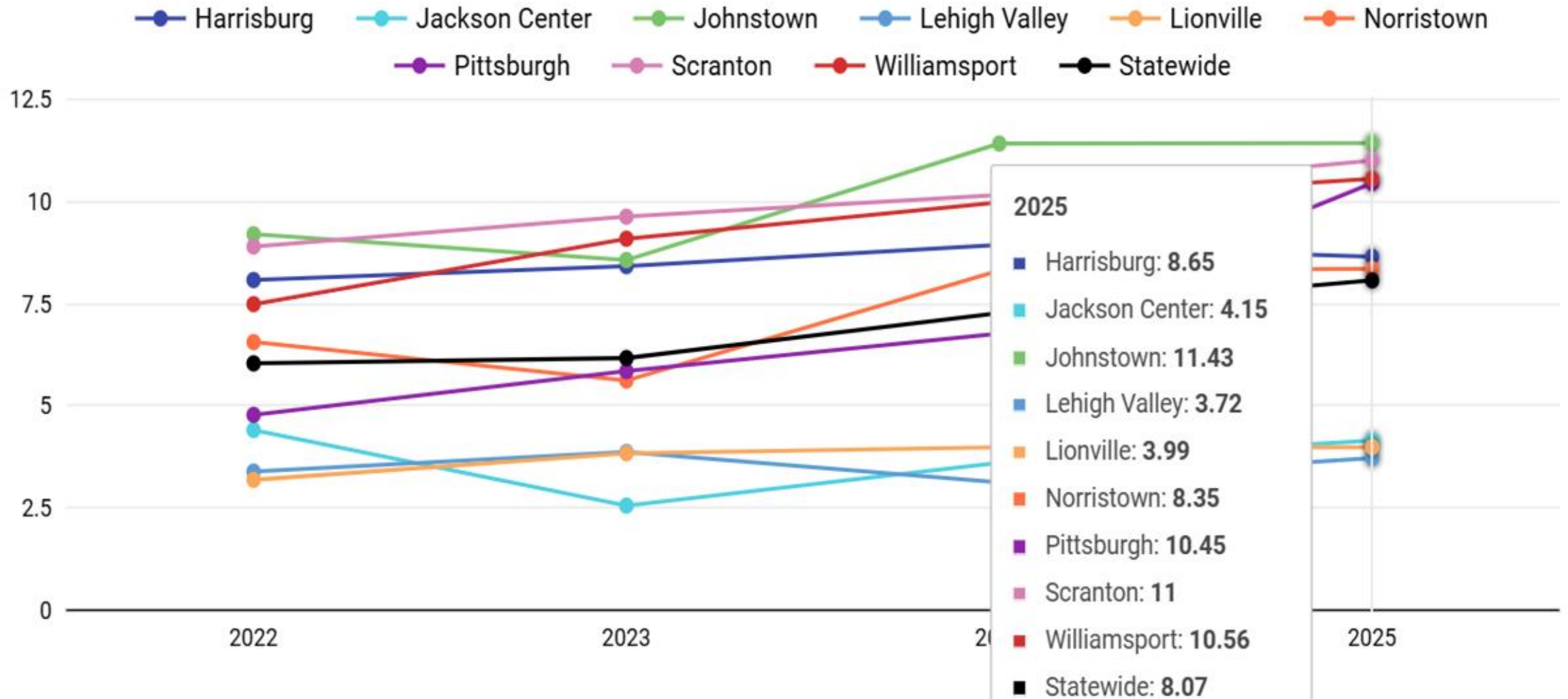
Average Health Star Rating By Field Office



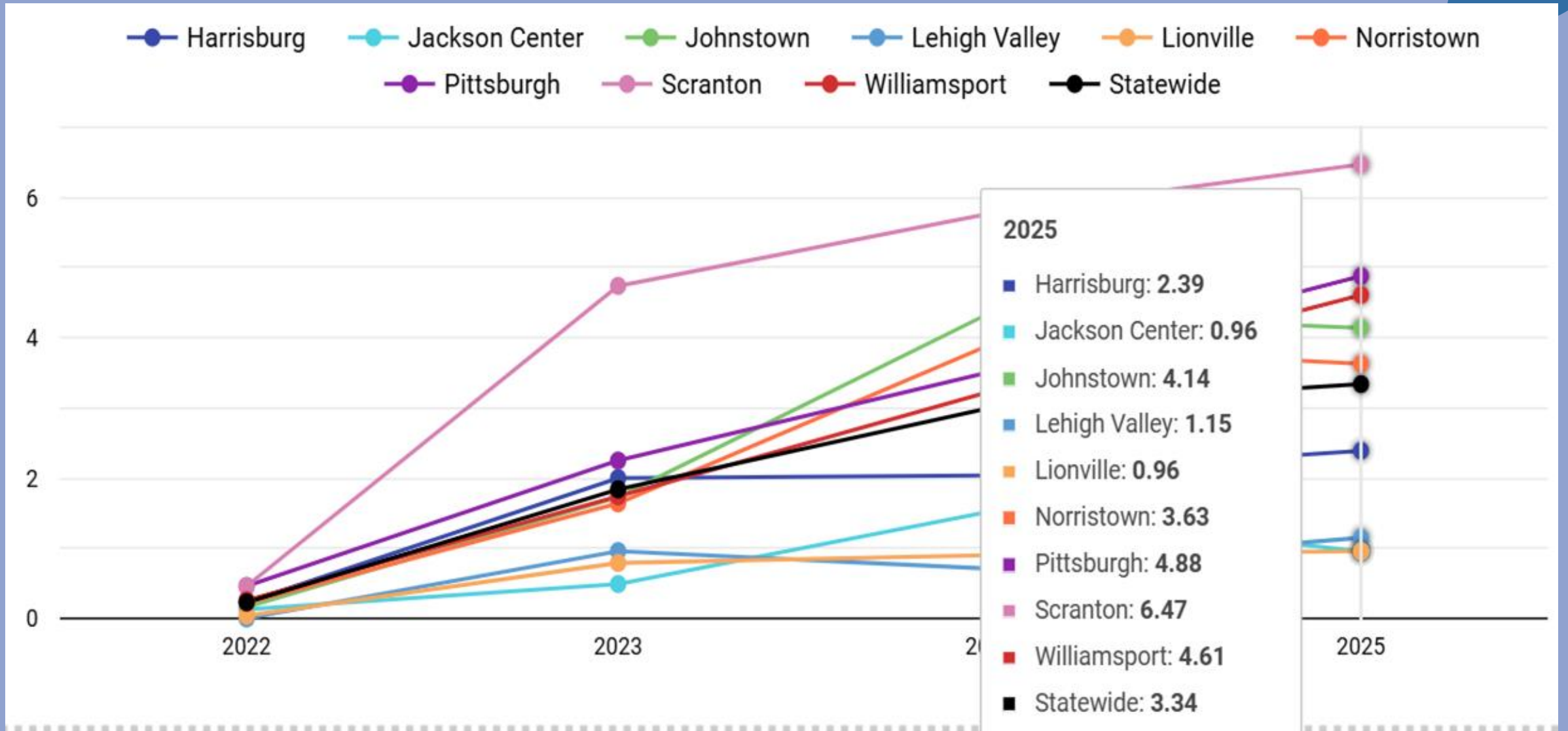
Average Cycle 1 Total Health Deficiencies By Field Office



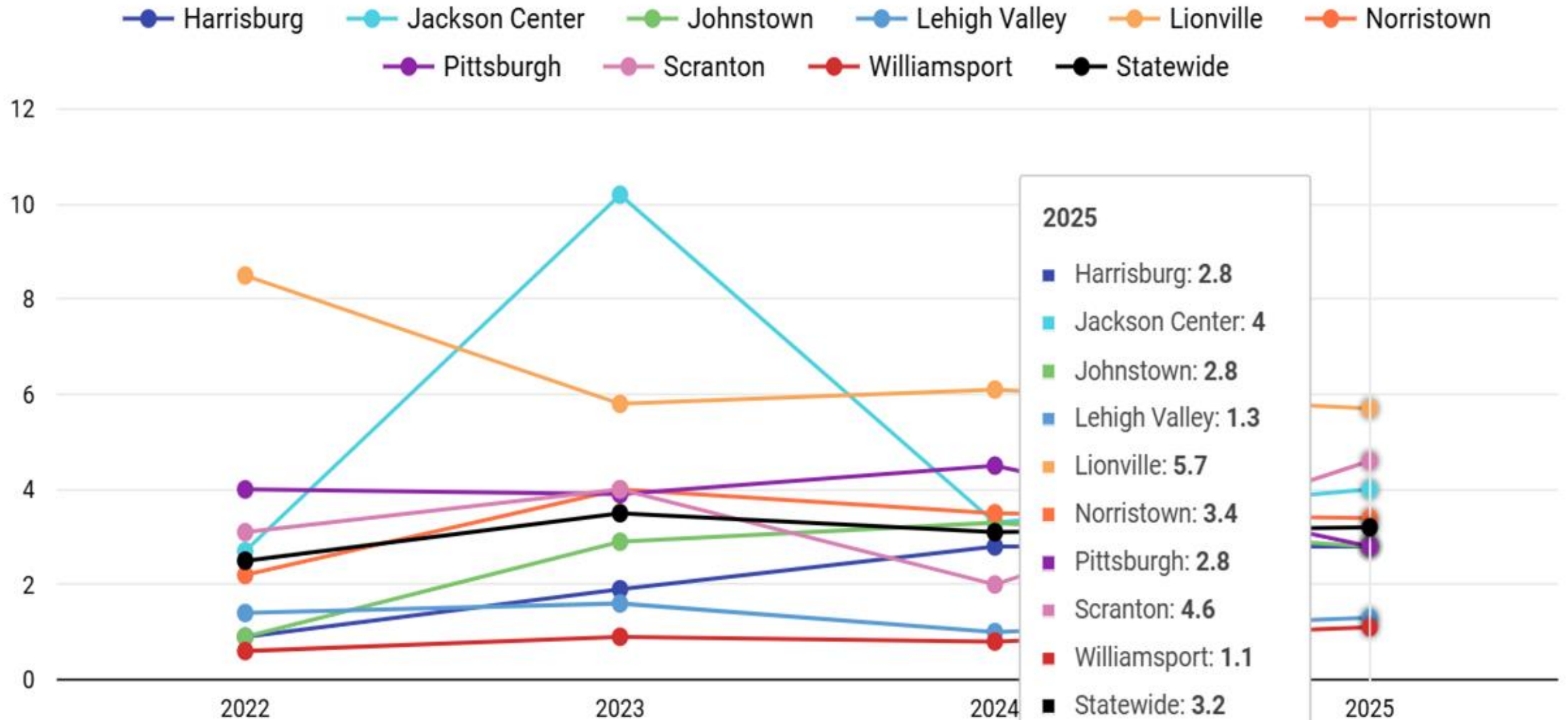
Average Cycle 1 Standard Health Deficiencies By Field Office



Average Cycle 1 Complaint Health Deficiencies By Field Office



Cycle 1 Percentage of Deficiencies with Harm



Statewide Survey Trends



Statewide Areas of Concern

F684: Quality of Care (409)

- Following physician orders
- Following facility protocols
- Follow up with specialists
- Notifying physician of significant change

F689: Free of Accident Hazards/Supervision/Devices(311)

- Transfers (not following physician order)
- Bedside care not following care plan & physician orders
- Elopements
- Leg rests not on wheelchair
- Fall interventions not in place
- Unsafe water temperatures



Statewide Areas of Concern (Continued)

F812: Food Procurement, Store/Prepare/Serve-Sanitary (260)

- Dating items
- Temperature logs
- Kitchen cleanliness
- Dishwasher temperatures/sanitation testing
- Expired food
- Food temperature
- Hygiene



Top 3 Citations By Field Office



Top 3 Citations By Field Office

Jackson Center

1. F695: Respiratory/Tracheostomy Care and Suctioning = 18 Tags
2. F684: Quality of Care = 16 Tags
3. F761: Label/Store Drugs & Biologicals = 16 Tags

Johnstown

1. F684: Quality of Care= 58 Tags
2. F689: Free of Accident/Hazards/Supervision/Devices = 49 Tags
3. F657: Care Plan Timing and Revision = 45 Tags



Top 3 Citations By Field Office (Continued)

Lehigh Valley

1. F684: Quality of Care = 34 Tags
2. F812: Food Procurement, Store/Prepare/Serve - Sanitary = 29 Tags
3. F656: Develop/Implement Comprehensive Care Plan = 20 Tags

Lionville

1. F684: Quality of Care = 39 Tags
2. F880: Infection Prevention & Control = 19 Tags
3. F686: Treatment/Svcs to Prevent/Heal Pressure Ulcers = 16 Tags



Top 3 Citations By Field Office (Continued)

Norristown

1. F684: Quality of Care = 73 Tags
2. F656: Develop/Implement Comprehensive Care Plan = 61 Tags
3. F689: Free of Accident/Hazards/Supervision/Devices = 61 Tags

Harrisburg

1. F684: Quality of Care = 38 Tags
2. F641: Accuracy of Assessments = 28 Tags
3. F657: Care Plan Timing and Revision = 24 Tags



Top 3 Citations By Field Office (Continued)

Pittsburgh

1. F689: Free of Accident/Hazards/ Supervision/ Devices = 84 Tags
2. F684: Quality of Care = 73 Tags
3. F880: Infection Prevention & Control = 58 Tags

Scranton

1. F689: Free of Accident/Hazards/ Supervision/Devices = 52 Tags
2. F684: Quality of Care = 50 Tags
3. F584: Safe/Clean/Comfortable/ Homelike Environment = 47 Tags



Top 3 Citations By Field Office (Continued)

Williamsport

1. F684: Quality of Care = 30 Tags
2. F880: Infection Prevention & Control = 24 Tags
3. F812: Food Procurement, Store/
Prepare/Serve - Sanitary = 24 Tags



IJ Citations By Field Office



IJ Citations By Field Office

Jackson Center

F678: Cardiopulmonary Resuscitation (CPR)

Failure to provide CPR

F689: Free of Accident Hazards/Supervision/Devices

Failure to provide adequate supervision for resident with suicide ideation resulting in resident overdose.

F836: License/Comply w/Fed/State/Local Law/Prof Std

Failure to pay vendors timely including transportation, fire, wanderguard supplier, generator contractor, kitchen repair company.

F880: Infection Prevention & Control

Failure to prevent COVID-19 infection spread.



IJ Citations By Field Office

Johnstown

F580: Notify of Changes (Injury/Decline/Room etc.)

Failure to notify representative specifically to blood pressure changes.

F600: Free from Abuse and Neglect Resident Abuse

Failure to report timely a Nurse Aide open hand slapped a resident.

Allowing staff member who mentally abused resident to continue to work.

F684: Quality of Care

Failure to assess, monitor and follow physician orders related to blood pressure and blood sugars.

F689: Free of Accident Hazards/Supervision/ Devices

Elopement - Failure to provide adequate supervision, not ensuring wanderguard system functioning properly, wanderguard bracelet not applied as ordered.

Failure to provide safe environment for resident with suicidal ideations.



IJ Citations By Field Office

Johnstown (Continued)

F743: No Pattern of Behavioral Difficulties Unless Unavoidable

Resident noncompliant with leg rests on wheelchair and yelling at staff, led to altercation with staff resulting in abuse.

F836: License/Comply w/Fed/State/Local Law/Prof Std

Failure to pay bills timely including payroll

F919: Resident Call System

Failure to ensure an adequate and functioning call bell system.



IJ Citations By Field Office

Lehigh Valley

F689: Free of Accident Hazards/Supervision/Devices

Failure to provide adequate supervision resulting in elopement.

Lionville

F678: Cardiopulmonary Resuscitation (CPR)

Failure to provide CPR

F689: Free of Accident Hazards/Supervision/ Devices

Failure to accurately assess on admission and prevent falls from frequent fallers - resulting in unsupervised fall with injury.



IJ Citations By Field Office

Norristown

F584: Safe/Clean/Comfortable/Homelike Environment

Failure to maintain comfortable temperature for residents - 82.4 degrees and 90.6 degrees Fahrenheit.

F600: Free from Abuse and Neglect

Physical Abuse of Resident by Nurse Aide
Sexual Abuse - Resident with cognitive deficits engaging in intimate relations with 2 alert/oriented residents, failure to thoroughly investigate
Verbal Abuse - staff cussing, yelling and threatening resident

F656: Develop/Implement Comprehensive Care Plan

Failure to care plan and ensure no hazardous devices for suicidal ideations.

F660: Discharge Planning Process

Failure to properly discharge resident assessed as requiring guidance for safety awareness and problems with short term memory - resident ended up in ER.



IJ Citations By Field Office

Norristown (Continued)

F678: Cardiopulmonary Resuscitation (CPR)

Failure to administer CPR as ordered.

F684: Quality of Care

Failure to address high glucose levels timely

Delayed care for decannulated and experiencing respiratory and emotional distress.

F686: Treatment/Svcs to Prevent/Heal Pressure Ulcers

Failure to timely assess and consistently provide recommended and/or prescribed treatment and services, to prevent new wound development, promote healing and prevent worsening of existing wounds.



IJ Citations By Field Office

Norristown (Continued)

F689: Free of Accident

Hazards/Supervision/Devices

Transfers - inadequate supervision, assistance, not using proper equipment, orders not accurately reflected in care plan.

Wanderguard system not in place.

Failure to provide adequate education to check and maintain blood sugar levels.

Hot beverage burns.

Failure to maintain safe hot water temperatures in sinks and showers.

Failure to provide safe environment - unlocked razor blades.

F692: Nutrition/Hydration Status Maintenance

Nutrition/Hydration not monitored for significant weight loss, no documentation of assessments, dietician follow up, notifying physician X4 months.

F695: Respiratory/Tracheostomy Care and Suctioning

Improper trach care decannulated and experiencing respiratory and emotional distress.

Not following infection control procedures or appropriate supplies.



IJ Citations By Field Office

Norristown (Continued)

F726: Competent Nursing Staff

Failure to provide education and staff competencies for medication administration.

F743: No Pattern of Behavioral

Difficulties Unless Unavoidable
Altercation between resident and staff resulting in abuse - resident noncompliant with leg rests on wheelchair, yelling at staff

F812: Food Procurement, Store/Prepare/Serve - Sanitary

Failure to ensure the dishwashing machine dispensed the proper level of sanitizing solution to sanitize food service equipment.

F839: Staff Qualifications

Unlicensed RN providing care.

F908: Essential Equipment, Safe Operating Condition

Failure to ensure central air condition system maintained in safe operating condition.



IJ Citations By Field Office

Harrisburg

No IJ citations related to the top 3 F-Tags

F745: Provision of Medically Related Social Services

Failure to implement post-discharge needs: Therapy Services, Nursing Services, Medical Equipment,

Placed residents with discharge plans in an IJ situation

Williamsport

No IJ citations



IJ Citations By Field Office

Pittsburgh

F689: Free of Accident Hazards/Supervision/Devices

Transfers - Inadequate assistance, improper equipment, transfer orders not accurate in care plan

Smoking - Inadequate supervision, not completing smoking assessment, no physician's orders for smoking, not implementing care plans reflecting smoking needs

Elopement - inadequate supervision, wanderguard system not functioning properly, not identifying residents at risk

Fall - not following proper protocol when providing care resulting in fall with injury - subsequent death

F684: Quality of Care

Failing to assess, monitor and follow physician's orders after resident fall resulting in resident's death

F880: Infection Prevention & Control

Failing to follow IC guidelines from CDC and DOH to reduce spread of infection & prevent cross contamination during COVID outbreak

F678: CPR

POLST not align with code status on electronic record- putting resident at risk



IJ Citations By Field Office

Pittsburgh (Continued)

F812: Food Procurement, Store/Prepare/Serve- Sanitary

Failure to maintain sanitary environment for food preparation, storage and transport.
Creating potential for cross-contamination and foodborne illness.

F836: License/Comply w/Federal/State/Local Law/Professional Standards

Failure to pay vendors- causing interruption of services

Failure to pay staff - staff not reporting to work putting residents at risk

F600: Free from Abuse and Neglect

Failure to protect residents from staff-initiated physical abuse - resulting in physical injury and transfer to hospital

F609: Reporting of Alleged Violations

Failure to implement policies and procedures for mandatory reporters to report the suspicion and/or observation of staff to resident abuse.

F726: Competent Nursing Staff

Failure to ensure nursing staff are competent to provide care for residents with Life Vests



IJ Citations By Field Office

Scranton

F689: Free of Accident Hazards/Supervision/Devices

Unsafe Water Temperatures
Elopements

F812: Food Procurement, Store/Prepare/Serve - Sanitary

Not following proper sanitation practices while washing and sanitizing cooking equipment and eating/serving items. Increasing potential for food borne illness.

F678: CPR

Failing to provide emergency care consistent with resident's advanced directives. Creating IJ situation for residents desiring CPR in the event of cardiac arrest.

F908: Essential Equipment, Safe Operating Condition

Failure to maintain essential electrical and mechanical equipment in safe operating condition. Resulting in an unsafe environment for residents.



Frequently Cited Tags from DOH (Federal & State)



Top Cited Tags from DOH (Federal & State)

1/1/25-4/30/25

P5520: Nursing Services

P5040: HPPD

P5530: Nursing Services/LPN Ratios

F684:Quality Care

F880:Infection Control & Prevention

Number of IJs: 26

CY2024

P5530: Nursing Services/LPN Ratio

P5510: Nursing Services/CNA Ratio

F684: Quality of Care

P5520: Nursing Services

**F689: Free of Accidents
Hazards/Supervision/Devices**

Number of IJs: 84



Timing Between Recert Surveys

Field Office	Median Days Cycle 2 to 1	Median Days Cycle 3 to 2
Harrisburg	343	328
Jackson Center	336	336
Johnstown	343	336
Lehigh Valley	351	341
Lionville	353.5	321.5
Norristown	304.5	299.5
Pittsburgh	350	342
Scranton	301	339
Williamsport	336	342
Statewide	336	331

Overall Star Rating	Median Days Cycle 2 to 1	Median Days Cycle 3 to 2
1	329	335
2	336	329
3	339.5	335.5
4	342	330
5	337	335

Source: Data.CMS.gov, "Inspection Dates" 2/1/2026 File



Areas of Opportunity

Utilize IDT Approach

-Examples: Dietitian- Weights, Maintenance- Environment, Consultants, Safety Committee, etc.

Implement Safety policies to mitigate risks

- Examples: Amazon Deliveries, Admission Agreements, Resident Handbooks, Revise Care Plan

CPR, Elopements, and Hazardous Items

-Examples: Staff competency, procedures consistent, locking housekeeping closets, medication carts, etc.



Areas of Opportunity

Incident and Accident Follow up per Policy

-Examples: Falls, Elopements, Hot Beverages

Hot Water Temp not exceeding 110 degrees Fahrenheit

- Examples: Amazon Deliveries, Admission Agreements, Resident
- Handbooks, Revise Care Plan

Past Noncompliance



Questions



Thank You

