

2023 Annual Report – Residential Care Facilities

Annual Inspections & Complaint Investigations
Bureau of Survey and Certification (BOSC)

Introduction

The Bureau of Survey and Certification is responsible for conducting survey inspections to ensure residential care facilities are compliant with state requirements. Residential care facilities provide accommodation and personal care services primarily to older adults.

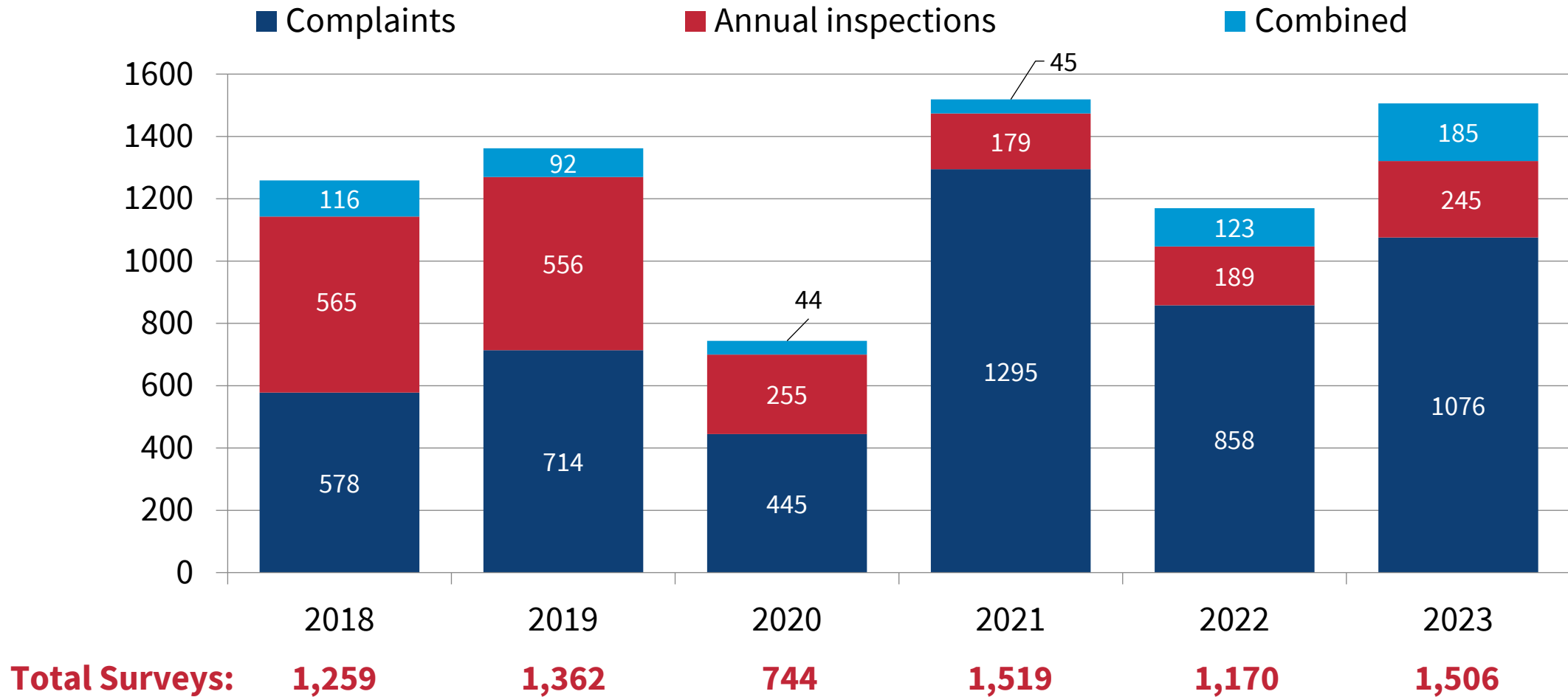
This report includes aggregated information regarding the number of surveys conducted and number of violations (health deficiencies) found at residential care facilities.

Introduction

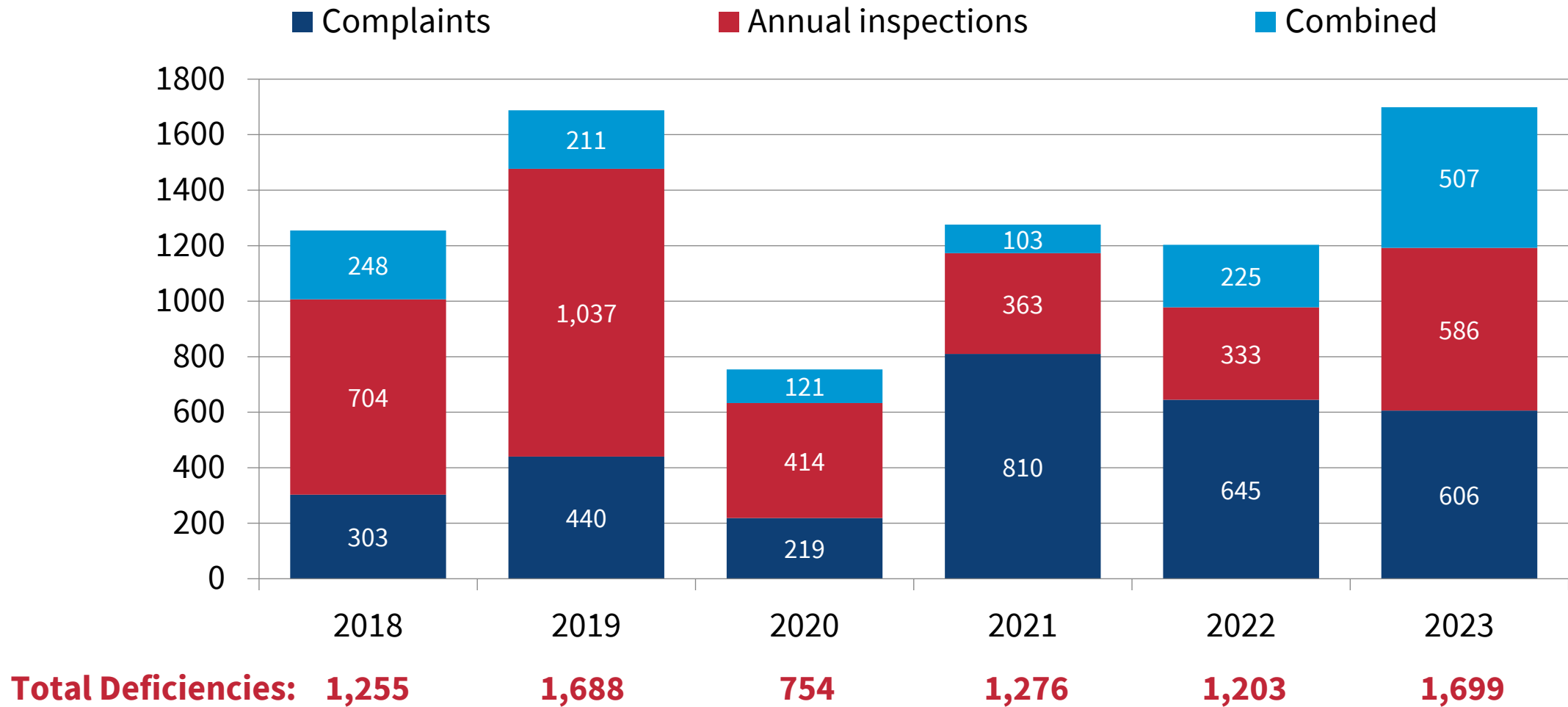
Survey inspection types include:

- **Complaint investigation** – A survey triggered by a formal complaint filed against a residential care facility.
- **Standard inspection** – An annual full inspection covering patient care, building requirements, other concerns.
- **Combined inspection** – An annual survey also connected to a complaint.

Number of Health Surveys, CY 2018-2023



Number of Health Deficiencies, CY 2018-2023



Top 10 Health Deficiencies (2023)

- R559 – Procure, store, prepare, distribute & serve foods (164).
- R614 – Fire drill requirements (139).
- R391 – Resident incidents & log (69).
- R339 – Administered meds – given as prescribed (67).
- R333 – Personal care services provided appropriately (54).
- R711 – Free from abuse (54).
- R661 – Maintain clean environment; housekeeping, garbage, rodents (53).
- R563 – Clean kitchen and dining room (42).
- R313 – Annual health assessment (40).
- R710 – Safe & clean environment (39).

QUESTIONS?

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