

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

LTCCC Alert: Special Focus & One-Star Nursing Homes in MA

Nursing homes provide essential care and services to individuals who are often very vulnerable and dependent on their facility to provide 24-hour a day care and monitoring. More than half of older adults will need nursing home care at some time. Because this care is so important, the public spends many millions of dollars a year both to pay for the majority of services nursing homes provide and to ensure that residents are safe and treated with dignity.

Unfortunately, despite this significant public need and investment, too many nursing homes fail to provide the good care and quality of life that every resident needs and deserves. This brief Alert provides information on MA nursing homes with a very poor record of care, as identified by the federal government through the Special Focus Facility Program and the Centers for Medicare & Medicaid Services (CMS) Five-Star Quality Rating System for Nursing Homes.

MA SPECIAL FOCUS FACILITIES. The Special Focus Facility (SFF) Program is a federally mandated program in which facilities with an extremely poor record of resident safety and care are identified for intensified oversight and enforcement. The goal of the SFF Program is to ensure that these facilities develop and implement practices and protocols for lasting improvement within about two years or, if they are unable to do so, are terminated from participation in the Medicare/Medicaid programs.

Important Notes:

- The SFF Program is extremely limited: to 88 facilities in the country and two in MA. Since not all facilities that qualify among the most poorly performing can be selected for the SFF Program, we recommend considering any facility with a one-star rating on Nursing Home Compare to be among the most poorly performing in the state. [See page 3, below, for a list of one-star facilities in MA.] According to CMS, a one-star rating equates to “much below average” performance.
- Unfortunately, the SFF Program has a spotty record, with too many facilities “graduating” from the Program but thereafter, again, having serious problems. For example, there have been numerous facilities that have been in the SFF Program more than once. Given the known, extremely serious care problems associated with SFF designation, we believe that any recidivism in the SFF Program is completely unacceptable with respect to both resident safety and the integrity of the millions of taxpayer dollars that are supposed to be spent on care that meets – or exceeds – minimum standards. *Simply put:* Owners who demonstrate a recurring inability to meet minimum standards should neither be permitted to care for residents nor be eligible to receive public funds. Poor care should not be rewarded.

On the following page is information on the MA facilities in the SFF Program.

MA ONE-STAR NURSING HOMES. This is the lowest rating possible and one which (as noted above) we consider to be of the most serious concern for residents, families, and the public. Following the list of SFFs is a chart listing, in alphabetical order, all MA facilities with a one-star federal rating for overall quality and care. Since the number of MA nursing homes selected for the SFF Program is limited to two, we recommend paying close attention to facilities with a one-star rating.

Special Focus Facilities in MA (March 2018)

Notes on the Special Focus Facility Chart:

Column 3: A facility’s star ratings can range from one to five.

Column 4: This information is for federal fines and does not include state fines or other penalties which may have been imposed.

Columns 5 & 6: These are the daily averages for 2017Q3, based on payroll-based data reported to the federal government. This is the most recent quarter for which data are available (as of March 2018).

Safe Staffing: A landmark federal study in 2001 found that typical residents need a minimum of 4.1 hours of total care staff time per day, with 0.55 – 0.75 of RN care time, in order to achieve good clinical outcomes. That study did not significantly address the staff time necessary to meet the important quality of life and dignity standards nursing homes are paid to achieve.

Facility Name	City	Overall Star Rating on NH Compare (3/18)	Federal Fines on NH Compare (Three years, as of 3/18)	Facility Reported Total Care Staff Time per Resident per Day (2017Q3)	Facility Reported Registered Nurse Care Staff Time per Resident per Day (2017Q3)
Braemoor Health Center	Brockton	**	No federal fines in the last 3 years.	3.2 hours	0.3 hours
Blue Hills Health And Rehabilitation Center	Stoughton	***	\$145,373 on 7/30/2015 \$23,679 on 3/16/2017	3.7 hours	0.5 hours

One-Star Nursing Homes in MA

Notes on the One-Star Nursing Home Chart:

Lowest Rated Nursing Homes. The chart provides, in alphabetical order, all MA nursing homes with a one-star overall rating on Nursing Home Compare as of March 2018. As noted above, this is the lowest possible rating in the federal system.

Additional Info Provided. CMS star ratings for inspections, staffing, and quality measures are included.

Troubling Self-Reported Data. Though they share the worst rating possible for overall care and safety, remarkably 24 of the 39 facilities listed – 62% - have a 3-star rating for “Quality Measures” (QMs). Importantly, the QMs are actually, for the most part, information that facilities self-report and which is posted on Nursing Home Compare without any auditing or verification for accuracy.

Indefensible Industry Proposal. AHCA, the nursing home industry lobby group, is proposing that Congress give additional money to nursing homes with 3-stars for QMs (irrespective of their overall star rating or staffing levels), claiming that this indicates that they have “achieved quality.” We urge Massachusetts’ leaders to reject this proposal. These facilities should not be awarded “incentives” out of taxpayer funds. They should be held accountable for any substandard care, abuse, or neglect taking place under their roofs.

One-Star Nursing Homes in MA (March 2018)

Provider Name	Location	Overall Rating	Health Inspection Rating	QM Rating	Staffing Rating	RN Staffing Rating
ALLIANCE HEALTH AT BALDWINVILLE	51 HOSPITAL ROAD BALDWINVILLE	1	1	4	3	5
ATTLEBORO HEALTHCARE	27 GEORGE STREET ATTLEBORO	1	1	4	3	3
BOURNE MANOR EXTENDED CARE	146 MAC ARTHUR BOULEVARD	1	2	3	1	1
BRUSH HILL CARE CENTER	1200 BRUSH HILL ROAD MILTON	1	1	4	3	2
CAPE REGENCY REHABILITATION & CARE ONE AT PEABODY	120 S MAIN STREET CENTERVILLE	1	1	2	3	4
CARE ONE AT PEABODY	199 ANDOVER STREET PEABODY	1	1	4	3	4
CENTER FOR EXTENDED CARE AT AMHERST	150 UNIVERSITY DRIVE AMHERST	1	1	4	2	4
CHELSEA SKILLED NURSING AND REHABILITATION	932 BROADWAY CHELSEA, MA	1	1	4	3	3
CRAWFORD SKILLED NURSING AND REHABILITATION	273 OAK GROVE AVENUE FALL RIVER	1	1	3	3	2
DEDHAM HEALTHCARE	1007 EAST STREET DEDHAM, MA	1	1	2	3	4
DEXTER HOUSE HEALTHCARE	120 MAIN STREET MALDEN, MA	1	1	3	3	5
EXCEL CENTER FOR NURSING AND REHABILITATION	840 EMERSON GARDENS ROAD	1	1	1	3	3
FITCHBURG HEALTHCARE	1199 JOHN FITCH HWY FITCHBURG	1	2	3	1	1
FRANKLIN HEALTH AND REHABILITATION	130 CHESTNUT STREET FRANKLIN	1	1	3	1	2
GUARDIAN CENTER (THE)	888 NORTH MAIN STREET BROOKFIELD	1	1	4	2	2
HERITAGE HALL SOUTH	65 COOPER STREET AGAWAM, MA	1	1	3	3	4
HERITAGE HALL WEST	61 COOPER ST AGAWAM, MA	1	1	4	3	4
KATHLEEN DANIEL NURSING AND REHABILITATION	485 FRANKLIN STREET FRAMINGHAM	1	1	2	3	3
LANESSA EXTENDED CARE	751 SCHOOL STREET WEBSTER	1	1	4	3	4
MAPLEWOOD CENTER	6 MORRILL PLACE AMESBURY, MA	1	2	1	3	2
MARIAN MANOR OF TAUNTON	33 SUMMER STREET TAUNTON	1	1	2	3	2
MARLBOROUGH HILLS REHABILITATION & HEALTH CARE	121 NORTHBORO ROAD MARLBOROUGH	1	1	3	3	3
MEDFORD REHABILITATION AND HEALTH CARE	300 WINTHROP STREET MEDFORD	1	1	4	3	3
MEDWAY COUNTRY MANOR SKILLED NURSING AND REHABILITATION	115 HOLLISTON STREET MEDWAY	1	1	1	3	3
MELROSE HEALTHCARE	40 MARTIN STREET MELROSE, MA	1	1	3	3	3
NORWOOD HEALTHCARE	460 WASHINGTON STREET NORWOOD	1	1	2	2	2
OAKHILL HEALTHCARE	76 NORTH STREET MIDDLEBOROUGH	1	2	1	3	3
OXFORD REHABILITATION & HEALTH CARE	689 MAIN STREET HAVERHILL, MA	1	1	2	2	4
PARSONS HILL REHABILITATION & HEALTH CARE	1350 MAIN STREET WORCESTER	1	1	4	2	3
QUINCY HEALTH AND REHABILITATION	11 MCGRATH HIGHWAY QUINCY	1	1	4	3	4
ROYAL BRAINTREE NURSING AND REHABILITATION	95 COMMERCIAL STREET BRAintree	1	1	3	3	4
SAMUEL MARCUS NURSING HOME	28 FRONT STREET WEYMOUTH	1	1	4	3	5
STONEHEDGE HEALTH CARE CENTER	5 REDLANDS ROAD W ROXBURY	1	1	2	3	4
SWEET BROOK OF WILLIAMSTOWN	1561 COLD SPRING ROAD WILLIAMSTOWN	1	1	4	3	3
WAREHAM HEALTHCARE	50 INDIAN NECK ROAD WAREHAM	1	1	2	1	2
WEDGEMERE HEALTHCARE	146 DEAN STREET TAUNTON, MA	1	1	2	3	4
WINGATE AT WEST SPRINGFIELD	42 PROSPECT AVENUE WEST SPRINGFIELD	1	1	2	3	4
WORCESTER HEALTH CENTER	25 ORIOLE DRIVE WORCESTER, MA	1	1	4	3	3
WORCESTER REHABILITATION & HEALTH CARE	119 PROVIDENCE STREET WORCESTER	1	1	1	3	4

LTCCC is a nonprofit organization dedicated to improving care and quality of life for residents in nursing homes and assisted living. For more information on nursing home quality and staffing, please visit our website: www.nursinghome411.org.