

Finding & Using Information On-Line on Nursing Home Quality, Staffing & Inspection Results

Presented by Richard Mollot, Long Term Care Community Coalition www.nursinghome411.org

+ What is the Long Term Care Community Coalition?

- LTCCC: Nonprofit organization dedicated to improving care & quality of life for the elderly & adult disabled in long term care (LTC).
- Our focus: People who live in nursing homes & assisted living.
- What we do:
 - Policy analysis and systems advocacy in NYS & nationally;
 - Education of consumers and families, LTC Ombudsmen and other stakeholders.
- Coalition members include several LTC Ombudsman Programs, the Center for Independence of the Disabled, AARP NY, several Alzheimer's Association Chapters, other senior and disabled organizations. Also individuals, including ombudsmen, who join in our mission to protect residents.
- Richard Mollot: Joined LTCCC in 2002. Executive director since 2005.



+ What Will We Be Talking About TODAY?

- Looking up nursing homes on Nursing Home Compare.
- Understanding the 5-Star rating system for nursing homes.
- Tips on what to look for when evaluating a facility online.
- Using the information on LTCCC's website to learn more about your nursing home, or those in your community.

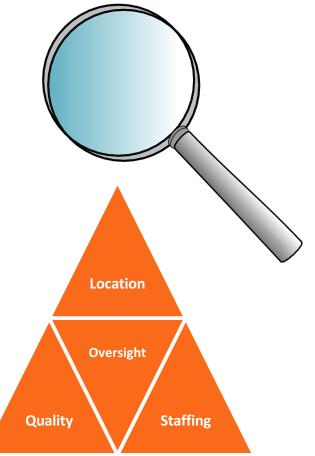
Last week's program discussed the basics of...

- Finding, learning about & speaking out on NY State legislation.
- Finding relevant information on NY State nursing homes, adult homes and assisted living.

The program is available on LTCCC's website: www.nursinghome411.org. + NH Compare & the 5 Star Rating System: <u>www.medicare.gov/nursinghomecompare</u>

Background

- Nursing Home Compare provides information on every licensed nursing home in the U.S.
- While it is not perfect, we consider it to be the most reliable and useful resource for information on a nursing home's quality.
- Currently, CMS is implementing changes to calculations on NH Compare to improve its reliability.



Nursing Home Compare: http://www.medicare.gov/nursinghomecompare/

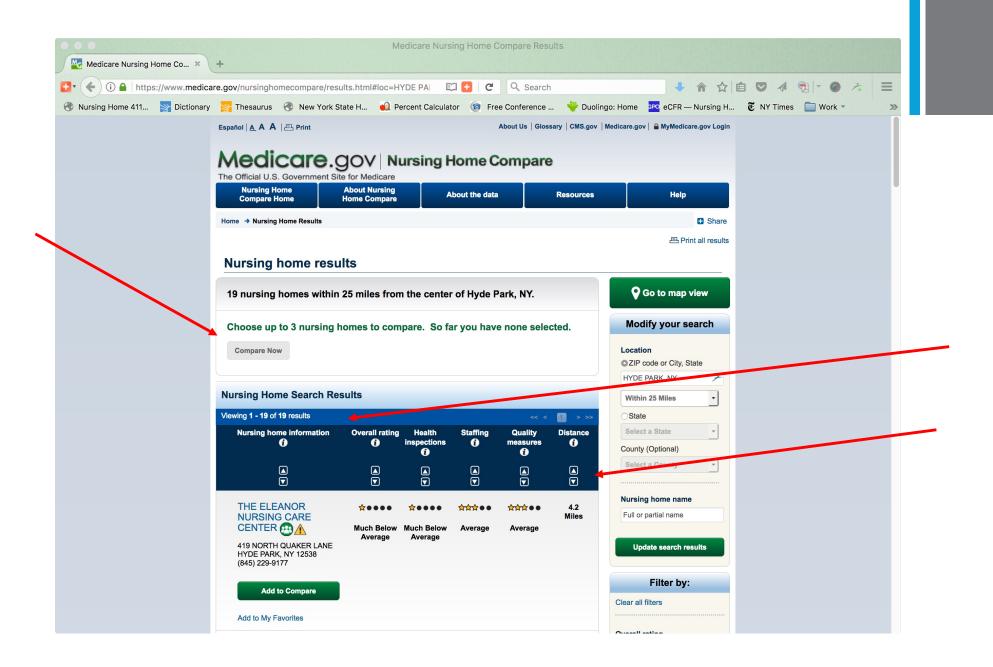
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Search by...

- State name
- Nearest town or city
- Zip Code

+ NH Compare & the 5 Star Rating System



+ NH Compare Profile: Hudson Valley Rehab. 🚾 Medicare Nursing Home Profi 🛪 🔪 🖼 (280 unread) - richardmollot 🤅 🛛 💆 Find and compare Nursing Hc 🛪 🛛 🕂 ↓ 俞 ☆ 自 ♡ ∢ 秀 ▼ @ え 🔁 (🗲) (i) 🔒 | https://www.medicare.gov/nursinghomecompare/profile.html#profTab= 👘 🔞 🔁 🛛 🤁 \equiv Q Search 🛞 Nursing Home 411... 🕎 Dictionary 🛐 Thesaurus 🛞 New York State H... 🙀 Percent Calculator 🔞 Free Conference ... 🏺 Duolingo: Home 🏧 eCFR — Nursing H... 👸 NY Times 🦳 Work 👻 Nursing home profile **Back to Results** Quality measures Health & Staffing Penalties General fire safety information inspections HUDSON VALLEY REHAB AND EXT Nursing home information CARE FACILITY 203 certified beds f) Not in a Continuing Care Retirement Community 🚯 (CCRC) · Participates in . Medicare and Above Average Where Should Not in a hospital f Medicaid Resident council only f) Ownership 1: For profit - Partnership 260 VINEYARD AVE, RT 44/55 HIGHLAND, NY 12528 Automatic sprinkler systems () in all Momma Go? (845) 691-7201 required areas: Yes Study found that Distance (1: 6.4 miles Add to my Favorites Star rating categories Map and Directions rating systems Health inspection () **** New Paltz Ro "are better at Above Average Staffing 1 ☆☆●●● identifying (9) **Below Average** Highland problem facilities Quality measures () *** Average * than potentially +_ good homes." Map data @2017 Google Terms of Use Report a map error

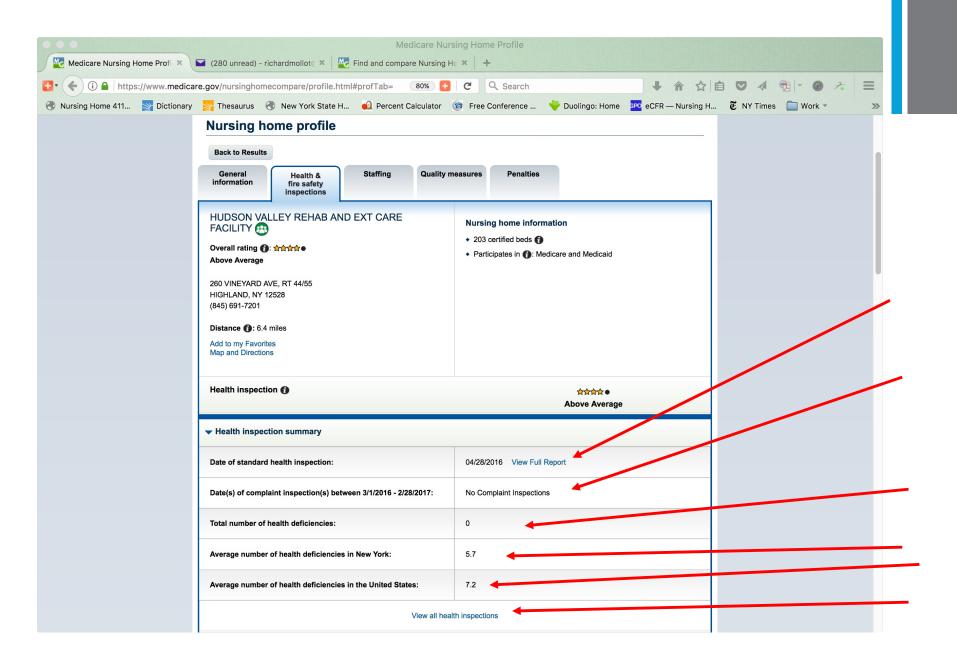
Ownership information

- Ownership 🚯 : For profit Partnership
- Legal business name: HUDSON VALLEY CARE PARTNERS LLC

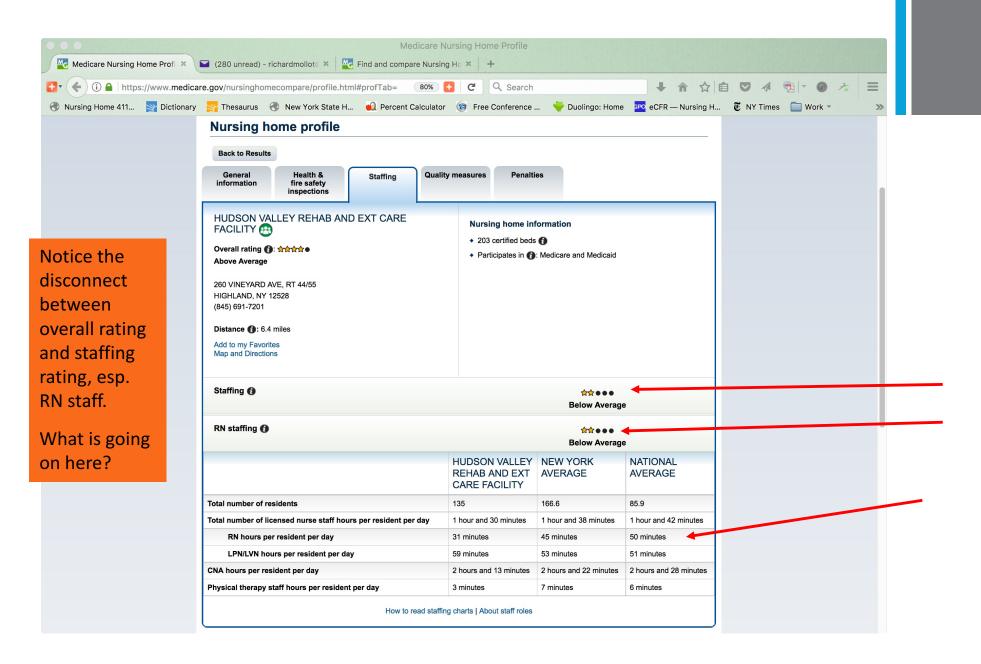
Get more ownership information

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+ NH Compare Inspections: HV Rehab.



+ NH Compare Staffing: HV Rehab.



10+ NH Compare Quality Measures: HV Rehab. 🚟 Medicare Nursing Home Profi 🗶 🔽 (280 unread) - richardmollot 🛛 📈 Hind and compare Nursing Ho 🗶 🕂 ↓ 俞 ☆ 自 ♡ ∢ 秀 ▼ @ え 💽 < 🔅 🔒 https://www.medicare.gov/nursinghomecompare/profile.html#profTab= 🛛 80% 🚹 😋 🔍 Search Ξ 🛞 Nursing Home 411... 🕎 Dictionary 🛐 Thesaurus 🛞 New York State H... 🙀 Percent Calculator 🔞 Free Conference ... 🏺 Duolingo: Home 🏧 eCFR — Nursing H... 👸 NY Times 🦳 Work 👻 Nursing home profile **Back to Results** General Health & Staffing Penalties Quality information fire safety measures inspections HUDSON VALLEY REHAB AND EXT CARE We do not generally Nursing home information FACILITY 🖽 203 certified beds (1) give much credence to Overall rating : *** Above Average quality measure ratings, 260 VINEYARD AVE, RT 44/55 HIGHLAND, NY 12528 since most of them are (845) 691-7201 self-reported by the Distance (1): 6.4 miles facility and unverified Add to my Favorites Map and Directions for accuracy by the Quality measures 6 state or federal Average governments. ➡ Short-stay residents · Find out why these measures are important. However, if you are · Get more information about the data · Get the current data collection period. looking for a specific measure, they might be Show Graphs of interest (see next HUDSON NEW NATIONAL slide). VALLEY YORK AVERAGE REHAB AVERAGE AND EXT CARE FACILITY

+ NH Compare Quality Measures: HV Rehab.

Quality measures 🚯		☆☆☆ ● ● Average	
Short-stay residents			
▼ Long-stay residents			
 Find out why these measures are important. Get more information about the data. Get the current data collection period. 			
Show Graphs			
	HUDSON VALLEY REHAB AND EXT CARE FACILITY	NEW YORK AVERAGE	NATIONAL AVERAGE
Percentage of long-stay residents experiencing one or more falls with major injury. <i>Lower</i> percentages are better.	3.9%	2.9%	3.3%
Percentage of long-stay residents with a urinary tract infection. Lower percentages are better.	7.8%	3.8%	4.4%
Percentage of long-stay residents who self-report moderate to severe pain. Lower percentages are better.	7.2%	4.8%	7.3%
Percentage of long-stay high-risk residents with pressure ulcers. Lower percentages are better.	3.7%	7.1%	5.7%
Percentage of long-stay low-risk residents who lose control of their bowels or bladder. Lower percentages are better.	37.2%	49.5%	47.0%

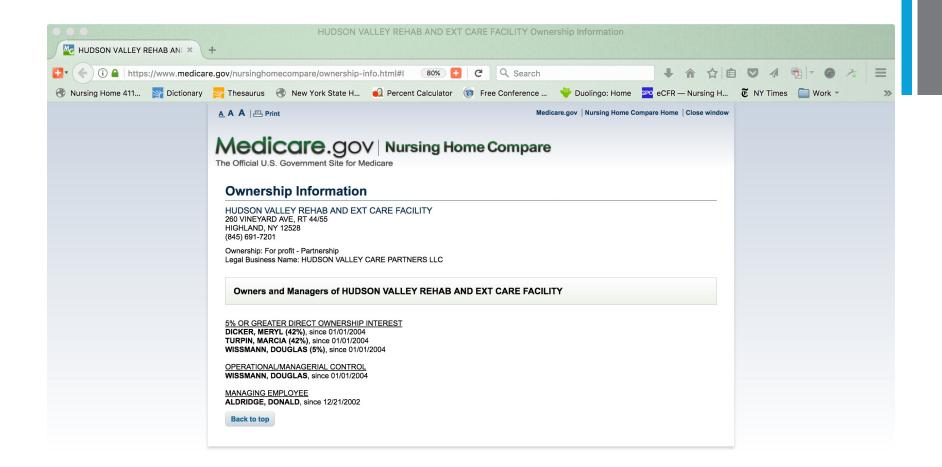
There are numerous quality measures for both short-term and long-term residents. Here you can see how they appear for each facility.

Again, it is important to remember that (for the most part) they are selfreported and not verified by the state.

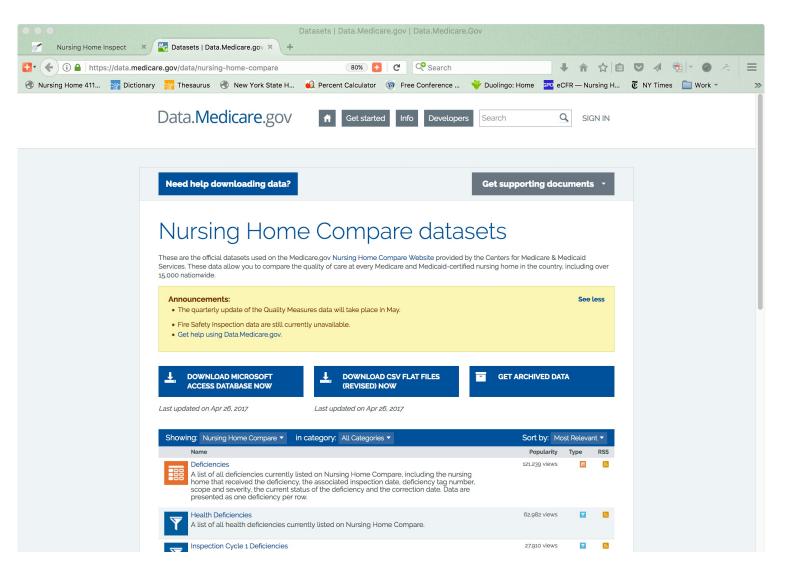
+ NH Compare Penalties: HV Rehab.

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+ NH Compare Ownership: HV Rehab.



+ Digging Deeper on NH Compare & Beyond: <u>www.data.medicare.gov</u>



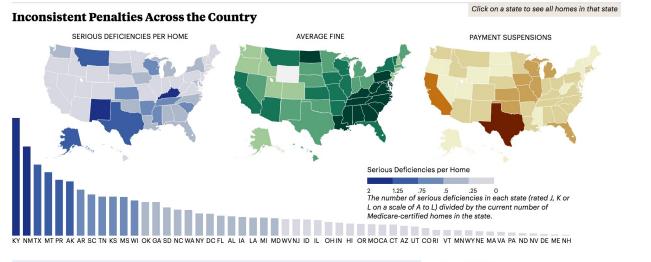
+ Digging Deeper on NH Compare & Beyond: <u>www.propublica.org</u>

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Nursing Home Inspect

By Charles Ornstein and Lena Groeger, ProPublica. Data updated February 2017.

Use this tool to compare nursing homes in a state based on the deficiencies cited by regulators and the penalties imposed in the past three years. You can also search over 60,000 nursing home inspection reports to look for trends or patterns. Here's our updated guide to making the most of this tool. | **Related Story:** Two Deaths, Wildly Different Penalties: The Big Disparities in Nursing Home Oversight.



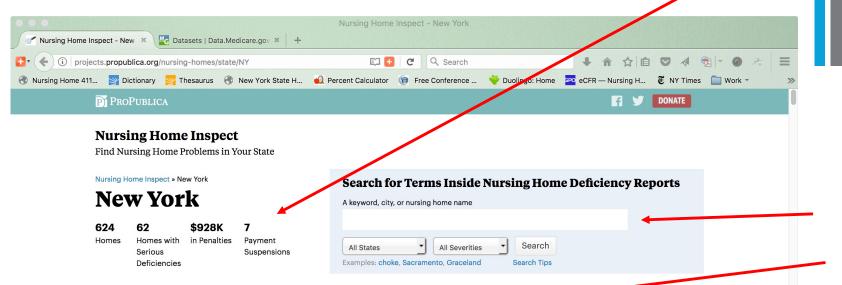
Search for Terms Inside Nursing Home Deficiency Reports

A keyword, city, or nursing home name

About this Data

This app uses data from the U.S. Centers for Medicare and Medicaid Services. Fines are listed for the past three years if a home

+ Digging Deeper on NH Compare & Beyond: <u>www.propublica.org</u>



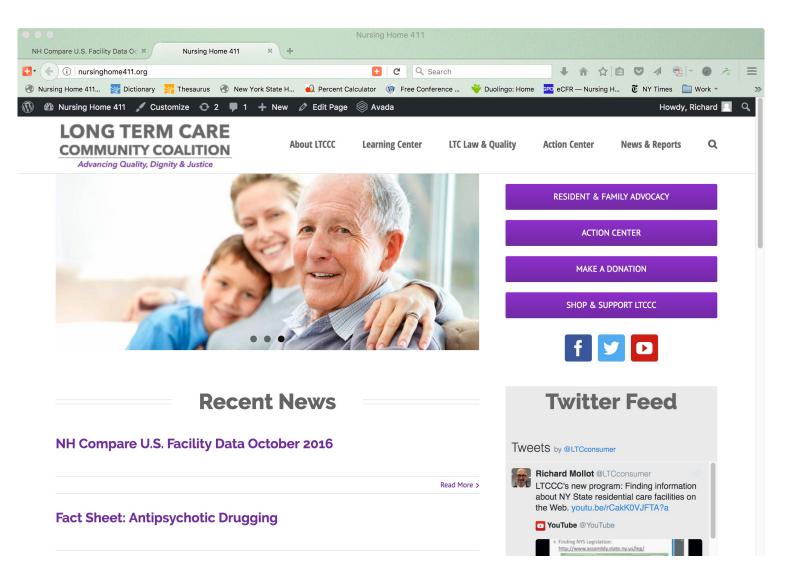
Nursing Home	City 🗘	Serious Deficiencies	Fines 🖨	Payment Suspensions	Total Deficiencies
Medford Multicare Center For Living	Medford	12	\$128,389		51
Cayuga Ridge Extended Care	Ithaca	8	\$130,488		80
Waterfront Center For Rehabilitation & Healthcare	Buffalo	8			47
Diamond Hill Nursing & Rehabilitation Center	Troy	6			23
The Eleanor Nursing Care Center	Hyde Park	6			38
Focus Rehabilitation And Nursing Center At Otsego	Cooperstown	6			36

About this Data

This app uses data from the U.S. Centers for Medicare and Medicaid Services. Fines are listed for the past three years if a home has made partial or full payment (fines under appeal are not included). Information on deficiencies come from a home's last three inspection cycles, or roughly three years in total. Special focus facilities, or homes flagged for having a history of serious quality issues, are marked with an • sign.

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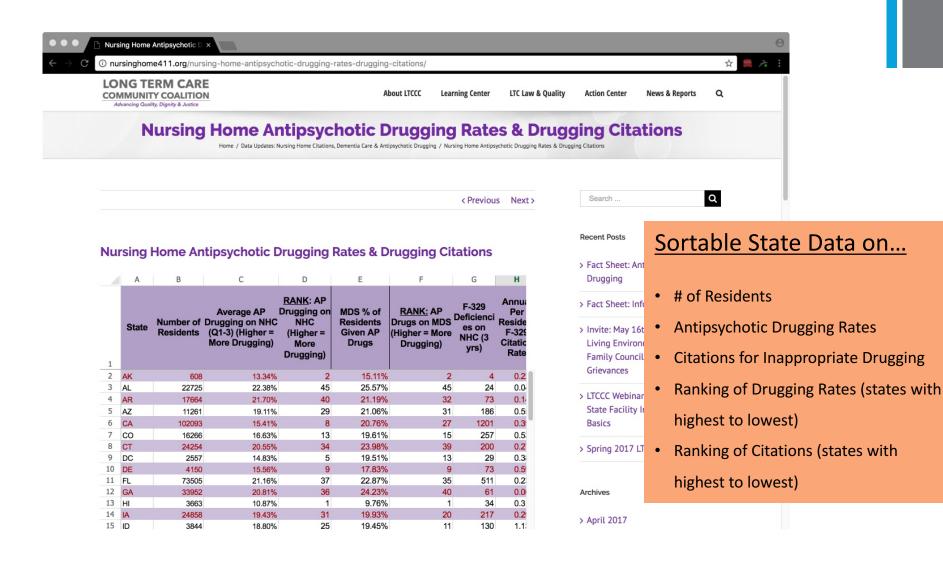
+ Digging Deeper on LTCCC's website: www.nursinghome411.org



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1161	HERITAGE REHABILITATION			CA	90502		For profit - Li		Grievances						
1162	VILLA ELENA HEALTHCARE O			CA	90650		For profit - Co		-	• /	Addres	ss: CII	ty, Sta	ate, Co	un
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1171	BRIARCREST NURSING CENT			CA	90201		For profit - Co		Archives						
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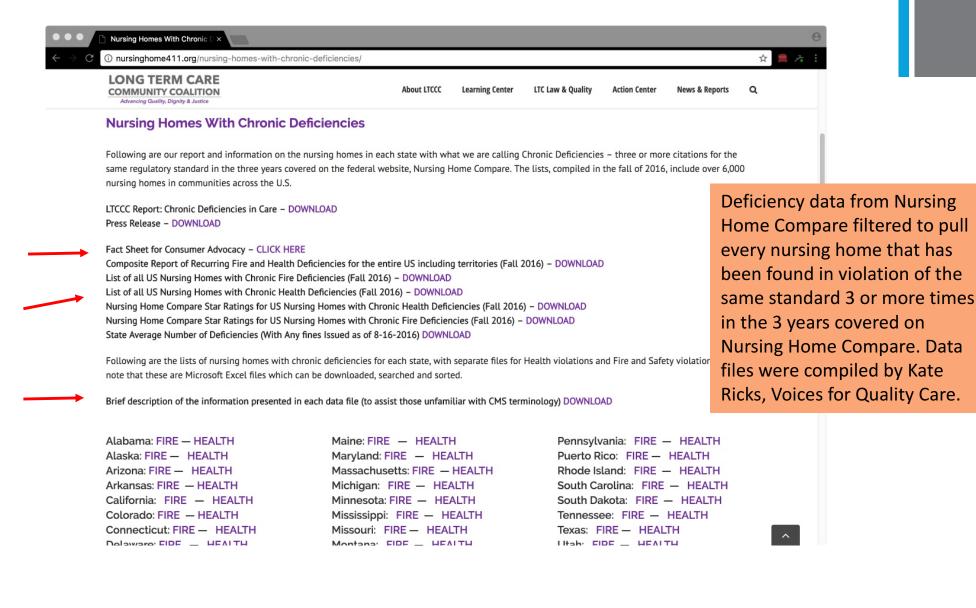


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	Advancing Quality, Dignity & Justice		About LTCCC Learn	ing Center	LTC Law & Quality	Action Center New	vs & Reports Q
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	А	В	С	D	E	Rates 2016 Q4	
		Medicare		_			
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3		335004	Cayuga	13021	80.72	October 2016	
4		335005	Westchester	10510	65.45		Sortable Eacilit
5		335006	Oneida	13323	84.12	> Fact Sheet: Antipsy	Sortable Facilit
6		335008	Monroe	14620	85.45	Drugging	
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10		335017	Tompkins	14850	87.04	Leviter Mari & Cale W	Facility State
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13		335022	Nassau	11050	85.45	Family Councils, Fi	Facility Name
	A HOLLY PATTERSON EXTENDED CARE FACILITY	335022	Nassau	11553	74.40	Grievances	racincy Name
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	VILLAGE CARE REHAB AND NURSING CTR	335027	New York	10014	95.38		County
	THE CITADEL REHAB & NURSING CTR AT KINGSBRIDGE	335028	Bronx	10463	70.43		county
18		335030	Bronx	10467	82.30	Archives	
19		335034	Wyoming	14569	88.19		Zip Code
20		335040	Suffolk	11743	61.97	> April 2017	Zip Coue
21		335040	Queens	11691	56.25	7 April 2017	
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23		335048	Bronx	10461	83.10	> March 2017	reicent of Kesi
24		335050	New York	10021	85.05		Receiving
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26		335056	Erie	14226	82.19		Antipsychotic E
27		335061	Bronx	10468	70.21	> January 2017	Antipsychotic
28		335063	New York	10400	80.70		
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+ Digging Deeper on LTCCC's website: Chronic Deficiencies

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+ Coming Up

Next Program: May 16 at 1pm. Topic: Resident Rights in the New Nursing Home Regulations:

- Safe living environment,
- Resident & family councils and
- Filing grievances.

Attend in Two Easy Ways:

1) To join the online meeting, about five minutes before the scheduled time of the meeting, go to the link below and follow the prompts to join the meeting.

Online Meeting Link: https://join.freeconferencecall.com/richardmollot.

2) To participate by phone, at the scheduled time of the meeting call (712) 770-4010. When prompted, enter the Access Code, 878277, followed by the pound (#) key. Press *6 to mute or unmute your phone line.

If you would like to receive a copy of the webinar handouts, please email **sara@ltccc.org** (noting the date of the program).

Questions?

Comments?

Thank You For Joining Us Today!

Email info@ltccc.org or call 212-385-0355 if you would like to...

- Receive alerts for future programs;
- Sign up for our newsletter and action alerts; or
- Join our list-serve community, open only to residents, families, LTC Ombudsmen and advocates in NY State.

You can also...

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- Join us on Facebook at <u>www.facebook.com/ltccc</u>
- Follow us on **Twitter** at <u>www.twitter.com/LTCconsumer</u>
- Visit us on the **Web** at <u>www.nursinghome411.org</u>.

We encourage family members to connect with the Alliance of NY Family Councils at www.anyfc.org (or email info@anyfc.org).

Visit us at <u>www.nursinghome411.org</u> for free info & resources.

Sign-Up Haral