

# Download File PDF Cms Guidelines For Complaint Investigations

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#Markus Jensen



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so many fake sites. this is the first one which worked! Many thanks

## Exhibit 1: Nursing Home Complaint Priority Levels

| Immediate Jeopardy  | Non-Immediate Jeopardy-High (High Priority)   | All Other Complaints  |
|---|---|---|
| Allegation of serious injury, harm, impairment, or death to resident.               | Allegation of harm that negatively impacts the resident's mental, physical, or psychosocial status. | Allegation less serious than immediate jeopardy and non-immediate jeopardy-high.                                    |
|  |                  |                                  |
| State must conduct onsite investigation   | State must conduct onsite investigation   | State may be required to investigate onsite. In some cases, State may perform a desk review or refer the complaint. |
|   |                  |                                  |

Source: CMS State Operations Manual, ch. 5, "Complaint Procedures," (Revised 120, 09-18-14)

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