












## Assessment Factors Used to Determine the Seriousness of Deficiencies Matrix

	Isolated	Pattern	Widespread
Immediate jeopardy to resident health or safety	<b>J</b> PoC Required 	<b>K</b> PoC Required 	<b>L</b> PoC Required 
Actual harm that is not immediate	<b>G</b> PoC Required	<b>H</b> PoC Required 	<b>I</b> PoC Required 
No actual harm with potential for more than minimal harm that is not immediate jeopardy	<b>D</b> PoC Required	<b>E</b> PoC Required	<b>F</b> PoC Required 
No actual harm with potential for minimal harm	<b>A</b> <u>No</u> PoC Required  No remedies Commitment to Correct Not on CMS-2567	<b>B</b> PoC Required 	<b>C</b> PoC Required 

 *Substandard quality of care* means one or more deficiencies related to participation requirements under §483.10 “Resident rights”, paragraphs (a)(1) through (a)(2), (b)(1) through (b)(2), (e) (except for (e)(2), (e)(7), and (e)(8)), (f)(1) through (f)(3), (f)(5) through (f)(8), and (i) of this chapter; §483.12 of this chapter “Freedom from abuse, neglect, and exploitation”; §483.24 of this chapter “Quality of life”; §483.25 of this chapter “Quality of care”; §483.40 “Behavioral health services”, paragraphs (b) and (d) of this chapter; §483.45 “Pharmacy services”, paragraphs (d), (e), and (f) of this chapter; §483.70 “Administration”, paragraph (p) of this chapter, and §483.80 “Infection control”, paragraph (d) of this chapter, which constitute either immediate jeopardy to resident health or safety; a pattern of or widespread actual harm that is not immediate jeopardy; or a widespread potential for more than minimal harm, but less than immediate jeopardy, with no actual harm.

 Substantial compliance

### **Guidance on Severity Levels**

**Level 1 - No actual harm with potential for minimal harm:** A deficiency that has the potential for causing no more than a minor negative impact on the resident(s).

**Level 2 - No actual harm with a potential for more than minimal harm that is not immediate jeopardy:** Noncompliance with the Requirements for Participation that results in the potential for no more than minimal physical, mental, and/or psychosocial harm to the resident and/or that result in minimal discomfort to the residents of the facility, but has the potential to result in more than minimal harm that is not immediate jeopardy.

**Level 3 - Actual harm that is not Immediate Jeopardy:** Noncompliance with the Requirements for Participation that results in actual harm to residents that is not immediate jeopardy.

**Level 4 - Immediate Jeopardy to resident health or safety:** Noncompliance with the Requirements for Participation that results in Immediate Jeopardy to resident health or safety in which immediate corrective action is necessary because the provider's noncompliance with one or more of those requirements has caused, or is likely to cause, serious injury, harm, impairment or death to a resident receiving care in a facility. ([See Appendix Q](#))

### **Guidance on Scope Levels**

Scope is **isolated** when one or a very limited number of residents are affected and/or one or a very limited number of staff are involved, and/or the situation has occurred only occasionally or in a very limited number of locations.

Scope is a **pattern** when more than a very limited number of residents are affected, and/or more than a very limited number of staff are involved, and/or the situation has occurred in several locations, and/or the same resident(s) have been affected by repeated occurrences of the same deficient practice. The effect of the deficient practice is not found to be pervasive throughout the facility.

Scope is **widespread** when the problems causing the deficiencies are pervasive in the facility and/or represent systemic failure that affected or has the potential to affect a large portion or all of the facility's residents. Widespread scope refers to the entire facility population, not a subset of residents or one unit of a facility. In addition, widespread scope may be identified if a systemic failure in the facility (e.g., failure to maintain food at safe temperatures) would be likely to affect a large number of residents and is, therefore, pervasive in the facility.