



Center for Clinical Standards and Quality/Quality, Safety & Oversight Group

Admin Info: 20-01-ALL

DATE: October 17, 2019

TO: State Survey Agency Directors

FROM: Director
Quality, Safety & Oversight Group (*formerly Survey & Certification Group*)

SUBJECT: Release of Fiscal Year (FY) 2018 State Performance Standards System (SPSS) Results

Memorandum Summary

- **SPSS Results:** The Centers for Medicare & Medicaid Services (CMS) is releasing the SPSS results for FY2018. These results include three years of performance evaluations based on 18 measures from FY2016 to FY2018.

Background

State Agencies (SAs) conduct survey activities under agreements with the Secretary based on federal statutes, regulations and guidance to ensure the health and safety of all individuals receiving services by Medicare or Medicaid certified providers and suppliers (e.g., hospitals, nursing homes, home health, hospice, and ESRD facilities). The SPSS is a three-dimensional domain structure (frequency, quality, and enforcement and remedy) that provides a framework to organize and measure important aspects of SA survey activities. These three dimensions also support our efforts to standardize and promote consistency among SAs. Every year, CMS conducts a formal assessment of each SA's performance relative to measures included in the SPSS program. CMS works with the SAs to strengthen oversight so that the care provided in nursing homes and/or by providers and suppliers is of the highest quality. More information on the SPSS program can be found at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/AdminInfo18-22-ALL.pdf>

Results

The attached SPSS results present the last three fiscal year performance results for 52 jurisdictions. The evaluations are based on 18 measures which are grouped under the three-dimensional structure. There are six frequency, four enforcement and remedy, and eight quality measures.

Below are summaries of key findings for FY 2018:

- 46 percent of States met the requirements for the frequency of nursing home standard surveys;

- 39 percent of States met the requirements for timeliness of complaint and incident investigations for nursing homes with Non-Immediate Jeopardy High prioritization level for which the survey started in ten working days;
- 89 percent of States met the requirements for standard surveys of intermediate care facilities for individuals who are intellectually disabled;
- 96 percent of States met the requirements for hospital validation surveys;
- 81 percent of States met the requirements for processing of termination cases for non-nursing home providers and suppliers;
- 73 percent of States met the requirements for prioritizing Intakes for Home Health Agencies, End-Stage Renal Disease, and hospitals; and,
- 98 percent of States met the requirements for frequency of hospice surveys.

We note that many more states did not meet the required frequency of nursing home standard surveys for FY 2018 than in previous years. Our analysis shows this is likely due to the implementation of a new long term care survey process (LTCSP) launched in November 2017, coupled with new regulations that required increased time for training on and implementation of the new process. For example, 12 states did not meet this requirements for the first time in three years. In general, these states took longer to conduct surveys in the first half of the year, then became more efficient in the second half of the year. We believe this is due to surveyors taking time to learn the new process and regulations, but also reflects their ability to bounce back and improve efficiency. As a result, we expect more states to meet this requirement in FY 2019.

We further note that the number of facility-reported incidents and complaint investigations have continued to rise year after year, impacting states' ability to conduct these investigations timely. These complaints have increased approximately 20 percent since 2013, yet funding for these inspections has not increased since 2015. We are asking Congress for additional funding to help states conduct these investigations. Separately, we plan to issue guidance related to managing and investigating facility-reported incidents and complaints, to help states to prioritize and investigate these issues. We are also reviewing the LTCSP to increase efficiencies so that survey teams may complete their work in a timely manner.

There are other factors that can affect state survey performance, such as training, staffing vacancies, volume of complaint surveys, and staff tenure. These results do not assess such factors. Rather, the results merely report whether a State met the measurement criteria. Regardless, CMS is always concerned about the impact that performance issues can have on beneficiaries' health and safety. The Regional Offices (ROs) work with their respective states to understand why states did not meet certain requirements and outline corrective actions that will be taken to improve performance. Some of the steps for improving performance include survey scheduling revisions, surveyor compensation enhancements, new recruitment strategies, and surveyor training. The ROs also increase communication with SAs and conduct site visits to support improved performance.

When efforts such at these have been unsuccessful, CMS may take actions related to the federal funds that are distributed to states. For example, rather than provide the traditional budgeted funding upfront, CMS may withhold funding until a state meets certain performance benchmarks. Or, CMS may enter into a Systems Improvement Agreement with a state that may

include specific expectations, such as hiring outside consultants to perform a root cause analysis to identify areas of concerns, and develop a corrective action plan to address performance shortcomings. CMS has also provided contractor assistance to certain states to provide onsite consultation and assistance to help address programmatic issues. In circumstances where none of the interventions identified above proved to be successful, the Regional Offices will initiate communication both in writing and verbally with State senior leadership, including State Governors, to provide information about the unresolved state challenges and engage in further solution driven communications.

Planned Improvements to the SPSS

CMS is evaluating the entire State Performance Standards System to identify ways to improve State agency performance. Since implementing the new LTCSP in 2017, we now have more robust data that can be used to monitor and improve performance. We are also looking to tailor certain aspects of the program to address certain state-specific needs. The resulting updates to the SPSS aim to enable CMS, SAs, and ROs to address areas of concern more effectively, and ultimately improve beneficiary safety and quality of care. We expect these changes to be implemented over the next couple of years, beginning in FY 2020.

Contact: Please contact the SPSS team at SPSS_Team@cms.hhs.gov with any questions or concerns.

Effective Date: Immediately. This information should be communicated to all appropriate survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

David Wright

cc: Survey and Certification Regional Office Management

**State Performance Standards
Tier 1 - Survey Frequency
FY2016 - FY2018**

Requirements	F1: Nursing Home off-Hour Surveys			F2: Nursing Homes- 12.9-Mo Avg/15.9 Month Max Interval			F3: HHA- 36.9-Month Max Interval			F3: ICF/IID-15.9-Month Max Interval		
	Percentage of all surveys			Statewide Average Interval / No. of Facilities that exceeded Maximum Survey Interval			Highest % surveyed			Highest % surveyed		
Fiscal Years	FY2016	FY2017	FY2018	FY 2016	FY 2017	FY 2018	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018
Thresholds	10%	10%	10%	12.9/15.9	12.9/15.9	12.9/15.9	100%	100%	100%	100%	100%	100%
Region 1												
Connecticut	15%	15%	14%	11.6/0	11.1/0	11.4/0	100%	100%	100%	100%	100%	100%
Maine	12%	12%	11%	11.5/0	11.5/0	11.5/0	100%	96%	100%	100%	100%	100%
Massachusetts	12%	14%	12%	13.7/3	13.0/9	14/13	99%	98%	100%	100%	100%	100%
New Hampshire	10%	11%	17%	11.8/0	11.4/0	12.5/0	100%	100%	100%	100%	100%	100%
Rhode Island	15%	12%	13%	11.8/0	10.8/0	12.8/0	93%	100%	100%	100%	100%	100%
Vermont	11%	11%	11%	11.5/0	11.2/0	11.9/0	100%	100%	100%	N.A	100%	100%
Region 2												
New York	11%	13%	13%	12.2/0	13.3/0	13.9/21	100%	96%	100%	100%	100%	99%
New Jersey	14%	12%	15%	12.2/0	11.9/0	12.2/2	100%	100%	100%	100%	100%	100%
Puerto Rico	20%	17%	17%	9.3/0	14.3/0	15.1/0	100%	100%	100%	N.A	N.A	N.A
Region 3												
Delaware	11%	14%	17%	12.8/0	11.6/0	13/0	100%	100%	100%	100%	100%	100%
District of Columbia	11%	11%	6%	11.3/0	11.3/0	12.1/0	100%	100%	100%	100%	100%	100%
Maryland	26%	23%	27%	13.5/0	12.8/0	13.3/0	100%	100%	91%	100%	50%	100%
Pennsylvania	11%	11%	13%	11.5/0	11.4/0	11.7/0	99.7%	98%	98%	100%	100%	100%
Virginia	16%	19%	13%	11.5/0	11.6/0	13.1/6	100%	99%	100%	98%	100%	92%
West Virginia	13%	13%	13%	13.2/0	13.6/4	13.4/10	100%	100%	100%	100%	100%	100%
Region 4												
Alabama	12%	13%	22%	12.1/0	11.7/0	12.3/0	100%	100%	100%	100%	100%	100%
Florida	13%	12%	15%	13.7/0	12.6/0	12.2/0	100%	100%	100%	100%	100%	100%
Georgia	26%	9%	13%	12.4/8	18.6/286	11/5	100%	100%	100%	100%	100%	100%
Kentucky	13%	14%	14%	12.3/0	12.3/0	12.8/0	98%	96%	98%	100%	100%	100%
Mississippi	15%	14%	20%	11.3/0	11.6/0	13.6/16	100%	100%	100%	100%	100%	100%
North Carolina	17%	12%	11%	10.7/0	11.7/0	11.9/1	100%	100%	85%	100%	100%	100%
South Carolina	11%	12%	11%	14.1/1	10.7/0	13.9/0	100%	100%	100%	100%	100%	100%
Tennessee	17%	15%	14%	12.4/0	12.7/0	12.3/0	99.7%	100%	100%	100%	100%	100%
Region 5												
Illinois	11%	12%	14%	11/0	11.7/1	11.6/0	99.8%	100%	99.5%	100%	100%	100%
Indiana	12%	13%	11%	12.3/0	12.8/0	11.9/0	90%	78%	50%	100%	100%	100%
Michigan	13%	13%	12%	11.6/0	11.5/0	12.8/0	100%	100%	98%	N.A	N.A	N.A
Minnesota	14%	14%	13%	11.7/0	11.5/0	11.6/0	100%	100%	100%	100%	100%	100%
Ohio	14%	16%	19%	13.8/0	13.7/0	13.5/0	100%	100%	100%	100%	100%	100%
Wisconsin	13%	12%	12%	13.1/0	12.7/0	13.1/1	100%	100%	100%	100%	100%	100%
Region 6												
Arkansas	11%	12%	14%	11.6/0	11.6/0	13.9/15	100%	100%	100%	100%	100%	100%
Louisiana	12%	10%	12%	11.2/0	12.8/0	11.7/0	100%	100%	99%	100%	100%	100%
New Mexico	10%	12%	12%	12.2/1	12.1/0	12.1/0	98%	95%	97%	100%	100%	100%
Oklahoma	15%	15%	12%	12.5/0	12.8/0	13.2/4	100%	100%	100%	100%	100%	100%
Texas	16%	14%	14%	11.8/0	11.9/0	12/0	99.8%	99.9%	99%	100%	100%	100%
Region 7												
Missouri	11%	10%	10%	11.7/0	11.6/0	11.7/1	100%	100%	100%	100%	100%	100%
Nebraska	14%	16%	13%	12.0/0	12.8/0	13/0	100%	100%	100%	100%	100%	100%
Iowa	10%	22%	16%	10.9/0	12.1/0	13.7/1	100%	100%	100%	100%	100%	99%
Kansas	16%	23%	11%	15.1/47	16.3/168	19.4/35	100%	100%	100%	100%	100%	96%
Region 8												
Colorado	11%	14%	14%	12.5/1	13.0/0	15.7/98	99%	99%	100%	100%	100%	100%
Montana	17%	20%	16%	12.5/0	12.8/0	14.3/5	100%	100%	100%	100%	100%	100%
North Dakota	11%	12%	12%	11.9/0	11.6/0	12.3/0	100%	100%	100%	100%	100%	100%
South Dakota	10%	17%	18%	10.9/0	12.7/0	13/0	100%	100%	100%	100%	100%	100%
Utah	14%	13%	19%	13.3/0	14.3/0	14.9/11	100%	100%	100%	100%	100%	100%
Wyoming	10%	11%	11%	12.3/0	11.5/0	11.7/0	100%	100%	100%	100%	100%	100%
Region 9												
Arizona	15%	13%	13%	14.0/0	12.8/0	13/0	100%	100%	100%	100%	100%	100%
California	16%	21%	21%	13.0/36	11.9/0	11.9/0	100%	100%	100%	100%	100%	100%
Hawaii	13%	12%	16%	11.3/2	12.6/0	13.5/8	50%	63%	50%	94%	53%	35%
Nevada	12%	14%	12%	11.0/0	11.2/0	11.4/0	72%	55%	93%	100%	100%	100%
Region 10												
Alaska	17%	22%	19%	11.8/0	12.5/0	12.6/0	100%	100%	100%	N.A	N.A	N.A
Idaho	8%	17%	9%	16.6/36	14.0/9	16.2/17	100%	94%	100%	100%	100%	100%
Oregon	12%	12%	13%	13.0/0	13.1/0	13.6/0	98%	98%	100%	N.A	N.A	N.A
Washington	28%	26%	28%	12.7/0	12.5/0	12.5/0	100%	100%	100%	85%	100%	N.A

**State Performance Standards
Tier 1 - Survey Frequency
FY2016 - FY2018**

Requirements	Hospice			F3: Hospital Validation		
	Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded			Highest % surveyed		
Fiscal Years	FY 2016	FY 2017	FY 2018	FY2016	FY2017	FY2018
Thresholds	Tier 1	Tier 1	Tier 1	100%	100%	100%
	33%	33%	33.3% or <36months			
Region 1						
Connecticut	N.A	36%	N.A	100%	100%	100%
Maine	35%	50%	N.A	100%	100%	100%
Massachusetts	30%	28%	55%	100%	100%	100%
New Hampshire	37%	26%	43%	100%	100%	100%
Rhode Island	75%	25%	100%	100%	100%	100%
Vermont	33%	33%	100%	100%	100%	N.A
Region 2						
New York	32%	4%	38%	100%	100%	80%
New Jersey	33%	4%	12%	100%	100%	100%
Puerto Rico	33%	23%	43%	100%	100%	100%
Region 3						
Delaware	33%	33%	33%	100%	100%	100%
District of Columbi	N.A	50%	50%	100%	100%	N.A
Maryland	35%	29%	27%	100%	100%	100%
Pennsylvania	63%	8%	50%	100%	100%	100%
Virginia	10%	53%	42%	100%	100%	100%
West Virginia	22%	56%	44%	100%	100%	100%
Region 4						
Alabama	33%	24%	40%	100%	100%	100%
Florida	41%	39%	37%	100%	100%	100%
Georgia	39%	29%	36%	100%	100%	100%
Kentucky	32%	40%	55%	100%	100%	100%
Mississippi	21%	30%	43%	100%	100%	100%
North Carolina	28%	21%	37%	100%	100%	100%
South Carolina	31%	50%	19%	100%	100%	100%
Tennessee	32%	42%	37%	100%	100%	100%
Region 5						
Illinois	34%	34%	38%	100%	100%	100%
Indiana	31%	30%	38%	100%	100%	100%
Michigan	34%	33%	36%	100%	100%	100%
Minnesota	33%	28%	41%	100%	100%	100%
Ohio	37%	31%	33%	100%	100%	100%
Wisconsin	52%	23%	36%	100%	100%	100%
Region 6						
Arkansas	33%	35%	36%	100%	100%	100%
Louisiana	34%	41%	33%	100%	100%	100%
New Mexico	33%	33%	42%	100%	100%	100%
Oklahoma	48%	41%	37%	100%	100%	100%
Texas	34%	37%	36%	100%	90%	100%
Region 7						
Missouri	33%	42%	31%	100%	100%	100%
Nebraska	35%	37%	28%	100%	100%	100%
Iowa	34%	34%	32%	100%	50%	100%
Kansas	38%	33%	37%	100%	50%	100%
Region 8						
Colorado	55%	27%	33%	100%	100%	100%
Montana	29%	28%	36%	100%	100%	100%
North Dakota	46%	9%	46%	100%	100%	100%
South Dakota	33%	33%	42%	100%	100%	100%
Utah	46%	36%	39%	100%	100%	100%
Wyoming	33%	43%	29%	100%	100%	100%
Region 9						
Arizona	38%	55%	39%	100%	100%	100%
California	45%	36%	34%	100%	100%	100%
Hawaii	29%	0%	43%	100%	100%	0%
Nevada	50%	100%	60%	100%	100%	100%
Region 10						
Alaska	100%	N.A	67%	100%	100%	100%
Idaho	41%	19%	33%	100%	100%	100%
Oregon	17%	68%	19%	100%	100%	100%
Washington	43%	32%	28%	100%	100%	100%

**State Performance Standards
Tiers 2 and 3 - Survey Frequency
FY2016 - FY2018**

Requirements	Outpatient Physical Therapy						Comprehensive Outpatient Rehabilitation Facilities					
	Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded						Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded					
Fiscal Years	FY2016		FY2017		FY2018		FY2016		FY2017		FY2018	
Thresholds	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3
	5%	7 yrs	5%	7 yrs	5%	7 yrs	5%	7 yrs	5%	7 yrs	5%	7 yrs
Region 1												
Connecticut	17%	0	24%	0	0%	1	33%	0	33%	0	N.A	0
Maine	33%	0	20%	0	20%	0	N.A	N.A	N.A	N.A	N.A	N.A
Massachusetts	21%	0	14%	0	0%	0	N.A	N.A	N.A	N.A	N.A	N.A
New Hampshire	29%	0	20%	0	N.A	0	N.A	N.A	N.A	N.A	N.A	N.A
Rhode Island	N.A	N.A	N.A	0	100%	0	N.A	N.A	N.A	N.A	N.A	N.A
Vermont	N.A	0	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Region 2												
New York	14%	0	7%	0	8%	0	20%	0	N.A	0	20%	0
New Jersey	6%	14	6%	16	7%	18	8%	1	25%	1	9%	1
Puerto Rico	N.A	2	N.A	2	50%	1	N.A	0	N.A	1	100%	0
Region 3												
Delaware	11%	0	33%	0	11%	0	N.A	N.A	N.A	N.A	N.A	N.A
District of Columbia	50%	0	N.A	0	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Maryland	13%	1	11%	0	21%	0	N.A	N.A	N.A	N.A	N.A	N.A
Pennsylvania	9%	0	6%	1	15%	1	9%	0	18%	0	8%	0
Virginia	10%	0	35%	1	8%	1	N.A	0	50%	0	N.A	0
West Virginia	29%	0	18%	0	9%	0	N.A	N.A	N.A	N.A	N.A	N.A
Region 4												
Alabama	12%	0	7%	0	23%	0	8%	0	N.A	0	100%	0
Florida	17%	0	21%	0	18%	0	11%	0	18%	0	19%	0
Georgia	7%	0	10%	0	12%	0	N.A	0	N.A	0	N.A	0
Kentucky	6%	0	5%	0	6%	1	14%	0	14%	0	29%	0
Mississippi	8%	0	12%	0	7%	0	N.A	0	N.A	0	N.A	0
North Carolina	12%	0	16%	0	22%	0	N.A	N.A	N.A	0	N.A	0
South Carolina	24%	0	30%	0	19%	0	N.A	0	100%	0	N.A	0
Tennessee	14%	0	13%	0	22%	0	N.A	N.A	25%	0	100%	0
Region 5												
Illinois	17%	0	19%	0	17%	0	50%	0	N.A	0	N.A	0
Indiana	13%	0	5%	0	8%	0	N.A	N.A	N.A	N.A	N.A	0
Michigan	13%	0	16%	0	5%	0	N.A	N.A	N.A	0	16%	0
Minnesota	6%	0	12%	0	6%	0	N.A	N.A	100%	0	N.A	0
Ohio	15%	0	12%	0	24%	0	N.A	0	N.A	0	N.A	0
Wisconsin	27%	0	9%	0	27%	0	N.A	N.A	N.A	N.A	N.A	0
Region 6												
Arkansas	11%	0	11%	0	16%	0	N.A	0	N.A	0	N.A	0
Louisiana	14%	3	15%	0	15%	0	N.A	0	N.A	0	N.A	0
New Mexico	31%	3	7%	0	14%	0	N.A	0	N.A	0	N.A	0
Oklahoma	7%	0	12%	0	8%	0	N.A	0	N.A	0	N.A	0
Texas	21%	5	6%	0	20%	0	22%	1	6%	0	21%	0
Region 7												
Missouri	40%	2	12%	0	8%	0	N.A	0	N.A	0	N.A	0
Nebraska	50%	0	N.A	1	N.A	0	N.A	N.A	N.A	0	N.A	0
Iowa	12%	12	8%	11	17%	7	N.A	0	N.A	0	N.A	0
Kansas	6%	2	7%	6	8%	3	N.A	0	N.A	0	N.A	0
Region 8												
Colorado	21%	0	7%	0	10%	0	N.A	N.A	N.A	0	N.A	0
Montana	N.A	N.A	N.A	0	N.A	0	N.A	N.A	N.A	0	N.A	0
North Dakota	N.A	0	N.A	0	N.A	0	N.A	N.A	N.A	0	N.A	0
South Dakota	N.A	0	N.A	0	N.A	0	N.A	N.A	N.A	0	N.A	0
Utah	N.A	2	50%	1	N.A	0	N.A	1	25%	0	N.A	0
Wyoming	N.A	N.A	N.A	0	N.A	0	100%	N.A	N.A	N.A	N.A	0
Region 9												
Arizona	67%	0	7%	0	23%	0	N.A	0	25%	0	N.A	0
California	7%	1	7%	0	7%	0	11%	0	25%	0	13%	0
Hawaii	N.A	2	N.A	2	N.A	2	N.A	N.A	N.A	N.A	N.A	N.A
Nevada	0%	0	9%	0	0%	0	17%	0	17%	0	N.A	0
Region 10												
Alaska	27%	0	0%	0	9%	0	N.A	N.A	N.A	N.A	N.A	N.A
Idaho	0%	7	0%	7	0%	7	N.A	N.A	N.A	N.A	N.A	N.A
Oregon	20%	0	25%	0	N.A	0	N.A	N.A	N.A	N.A	N.A	N.A
Washington	8%	0	7%	0	8%	0	N.A	0	N.A	0	N.A	0

April 2019

Based upon reporting from the CMS Regional Offices.

Red text indicates that the threshold was not met.

% Column = Threshold score in percentage

YRS Column = No. of facilities that exceeded the threshold

**State Performance Standards
Tiers 2 and 3 - Survey Frequency
FY2016 - FY2018**

Requirements	Rural Health Clinics						Ambulatory Surgical Centers					
	Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded						Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded					
	FY2016		FY2017		FY2018		FY2016		FY2017		FY2018	
Fiscal Years	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3
Thresholds	5%	7 yrs	5%	7 yrs	5%	7 yrs	25%	6 yrs	25%	6 yrs	25%	6 yrs
Region 1												
Connecticut	N.A	0	N.A	N.A	N.A	N.A	32%	0	33%	0	27%	0
Maine	13%	0	21%	0	5%	0	39%	0	42%	0	31%	0
Massachusetts	N.A	0	100%	0	N.A	N.A	31%	1	21%	0	30%	0
New Hampshire	29%	0	14%	0	23%	0	27%	0	25%	0	33%	0
Rhode Island	N.A	N.A	N.A	N.A	N.A	N.A	14%	0	0%	0	N.A	0
Vermont	30%	0	22%	0	9%	0	N.A	N.A	N.A	N.A	N.A	N.A
Region 2												
New York	22%	0	14%	0	75%	0	23%	0	18%	3	21%	2
New Jersey	N.A	0	N.A	N.A	N.A	N.A	35%	8	9%	7	28%	7
Puerto Rico	N.A	0	N.A	N.A	N.A	N.A	26%	6	21%	5	83%	0
Region 3												
Delaware	N.A	N.A	N.A	N.A	N.A	N.A	27%	0	27%	0	39%	0
District of Columbia	N.A	N.A	N.A	N.A	N.A	N.A	33%	0	33%	0	0%	0
Maryland	N.A	N.A	N.A	N.A	N.A	N.A	37%	0	46%	0	29%	0
Pennsylvania	16%	0	13%	0	14%	1	29%	1	28%	1	31%	0
Virginia	20%	1	11%	0	11%	0	37%	0	27%	0	21%	0
West Virginia	16%	0	21%	0	13%	0	38%	0	25%	0	33%	0
Region 4												
Alabama	7%	0	12%	0	28%	0	31%	0	35%	0	27%	0
Florida	19%	0	19%	0	18%	0	28%	0	30%	0	32%	0
Georgia	5%	0	7%	0	10%	0	22%	0	29%	0	30%	1
Kentucky	11%	0	21%	0	8%	0	27%	0	27%	0	29%	0
Mississippi	10%	0	9%	0	11%	0	32%	0	22%	0	22%	0
North Carolina	31%	1	24%	0	22%	0	13%	18	22%	19	35%	0
South Carolina	22%	0	22%	0	18%	0	25%	0	25%	0	32%	0
Tennessee	7%	0	20%	0	11%	0	32%	0	25%	0	28%	0
Region 5												
Illinois	16%	0	14%	0	14%	0	36%	0	27%	0	28%	0
Indiana	9%	0	2%	5	8%	8	29%	0	26%	0	32%	0
Michigan	8%	0	32%	0	25%	0	26%	0	26%	0	10%	0
Minnesota	6%	0	6%	0	8%	0	28%	0	28%	0	27%	0
Ohio	11%	0	25%	0	26%	0	35%	0	33%	0	32%	0
Wisconsin	8%	0	8%	0	31%	0	29%	0	24%	0	30%	0
Region 6												
Arkansas	15%	0	17%	0	16%	0	25%	0	25%	0	26%	0
Louisiana	16%	1	31%	0	31%	0	36%	0	26%	0	26%	0
New Mexico	38%	N.A	14%	0	25%	0	46%	0	44%	0	0%	0
Oklahoma	8%	0	8%	0	5%	0	27%	0	27%	0	26%	0
Texas	22%	0	15%	0	28%	0	37%	0	33%	1	26%	3
Region 7												
Missouri	16%	0	11%	0	13%	0	28%	0	26%	0	24%	0
Nebraska	7%	0	16%	1	20%	0	29%	0	25%	0	22%	0
Iowa	6%	62	12%	50	8%	55	11%	0	33%	0	33%	0
Kansas	5%	28	7%	52	5%	75	28%	1	25%	0	28%	0
Region 8												
Colorado	14%	0	6%	0	4%	4	24%	0	29%	0	27%	0
Montana	7%	0	4%	2	15%	0	27%	0	25%	0	0%	0
North Dakota	8%	0	6%	0	17%	0	33%	0	33%	0	33%	0
South Dakota	18%	0	16%	0	20%	0	50%	0	25%	0	29%	0
Utah	6%	8	50%	2	7%	2	27%	0	32%	0	29%	0
Wyoming	6%	0	31%	0	18%	0	27%	0	33%	0	27%	0
Region 9												
Arizona	38%	0	14%	0	39%	0	45%	0	32%	0	30%	0
California	7%	111	13%	75	13%	58	27%	0	25%	3	25%	6
Hawaii	N.A	0	N.A	0	N.A	1	21%	1	0%	5	0%	7
Nevada	0%	0	8%	0	17%	0	21%	3	10%	16	9%	16
Region 10												
Alaska	N.A	N.A	N.A	N.A	N.A	N.A	56%	0	18%	1	18%	1
Idaho	0%	38	0%	35	0%	35	27%	0	21%	0	25%	0
Oregon	13%	0	4%	0	9%	1	29%	0	28%	0	25%	1
Washington	11%	0	14%	2	6%	0	27%	0	25%	2	26%	0

April 2019

Based upon reporting from the CMS Regional Offices.

Red text indicates that the threshold was not met.

% Column = Threshold score in percentage

YRS Column = No. of facilities that exceeded the threshold

**State Performance Standards
Tiers 2 and 3 - Survey Frequency
FY2016 - FY2018**

Requirements	End-Stage Renal Disease (ESRD)						Non-Accredited Hospitals								
	Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded						Percentage of surveys meeting the standard and number of surveys for which the interval was exceeded								
	FY2016		FY2017		FY2018		FY2016			FY2017			FY2018		
Thresholds	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	Tier 2	Tier 3	
	10%	3.5 yrs	10%	3.5 yrs	10%	3.5 yrs	5%	5 yrs	4 yrs	5%	5 yrs	4 yrs	5%	5 yrs	4 yrs
Region 1															
Connecticut	53%	0	49%	0	45%	0	100%	0	0	100%	0	0	N.A	0	0
Maine	29%	0	63%	0	35%	0	100%	1	1	100%	0	0	N.A	0	0
Massachusetts	34%	0	27%	0	36%	1	100%	0	0	100%	0	0	N.A	0	0
New Hampshire	33%	0	33%	0	39%	0	100%	0	0	100%	0	0	N.A	0	0
Rhode Island	7%	0	47%	4	33%	0	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Vermont	38%	0	50%	0	25%	0	100%	0	0	N.A	0	0	N.A	0	0
Region 2															
New York	21%	98	24%	93	11%	42	17%	0	0	18%	2	3	10%	1	4
New Jersey	16%	45	14%	37	11%	44	N.A	0	1	N.A	0	2	N.A	0	0
Puerto Rico	13%	21	18%	18	0%	20	11%	17	17	6%	14	14	0%	12	12
Region 3															
Delaware	12%	0	8%	0	11%	0	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
District of Columbia	14%	0	29%	0	24%	0	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Maryland	7%	1	9.5%	1	9.9%	0	N.A	N.A	N.A	N.A	0	0	N.A	0	0
Pennsylvania	36%	0	33%	0	12%	1	N.A	0	0	80%	0	0	16%	0	0
Virginia	11%	0	5%	0	10%	0	N.A	0	1	N.A	0	0	N.A	0	0
West Virginia	11%	0	13%	0	12%	0	N.A	0	N.A	100%	0	0	N.A	0	0
Region 4															
Alabama	27%	0	51%	0	24%	0	17%	0	0	21%	0	0	42%	0	0
Florida	29%	0	10%	0	33%	0	33%	0	0	33%	0	0	33%	0	0
Georgia	34%	0	33%	0	12%	0	0%	1	1	N.A	0	0	33%	0	0
Kentucky	37%	0	11%	0	10%	0	N.A	0	0	N.A	0	0	100%	0	0
Mississippi	34%	0	24%	0	33%	0	22%	0	0	25%	0	0	24%	0	0
North Carolina	11%	0	10%	0	10%	0	100%	0	0	N.A	0	0	N.A	0	0
South Carolina	23%	1	46%	0	20%	1	N.A	0	0	50%	0	0	50%	0	0
Tennessee	11%	0	12%	0	36%	0	25%	0	0	40%	0	0	50%	0	0
Region 5															
Illinois	10%	0	12%	0	12%	0	25%	0	0	N.A	0	0	33%	0	0
Indiana	2%	10	5%	39	11%	67	N.A	0	0	100%	0	0	N.A	0	0
Michigan	12%	6	10%	0	10%	0	N.A	0	0	N.A	0	0	33%	0	0
Minnesota	10%	0	10%	0	10%	0	20%	0	0	N.A	0	0	N.A	0	0
Ohio	11%	0	9%	0	10%	0	N.A	0	0	N.A	0	0	100%	0	0
Wisconsin	10%	0	10%	0	11%	0	N.A	0	0	50%	0	0	100%	0	0
Region 6															
Arkansas	28%	0	37%	0	33%	0	17%	0	0	33%	0	0	35%	0	0
Louisiana	34%	0	36%	0	36%	0	29%	0	1	41%	0	0	35%	0	0
New Mexico	41%	0	27%	0	23%	0	25%	0	0	25%	0	0	23%	0	0
Oklahoma	62%	0	50%	0	41%	0	30%	0	0	20%	0	0	4%	0	3
Texas	26%	104	19%	115	18%	135	29%	0	0	23%	0	2	6%	1	6
Region 7															
Missouri	10%	0	11%	0	11%	0	18%	0	6	9%	0	4	11%	0	7
Nebraska	14%	7	11%	6	13%	0	33%	0	0	33%	0	2	5%	0	2
Iowa	11%	23	10%	16	10%	15	0%	0	6	N.A	11	11	60%	6	14
Kansas	12%	16	11%	19	11%	10	14%	0	2	29%	0	15	20%	0	7
Region 8															
Colorado	11%	15	15%	5	7%	40	21%	0	0	N.A	0	6	N.A	0	6
Montana	17%	0	15%	1	0%	2	10%	3	4	14%	10	10	7%	3	4
North Dakota	13%	0	25%	0	13%	0	27%	0	N.A	N.A	0	0	N.A	0	0
South Dakota	13%	0	29%	0	11%	0	44%	0	0	25%	0	0	18%	0	0
Utah	15%	10	42%	6	14%	4	13%	0	0	N.A	0	0	N.A	0	1
Wyoming	11%	0	22%	0	10%	1	47%	0	N.A	N.A	N.A	N.A	N.A	0	0
Region 9															
Arizona	12%	0	13%	0	13%	0	14%	0	0	29%	0	0	25%	0	0
California	N.A	166	10%	149	9.8%	135	22%	0	8	20%	0	3	25%	0	0
Hawaii	12%	0	0%	3	7%	3	N.A	0	2	N.A	1	1	N.A	1	2
Nevada	2%	20	0%	17	2%	15	N.A	6	9	N.A	7	8	N.A	5	5
Region 10															
Alaska	25%	0	0%	0	11%	0	14%	0	0	14%	0	0	N.A	0	0
Idaho	31%	0	11%	0	11%	0	10%	10	10	100%	2	5	N.A	0	1
Oregon	33%	0	11%	0	10%	0	15%	0	5	8%	4	6	N.A	0	0
Washington	29%	4	19%	3	11%	0	24%	0	0	21%	0	0	N.A	0	0

April 2019
Based upon reporting from the CMS Regional Offices.
Red text indicates that the threshold was not met.
% Column = Threshold score in percentage
YRS Column = No. of facilities that exceeded the threshold

State Performance Standards
Other Frequency Requirements
FY2016 - FY2018

Requirements	F4: Data Entry-Nursing Homes			F4: Data Entry- Non-Accredited Hospitals		
	Average number of days			Average number of days		
	Fiscal Years	FY2016	FY2017	FY2018	FY2016	FY2017
Thresholds	Avg: 70 days	Avg: 70 days	Avg: 70 days	Avg: 70 days	Avg: 70 days	Avg: 70 days
Region 1						
Connecticut	62	106	84	63	86	N.A
Maine	59	58	62	70	94	42
Massachusetts	55	64	58	N.A	48	68
New Hampshire	33	37	39	66	63	N.A
Rhode Island	34	35	41	N.A	N.A	N.A
Vermont	50	100	55	68	N.A	44
Region 2						
New York	44	49	47	40	58	34
New Jersey	30	23	29	N.A	62	60
Puerto Rico	37	37	62	N.A	45	119
Region 3						
Delaware	71	110	58	N.A	N.A	N.A
District of Columbia	72	62	56	N.A	105	N.A
Maryland	88	103	104	N.A	N.A	N.A
Pennsylvania	35	52	60	50	58	68
Virginia	64	65	91	N.A	81	49
West Virginia	66	57	71	32	30	46
Region 4						
Alabama	36	33	36	32	25	39
Florida	34	32	36	69.5	43	21.8
Georgia	80	46	44	86	230	107
Kentucky	53	58	50	35	48	55
Mississippi	58	52	52	51	20	51
North Carolina	36	41	46	82	71	N.A
South Carolina	54	53	52	N.A	N.A	51
Tennessee	39	30	20	41	61	22
Region 5						
Illinois	34	35	44	36	55	N.A
Indiana	42	62	52	N.A	85	N.A
Michigan	106	34	27	36	26	40
Minnesota	47	53	50	113	63	59
Ohio	43	48	47	N.A	N.A	N.A
Wisconsin	27	28	29	N.A	N.A	N.A
Region 6						
Arkansas	32	66	48	37	42	37
Louisiana	49	56	52	43	33	34
New Mexico	62	38	57	32	17	41
Oklahoma	53	42	40	34	52	46
Texas	48	49	54	63	118	57
Region 7						
Missouri	43	46	46	51	32	39
Nebraska	69.7	35.8	40.0	24	88	39
Iowa	49	47	49	66	49	156
Kansas	28	22	71	57	54	61
Region 8						
Colorado	55	59	67	50	98	57
Montana	46	50	35	51	85	27
North Dakota	28	32	29	39	53	54
South Dakota	43	39	35	43	14	50
Utah	43	62	67	60	51	58
Wyoming	47	52	47	67	57	63
Region 9						
Arizona	86	75	57	46	51	30
California	52	54	57	21	65	596
Hawaii	67	57	56	119	67	14
Nevada	33	27	42	N.A	N.A	85
Region 10						
Alaska	59	65	67	57	N.A	80
Idaho	68	57	34	27	74%	42
Oregon	34	35	37	224	126	372
Washington	44	37	31	106	75	91

**State Performance Standards
Quality
FY2016 - FY2018**

Quality Measures	Q1- Adequacy of Documentation of Deficiencies			Q2-FOSS Measures			NH's - Q3: FOSS-Task 6 and 2567 Discrepancies			Q4: Identification of Health and Life Safety Code (LSC) Deficiencies on Nursing Home Surveys		
	A passing score is 85% or higher			A passing score is 100%			A passing score is an agreement rate of 80% or higher			As Measured by Federal Comparative Survey Results.		
	Fiscal Years	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY 2016	FY 2017	FY 2018	FY 2016	FY 2017
Thresholds	13 Criteria Met	13 Criteria Met	13 Criteria Met	100%	100%	100%	80% Agreement	80% Agreement	80% Agreement	Criteria Met	Criteria Met	Criteria Met
Region 1												
Connecticut	M	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Maine	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	M	N.A	N.A
Massachusetts	M	M	M	M	M	N.A	M	M	N.A	M	M	N.A
New Hampshire	M	M	M	M	M	N.A	M	M	N.A	M	M	N.A
Rhode Island	NM	M	M	M	M	N.A	M	M	N.A	M	M	N.A
Vermont	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Region 2												
New York	M	M	M	M	M	N.A	M	M	N.A	M	NM	N.A
New Jersey	M	M	M	M	M	N.A	M	M	N.A	M	N.A	N.A
Puerto Rico	NM	M	M	M	M	N.A	M	M	N.A	M	N.A	N.A
Region 3												
Delaware	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
District of Columbia	M	NM	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Maryland	M	M	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Pennsylvania	M	M	M	M	M	N.A	M	M	N.A	NM	M	N.A
Virginia	M	M	M	M	M	N.A	M	M	N.A	M	M	N.A
West Virginia	M	M	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Region 4												
Alabama	M	M	M	M	N.A	N.A	M	N.A	N.A	NM	N.A	N.A
Florida	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Georgia	M	M	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Kentucky	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Mississippi	M	M	M	M	N.A	N.A	M	N.A	N.A	M	N.A	N.A
North Carolina	M	M	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
South Carolina	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Tennessee	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Region 5												
Illinois	M	M	M	M	M	N.A	M	M	N.A	NM	NM	N.A
Indiana	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Michigan	M	NM	NM	M	M	N.A	M	M	N.A	NM	M	N.A
Minnesota	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Ohio	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Wisconsin	M	M	NM	M	M	N.A	M	M	N.A	N.A	N.A	N.A
Region 6												
Arkansas	M	M	M	M	M	N.A	M	M	N.A	N.A	N.A	N.A
Louisiana	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
New Mexico	M	NM	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Oklahoma	NM	M	M	M	M	N.A	M	M	N.A	N.A	M	N.A
Texas	M	NM	M	M	M	N.A	M	M	N.A	N.A	NM	N.A
Region 7												
Missouri	M	M	M	M	M	N.A	M	M	N.A	N.A	N.A	N.A
Nebraska	NM	M	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Iowa	M	M	M	M	M	N.A	M	M	N.A	NM	NM	N.A
Kansas	NM	M	NM	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Region 8												
Colorado	M	M	M	M	M	N.A	N.A	M	N.A	N.A	N.A	N.A
Montana	M	M	M	M	M	N.A	NM	M	N.A	N.A	N.A	N.A
North Dakota	M	M	M	M	M	N.A	M	M	N.A	N.A	N.A	N.A
South Dakota	M	M	M	M	M	N.A	M	M	N.A	N.A	NM	N.A
Utah	M	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Wyoming	M	NM	M	M	M	N.A	M	M	N.A	N.A	N.A	N.A
Region 9												
Arizona	M	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
California	M	M	M	M	M	N.A	M	M	N.A	NM	NM	N.A
Hawaii	NM	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Nevada	NM	NM	NM	M	M	N.A	M	M	N.A	NM	N.A	N.A
Region 10												
Alaska	NM	NM	NM	NM	NM	N.A	N.A	M	N.A	M	NM	N.A
Idaho	M	NM	M	NM	M	N.A	M	M	N.A	M	NM	N.A
Oregon	NM	NM	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Washington	NM	M	M	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A

April 2019
Based upon reporting from the CMS Regional Offices.
Red text indicates that the threshold was not met.
M = Met, NM = Not Met
Numbers rounded to the nearest tenth

**State Performance Standards
Complaints/Incidents
FY2016 - FY2018**

Requirements	Q6: Prioritizing Intakes - Nursing Homes			Q6: Prioritizing Intakes HHAs, ESRDs, Hospitals			Q7: Nursing Homes, HHAs, ESRDs, Non-Accredited Hospitals- IJ			Q7: Accredited Providers- IJ Intakes			Q7: Nursing Homes- Non-IJ High			Q7: Accredited Providers- IJ Intakes		
	Percentage of surveys in which the SA follows CMS guidelines. A passing grade is 90%			Percentage of surveys in which the SA follows CMS guidelines. A passing grade is 90%			Percentage of complaints for which the survey begins in 2 days. A passing grade is 95%			Percentage of complaints for which the survey begins in 2 days. A passing grade is 95%			Percentage of complaints for which the survey begins in 10 days. A passing grade is 95%			Percentage of complaints for which the survey begins in 45 days. A passing grade is 95%		
Fiscal Years	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018
Thresholds	90%	90%	90%	90%	90%	90%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Region 1																		
Connecticut	100%	90%	98%	100%	100%	100%	95%	94.7%	100%	100%	100%	100%	93%	91%	89%	100%	100%	100%
Maine	100%	95%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	99%	98%	100%	100%	100%	100%
Massachusetts	98%	95%	93%	100%	95%	100%	67%	100%	100%	0%	100%	N.A	17%	36%	19%	94%	77%	75%
New Hampshire	83%	82%	100%	90%	100%	100%	100%	N.A	100%	0%	N.A	100%	100%	100%	100%	N.A	100%	100%
Rhode Island	85%	81%	83%	100%	N.A	N.A	N.A	100%	100%	0%	N.A	100%	0%	75%	90%	100%	100%	100%
Vermont	100%	100%	100%	100%	100%	100%	100%	100%	100%	N.A	N.A	N.A	100%	100%	98%	100%	100%	100%
Region 2																		
New York	90%	93%	98%	81%	100%	48%	99%	94%	95%	97%	100%	100%	30%	17%	20%	79%	83%	96%
New Jersey	90%	98%	95%	90%	94%	100%	38%	77%	9%	100%	100%	100%	28%	1%	14%	89%	100%	100%
Puerto Rico	100%	N.A	N.A	100%	100%	N.A	100%	100%	100%	100%	100%	100%	N.A	N.A	N.A	100%	100%	N.A
Region 3																		
Delaware	92%	100%	80%	100%	100%	100%	100%	75%	83%	100%	100%	N.A	79%	36%	31%	100%	95%	100%
District of Columbia	94%	95%	95%	100%	0%	100%	100%	100%	100%	N.A	100%	N.A	100%	85%	100%	100%	100%	69%
Maryland	100%	MET	100%	100%	MET	100%	80%	89%	100%	100%	100%	100%	22%	26%	29%	93%	48%	50%
Pennsylvania	90%	98%	95%	100%	100%	100%	97%	97%	99%	99%	100%	100%	100%	99%	100%	100%	90%	85%
Virginia	99%	97%	100%	100%	96%	100%	100%	86%	100%	100%	100%	100%	93%	93%	91%	94%	97%	97%
West Virginia	88%	84%	60%	100%	80%	94%	100%	100%	100%	100%	100%	100%	95%	90%	62%	99%	100%	100%
Region 4																		
Alabama	95%	95%	80%	100%	100%	88%	100%	97%	100%	100%	100%	100%	96%	95%	96%	100%	100%	100%
Florida	100%	90%	72%	100%	100%	100%	98%	100%	100%	100%	100%	100%	97%	98%	95%	97%	97%	97%
Georgia	73%	73%	78%	90%	100%	90%	12%	54%	86%	90%	100%	96%	24%	51%	56%	85%	100%	96%
Kentucky	93%	93%	88%	100%	100%	90%	97%	97%	95%	98%	100%	100%	97%	100%	89%	97%	100%	100%
Mississippi	88%	90%	68%	100%	100%	85%	87%	88%	100%	100%	100%	100%	94%	100%	91%	100%	100%	100%
North Carolina	98%	95%	85%	95%	95%	90%	100%	100%	92%	98%	100%	96%	100%	99%	95%	99%	99%	96%
South Carolina	99%	90%	92%	N.A	N.A	100%	100%	100%	100%	N.A	100%	100%	16%	20%	51%	100%	100%	100%
Tennessee	92%	100%	95%	MET	100%	100%	20%	22%	35%	18%	43%	24%	24%	37%	78%	52%	74%	65%
Region 5																		
Illinois	100%	98%	100%	100%	100%	90%	99%	98%	98%	100%	100%	100%	99%	89%	78%	96%	98%	100%
Indiana	95%	100%	95%	90%	70%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
Michigan	95%	93%	83%	80%	70%	90%	97%	99%	96%	100%	100%	100%	96%	98%	92%	97%	100%	98%
Minnesota	85%	98%	68%	50%	90%	60%	81%	48%	34%	100%	100%	86%	43.2%	58.5%	39%	100%	100%	95%
Ohio	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wisconsin	100%	100%	95%	100%	90%	90%	100%	100%	97%	100%	100%	100%	98%	98%	94%	100%	100%	97%
Region 6																		
Arkansas	95%	98%	93%	95%	94%	100%	100%	97%	98%	100%	100%	100%	99%	97%	97%	100%	100%	100%
Louisiana	93%	90%	98%	100%	100%	95%	100%	100%	99%	100%	100%	100%	96%	98%	96%	100%	97%	100%
New Mexico	100%	83%	83%	75%	100%	100%	89%	100%	100%	100%	100%	100%	98%	96%	98%	100%	95%	100%
Oklahoma	90%	93%	90%	95%	87%	100%	98%	100%	98%	92%	100%	71%	99%	99%	99%	85%	100%	100%
Texas	98%	100%	95%	92%	98%	85%	99%	96%	95%	97%	98%	97%	89%	89%	59%	97%	99%	98%
Region 7																		
Missouri	83%	95%	88%	100%	80%	90%	100%	100%	99%	100%	100%	100%	96%	97%	96%	96%	100%	98%
Nebraska	80%	80%	88%	90%	75%	80%	98%	97%	96%	100%	100%	100%	97%	97%	98%	100%	100%	100%
Iowa	78%	95%	90%	70%	80%	60%	99%	97%	98%	88%	93%	100%	82%	44%	38%	100%	67%	63%
Kansas	70%	85%	90%	70%	70%	40%	97%	98%	96%	100%	100%	94%	99%	97%	85%	95%	100%	87%
Region 8																		
Colorado	100%	100%	100%	100%	100%	90%	100%	100%	97%	100%	88%	71%	100%	100%	85%	100%	87%	94%
Montana	90%	90%	72%	100%	100%	100%	100%	100%	67%	N.A	N.A	100%	100%	90%	53%	100%	100%	50%
North Dakota	100%	100%	90%	100%	100%	100%	N.A	N.A	100%	100%	100%	N.A	N.A	100%	N.A	100%	100%	N.A
South Dakota	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Utah	94%	81%	85%	70%	86%	100%	100%	100%	86%	100%	100%	100%	100%	95%	88%	100%	100%	100%
Wyoming	100%	85%	100%	100%	100%	80%	100%	100%	81%	N.A	100%	N.A	100%	100%	100%	100%	95%	100%
Region 9																		
Arizona	85%	83%	98%	82%	100%	90%	67%	80%	100%	N.A	N.A	N.A	22%	26%	31%	100%	100%	100%
California	88%	85%	90%	92%	84%	82%	98%	98%	99%	100%	100%	95%	98%	98%	98%	100%	98%	97%
Hawaii	50%	100%	N.A	100%	0%	N.A	N.A	50%	70%	N.A	N.A	100%	N.A	67%	75%	100%	N.A	100%
Nevada	68%	40%	84%	80%	100%	78%	100%	100%	75%	N.A	N.A	N.A	82%	50%	46%	N.A	100%	N.A
Region 10																		
Alaska	100%	50%	85%	100%	57%	80%	N.A	50%	N.A	N.A	50%	100%	100%	100%	75%	100%	100%	74%
Idaho	100%	81%	91%	100%	100%	100%	66%	93%	100%	N.A	75%	100%	30%	52%	N.A	60%	100%	94%
Oregon	100%	83%	98%	100%	30%	100%	0%	0%	96%	N.A	25%	100%	17%	67%	32%	N.A	67%	83%
Washington	83%	93%	100%	94%	90%	100%	100%	95%	100%	100%	100%	100%	91%	98%	99%	100%	96%	100%

**State Performance Standards
Complaints/Incidents
FY2016 - FY2018**

Requirements	Q8: EMTALA Complaints			Q9: Quality of Complaint Investigation		
	A passing score is at least 90%			A passing score is at least 85%		
Fiscal Years	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018
Thresholds	5 Criteria Met	5 Criteria Met	5 Criteria Met	5 Criteria Met	5 Criteria Met	5 Criteria Met
Region 1						
Connecticut	M	M	M	M	N.A	N.A
Maine	M	M	M	M	N.A	N.A
Massachusetts	M	M	M	M	N.A	N.A
New Hampshire	M	M	M	NM	N.A	N.A
Rhode Island	N.A	N.A	N.A	M	N.A	N.A
Vermont	M	N.A	N.A	M	M	M
Region 2						
New York	M	M	M	M	N.A	N.A
New Jersey	M	M	M	M	N.A	N.A
Puerto Rico	N.A	M	M	N.A	N.A	N.A
Region 3						
Delaware	N.A	M	N.A	M	N.A	N.A
District of Columbia	N.A	M	M	M	N.A	N.A
Maryland	NM	M	M	M	N.A	N.A
Pennsylvania	M	M	M	M	N.A	N.A
Virginia	M	M	M	M	N.A	N.A
West Virginia	M	M	M	NM	N.A	N.A
Region 4						
Alabama	M	M	M	M	N.A	N.A
Florida	M	M	M	M	N.A	N.A
Georgia	M	M	M	NM	N.A	N.A
Kentucky	M	M	M	M	N.A	N.A
Mississippi	M	M	M	NM	N.A	N.A
North Carolina	M	M	M	NM	N.A	N.A
South Carolina	M	M	M	M	N.A	N.A
Tennessee	M	M	M	NM	N.A	N.A
Region 5						
Illinois	M	M	M	M	N.A	N.A
Indiana	M	M	M	NM	N.A	N.A
Michigan	M	M	M	M	N.A	N.A
Minnesota	M	M	M	NM	N.A	N.A
Ohio	M	M	M	M	N.A	N.A
Wisconsin	M	M	M	M	N.A	N.A
Region 6						
Arkansas	M	M	M	M	N.A	N.A
Louisiana	M	M	M	M	N.A	N.A
New Mexico	M	M	M	M	N.A	N.A
Oklahoma	M	M	M	M	N.A	N.A
Texas	M	M	M	M	N.A	N.A
Region 7						
Missouri	M	M	M	M	N.A	N.A
Nebraska	M	M	M	M	N.A	N.A
Iowa	NM	M	NM	NM	N.A	N.A
Kansas	NM	NM	NM	M	N.A	N.A
Region 8						
Colorado	M	M	M	NM	N.A	N.A
Montana	M	M	N.A	M	N.A	N.A
North Dakota	M	N.A	M	M	N.A	N.A
South Dakota	M	M	M	M	N.A	N.A
Utah	M	N.A	M	M	N.A	N.A
Wyoming	M	M	M	M	N.A	N.A
Region 9						
Arizona	M	N.A	M	NM	N.A	N.A
California	M	M	NM	NM	N.A	N.A
Hawaii	M	M	NM	N.A	N.A	N.A
Nevada	N.A	M	NM	NM	N.A	N.A
Region 10						
Alaska	N.A	NM	M	M	N.A	N.A
Idaho	N.A	M	M	M	N.A	N.A
Oregon	M	NM	NM	M	N.A	N.A
Washington	M	M	M	M	N.A	N.A

**State Performance Standards
Enforcement
FY2016 - FY2018**

Enforcement Measures	E1: IJ Processing			E2: DPNA Processing			E3: COP Processing			E4: SFF Survey Frequency		
	Percentage of cases			Percentage of cases			Percentage of cases			A passing score is 100%		
	Fiscal Years	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY2016	FY2017	FY2018	FY2016	FY2017
Thresholds	95%	95%	95%	80%	80%	80%	80%	80%	80%	100%	100%	100%
Region 1												
Connecticut	100%	100%	95%	80%	78%	76%	100%	100%	100%	M	M	NM
Maine	100%	100%	100%	100%	91%	100%	N.A.	0%	N.A.	NM	M	M
Massachusetts	60%	100%	100%	97%	98%	98%	17%	100%	78%	M	M	M
New Hampshire	N.A.	100%	100%	100%	100%	100%	N.A.	N.A.	100%	M	M	M
Rhode Island	N.A.	N.A.	100%	100%	100%	0%	N.A.	N.A.	100%	M	M	M
Vermont	N.A.	N.A.	100%	100%	100%	100%	N.A.	67%	25%	M	M	M
Region 2												
New York	100%	N.A.	N.A.	96%	84%	82%	100%	33%	52%	M	M	M
New Jersey	100%	N.A.	N.A.	84%	83%	100%	100%	4%	48%	M	M	M
Puerto Rico	N.A.	N.A.	N.A.	100%	N.A.	N.A.	94%	44%	69%	N.A.	N.A.	N.A.
Region 3												
Delaware	100%	N.A.	N.A.	71%	77%	69%	100%	100%	100%	M	M	M
District of Columbia	N.A.	N.A.	N.A.	100%	93%	88%	100%	100%	33%	N.A.	N.A.	N.A.
Maryland	100%	100%	M	78%	62%	60%	100%	100%	99%	M	M	M
Pennsylvania	100%	N.A.	N.A.	97%	100%	100%	96%	97%	96%	M	M	M
Virginia	100%	N.A.	N.A.	88%	76%	61%	100%	100%	100%	M	M	M
West Virginia	N.A.	N.A.	N.A.	62%	83%	46%	100%	100%	100%	M	M	M
Region 4												
Alabama	100%	100%	100%	100%	97%	87%	100%	100%	100%	M	M	M
Florida	100%	100%	100%	93%	94%	88%	100%	100%	100%	M	M	M
Georgia	67%	75%	100%	46%	86%	100%	100%	100%	100%	M	M	M
Kentucky	100%	100%	100%	89%	94%	97%	100%	N.A.	100%	M	M	M
Mississippi	100%	N.A.	N.A.	93%	88%	88%	33%	100%	N.A.	M	M	M
North Carolina	100%	100%	100%	98%	97%	95%	100%	100%	100%	M	M	M
South Carolina	100%	100%	100%	97%	94%	84%	100%	N.A.	N.A.	M	M	M
Tennessee	100%	100%	100%	87%	97%	97%	100%	100%	100%	M	M	M
Region 5												
Illinois	71%	100%	100%	97%	98%	100%	87%	88%	99%	M	M	M
Indiana	60%	33%	60%	96%	97%	94%	86%	83%	88%	M	M	M
Michigan	100%	0%	50%	93%	90%	98%	91%	100%	97%	NM	M	M
Minnesota	N.A.	N.A.	N.A.	98%	100%	100%	100%	100%	100%	M	M	M
Ohio	86%	100%	100%	100%	98%	99%	97%	97%	100%	M	M	NM
Wisconsin	100%	50%	100%	95%	100%	100%	85%	83%	91%	NM	M	M
Region 6												
Arkansas	N.A.	N.A.	N.A.	100%	75%	100%	91%	100%	84%	M	M	M
Louisiana	N.A.	N.A.	N.A.	100%	100%	100%	90%	100%	98%	M	M	M
New Mexico	N.A.	N.A.	N.A.	91%	100%	99%	0%	100%	27%	M	M	M
Oklahoma	100%	N.A.	N.A.	100%	100%	94%	93%	100%	100%	M	M	M
Texas	100%	N.A.	N.A.	100%	90%	100%	73%	100%	67%	M	M	M
Region 7												
Missouri	N.A.	N.A.	M	98%	100%	98%	68%	81%	87%	M	M	M
Nebraska	N.A.	N.A.	N.A.	74%	96%	92%	83%	100%	100%	M	M	M
Iowa	100%	N.A.	100%	84%	86%	50%	93%	90%	96%	M	M	M
Kansas	N.A.	N.A.	0%	97%	100%	33%	96%	61%	10%	M	NM	NM
Region 8												
Colorado	100%	100%	100%	67%	62%	91%	100%	100%	100%	M	M	M
Montana	100%	100%	100%	79%	57%	85%	100%	100%	100%	M	M	NM
North Dakota	100%	100%	100%	92%	43%	60%	100%	N.A.	100%	M	M	NM
South Dakota	100%	N.A.	100%	100%	100%	100%	100%	100%	100%	M	NM	M
Utah	100%	100%	100%	73%	94%	100%	100%	100%	100%	M	M	M
Wyoming	100%	N.A.	100%	67%	96%	80%	100%	100%	100%	M	M	M
Region 9												
Arizona	100%	N.A.	100%	43%	11%	40%	80%	97%	85%	M	M	M
California	100%	100%	100%	94%	89%	80%	84%	90%	80%	NM	M	M
Hawaii	N.A.	N.A.	N.A.	67%	63%	91%	100%	N.A.	N.A.	M	M	M
Nevada	N.A.	N.A.	N.A.	53%	83%	44%	0%	N.A.	0%	M	M	M
Region 10												
Alaska	N.A.	100%	100%	50%	33%	0%	100%	100%	100%	N.A.	N.A.	M
Idaho	100%	100%	100%	72%	82%	81%	95%	100%	100%	M	NM	M
Oregon	100%	100%	0%	39%	73%	35%	100%	100%	100%	NM	M	M
Washington	100%	100%	100%	63%	91%	88%	92%	100%	96%	M	M	M

April 2019

Based upon reporting from the CMS Regional Offices.

Red text indicates that the threshold was not met.

M = Met, NM = Not Met

Numbers rounded to the nearest tenth (one decimal point)