THE ACCOUNTABILITY GAP · NEW YORK STATE FINDINGS, 2022–2024

NEW YORK NURSING HOME CARE & OVERSIGHT

New York's nursing homes need urgent corrective action. Federal data show widespread understaffing, above-average pressure-ulcer rates, and some of the weakest enforcement in the country.

Building on LTCCC's national study, *The Accountability Gap*, this report examines 2022–2024 federal staffing, survey, citation, and penalty data for New York. The Department of Health (DOH) made real gains — standard survey coverage increased, and staffing, pressure-ulcer, and resident-rights citations became more frequent — but **substandard care is rarely classified as harming residents, and meaningful consequences rarely follow.**

95.6%
of facilities staffed **below the levels expected** to meet residents' basic needs (566 of 592, Q4 2024). Only TX, IN & GA ranked worse.

96.9%
of cited health deficiencies were classified as causing **no actual harm** to any resident (2022–2024)

2nd lowest
citation rate per resident among the 50 states & DC: 37.9 per 1,000 residents vs. 117.3 nationally (2024)

Lowest
fine frequency per resident among the 50 states & DC, 2022–2024 combined

Violations Are Cited. Harm Is Rarely Recognized.

Share of New York citations classified as involving actual harm or immediate jeopardy to a resident (G+), 2022–2024 combined



Antipsychotic Drugging	Infection Control	Nurse Staffing	Resident Rights	Pressure Ulcers
F758 · 0 of 62 citations	F880 · 1 of 351 citations	F725 · 1 of 165 citations	F550 · 5 of 205 citations	F686 · 28 of 167 citations

Across all requirements, DOH classified **261 of 8,350** health deficiency citations (**3.1%**) at level G or above — about half the national rate of 6.0%.

Key Findings

77.0% — **Deep shortfalls** — 456 of 592 facilities were at least 20% below expected staffing in Q4 2024, compared with 64.3% of facilities nationally.

53.5% — **Survey activity** — Standard-survey coverage rose from 41.3% of providers (2022) to 53.5% (2024), still below the national 64.8%. NY's three-year average ranked 44th of 52.

1 of 104 — **Staffing citations** — Insufficient-staffing (F725) citations rose from 27 (2022) to 104 (2024), yet only one 2024 citation was classified at G or above.

60% ↓ — **Fines fell** — CMS fine records for New York dropped from 296 (2022) to 118 (2024). Total fine dollars rose, but fines remain rare.

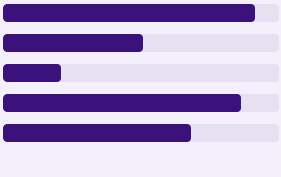
9.60% — **Pressure ulcers** — NY's rate exceeded the national rate every year (9.60% vs. 7.92%, Q4 2024), yet 83.2% of its 2022–2024 pressure-ulcer care citations were classified as no harm.

62 — **Antipsychotic drugging** — Just 62 citations in three years, the 4th-lowest citation rate in the nation, and every one was classified as no harm.

Local Spotlight: Staffing Shortfalls Reach Communities Across New York

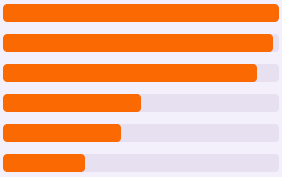
Share of facilities at least 20% below expected total staffing, Q4 2024

By ownership & chain affiliation



For-profit	**91.6%** (371/405)
Nonprofit	**50.3%** (79/157)
Government	**20.7%** (6/29)
Chain-affiliated	**86.3%** (251/291)
No reported chain	**68.3%** (205/300)

Highest & lowest counties (of 18 counties with 10+ facilities)



Dutchess	**100.0%** (12/12)
Bronx	**97.7%** (43/44)
Queens	**92.5%** (49/53)
Monroe	**50.0%** (16/32)
Onondaga	**42.9%** (6/14)
Broome	**30.0%** (3/10)

A lower share does not mean adequate staffing: all 10 Broome facilities, 13 of 14 in Onondaga, and 28 of 32 in Monroe were below expected total staffing. Ownership and affiliation as reported in the June 2025 CMS provider file.

Explore the Local Data. Take Action.

Searchable files show how every facility, county, and legislative district in New York measures up.

> **"Funding without accountability rewards operators who fail to deliver the care they are already paid to provide. Taxpayers should not have to pay more while residents continue to suffer. Fundamentally, access to a nursing home bed is not meaningful access to care when residents endure preventable suffering, neglect, and degrading conditions."**

Understaffing in Every Corner of the Legislature

117 of 136 **Assembly districts (86.0%)** where every assessed nursing home staffed below expected levels

45 of 63 **Senate districts (71.4%)** where every assessed nursing home staffed below expected levels

Q4 2024 staffing; percentages use districts with comparable staffing data. In Assembly District 81 and Senate District 33, every facility was at least 20% below expected — yet neither had an insufficient-staffing (F725) citation in 2024.

Get the Reports & Local Data

The New York report page includes everything you need to see how nursing homes in your community compare.

- **New York Nursing Home Care and Oversight** — the full state report, with recommendations
- **Findings by County, Legislative District & Ownership** — a community-level brief
- **Searchable data files** — County & Facility Companion, Legislative Districts (with current members), and Ownership (all 45 reported chains and their 293 facilities)
- **The national study** and state-by-state data at nursinghome411.org/ltccc-enforcement-study-2026/

SCAN FOR THE NY REPORT & DATA
nursinghome411.org/
ny-accountability-2026/

Recommendations to Address Persistent Care & Financial Integrity Problems

Governor & Department of Health
Make resident protection a measurable priority in the Master Plan for Aging, improve inspections, and independently review samples of "no harm" citations.

Assembly & Senate
Hold public oversight hearings, require DOH to demonstrate improvement, and examine the use of private companies to inspect nursing homes.

State Comptroller
Audit DOH's use of its enforcement authority, its controls over nursing home spending, and civil money penalty reinvestment funds.

Attorney General
Expand enforcement that connects neglect with financial accountability, and make sufficient staffing an enforceable condition of relief.

Residents & Families
Use findings and resources at www.nursinghome411.org to advocate for improvement with nursing homes and policymakers.

Ombudsmen & Advocates
Use the findings, along with current staffing and provider data, to support resident-centered advocacy on the facility and systems levels.

www.nursinghome411.org

LTCCC is a national nonprofit working to improve the quality of care, quality of life, and dignity of older adults and people with disabilities in nursing homes, assisted living, and other settings. Scan the code for current staffing and provider data, the Nursing Home Staffing Resource Center, and all of our free resources.

Residents deserve care and dignity. Taxpayers deserve accountability. Share this report, use the data, and get involved at nursinghome411.org.

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