



Department of Health

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DAL #: DRS 26-05

Subject: Updated Incident Reporting Manual

Dear Nursing Home Administrator:

The Office of Aging and Long-Term Care ("Office") routinely monitors citation patterns to identify areas where targeted guidance and education may benefit Nursing Homes' regulatory compliance and indeed, resident outcomes. Since October 1, 2025, Nursing Home surveyors have cited 96 Nursing Homes over 100 times related to incident reports; whether based on a lack thereof or their being incomplete, for example.

Based on these statistics, the Office has developed the enclosed Nursing Home Incident Reporting Manual ("Manual"). The Manual is intended to provide clarification and guidance on reportable incidents and how those incidents should be reported. The Manual details contact information for the applicable Regional Offices, the after-hours Duty Officer, and the Medical Operations Coordination Center, and outlines various scenarios that may prompt reporting requirements. Of significance, the Manual highlights expectations for reporting by specific individuals consistent with legal requirements of the Elder Justice Act, Patient Abuse Reporting Law, and the Safe Medical Device Act.

We encourage that Nursing Home Administrators and others at the facility who are delegated responsibility for the submission of Incident Reports, and/or those identified as affected parties under the Elder Justice Act, Patient Abuse Reporting Law, and/or the Safe Medical Device Act, review the enclosed Manual and keep it readily available for reference. The Manual will be updated when required due to changes in federal regulations, State statute and/or regulations, or wherever additional practical clarification is determined necessary based on feedback. If you have any questions, please contact the Division of Residential Support, Bureau of Intake Management, via email to nhFRI@health.ny.gov.

Sincerely,

Kristen M. Pergolino, Director
Division of Residential Support

Enclosure

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