

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

LTCCC Alert: Poorly Performing Nursing Homes in Florida

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 Florida (FL) 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.

FL 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 three (3) in FL. 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 FL.] 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 FL facilities in the SFF Program is on the next page.

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

Special Focus Facilities in FL (April 2018)

Following is information on the three Florida nursing homes which were designated as Special Focus Facilities 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)
CONSULATE HEALTH CARE OF MELBOURNE	MELBOURNE	2	3	\$989,841.00	3.9	0.3
AVANTE AT ORLANDO INC	ORLANDO	2	2	\$999,802.00	4.2	0.4
GRACEWOOD REHABILITATION AND NURSING CARE	PINELLAS PARK	2	3	\$246,971.00	3.7	0.2

One-Star Nursing Homes in FL (April 2018)

Notes on the following One-Star Nursing Home Chart:

Lowest Rated Nursing Homes. The chart provides, in alphabetical order, all FL 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 35 of the 36 facilities listed – about 97% – 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 Florida’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 FL (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
ATLANTIC CARE AND REHABILITATION CENTER	3663 15TH AVEVERO BEACH, FL	1	1	4	3	3
BAY POINTE NURSING PAVILION	4201 31ST ST S SAINT PETERSBU	1	1	3	2	1
BAY TREE CENTER	2600 HIGHLANDS BLVD NPALM	1	1	3	2	1
BAYWOOD NURSING CENTER	2000 17TH AVE S SAINT PETERS	1	1	4	3	2
CONSULATE HEALTH CARE OF NORTH FORT MYERS	991 PONDELLA RD FORT MYERS	1	1	3	2	2
CONSULATE HEALTH CARE OF TALLAHASSEE	1650 PHILLIPS RD TALLAHASSEE	1	1	4	1	1
CONSULATE HEALTH CARE OF WINTER HAVEN	2701 LAKE ALFRED RD WINTER H	1	1	3	3	2
CORAL TRACE HEALTH CARE	216 SANTA BARBARA BLVD CAPE	1	1	3	2	4
GOLDEN GLADES NURSING AND REHABILITATION CENTER	220 SIERRA DRIVE MIAMI, FL 33	1	1	4	2	1
GOVERNORS CREEK HEALTH AND REHABILITATION	803 OAK ST GREEN COVE SPRING	1	1	3	3	2
HABANA HEALTH CARE CENTER	2916 HABANA WAY TAMPA, FL 3	1	1	4	3	3
HARTS HARBOR HEALTH CARE CENTER	11565 HARTS RD JACKSONVILLE	1	1	4	3	2
HEARTLAND HEALTH CARE CENTER KENDALL	9400 SW 137TH AVENUE KENDA	1	1	4	3	3
HERITAGE HEALTHCARE CENTER AT TALLAHASSEE	3101 GINGER DR TALLAHASSEE,	1	1	3	2	2
JACKSON MEMORIAL LONG TERM CARE CENTER	2500 NW 22ND AVE MIAMI, FL 3	1	1	4	3	3
MANORCARE HEALTH SERVICES	6931 W SUNRISE BLVD PLANTAT	1	1	4	3	4
MARSHALL HEALTH AND REHABILITATION CENTER	207 MARSHALL DR PERRY, FL 32	1	1	3	3	2
NORTHBROOK HEALTH AND REHABILITATION CENTER	575 LAMAR AVE BROOKSVILLE, I	1	1	4	3	3
NURSING CENTER AT UNIVERSITY VILLAGE, THE	12250 N 22ND ST TAMPA, FL 336	1	1	3	3	2
OAKBRIDGE HEALTHCARE CENTER	3110 OAKBRIDGE BLVD ELAKELE	1	1	3	3	3
OAKHURST CENTER	1501 SE 24TH RD OCALA, FL 344	1	2	1	3	5
PALM GARDEN OF VERO BEACH	1755 37TH STREET VERO BEACH	1	1	3	2	1
PARKLANDS CARE CENTER	1000 SW 16TH AVE GAINESVILLE	1	1	4	3	2
REGENTS PARK AT AVENTURA	18905 NE 25TH AVE AVENTURA,	1	1	4	3	3
REHABILITATION AND HEALTHCARE CENTER OF TAMPA	4411 N HABANA AVE TAMPA, FL	1	1	4	3	3
SAN JOSE HEALTH AND REHABILITATION CENTER	9355 SAN JOSE BLVD JACKSONVI	1	1	3	3	2
SARASOTA POINT REHABILITATION CENTER	2600 COURTLAND ST SARASOTA	1	1	4	3	3
SIGNATURE HEALTHCARE OF BROOKWOOD GARDENS	1990 S CANAL DRIVE HOMESTEAD	1	1	4	3	4
SIGNATURE HEALTHCARE OF GAINESVILLE	4000 SW 20TH AVE GAINESVILLE	1	1	4	3	2
ST ANDREWS BAY SKILLED NURSING AND REHABILITATION	2100 JENKS AVE PANAMA CITY, F	1	1	4	3	2
ST CATHERINE LABOURE MANOR, INC	1750 STOCKTON ST JACKSONVILI	1	1	4	3	3
WEDGEWOOD HEALTHCARE CENTER	1010 CARPENTERS WAY LAKE LA	1	1	4	2	1
WEST JACKSONVILLE CARE AND REHABILITATION CENTER	1650 FOURAKER RD JACKSONVIL	1	1	4	3	3
WILLISTON CARE CENTER	300 NW 1ST AVE WILLISTON, FL	1	1	3	2	1
WINDSOR WOODS REHAB AND HEALTHCARE CENTER	13719 DALLAS DR HUDSON, FL 3	1	1	4	3	3
WINTER PARK CARE & REHABILITATION CENTER	2970 SCARLETT RD WINTER PAR	1	1	3	2	2

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.