Improving Nursing Home Compare for Consumers

Five-Star Quality Rating System
Improving Nursing Home Compare

• Major Revision to Nursing Home Compare – Mid-December

• Improved Navigation
  - Similar to Hospital Compare
  - Uses Results of Consumer Testing of Hospital Compare, Many Years of NH Compare Experience, and Advice from States with Websites
Improving Nursing Home
Compare

• 5-Star Quality Rating
  - Overall Rating
  - Health Inspections
  - Quality Measures
  - Staffing
What Will **Not** Change

- **Quality of Care Information**
  - Inspection Deficiencies (Survey Results)
  - Quality Measures
  - Staffing Information

- **Resources and Additional Help**
  - Phone numbers and other resources
What Will Not Change

• Reporting on Characteristics of Nursing Homes (Such as:)
  - Number of Beds
  - Ownership
  - Medicare/Medicaid Participation
  - Location of Nursing Home
  - Resident/Family Council
What Will Change

• Website will be easier for consumers and family to use

• Adds concrete steps consumers can take to find the most appropriate long term care choice to meet their needs

• Includes information on **Alternatives to Nursing Homes**
  - Home and Community-Based Waivers
  - State and Federal Links for More Information
What **Will** Change

Add 5-Star Quality Rating

⭐⭐⭐⭐⭐
What is the 5-Star Rating?

• Tool for consumers and caregivers to compare nursing homes more easily

• Summarized information into an easy-to-understand rating system
  - Overall Rating
  - Health Inspections
  - Quality Measures
  - Staffing
How did Centers for Medicare & Medicaid Services Design the 5-Star?

• Determined Key Information
• Employed Use of Technical Expert Panel
• Stakeholder Comments
What Do the Stars Mean?

* * * * * * * * * *
Much Above Average
Above Average
Average
Below Average
Much Below Average
What Data Sources Do You Rate?

• Overall Rating
  - Health Inspections
  - Staffing
  - Quality Measures
Health Inspections

• 3 most recent annual inspections – weighted in favor of most recent surveys

• All complaint health inspections – last 3 years

• The rating considers the number and the Scope and Severity of deficiencies
  - More serious, wide spread deficiencies have a lower rating
  - Less serious, isolated deficiencies have a higher rating
Table 1
Survey Deficiency Score: Weights for Different Types of Deficiencies

<table>
<thead>
<tr>
<th>Severity</th>
<th>Scope</th>
<th>Isolated</th>
<th>Pattern</th>
<th>Widespread</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate jeopardy to resident health or safety</td>
<td></td>
<td>J 50 points</td>
<td>K 100 points</td>
<td>L 150 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(75 points)</td>
<td>(125 points)</td>
<td>(175 points)</td>
</tr>
<tr>
<td>Actual harm that is not immediate jeopardy</td>
<td></td>
<td>G 20 points</td>
<td>H 35 points</td>
<td>I 45 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(40 points)</td>
<td>(50 points)</td>
</tr>
<tr>
<td>No actual harm with potential for more than minimal harm that is not immediate jeopardy</td>
<td></td>
<td>D 4 points</td>
<td>E 8 points</td>
<td>F 16 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(20 points)</td>
</tr>
<tr>
<td>No actual harm with potential for minimal harm</td>
<td></td>
<td>A 0 point</td>
<td>B 0 points</td>
<td>C 0 points</td>
</tr>
</tbody>
</table>

Note: Figures in parentheses indicate points for deficiencies that are for substandard quality of care. Shaded cells denote deficiency scope/severity levels that constitute substandard quality of care if the requirement which is not met is one that falls under the following federal regulations: 42 CFR 483.13 resident behavior and nursing home practices; 42 CFR 483.15 quality of life; 42 CFR 483.25 quality of care.

Source: Centers for Medicare & Medicaid Services
Quality Measures

• Selected 10 quality measures (now included on Nursing Home Compare)

• Why 10? – Core measures with the highest reliability

• 3 most recent quarters of available data

• Reported by the nursing home based on their assessment of the residents
Quality Measures

• Long-stay Prevalence measures:
  - ADL change
  - Mobility change
  - High-risk pressure ulcers
  - Long-term catheters
  - Physical restraints
  - Urinary Tract Infection (UTIs)
  - Pain

• Short-Stay Prevalence Measures:
  - Delirium
  - Pain
  - Pressure Ulcers
Staffing Data

• Number of hours of care on average provided to each resident each day

• Nursing Staff: RN, LPN/LVN & CNA

• Case-Mix Adjusted – accounting for differences in the level of need for care of residents in different nursing homes

(Case-Mix based on Resource Utilization Groupings (RUGS))
Calculating the Overall Rating

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Inspection Rating</td>
<td>Staffing Rating</td>
<td>Quality Measures Rating (QMs)</td>
</tr>
</tbody>
</table>

- Start with Health Inspection Rating
- Add 1 star for 4 or 5-Star Staffing
- Subtract 1 star for 1-Star Staffing

- Add 1 star for 5-Star QMs
- Subtract 1 star for 1-Star QMs

Overall Rating
**Example #1**

<table>
<thead>
<tr>
<th>Health Inspection</th>
<th>Staffing Rating</th>
<th>Quality Measures</th>
<th>Overall Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>★★★★★</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td>★★★★★</td>
</tr>
</tbody>
</table>

**Calculation:**

★★★★★ + ★★★★★ + 0 = ★★★★★
Example #2

<table>
<thead>
<tr>
<th>Health Inspection</th>
<th>Staffing Rating</th>
<th>Quality Measures</th>
<th>Overall Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>★★★★★</td>
<td>★</td>
<td>★★★★</td>
<td>★★★</td>
</tr>
</tbody>
</table>

Calculation:

★★★★★ - ★ + 0 = ★★★
Example #3

<table>
<thead>
<tr>
<th>Health Inspection</th>
<th>Staffing Rating</th>
<th>Quality Measures</th>
<th>Overall Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>★★★</td>
<td>★★★★</td>
<td>★★★★</td>
<td>★★★</td>
</tr>
</tbody>
</table>

Calculation:

★★★ + 0 + 0 = ★★★

(Calculated Rating: ★★★)
Strengths and Limits of the Data Sources
Health Inspections

**Strengths**

- Onsite visit by trained, objective professional multidisciplinary team
- Comprehensive look at most major aspects of care (e.g. 180 aspects)

**Limits**

- Onsite surveys can be of limited frequency (generally 1-2 times per year, plus complaint investigations)
Health Inspections

**Strengths**
- National standards + Protocols; Oversight by Federal agency
- State variation controlled by within-State comparison

**Limits**
- Some different interpretations by individual survey teams
- Some variation between States
Quality Measures (QMs)

**Strengths**
- In-Depth look at key aspects of care (e.g. pressure ulcers)
- Validated

**Limits**
- Self-Reported by NH staff
- QMs are narrowly focused
- Limited external quality assurance
Staffing

**Strengths**

- Research finds relationship between staffing and quality
- Understandable for consumers

**Limits**

- Reporting of data just once per year
- Self-reported by NH staff
- Limited quality assurance checks
What will the website look like?
<table>
<thead>
<tr>
<th>Nursing Home Name and Cultural Information</th>
<th>Overall Rating</th>
<th>Health Inspections</th>
<th>Staffing</th>
<th>Quality Measures</th>
<th>Program Participation</th>
<th>Number of Certified Beds</th>
<th>Type of Ownership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Spring, 18201 Tidewater Drive, FAIRFAX, VA 22031 (555) 555-0900 Located in a Hospital</td>
<td>3 out of 5 stars</td>
<td>3 out of 5 stars</td>
<td>1 out of 5 stars</td>
<td>2 out of 5 stars</td>
<td>Medicare and Medicaid</td>
<td>100</td>
<td>For Profit Corporation</td>
</tr>
<tr>
<td>Geriatric Center, 18201 Tidewater Drive, FAIRFAX, VA 22031 (555) 555-0900 Located in a Hospital</td>
<td>3 out of 5 stars</td>
<td>3 out of 5 stars</td>
<td>1 out of 5 stars</td>
<td>2 out of 5 stars</td>
<td>Medicare and Medicaid</td>
<td>95</td>
<td>Non Profit Corporation</td>
</tr>
<tr>
<td>Glenview Gardens, 18201 Tidewater Drive, FAIRFAX, VA 22031 (555) 555-0900 Located in a Hospital</td>
<td>3 out of 5 stars</td>
<td>3 out of 5 stars</td>
<td>1 out of 5 stars</td>
<td>2 out of 5 stars</td>
<td>Medicare and Medicaid</td>
<td>69</td>
<td>Non Profit Corporation</td>
</tr>
<tr>
<td>Newtown Post, 18201 Tidewater Drive, FAIRFAX, VA 22031 (555) 555-0900 Located in a Hospital</td>
<td>3 out of 5 stars</td>
<td>3 out of 5 stars</td>
<td>1 out of 5 stars</td>
<td>2 out of 5 stars</td>
<td>Medicare and Medicaid</td>
<td>68</td>
<td>For Profit Corporation</td>
</tr>
</tbody>
</table>

Special Focus Facility (SFF)
Nursing Home Compare

• Our Changes Do Not Remove any Nursing Home Data Previously Available.

• Data Updated once a month

• Rating System
  - Starts with health inspection results based on independent onsite visits;
  - Factors in Quality Measures & Staff (both of which are self-reported).
Steps to Find and Compare Nursing Homes

Centers for Medicare & Medicaid Services Improved Website Can Help
Find and Compare on Nursing Home Compare Website

Step 1 – Find nursing homes in your area. Search by name, city, county, state or zip code.

Step 2 – Compare the quality of nursing homes you’re considering using the 5-Star Quality Ratings, health inspections, nursing home staff data, quality measures & fire safety inspection results.
Find and Compare Nursing Homes

Step 3 – Visit the nursing homes you are considering or have someone visit for you. Use the Nursing Home Checklist and other resources.

Step 4 – Choose the nursing home that best meets your needs. Talk to your doctor or other healthcare practitioner, your family, friends or others.
Additional Information

- Medicare’s Guide to Choosing a Nursing Home
- Nursing Home Checklist
- Helpful Contacts

- Your Rights as a Nursing home Resident
- Download Nursing Home Compare Databases
Longer-Term Potential Further Improvements to Nursing Home Compare

- **Dynamic consumer testing**
- **Interactiveness**: Make the website more interactive to refine search
- **Staffing Data**: Collect staffing data based on payroll sources, submitted quarterly
- **Quality Measures**: Add new quality measures
Longer-Term Potential Further Improvements to Nursing Home Compare

• Nursing Home Characteristics and Capabilities: Add additional information about nursing homes
  - Private rooms
  - Languages spoken
  - Availability of specialty units (rehab, ventilator support)

• Satisfaction Surveys: Study potential reporting of satisfaction survey results – residents, families, staff
Help Centers for Medicare and Medicaid Services with Future Improvements

• Use the improved Nursing Home Compare Website

• Send comments and ideas to:
  BetterCare@cms.hhs.gov