

**DIVISION OF QUALITY ASSURANCE**

**OVERVIEW OF PROVIDERS  
SURVEY AND COMPLAINT ACTIVITY,  
AND FORFEITURE ACTIONS**

**JANUARY – MARCH 2007**



State of Wisconsin  
Department of Health and Family Services

NOTE: Time frame 1/1/07 – 3/31/07

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**LONG TERM CARE PROVIDER  
CERTIFICATION  
AND  
LICENSURE**

NOTE: Time frame 1/1/07 – 3/31/07

**Long Term Care (LTC) Providers  
By Licensure Type and Region**

<b>Licensure Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>TOTAL</b>
132 Intermediate	1			1		<b>2</b>
132 Skilled	72	99	99	46	82	<b>398</b>
132 Skilled-IMD					2	<b>2</b>
134 Developmentally Disabled	6	4	5		7	<b>22</b>
<b>TOTAL</b>	<b>79</b>	<b>103</b>	<b>104</b>	<b>47</b>	<b>91</b>	<b>424</b>

**Long Term Care (LTC) Providers  
By Certification Type and Region**

<b>Certification Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>TOTAL</b>
T18 SNF Only	4	8	2			<b>14</b>
T18 SNF/T19 NF	68	84	87	44	73	<b>356</b>
T19 NF Only		5	10	3	10	<b>28</b>
T19 ICF/MR	6	4	5		7	<b>22</b>
Non-Certified	1	2			1	<b>4</b>
<b>TOTAL</b>	<b>79</b>	<b>103</b>	<b>104</b>	<b>47</b>	<b>91</b>	<b>424</b>

NOTE: Time frame 1/1/07 – 3/31/07

**Long Term Care (LTC) Provider Bed Capacity  
By Certification Type and Region**

<b>Certification Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>TOTAL</b>
T18 SNF Only	191	364	35			<b>590</b>
T18 SNF/T19 NF	6134	10600	8498	4449	6012	<b>35693</b>
T19 NF Only		276	1168	94	544	<b>2082</b>
T19 ICF/MR	650	418	95		155	<b>1318</b>
Non-Certified	9	100			86	<b>195</b>
<b>TOTAL</b>	<b>6984</b>	<b>11758</b>	<b>9796</b>	<b>4543</b>	<b>6797</b>	<b>39878</b>

NOTE: Time frame 1/1/07 – 3/31/07

**NURSING HOME SURVEY  
AND  
COMPLAINT ACTIVITY**

NOTE: Time frame 1/1/07 – 3/31/07

**Nursing Home Surveys Conducted by Region\*\*  
(Verification Visits not Included)**

<b>Survey Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
Standard (STD)	32	34	24	15	27	<b>132</b>
STD/Initial T18 SNF						
STD/Initial T19 NF	2					<b>2</b>
Initial T18 SNF						
Initial T19 NF						
Initial T18 SNF/T19 NF						
Initial Prelicensure						
CHOW*/Probationary License					1	<b>1</b>
Complaint	17	52	58	14	49	<b>190</b>
Other/Other-Off Cycle Inspection						
Monitoring					2	<b>2</b>
Surveillance						
Verification Visit Violations issued	1	3	3		5	<b>12</b>
Partial Extended	2					<b>2</b>
Extended		4	1			<b>5</b>
<b>Total</b>	<b>54</b>	<b>93</b>	<b>86</b>	<b>29</b>	<b>84</b>	<b>346</b>

\*CHOW = Change of Ownership

\*\* Health Surveys Counted only

NOTE: Time frame 1/1/07 – 3/31/07

**Nursing Home Survey Standard/Extended/Partial  
Extended/Revisit and Initial Certification  
Survey Summary**

<b>Region</b>	<b>Surveys Completed</b>	<b>*SQC # of Homes</b>	<b>*SQC # of Tags Care</b>	<b>*SQC # of Tags Life</b>	<b>*SQC # of Tags Behavior</b>
Southern	35	1	2		
Southeastern	41	4	3		1
Northeastern	28	1	1		
Northern	15				
Western	32	1	1		
<b>Total</b>	<b>151</b>	<b>7</b>	<b>7</b>		<b>1</b>

\*SQC = Substandard Quality of Care

NOTE: The above SQC data was reported from Aspen

NOTE: Time frame 1/1/07 – 3/31/07

**Nursing Home Informal Dispute Resolutions by Region  
Number of Citations and Resolutions (Federal)**

<b>Resolution</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
No Change	2	14	4	4	1	<b>25</b>
Examples Removed/Other Wording Change	3		1		1	<b>5</b>
Tag Removed		3	1	1	3	<b>8</b>
S/S Change		2		1		<b>3</b>
Aspen-S/S Change/Examples Removed/Other Wording Change	1	2		1		<b>4</b>
Request Withdrawn					1	<b>1</b>
<b>Total</b>	<b>6</b>	<b>21</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>46</b>

NOTE: The above data was reported from Aspen

**Nursing Home Informal Dispute Resolutions by Region  
Number of Citations and Resolutions (State)**

<b>Resolution</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
No Change	2	2	2	3	2	<b>11</b>
Examples Removed/Other Wording Change	3	1				<b>4</b>
Tag Removed		3	1			<b>4</b>
<b>Total</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>19</b>

NOTE: The above data was reported from Aspen

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Violations of State Codes by Region

<b>Violation Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
Class A	4	2	3		1	<b>10</b>
Class B	25	35	29	8	13	<b>110</b>
Class C		1	1		2	<b>4</b>
Correction Order	8	21	15		6	<b>50</b>
<b>Total</b>	<b>37</b>	<b>59</b>	<b>48</b>	<b>8</b>	<b>22</b>	<b>174</b>

NOTE: The above data was reported from Aspen

## HFS 132/C50 State Codes with 5 or More Citations

<b>State Code</b>	<b>Brief Description</b>	<b>Number</b>
132.60(1)(c)2	Resident Care/Basic Nrsg Care	14
132.60(5)(a)1	Resident Care/Orders	14
132.31(1)l	Care	12
132.60(1)	Resident Care/Individual Care	10
132.60(8)(c)	Implementation of Care Plans	10
132.60(1)(c)4	Resident Care/Basic Nrsg Care	9
132.60(1)(b)	Resident Care/Decubiti Prevention	8
132.60(3)(a)	Resident Care/Notification of Change	6
132.60(8)(b)	Updating of Care Plans	5

NOTE: The above data was reported from Aspen

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Class A and Class B State Violations Cited

Description of Violation	Number
Resident Care/Basic Nrsrg Care	23
Care	12
Resident Care/Individual Care	10
Implementation of Care Plans	10
Resident Care/Decubiti Prevention	8
Resident Care/Notification of Change	5
Updating of Care Plans	5
Admissions/Communicable Disease	4
Resident Care/Diet Acceptance	4
Resident Care/Orders	4
Diagnostic Services	4
Facility Should Provide Plan Assessment/Treatment	4
Admissions/Destructive Residents	3
Resident Care/Emergencies	3
Housekeeping	3
Administrator	2
Maintenance of Equipment	2
Care Planning	1
Reviewing Complaints	1
Disease Surveillance and Control	1
Admission Procedures/Initial Care Plan	1
Resident Care/Nourishment-Diets	1

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Class A and Class B State Violations Cited (continued)

Description of Violation	Number
Resident Care/Assistance with Meals	1
Resident Care/Adm of Meds	1
Resident Care/Meds Errors and Reactions	1
Medical Director-Coordination	1
DON/Policies and Procedures	1
Diagnostic Findings/Report to MD	1
Social Services	1
Beds/Mattress	1
QAA Committee Corrects Care Issues	1
<b>Total</b>	<b>120</b>

NOTE: The above data was reported from Aspen

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Federal Deficiency Grid Placement for All Survey Types by Region\*

Grid Level	Southern	Southeastern	Northeastern	Northern	Western	Total
A	1	1			2	<b>4</b>
B	3	4	17	2	7	<b>33</b>
C	3	6	11	3	1	<b>24</b>
D	85	86	103	28	67	<b>369</b>
E	27	40	12	9	20	<b>108</b>
F	1	12	4		1	<b>18</b>
G	11	14	16	4	6	<b>51</b>
H		5				<b>5</b>
I						
J	8	3	5		1	<b>17</b>
K					1	<b>1</b>
L		3				<b>3</b>
<b>Total</b>	<b>139</b>	<b>174</b>	<b>168</b>	<b>46</b>	<b>106</b>	<b>633</b>

\*Health Only

NOTE: The above data was reported from ASPEN.

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home F-Tags with 10 or More Citations

Tag	Brief Description	Number
F0225	Staff Treatment of Residents	37
F0309	Quality of Care	33
F0157	Notification of Changes	31
F0324	Accidents	29
F0329	Unnecessary Drugs	25
F0444	Preventing Spread of Infection	24
F0281	Comprehensive Care Plans	23
F0315	Urinary Continence	22
F0323	Accidents	20
F0272	Comprehensive Assessments	18
F0279	Comprehensive Care Plans	18
F0514	Clinical Records	17
F0214	Dignity	15
F0441	Infection Control	14
F0156	Notice of Rights and Services	13
F0282	Comprehensive Care Plans	13
F0314	Pressure Sores	13
F0425	Pharmacy Services	13
F0465	Other Environmental Conditions	13
F0334	Influenza and Pneumococcal Immunization	12
F0278	Resident Assessment	11

NOTE: The above data was reported from ASPEN.

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Federal Deficiency Grid Placement for All Survey Types by Region\*

Grid Level	Southern	Southeastern	Northeastern	Northern	Western	Total
A	1					<b>1</b>
B		7	1			<b>8</b>
C	8	43	29	9	9	<b>98</b>
D	37	24	13	3	15	<b>92</b>
E	62	70	5	15	23	<b>175</b>
F	66	25	23	11	26	<b>151</b>
G						
H						
I						
J						
K						
L						
<b>Total</b>	<b>174</b>	<b>169</b>	<b>71</b>	<b>38</b>	<b>73</b>	<b>525</b>

\*Engineer Only

NOTE: The above data was reported from ASPEN.

Table includes waivers

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home K-Tags with 10 or More Citations

Tag	Brief Description	Number
K147	Life Safety Code Standard	37
K56	Life Safety Code Standard	35
K29	Life Safety Code Standard	33
K50	Life Safety Code Standard	33
K144	Life Safety Code Standard	33
K25	Life Safety Code Standard	25
K69	Life Safety Code Standard	24
K67	Life Safety Code Standard	22
K38	Life Safety Code Standard	21
K66	Life Safety Code Standard	19
K18	Life Safety Code Standard	18
K27	Life Safety Code Standard	16
K72	Life Safety Code Standard	16
K52	Life Safety Code Standard	14
K54	Life Safety Code Standard	14
K51	Life Safety Code Standard	10

NOTE: The above data was reported from ASPEN.  
Table includes waivers

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Complaints Received by ACTS Complainant Type

Type	Number
Anonymous	40
Coroner	1
Current Staff	9
Entity Self-Report	129
Family	115
Former Staff	5
Friend	9
Ombudsman	16
Other Health Provider	5
Other	9
Other State Agency	3
Physician	1
Resident/Patient/Client	19
State Survey Agency	3
<b>Total</b>	<b>364</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

## Nursing Home Complaint Survey Summary

<b>Region</b>	<b>Surveys Completed</b>	<b>*SQC # of Homes</b>	<b>*SQC # / Tags Care</b>	<b>*SQC #/Tags Life</b>	<b>*SQC #/Tags Behavior</b>
Southern	17	1	1		
Southeastern	52				
Northeastern	58	1	1		
Northern	14				
Western	49				
<b>Total</b>	<b>190</b>	<b>2</b>	<b>2</b>		

\*SQC = Substandard Quality of Care

NOTE: The above SQC data was reported from ASPEN

## Nursing Home Complaint Investigation Results By ACTS Subject Area of Complaint

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Accidents	7	10	<b>17</b>
Administration/Personnel	4		<b>4</b>
Admission, Transfer & Discharge Rights	4	2	<b>6</b>
Death-General	1	3	<b>4</b>
Dietary Services	17	4	<b>21</b>
Falsification of Records/Reports	2		<b>2</b>
Fraud False Billing	2		<b>2</b>
Infection Control	4	9	<b>13</b>
Injury of Unknown Origin	4	11	<b>15</b>
Life Safety Code	1		<b>1</b>
Misappropriation of Property	8	11	<b>19</b>
Nursing Services	23	6	<b>29</b>
Other Services	2	1	<b>3</b>
Pharmaceutical Services	4	1	<b>5</b>
Physical Environment	10	3	<b>13</b>
Quality of Care/Treatment	125	75	<b>200</b>
Quality of Life	7	1	<b>8</b>
Rehabilitation Services	6		<b>6</b>
Resident/Patient/Client Abuse	53	50	<b>103</b>

NOTE: Time frame 1/1/07 – 3/31/07

**Nursing Home Complaint Investigation Results  
By ACTS Subject Area of Complaint  
(Continued)**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Resident/Patient/Client Neglect	4	4	<b>8</b>
Resident/Patient/Client Rights	16	6	<b>22</b>
Restraints/Seclusion General	1		<b>1</b>
Unqualified Personnel	1	1	<b>2</b>
<b>Total</b>	<b>306</b>	<b>198</b>	<b>504</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**FACILITIES FOR PEOPLE WITH  
DEVELOPMENTAL DISABILITIES (FDD)  
SURVEY AND COMPLAINT  
ACTIVITY**

NOTE: Time frame 1/1/07 – 3/31/07

**FDD Surveys Conducted by Region\*\*  
(Verification Visits Not Included)**

<b>Survey Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
Fundamental	2	1	1		1	5
STD/Initial T19 NF						
Initial T19 NF						
Initial Prelicensure						
CHOW*/Probationary License						
Complaint	1	2			1	4
Monitoring						
Other/Other-Off Cycle Inspection						
Surveillance						
Verification Visit Violations cited	1					1
Partial Extended						
Extended						
<b>Total</b>	<b>4</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>10</b>

\*CHOW = Change of Ownership

\*\* Health counted only

NOTE: Time frame 1/1/07 – 3/31/07

**FDD Informal Dispute Resolutions by Region  
Number of Citations and Resolutions (Federal)**

<b>Resolution</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
Aspen-No Change	4					4
<b>Total</b>	4					4

**FDD Informal Dispute Resolutions by Region  
Number of Citations and Resolutions (State)**

<b>Resolution</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
<b>Total</b>						

\*No IDR's for this timeframe

**FDD Violations of State Codes by Region**

<b>Violation Type</b>	<b>Southern</b>	<b>Southeastern</b>	<b>Northeastern</b>	<b>Northern</b>	<b>Western</b>	<b>Total</b>
Class A						
Class B						
Class C						
Correction Order						
<b>Total</b>						

\*No violations for this timeframe

**HFS 134/C50 State Codes with 3 or More Citations\***

<b>State Code</b>	<b>Brief Description</b>	<b>Number</b>

\*No violations for this timeframe

## FDD Class A and Class B State Violations Cited

Description of Violation	Number

\*No violations for this timeframe

## FDD Federal Deficiencies

Level	Total
Condition	1
Standard	8
Element	
Life Safety Code – Standard	14
Life Safety Code- Element	
<b>Total</b>	<b>23</b>

## FDD Tags with 3 or More Citations this Quarter\*

Tag	Brief Description	Number

\*Health Only

\*No tags with 3 or more cites for this timeframe

## FDD Condition Deficiencies

Tag	Brief Description	Number
W102	Governing Body and Management	1
<b>Total</b>		<b>1</b>

NOTE: Time frame 1/1/07 – 3/31/07

## FDD Complaints Received by ACTS Complainant Type

Type	Number
Entity Self-Report	4
Former Staff	2
<b>Total</b>	<b>6</b>

NOTE: The above data was reported from ACTS

## FDD Complaint Investigation Results By ACTS Subject Area of Complaint

Subject Area	# Unsubstantiated	# Substantiated	Total
Death-General	1		<b>1</b>
Misappropriation of Property	1		<b>1</b>
Quality of Care/Treatment	2		<b>2</b>
Resident/Patient/Client Abuse	3	2	<b>5</b>
Resident/Patient/Client Rights		1	<b>1</b>
<b>Total</b>	<b>7</b>	<b>3</b>	<b>10</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**NON-LONG TERM CARE  
SURVEY AND COMPLAINT  
ACTIVITY**

NOTE: Time frame 1/1/07 – 3/31/07

## Non-Long Term Care (Non-LTC) Providers by Type

Type	Number
Swing Bed Hospital	65
General Acute Hospital	85
Alcohol Hospital	2
Special Psychiatric Hospital	13
Critical Access Hospital	59
Comprehensive Outpatient Rehab Facility	4
Ambulatory Surgical Center	49
End Stage Renal Dialysis	106
Hospice	71
AODA/Mental Health	1178
Prospective Payment Exemption	44
Portable X-Ray	7
Home Health Agency	167
Rural Health Clinic	49
Outpatient Rehabilitation Agency	487
<b>Total</b>	<b>1947</b>

NOTE: Time frame 1/1/07 – 3/31/07

## Branch/Extension Offices

Type	Number
AODA/Mental Health	346
Home Health Agency – Branch	50
Hospice – Branch	32
Outpatient Rehab Agency –Extension	66
<b>Total</b>	<b>494</b>

NOTE: Time frame 1/1/07 – 3/31/07

### Non-LTC Surveys Conducted (Verification Visits Not Included)\*

Provider Type	Survey Type	Number
Home Health Agency	Annual	12
	Complaint	10
	Partial Extended	1
	Verification Visit	1
Hospital – Special Psychiatric	Complaint	4
Hospital –Critical Access	Complaint	2
Hospital – General Acute	Complaint	25
	Verification Visit	1
Hospice	Annual	1
	Complaint	7
	Initial Certification	2
End Stage Renal Dialysis	Annual	2
	Complaint	2
	Initial Certification	2
Portable X-ray	Annual	2
Rural Health Clinic	Annual	1
	Complaint	1
Ambulatory Surgery Center	Annual	1
	Initial Certification	1
<b>TOTAL</b>		<b>78</b>

\*Heath Counted Only

NOTE: Time frame 1/1/07 – 3/31/07

**Non-LTC Federal Deficiencies  
(All Survey Types)**

<b>Provider Type</b>	<b>Condition</b>	<b>Standard</b>	<b>Element</b>	<b>LSC-Standard</b>	<b>LSC-Element</b>	<b>Total</b>
ESRD		31				<b>31</b>
Hospital-Acute	1	28				<b>29</b>
HHA	2	31				<b>33</b>
Hospice	2	17				<b>19</b>
Ambulatory Surgical Ctr		5	3	11		<b>19</b>
RHC	1		4			<b>5</b>
Hospital-Psychiatric		3				<b>3</b>
<b>Total</b>	<b>6</b>	<b>115</b>	<b>7</b>	<b>11</b>		<b>139</b>

**HFS 133 State Codes with 3 or More Citations  
(Home Health Agency)**

<b>Tag</b>	<b>Brief Description</b>	<b>Number</b>
133.14(2)(b)	Skilled Nursing Services	4
133.20(4)	Plan of Treatment	3
133.21(1)	Medical Records	3
133.21(5)(f)	Medical Records	3

**HFS 131 State Codes with 3 or More Citations\*  
(Hospice)**

<b>Tag</b>	<b>Brief Description</b>	<b>Number</b>

\*None for this timeframe

NOTE: Time frame 1/1/07 – 3/31/07

**HFS 124 State Codes with 3 or More Citations  
(Critical Access, General Acute, General Alcohol,  
Special Psychiatric Hospitals)**

<b>Tag</b>	<b>Brief Description</b>	<b>Number</b>
124.13(6)(c)	Documentation, Staff Meetings/Evaluation	7
124.13(2)(b)2.b	Nursing Services-Patient Care	5
124.05(3)(a)1.h	Governing Body-Policies	3
124.05(3)(a)1.o	Governing Body-Policies	3

**Non-LTC Complaints Received by ACTS Provider Type**

<b>Provider Type</b>	<b>Number</b>
Home Health Agency	14
Hospice	6
Hospital – General Acute	27
Hospital – Psychiatric	10
Hospital – Critical Access	1
End Stage Renal Dialysis	4
<b>Total</b>	<b>62</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

## Non-LTC Complaints Received by ACTS Complainant Type

Type	Hospice	Gen Hospital	Home Health	Psyc Hosp	Crit Access Hosp	ESRD	Total
Anonymous			2				2
Entity Self-Report			1	3			4
Family	6	16	4	2	1		29
Former Staff			1				1
Friend				1			1
Other				1			1
Other Health Providers		1	1				2
Resident/Patient/Client		8	5	3		3	19
State Survey Agency		2				1	3
<b>Total</b>	<b>6</b>	<b>27</b>	<b>14</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>62</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint –  
General Acute Hospitals**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Accidents	1		<b>1</b>
Admission, Transfer & Discharge	1		<b>1</b>
Emtala Patient Dumping	1	1	<b>2</b>
Nursing Services		3	<b>3</b>
Other Services	3	3	<b>6</b>
Physician Services		1	<b>1</b>
Quality of Care/Treatment	5	9	<b>14</b>
Resident/Patient/Client Rights	3	1	<b>4</b>
Resident/Seclusion-General		1	<b>1</b>
<b>Total</b>	<b>14</b>	<b>19</b>	<b>33</b>

NOTE: The above data was reported from ACTS

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint –  
Psychiatric Hospitals**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Physical Environment		1	<b>1</b>
Quality of Care/Treatment		1	<b>1</b>
Resident/Patient/Client Rights		2	<b>2</b>
Restraints/Seclusion-Death	1		<b>1</b>
<b>Total</b>	<b>1</b>	<b>4</b>	<b>5</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint –  
Critical Access Hospital**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Nursing Services	1		<b>1</b>
Quality of Care/Treatment	1		<b>1</b>
<b>Total</b>	<b>2</b>		<b>2</b>

NOTE: The above data was reported from ACTS

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint –  
Home Health Agencies**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Admission, Transfer & Discharge		2	<b>2</b>
Falsification of Records/Reports		1	<b>1</b>
Fraud/False Billing	1		<b>1</b>
Misappropriation of Property		1	<b>1</b>
Nursing Services		2	<b>2</b>
Other	3		<b>3</b>
Other Services	1		<b>1</b>
Quality of Care/Treatment	2	1	<b>3</b>
<b>Total</b>	<b>7</b>	<b>7</b>	<b>14</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint –  
Hospice**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Nursing Services	1		1
Other	1		1
Other Services	1		1
Quality of Care/Treatment	2	3	5
Resident/Patient/Client Rights	1		1
<b>Total</b>	<b>6</b>	<b>3</b>	<b>9</b>

NOTE: The above data was reported from ACTS

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint – ESRD**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Other		1	1
Physical Environment		1	1
Quality of Care/Treatment	1		1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**Non-LTC Complaint Investigation Results  
By ACTS Subject Area of Complaint –  
Rural Health Clinic**

<b>Subject Area</b>	<b># Unsubstantiated</b>	<b># Substantiated</b>	<b>Total</b>
Physician Services		1	<b>1</b>
<b>Total</b>		<b>1</b>	<b>1</b>

NOTE: The above data was reported from ACTS

NOTE: Time frame 1/1/07 – 3/31/07

**LONG TERM CARE AND  
NON-LONG TERM CARE  
ENFORCEMENT  
ACTION**

NOTE: Time frame 1/1/07 – 3/31/07

### State Forfeitures Processed – Nursing Homes and FDDs

State Class	Total Assessed	Original Amount Due	Actual Amount Due	Amount Paid
<b>A</b>	0	\$ 0	\$ 0	\$ 0
<b>B</b>	45	\$ 397,422	\$ 298,710	\$ 135,916
<b>C</b>	4	\$ 1,500	\$ 1,500	\$ 1,500
<b>Total</b>	<b>49</b>	<b>\$ 398,922</b>	<b>\$ 300,210</b>	<b>\$ 137,416</b>

### State Forfeitures Processed – Hospice

# of Invoices Issued	Actual Amount Due	Amount Paid
7	\$ 3,640	\$ 3,640

NOTE: Time frame 1/1/07 – 3/31/07