

# LONG TERM CARE COMMUNITY COALITION

*Advancing Quality, Dignity & Justice*

## **LTCCC Alert: Poorly Performing Nursing Homes in Connecticut**

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 Connecticut (CT) 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.

**CT 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 one (1) in CT. Since not all facilities that qualify as being among the most poorly performing in the country 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 CT.] 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 eligible to receive public funds. Poor care should not be rewarded.***

Information on the CT facilities in the SFF Program is on the next page.

**CT 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 CT facilities with a one-star federal rating for overall quality and care. Since the number of CT nursing homes selected for the SFF Program is limited to one, we recommend paying close attention to facilities with a one-star rating.

## Special Focus Facilities in CT (April 2018)

Following is information on the Connecticut nursing home which was designated as a Special Focus Facility as of April 2018. See <http://nursinghome411.org/cms-memo-list-of-us-special-focus-facilities-march-2018/> for the CMS memo which includes all US SFFs (updated March 15, 2018).

Notes on the Special Focus Facility Chart:

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

**Column 4 & 5:** This information is for federal fines and does not include state fines or other penalties which may have been imposed.

**Columns 6 & 7:** 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 needed to meet the important quality of life and dignity standards nursing homes are paid to achieve.

Provider Name	Provider City	Overall Rating	Number of Fines	Total Amount of Fines in Dollars	Facility Reported Total Care Staff Time per Resident per Day (2017Q3)	Facility Reported Registered Nurse Care Staff Time per Resident per Day (2017Q3)
REGALCARE AT GREENWICH	GREENWICH	N/A	2	\$1,053.00	Failed to report	Failed to report

## One-Star Nursing Homes in CT (April 2018)

Notes on the One-Star Nursing Home Chart:

**Lowest Rated Nursing Homes.** The chart provides, in alphabetical order, all CT nursing homes with a one-star overall rating on Nursing Home Compare as of April 2018 (data processed 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 all of the facilities (100%) have a three-star or higher 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 three-stars for QMs (irrespective of their overall star rating or staffing levels), claiming that this indicates that they have “achieved quality.” **We urge Connecticut’s 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 CT (April 2018)

(See <http://nursinghome411.org/one-star-nursing-homes-april-2018/> for a file of all US One-Star facilities. The file is free to download and is searchable and sortable by state, facility name, location, etc....)

Provider Name	Location	Overall Rating	Health Inspection Rating	QM Rating	Staffing Rating	RN Staffing Rating
ADVANCED CENTER FOR NURSING & REHABILITATION	169 DAVENPORT AVENUE	1	1	3	3	2
APPLE REHAB FARMINGTON VALLEY	269 FARMINGTON AVE	1	1	3	3	3
APPLE REHAB SAYBROOK	1775 BOSTON POST RD	1	1	4	3	3
ARDEN HOUSE	850 MIX AVE	1	1	3	2	2
CHESHIRE REGIONAL REHAB CENTER	745 HIGHLAND AVENUE	1	1	4	2	2
LONG RIDGE POST-ACUTE CARE	710 LONG RIDGE ROAD	1	1	4	3	3
SUMMIT AT PLANTSVILLE, THE	261 SUMMIT ST	1	1	4	3	3
WESTERN REHABILITATION CARE CENTER	107 OSBORNE STREET	1	1	3	3	3
WESTPORT REHABILITATION COMPLEX	1 BURR ROAD	1	1	4	3	3

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](http://www.nursinghome411.org).