



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Home and Community Living Administration*  
*PO Box 45600, Olympia, Washington 98504*

January 21, 2026

HCLA: NH #2026-004  
**QSSAM-26-01-NH – IMPACT OF IQIES TRANSITION ON NURSING HOME CARE COMPARE DATA**

Dear Nursing Facility/Home Administrator

Effective July 14, 2025, the Centers for Medicare and Medicaid Services (CMS) transitioned its nursing home (NH) survey and certification data infrastructure from the Quality Improvement and Evaluation System (QIES) to the Quality Improvement and Evaluation System (iQIES). The transition from QIES to iQIES has introduced data discrepancies that may be reflected on Nursing Home Care Compare (NHCC). CMS is working to identify and resolve transition-related data discrepancies.

On January 9, 2026, CMS released [QSSAM-26-NH](#) that communicates recent changes made in iQIES, including the way complaint and facility reported incident (FRI) data is displayed on NHCC. Based on a policy change, the term "substantiated" is no longer applicable, therefore CMS removed that filter as part of the system transition. As a result, the total number of complaints and FRIs displayed on NHCC has increased and now includes all allegations and FRIs from the past three years. This includes duplicate allegations, unverified claims, and FRIs that do not necessarily reflect validated quality concerns or regulatory violations.

CMS is evaluating how to better present complaint information to ensure it is clear, accurate, and useful. Beginning February 25, 2026, CMS will remove the number of complaint allegations, and the number of facility reported incidents, from NHCC. Information related to official complaint surveys and complaint citations issued as a result of those investigations will continue to be available. CMS will roll out additional updates to enhance how complaint data is displayed and interpreted on NHCC.

If facilities identify data discrepancies or have concerns, they are encouraged to contact CMS at [BetterCare@cms.hhs.gov](mailto:BetterCare@cms.hhs.gov) or [rcspolicy@dshs.wa.gov](mailto:rcspolicy@dshs.wa.gov).

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Partnering with People"

**Supplemental Resources:**

- [QSSAM-25-1-ALL](#)