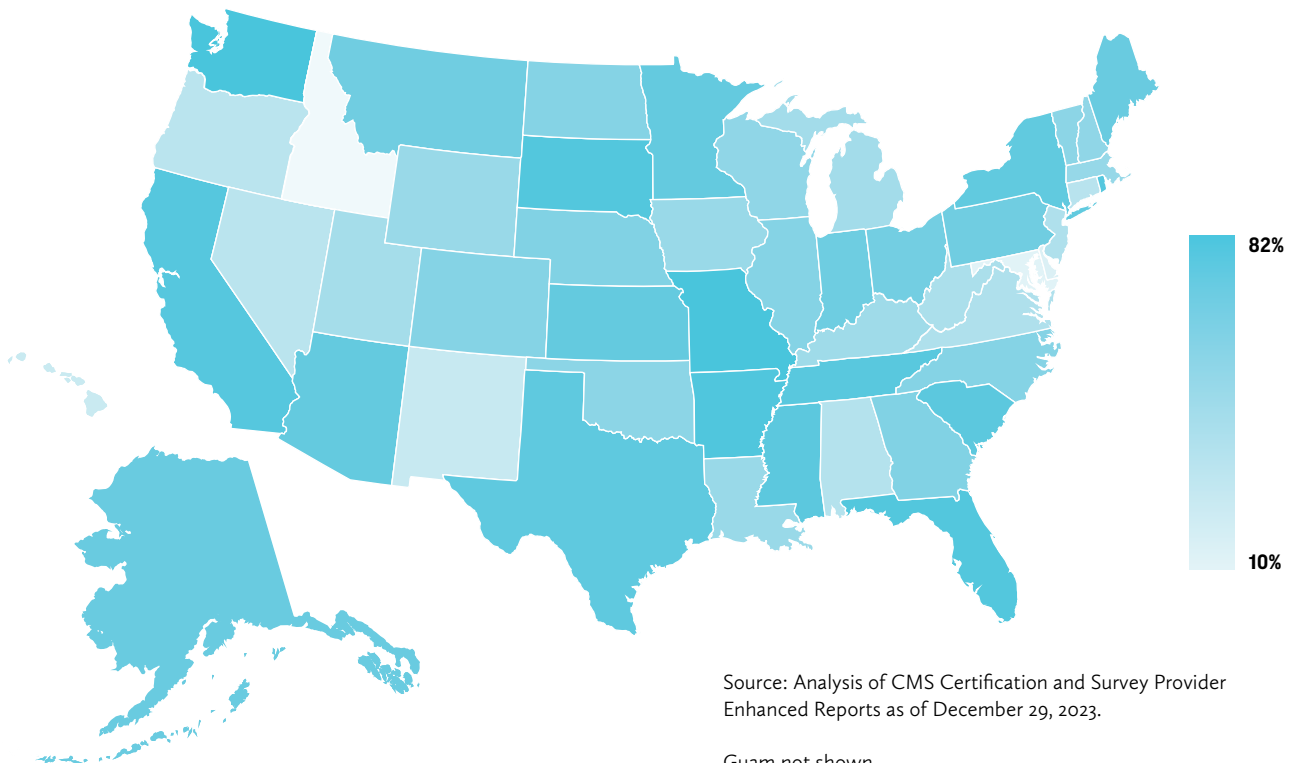


Deficiency-Free Complaint Surveys

State agencies survey skilled nursing centers to ensure they are meeting state and federal standards for quality and staffing set by the Centers for Medicare & Medicaid Services (CMS). These survey agencies respond to all reported complaints by residents, families, and facilities (i.e., self-reported incidents) through complaint surveys.

Receiving a deficiency-free complaint survey is not

a given. A deficiency-free complaint survey means that a facility is being operated in absolute compliance with state and federal regulations. Deficiency-free status illustrates that a facility is extremely dedicated to providing the best quality of care to all residents. In 2023, 60,363 surveys were conducted among 12,162 centers, and 42,817 (71 percent) of those complaint surveys were deficiency free.



Source: Analysis of CMS Certification and Survey Provider Enhanced Reports as of December 29, 2023.

Guam not shown.

2023 Deficiency-Free Complaint Surveys by State

AK 71%*	FL 79%	KY 47%	MT 68%	OH 67%	UT 44%
AL 37%	GA 61%	LA 50%	NC 59%	OK 56%	VA 39%
AR 80%	GU 100%	MA 51%	ND 59%	OR 34%	VT 56%
AZ 73%	HI 26%	MD 14%	NE 61%	PA 68%	WA 82%
CA 78%	IA 50%	ME 71%	NH 54%	RI 78%	WI 54%
CO 59%	ID 6%*	MI 45%	NJ 39%	SC 76%	WV 41%
CT 35%	IL 59%	MN 73%	NM 27%	SD 79%	WY 50%
DC 25%*	IN 69%	MO 82%	NV 34%	TN 77%	
DE 17%*	KS 73%	MS 76%	NY 74%	TX 75%	

* indicates state has fewer than 20 complaint surveys