

Using Data to Strengthen Your Nursing Home Advocacy

Presented by Richard Mollot & Eric Goldwein
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). **Home to the local LTCOP in the Hudson Valley, NY.**
- **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.

+ Why is This Information Useful?

■ To Support Advocacy in a Nursing Home

- Data can support advocacy about concerns such as antipsychotic drugging, pressure ulcers, falls, etc...
- Data can indicate low staffing and support advocacy for improvement.
- Data enable comparisons between a facility and others in the community or state or nation.

■ To Support Broader and Systemic Advocacy

- Highlight and substantiate concerns, such as low staffing or high drugging or pressure ulcer rates, with state and federal politicians, news reporters, etc...
- Demonstrate and substantiate concerns for state enforcement agencies, Medicaid Fraud Control Units, state auditors, and the public.
- Support requests for funding by showing the need of the work you do.

+ What Will We Be Talking About TODAY?

■ Nursing Home Compare:

- ▶ Looking up nursing homes
- ▶ Understanding the information provided
- ▶ Changes underway to (hopefully) improve Nursing Home Compare.

■ Digging Deeper on...

- ▶ Nursing Home Compare
- ▶ ProPublica's Nursing Home Inspect
- ▶ LTCCC's website, www.nursinghome411.org.

■ Mapping Nursing Home Ratings & Info.

■ Resources

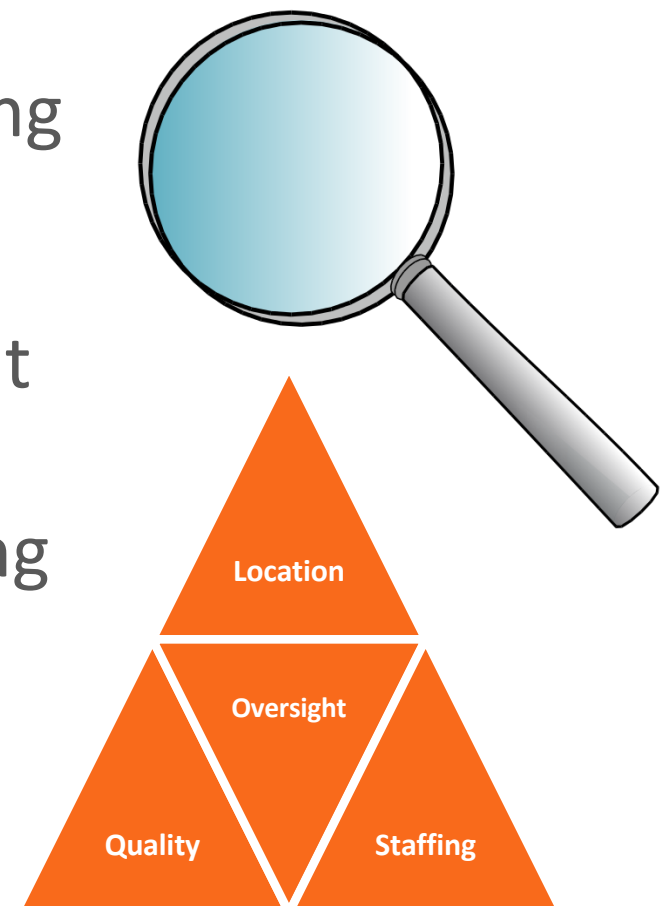


Intro to Nursing Home Compare

+ NH Compare & the 5 Star Rating System: www.medicare.gov/nursinghomecompare

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.





Nursing Home Compare:

<http://www.medicare.gov/nursinghomecompare/>

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Medicare.gov | Nursing Home Compare

The Official U.S. Government Site for Medicare

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Home [+ Share](#)

Fire Safety Inspection data are still currently unavailable.

Find a nursing home


A field with an asterisk (*) is required.

• **Location**
Example: 45802 or Lima, OH or Ohio

hyd

City

- HYDABURG, AK
- HYDE, PA
- HYDE PARK, MA
- HYDE PARK, NY
- HYDE PARK, PA



Nursing Home Compare has detailed information about every Medicare and Medicaid-certified nursing home in the country. [States may collect and post](#) additional information that isn't collected by the federal government. Before you get started, you or your family might also consider [Alternatives to Nursing Homes](#).

Spotlight

- ♦ Get updated [state website information](#), including the ability to electronically file a complaint against a nursing home in some states
- ♦ Use these helpful resources:
 - ♦ [Guide to choosing a nursing home](#)

Additional Information

- ♦ **Nursing Home Compare data last updated:** March 22, 2017 (Data are updated on or about the fourth Wednesday of the month).
- ♦ [Download the Nursing Home Compare database](#)
- ♦ [Get Nursing Home Compare data](#)

Tools and Tips

- ♦ Get all your long term care options:
 - ♦ [Longtermcare.gov](#)
 - ♦ [The Eldercare Locator](#)
 - ♦ [Alternatives to Nursing Home Care](#)
- ♦ [Learn about Medicare coverage of skilled nursing facility care, and swing](#)

Search by...

- State name
- Nearest town or city
- Zip Code

+ NH Compare & the 5 Star Rating System

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Medicare Nursing Home Compare Results

Physicians and Advanced Practi X Medicare Nursing Home Compa X +

https://www.medicare.gov/nursinghomecompare 80% Search

Nursing Home 411 < ... Dictionary Thesaurus Percent Calculator Free Conference Call eCFR — Nursing Ho... NY Times Work Personal iCloud Getting Started

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Nursing home results

10 nursing homes within 25 miles from the center of Middletown, NY.

Choose up to 3 nursing homes to compare. So far you have none selected.

Compare Now

Go to map view

Modify your search

Location

ZIP code or City, State

MIDDLETOWN, NY

Within 25 Miles

State

Select a State

County (Optional)

Select a County

Nursing home name

Full or partial name

Update search results

Filter by:

Clear all filters

Viewing 1 - 10 of 10 results

Nursing home information	Overall Rating	Health inspections	Star rating	Quality measures	Distance
HIGHLAND REHABILITATION AND NURSING CENTER	Below Average	Below Average	Average	Above Average	0.8 Miles
120 HIGHLAND AVENUE MIDDLETOWN, NY 10940 (845) 342-1033					
Add to compare					
Add to My Favorites					

+ NH Compare **Profile**: Highland Rehab. and Nursing Center

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Medicare Nursing Home Profile

Physicians and Advanced Practi X Medicare Nursing Home Profile X +

https://www.medicare.gov/nursinghomecompare 80% Search

Nursing Home 411 < ... Dictionary Thesaurus Percent Calculator Free Conference Call SPC eCFR — Nursing Ho... NY Times Work Personal iCloud Getting Started

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Nursing home profile

[Back to Results](#)

[General information](#) [Health inspections](#) [Fire Safety inspections](#) [Staffing](#) [Quality of resident care](#) [Penalties](#)

HIGHLAND REHABILITATION AND NURSING CENTER

Overall rating [i](#): ☆☆☆ **Below Average**
[Learn more about the overall star ratings](#)

120 HIGHLAND AVENUE
MIDDLETOWN, NY 10940
(845) 342-1033

Distance [i](#): 0.80miles
[Add to my Favorites](#)
[Map and Directions](#)

Nursing Home information

- ◆ 98 certified beds [i](#)
- ◆ Participates in [i](#): Medicare and Medicaid
- ◆ Automatic sprinkler systems in all required areas [i](#):Yes
- ◆ Not in a Continuing Care Retirement Community (CCRC) [i](#)
- ◆ Not in a hospital [i](#)
- ◆ Resident council only [i](#)

[Learn why these characteristics and services are important](#)

Ownership information

- ◆ Ownership [i](#): For profit - Partnership
- ◆ Legal business name: HRNC OPERATING, LLC

[Get more ownership information](#)

Star rating categories

Health inspection rating [i](#) ☆☆☆ **Below Average**

Where Should Momma Go?
Study found that rating systems “are better at identifying problem facilities than potentially good homes.”

+ NH Compare **Inspections**: Highland Rehab.

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Medicare Nursing Home Profile

Physicians and Advanced Practi X Medicare Nursing Home Profile X +

https://www.medicare.gov/nursinghomecompare 80% Search

Nursing Home 411 < ... Dictionary Thesaurus Percent Calculator Free Conference Call eCFR — Nursing Ho... NY Times Work Personal iCloud Getting Started

Nursing home profile

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[General information](#) [Health Inspections](#) [Fire Safety Inspections](#) [Staffing](#) [Quality of resident care](#) [Penalties](#)

HIGHLAND REHABILITATION AND NURSING CENTER

Overall rating: ★☆☆☆☆
Below Average

Health inspections

Information about a nursing home's health inspections, complaints filed, and any resulting citations. [Learn more about health inspections](#). Nursing homes that are certified by Medicare and Medicaid are inspected each year. Health care professionals inspect each nursing home and look for any health and safety citations. The health inspection star rating is based on the three most recent nursing home inspections.

	HIGHLAND REHABILITATION AND NURSING CENTER
Health Inspection rating	★☆☆☆☆ Below Average
Date of most recent standard health inspection	01/27/2017 View Full Report
Total number of health citations	0
Average number of health citations in New York	5.0
Average number of health citations in the United States	7.2
Date(s) of complaint inspection(s) between 11/1/2016 - 10/31/2017	No Complaint Inspections
Number of complaints in the past 3 years that resulted in a citation	4
Number of times in the past 3 years a facility-reported issue resulted in a citation	0
View all health inspection details	View all health inspection, complaint, and incident details

+ NH Compare **Staffing**: Highland Rehab.

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The screenshot shows the Medicare Nursing Home Profile for Highland Rehabilitation and Nursing Center. The 'Staffing' tab is selected, showing an overall rating of 'Below Average' (3 stars out of 5). Below this, a table compares the center's staffing metrics to the New York and National averages. The 'Staffing rating' is highlighted with a red arrow, showing a 3-star average. The table also lists metrics such as total number of residents, total number of licensed nurse staff hours per resident per day, RN hours per resident per day, LPN/LVN hours per resident per day, and CNA hours per resident per day.

	HIGHLAND REHABILITATION AND NURSING CENTER	NEW YORK AVERAGE	NATIONAL AVERAGE
Staffing rating	☆☆☆●● Average		
Total number of residents	90	167.3	85.4
Total number of licensed nurse staff hours per resident per day	1 hour and 55 minutes	1 hour and 37 minutes	1 hour and 41 minutes
RN hours per resident per day	42 minutes	45 minutes	50 minutes
LPN/LVN hours per resident per day	1 hour and 13 minutes	51 minutes	51 minutes
CNA hours per resident per day	2 hours and 40 minutes	2 hours and 20 minutes	2 hours and 27 minutes

+ NH Compare **Quality Measures**: Highland Rehab.

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HIGHLAND REHABILITATION AND NURSING CENTER

Overall rating: ★★☆☆☆
Below Average

[Learn more about the overall star ratings](#)

Quality of resident care

Nursing homes that are certified by Medicare and Medicaid regularly report clinical information for each of their residents to the Centers for Medicare & Medicaid Services (CMS). CMS assigns nursing homes a quality of resident care star rating based on their performance on 16 measures. These measures reflect, on average, how well nursing homes cares for their residents. Information is listed for 2 groups of residents:

- ♦ Short-stay residents - those who spent 100 days or less in a nursing home
- ♦ Long-stay residents - those who spent over 100 days in a nursing home

[Learn more about what quality of resident care information can tell you about a nursing home](#)

▼ Short-stay residents

- ♦ [Learn why these short-stay measures are important](#)
- ♦ [Current data collection period](#)

[Show Graphs](#)

	HIGHLAND REHABILITATION AND NURSING CENTER	NEW YORK AVERAGE	NATIONAL AVERAGE
Percentage of short-stay residents who improved in their ability to move around on their own. <small>Higher percentages are better.</small>	72.8%	68.8%	66.7%
Percentage of short-stay residents who were re-hospitalized after a nursing home admission. <small>Lower percentages are better.</small>	22.6%	20.0%	21.1%
Percentage of short-stay residents who have had an outpatient emergency department visit. <small>Lower percentages are better.</small>	10.8%	9.7%	11.9%

We do not generally give much credence to quality measure ratings, since most of them are **self-reported** by the facility and **unverified for accuracy** by the state or federal governments.

For example, this is a two star facility. Yet, it has - as shown on earlier slide – four stars for QMs. What does that mean?

+ NH Compare **Ownership**: Highland Rehab.

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The screenshot shows a web browser window with the address bar displaying <https://www.medicare.gov/nursinghomecompare>. The page title is "HIGHLAND REHABILITATION AND NURSING CENTER Ownership Information". The Medicare.gov logo is prominently displayed at the top of the content area, followed by "Nursing Home Compare" and the tagline "The Official U.S. Government Site for Medicare".

Ownership Information

HIGHLAND REHABILITATION AND NURSING CENTER
120 HIGHLAND AVENUE
MIDDLETOWN, NY 10940
(845) 342-1033

Ownership: For profit - Partnership
Legal Business Name: HRNC OPERATING, LLC

Owners and Managers of HIGHLAND REHABILITATION AND NURSING CENTER

5% OR GREATER DIRECT OWNERSHIP INTEREST
BARTH, ALEXANDER (20%), since 11/20/2012
WALDEN, YEHUDAH (20%), since 11/20/2012
ZAGELBAUM, EPHRAIM (40%), since 11/20/2012
ZALGELBAUM, PINCUS (10%), since 11/20/2012

OPERATIONAL/MANAGERIAL CONTROL
WALDEN, YEHUDAH, since 11/20/2012
ZAGELBAUM, EPHRAIM, since 11/20/2012

MANAGING EMPLOYEE
ZAGELBAUM, EPHRAIM, since 11/20/2012

5% OR GREATER MORTGAGE INTEREST
M&T BANK, since 02/01/2013

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+ NH Compare Statement of Deficiencies: Highland Rehab.

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Medicare.gov - Nursing Home Inspection Report

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Inspection report

[Print this Inspection Report to PDF](#)

DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES		PRINTED: 10/30/2019 FORM APPROVED OMB NO. 0938-0391	
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 335526	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED
NAME OF PROVIDER OF SUPPLIER HIGHLAND REHABILITATION AND NURSING CENTER		STREET ADDRESS, CITY, STATE, ZIP 120 HIGHLAND AVENUE MIDDLETOWN, NY 10940	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG F 0656	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on record review and interview conducted during a recertification survey, the facility did not provide the care and services in accordance with the care plan to address fluid restriction for 1 of 1 resident reviewed for [MEDICAL TREATMENT] (#89) in order to prevent complications related to fluid overload for residents undergoing [MEDICAL TREATMENT] treatment. The finding is: Resident #89 was admitted to the facility on [DATE] with [DIAGNOSES REDACTED]. The Admission Minimum Data Set (MDS; a resident assessment tool) dated 4/11/18 indicated that the special treatments and procedures the resident were receiving included oxygen therapy and [MEDICAL TREATMENT]. The (MONTH) (YEAR) Physician order [REDACTED]. The breakdown for fluid to be provided was as follows: 720 ml to come from dietary and 480 ml from nursing. The amount of fluid nursing has to provide per shift was further broken to: days 220 ml; evenings 180 ml; and nights 80 ml.		

Note: States are also required to have nursing home information websites. The SoDs on those websites are required to include Plans of Correction.

+ NH Compare: Updates & Improvements

Quality Measures.

- As noted earlier, we have long been concerned about the validity of QMs. A 2014 investigation in *The New York Times* found “that even nursing homes with a history of poor care rate highly in the areas that rely on self-reported data.”
- To address these concerns, CMS is now using the following in the Five-Star Quality Rating System:
 - Percentage of short-stay residents who were successfully discharged to the community;
 - Percentage of short-stay residents who have had an outpatient emergency department visit; and
 - Percentage of short-stay residents who were re-hospitalized after a nursing home admission.

Staffing.

As of 2016, CMS began requiring nursing homes to report their staffing based on auditable, payroll-based journal (PBJ) data. These data were first made available to the public in November 2017 on a separate database and were integrated into NH Compare last year.

New Abuse Icon.

As of October 23, 2019, if facility is cited with harm-level abuse deficiency within past year (G-I) or potential for harm deficiency within past 2 years (D-F).



NH Compare Datasets

+ Digging Deeper on NH Compare & Beyond: www.data.medicare.gov

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The screenshot shows a web browser window with the URL <https://data.medicare.gov/data/nursing-home-compare>. The page is titled "Nursing Home Compare datasets" and provides information about the official datasets used on the Medicare.gov Nursing Home Compare Website. It includes a section for announcements, download links for Microsoft Access, CSV flat files, and archived data, and a list of datasets with their popularity and RSS feeds.

Need help downloading data? **Get supporting documents**

Nursing Home Compare datasets

These are the official datasets used on the Medicare.gov Nursing Home Compare Website provided by the Centers for Medicare & Medicaid Services. These data allow you to compare the quality of care at every Medicare and Medicaid-certified nursing home in the country, including over 15,000 nationwide.

Announcements: [See less](#)

- The quarterly update of the Quality Measures data will take place in May.
- Fire Safety Inspection data are still currently unavailable.
- [Get help using Data.Medicare.gov.](#)

DOWNLOAD MICROSOFT ACCESS DATABASE NOW **DOWNLOAD CSV FLAT FILES (REVISED) NOW** **GET ARCHIVED DATA**

Last updated on Apr 26, 2017 *Last updated on Apr 26, 2017*

Showing: Nursing Home Compare in category: All Categories Sort by: Most Relevant

Name	Popularity	Type	RSS
Deficiencies A list of all deficiencies currently listed on Nursing Home Compare, including the nursing home that received the deficiency, the associated inspection date, deficiency tag number, scope and severity, the current status of the deficiency and the correction date. Data are presented as one deficiency per row.	121,239 views		
Health Deficiencies A list of all health deficiencies currently listed on Nursing Home Compare.	62,982 views		
Inspection Cycle 1 Deficiencies	27,910 views		

+ www.data.medicare.gov

Datasets include information for every nursing home. Topics include:

- Health deficiencies
- MDS Quality Measures (like antipsychotic drugging rates, pressure ulcers, falls, etc...)
- Ownership
- Penalty counts
- Staffing (risk-adjusted)
- Star ratings

Each dataset includes searchable identifying information, such as:

- Nursing home name
- State
- City
- County
- Address



NH Compare Dataset Example:
Health Deficiencies (Citations for
Failure to Meet Minimum
Standards)

The screenshot shows a web browser window with the URL <https://data.medicare.gov/Nursing-Home-Compare>. The page title is "Health Deficiencies | Data.Medicare.gov". The main heading is "Health Deficiencies". Below it, a description states: "A list of all health deficiencies currently listed on Nursing Home Compare, including the nursing home that received the deficiency, the associated inspection date, deficiency number, scope and severity, the current status of the deficiency, and..."

Navigation links include: Home, Get started, Info, Developers, and a Sign In button. A search bar is also present with the text "Find in this Dataset".

Below the description, there are tabs for "More Views", "Filter", "Visualize", "Export", "Embed", and "About".

The main content is a table with the following columns: Federal Provider Number, Provider Name, Provider Address, Provider City, Provider State, Provider Zip Code, Survey Date, Survey Type, and Deficiency Prefix. The table displays 362 rows of data, with the first 100 rows visible in the screenshot.

Federal Provider Number	Provider Name	Provider Address	Provider City	Provider State	Provider Zip Code	Survey Date	Survey Type	Deficiency Prefix
015016	ATHENS HEALTH AND REHABILITATION L...	611 WEST MARKET STREET	ATHENS	AL	35611	06/01/2017	Health	F
015037	BLUE RIDGE HEALTHCARE WINDWOOD	3312 WOODLEY ROAD	MONTGOMERY	AL	36116	11/20/2017	Health	F
015065	PRATTVILLE HEALTH AND REHABILITATIO...	601 JASMINE TRAIL	PRATTVILLE	AL	36066	10/20/2016	Health	F
015103	ASHLAND PLACE HEALTH AND REHABILIT...	148 TUSCALOOSA ST	MOBILE	AL	36607	10/20/2016	Health	F
015119	BLUE RIDGE HEALTHCARE SELMA	11 BELL ROAD	SELMA	AL	36701	06/06/2019	Health	F
015128	NHC HEALTHCARE, MOULTON	300 HOSPITAL STREET	MOULTON	AL	35650	09/14/2017	Health	F
015132	DIVERSICARE OF OXFORD	1130 SOUTH HALE STREET	OXFORD	AL	36203	09/19/2018	Health	F
015142	LINEVILLE HEALTH AND REHABILITATION...	88073 HIGHWAY 9	LINEVILLE	AL	36266	08/17/2017	Health	F
015149	SUNSET MANOR	251 SUNSET PLACE	GUIN	AL	35563	06/29/2017	Health	F
015195	VILLAGE AT COOK SPRINGS SKILLED NUR...	415 COOK SPRINGS	PELL CITY	AL	35125	07/20/2017	Health	F
015227	GENERATIONS OF VERNON, LLC	1050 CONVALESCENT ROAD	VERNON	AL	35592	06/27/2018	Health	F
015369	OAKS ON PARKWOOD SKILLED NURSING ...	2625 LAUREL OAK DRIVE	BESSEMER	AL	35022	07/18/2019	Health	F
015369	OAKS ON PARKWOOD SKILLED NURSING ...	2625 LAUREL OAK DRIVE	BESSEMER	AL	35022	05/25/2017	Health	F
015376	DIVERSICARE OF WINFIELD	144 COUNTY HWY 14	WINFIELD	AL	35594	06/28/2017	Health	F
015400	MEADOWVIEW NURSING CENTER	7300 OLD HIGHWAY 78 EAST	PELL CITY	AL	35128	02/16/2017	Health	F
015422	TLC NURSING CENTER	212 ELLEN STREET	ONEONTA	AL	35121	08/10/2017	Health	F
015443	ROBERTSDALE REHABILITATION & HEALT...	18700 U S HIGHWAY 90	ROBERTSDALE	AL	36567	06/15/2017	Health	F
015456	GULF COAST HEALTH AND REHABILITATI...	8002 GRELOT ROAD	MOBILE	AL	36695	11/08/2018	Health	F
015463	KNOLLWOOD HEALTHCARE	3151-A KNOLLWOOD DRIVE	MOBILE	AL	36693	10/19/2017	Health	F
015467	TRUSSVILLE HEALTH & REHABILITATION ...	119 WATTERSON PARKWAY	TRUSSVILLE	AL	35173	06/17/2017	Health	F
025015	WRANGELL MEDICAL CENTER LTC	P.O. BOX 1081	WRANGELL	AK	99929	04/30/2018	Health	F
025024	PROVIDENCE SEWARD MED & CARE CENT...	2203 OAK STREET (P.O. BOX 430)	SEWARD	AK	99664	10/09/2018	Health	F
025025	PRESTIGE CARE & REHAB CENTER OF AN...	9100 CENTENNIAL DRIVE	ANCHORAGE	AK	99504	06/08/2018	Health	F
025025	PRESTIGE CARE & REHAB CENTER OF AN...	9100 CENTENNIAL DRIVE	ANCHORAGE	AK	99504	05/04/2017	Health	F

Navigation: < Previous Next >

Showing Rows 1-100 out of 362,151

A federal government website managed by the Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244

GIVES US YOUR FEEDBACK Data.Medicare.gov OpenPaymentsData.CMS.gov Data.CMS.gov Data.Medicaid.gov



Health deficiency data available at
<https://data.medicare.gov/Nursing-Home-Compare/Health-Deficiencies/r5ix-sfxw>

Data include:

- Survey date
- Deficiency number & description (example: F-371, “Store, cook, and serve food in a safe and clean way”)
- Scope & severity rating for the deficiency

+ Health deficiency data

Excel file demonstration: Deficiencies Displayed on NH Compare & US Nursing Home Food Safety Deficiencies.



Nursing Home Staffing Data on
www.data.cms.gov

+ Payroll Based Journal Staffing Data: www.data.cms.gov

What are the PBJ data and why are they so important?

- Historically, nursing homes only reported their staffing levels once a year, for the two weeks prior to their annual survey. These data were not audited by either the states or federal government.
- Due to concerns that many nursing homes were inflating their staffing numbers (surprise!), the 2010 Affordable Care Act required that nursing homes report their staffing numbers every day of the year, based on their **auditable payroll records**.
- This requirement was implemented in 2016. Public reporting began in 2017. In 2018, CMS began including the names of the city and county for each nursing home, making these data much more useful for people who are searching for information on or evaluating facilities in their communities.
- Data are provided for every facility for every day, in quarterly (3 month) files. They include daily hours for: RN, LPN, CNA, nursing staff assigned to provide care or administrative work, nursing staff who are permanent or contract, plus medical directors, pharmacist, activities, and therapy staff.

Note
different
federal
database

+ PBJ Staffing Data: www.data.cms.gov

Browser tabs: Eclai... Disappointment in the Value-Ba... SurveyMonkey Design : Questio... PBJ Daily Nurse Staffing CY 2019 Q2

Address bar: <https://data.cms.gov/Special-Programs-Initiatives-Lon>

Dictionary Thesaurus Percent Calc NH411 EveryAction Free Conf Call eCFR - SNFs NYTimes Work Personal Violation Tracker | ... NYCCR - Residentia...

Data.CMS.gov

Get Started

PBJ Daily Nurse Staffing CY 2019 Q2

Payroll-Based Journal staffing data submitted by long term care facilities. Data are presented as ▶
one row per work day for each facility.

More Views Filter Visualize Export

PROVNUM	PROVNA...	CITY	STATE	COUNTY...	COUNTY...	CY_Qtr	WorkDate	MDScen...	Hrs_RND...	Hrs_RND...	Hrs_RND...
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190401	79	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190402	77	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190403	79	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190404	79	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190405	79	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190406	78	0	0	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190407	77	0	0	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190408	79	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190409	82	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190410	82	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190411	84	8	8	0
015010	COOSA VALL...	SYLACAUGA	AL	Talladega	121	2019Q2	20190412	81	8	8	0

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The “raw” data files enable...

- ✓ View all data for everyday of the quarter for every type of staffing included in the database
- ✓ Search for specific days, like weekends or holidays.

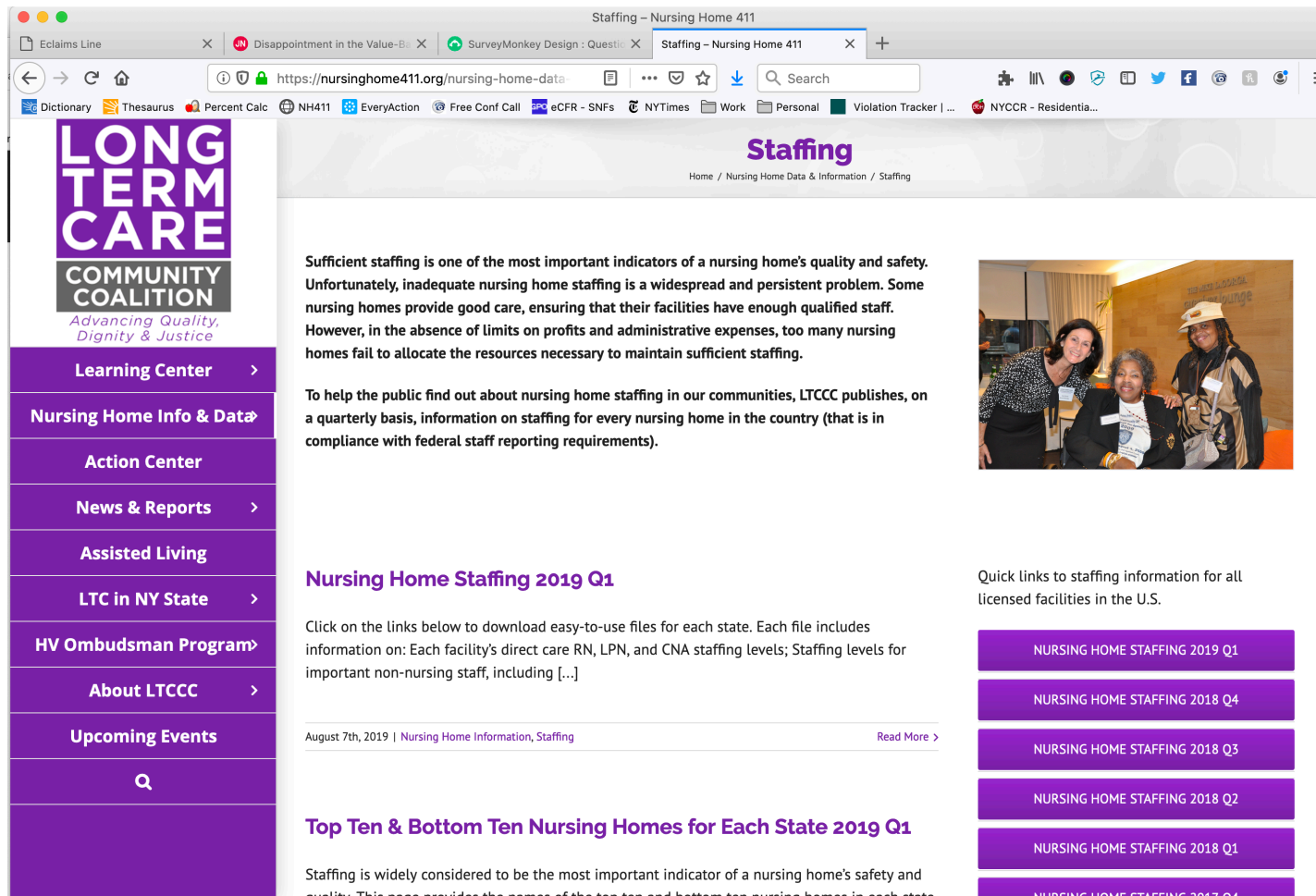
They do not provide information by shift.



Nursing Home Staffing Data on
www.nursinghome411.org

+ NH411 Data: Staffing

Every quarter, following publication of the raw data by CMS, LTCCC downloads the data files, averages the staffing rates for the quarter for select categories, and publishes them in easy-to-use, searchable, sortable, files. These files are available to you at www.nursinghome411.org.



The screenshot shows the 'Staffing - Nursing Home 411' website. The browser window has multiple tabs open, including 'Eclairs Line', 'Disappointment in the Value-B...', 'SurveyMonkey Design : Questio...', and 'Staffing - Nursing Home 411'. The address bar shows 'https://nursinghome411.org/nursing-home-data'. The website has a purple sidebar with the 'LONG TERM CARE COMMUNITY COALITION' logo and navigation links: Learning Center, Nursing Home Info & Data, Action Center, News & Reports, Assisted Living, LTC in NY State, HV Ombudsman Program, About LTCCC, and Upcoming Events. The main content area is titled 'Staffing' and includes a paragraph about staffing importance, a photo of three people, and a section for 'Nursing Home Staffing 2019 Q1' with download links for various quarters from 2017 Q4 to 2019 Q1. A 'Top Ten & Bottom Ten Nursing Homes for Each State 2019 Q1' section is also visible at the bottom.

LONG TERM CARE COMMUNITY COALITION
Advancing Quality, Dignity & Justice

Staffing
Home / Nursing Home Data & Information / Staffing

Sufficient staffing is one of the most important indicators of a nursing home's quality and safety. Unfortunately, inadequate nursing home staffing is a widespread and persistent problem. Some nursing homes provide good care, ensuring that their facilities have enough qualified staff. However, in the absence of limits on profits and administrative expenses, too many nursing homes fail to allocate the resources necessary to maintain sufficient staffing.

To help the public find out about nursing home staffing in our communities, LTCCC publishes, on a quarterly basis, information on staffing for every nursing home in the country (that is in compliance with federal staff reporting requirements).

Nursing Home Staffing 2019 Q1

Click on the links below to download easy-to-use files for each state. Each file includes information on: Each facility's direct care RN, LPN, and CNA staffing levels; Staffing levels for important non-nursing staff, including [...]

August 7th, 2019 | Nursing Home Information, Staffing [Read More >](#)

Top Ten & Bottom Ten Nursing Homes for Each State 2019 Q1

Staffing is widely considered to be the most important indicator of a nursing home's safety and quality. This page provides the names of the top ten and bottom ten nursing homes in each state

Quick links to staffing information for all licensed facilities in the U.S.

- NURSING HOME STAFFING 2019 Q1
- NURSING HOME STAFFING 2018 Q4
- NURSING HOME STAFFING 2018 Q3
- NURSING HOME STAFFING 2018 Q2
- NURSING HOME STAFFING 2018 Q1
- NURSING HOME STAFFING 2017 Q4

+ NH411 Data: Staffing

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Direct Care Staff

MD-Staffing-2019Q1.xlsx

	C	D	E	F	G	H	I	J	K
	MDS						Avg Total Staffing	Avg RN	
							Hours Per Resident	Hours Per Resident	
1	City	County	Census	RN Hours	LPN Hour	CNA Hour	Hours	Per Day	Per Day
96	BALTIMORE	Baltimore City	139.1	65.0	94.3	303.7	463.1	3.3	0.5
97	OAKLAND	Garrett	8.9	27.8	0.0	27.8	55.6	6.3	3.1
98	ANNAPOLIS	Anne Arundel	41.5	30.1	54.9	142.7	227.6	5.5	0.7
99	WALKERSVILLE	Frederick	113.7	81.3	97.2	196.8	375.2	3.3	0.7
100	GLEN BURNIE	Anne Arundel	154.3	81.4	111.3	293.4	486.1	3.2	0.5
101	GLEN ARM	Baltimore	24.4	22.9	13.4	63.4	99.7	4.1	0.9
102	GRANTSVILLE	Garrett	103.8	16.9	98.3	264.2	379.4	3.7	0.2
103	BALTIMORE	Baltimore	24.9	35.9	9.1	37.5	82.6	3.3	1.4
104	BALTIMORE	Baltimore City	134.5	72.9	132.5	257.2	462.6	3.4	0.5
105	HAGERSTOWN	Washington	122.5	36.4	82.9	214.4	333.7	2.7	0.3
106	BROOKLYN PARK	Anne Arundel	103.2	56.6	104.7	182.5	343.8	3.3	0.5
107	POCOMOKE CITY	Worcester	62.4	20.1	48.8	112.5	181.3	2.9	0.3
108	ROCKVILLE	Montgomery	458.1	242.9	453.9	1203.3	1900.1	4.1	0.5
109	DUNDALK	Baltimore	157.7	82.2	125.6	282.4	461.2	3.1	0.5

Direct Care Staff Contract Staff Non-Care Staff Notes +

Ready 200%

Sortable Facility-Level Data on Direct Care Staff Based on Auditable PBJ Data. (Each column represents the average for the nursing home for the 1st quarter of 2019).

29

Contract Staff

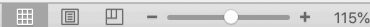
Ready

30

Non- Care Staff

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Useful Notes



+ NH411 Data: Staffing

Excel file demonstration



Nursing Home Pressure Ulcer Data
on www.nursinghome411.org

+ NH411 Data: Pressure Ulcer Rates

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Nursing Home Pressure Ulcer Rates: Spring 2019 – Nursing Home 411 – (Private Browsing)

https://nursinghome411.org/nursing-home-pressu

Dictionary Thesaurus Percent Calc NH411 EveryAction Free Conf Call eCFR - SNFs NYTimes Work Personal Violation Tracker | ... NYCCR - Residentia...

LONG TERM CARE
COMMUNITY COALITION
Advancing Quality, Dignity & Justice

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Q

Nursing Home Pressure Ulcer Rates: Spring 2019

Home / Nursing Home Information / Other Nursing Home Info / Nursing Home Pressure Ulcer Rates: Spring 2019

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Nursing Home Pressure Ulcer Rates: Spring 2019

Pressure ulcers are serious medical conditions and one of the important measures of the quality of clinical care in nursing homes. — U.S. Centers for Disease Control & Prevention (CDC).

Click on the following links to download the four quarter average pressure ulcer rates posted on Nursing Home Compare in April 2019. Please note that the absence of a number for a facility means that there was insufficient information available, *not* that the facility has no residents with pressure ulcers. Please see the Notes tab in each state file for additional information on the data provided.

- [AK Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [AL Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [AR Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [AZ Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [CA Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [CO Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [CT Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [DC Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [DE Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)

+ NH411 Data: Pressure Ulcer Rates

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KY-Nursing-Home-Pressure-Ulcer...						
Home Insert Draw Page Layout Formulas Data >> Share Comments						
Clipboard Font Alignment Number Conditional Formatting Format as Table Cell Styles Cells Editing Ideas						
A1	Provider State					
Provider State	Provider Name	Address	Provider City	Zip Code	Percentage of high risk long-stay residents with pressure ulcers	Processing Date
1						
2	KY	HILLCREST HEALTH AND REH. 1245 AMER	CORBIN	40702	11.6	3/1/19
3	KY	BARBOURVILLE HEALTH AND 65 MINTON	BARBOURVILLE	40906	17.5	3/1/19
4	KY	BRADFORD SQUARE GENESIS 1040 US 127	FRANKFORT	40601	2.0	3/1/19
5	KY	GRAYSON NURSING AND REH 505 WILLIAM	LEITCHFIELD	42754	11.2	3/1/19
6	KY	HYDEN HEALTH AND REHABI 21040 US HW	HYDEN	41749	9.4	3/1/19
7	KY	OAKVIEW NURSING & REHAB 10456 US HW	CALVERT CITY	42029	4.8	3/1/19
8	KY	RIVERSIDE CARE & REHABIL 190 EAST HW	CALHOUN	42327	4.5	3/1/19
9	KY	THE WILLOWS AT HARRODSB 180 LUCKY N	HARRODSBURG	40330	1.0	3/1/19
10	KY	SIGNATURE HEALTHCARE OF 58 CAL HILL	PINE KNOT	42635	5.8	3/1/19
11	KY	WOLFE COUNTY HEALTH AND 850 HWY 19	CAMPTON	41301	2.5	3/1/19
12	KY	SIGNATURE HEALTHCARE AT 96 HIGHWAY	ANNVILLE	40402	2.1	3/1/19
13	KY	SOUTH SHORE NURSING & REHAB 1175 E. HA	SOUTH SHORE	41175	2.6	3/1/19
14	KY	BRECKINRIDGE MEMORIAL N 1011 OLD HI	HARDINSBURG	40143	13.3	3/1/19
15	KY	LANDMARK OF LAUREL CREEK 1033 NORTH	MANCHESTER	40962	7.3	3/1/19
16	KY	LIFE CARE CENTER OF LA CEN 252 W. 5TH	LA CENTER	42056	7.3	3/1/19
17	KY	BEAVER DAM NURSING & REH 1595 US HW	BEAVER DAM	42320	2.6	3/1/19
18	KY	OWENTON CENTER 905 HWY 12	OWENTON	40359	3.4	3/1/19
19	KY	HEARTLAND VILLA CENTER 8005 US HW	LEWISPORT	42351	3.5	3/1/19
20	KY	HEARTHSTONE PLACE 506 ALLENSVILLE	ELKTON	42220	9.8	3/1/19
21	KY	TRI-CITIES NURSING AND REH 19101 US HW	CUMBERLAND	40823	10.2	3/1/19
22	KY	KINGSBROOK LIFECARE CENT 2500 STATE	ASHLAND	41102	4.9	3/1/19
23	KY	THE SEASONS AT ALEXANDRIA 7341 E ALEX	ALEXANDRIA	41001	1.8	3/1/19
24	KY	SPRING CREEK HEALTH CARE 1401 SOUTH	MURRAY	42071	6.9	3/1/19
25	KY	CHRISTIAN HEALTH CENTER 920 SOUTH F	LOUISVILLE	40203	13.1	3/1/19
26	KY	THE PAVILION AT KENTON 401 EAST 20	COVINGTON	41014	6.2	3/1/19
27	KY	HILLCREEK REHABILITATION 3116 BRECKI	LOUISVILLE	40220	1.4	3/1/19
28	KY	THE GRANDVIEW NURSING 640 WATER	CAMPBELLSVILLE	42719	9.5	3/1/19
29	KY	HILLSIDE CENTER 1500 PRIDE	MADISONVILLE	42431	11.0	3/1/19
30	KY	BRIGHTON CORNERSTONE 6155 EAST NOR	MADISONVILLE	42431	5.5	3/1/19
31	KY	LAUREL HEIGHTS HOME FOR 208 WEST TV	LONDON	40743	0.2	3/1/19

KY-Nursing-Home-Pressure-Ulcer...		
Home Insert Draw Page Layout Formulas Data >> Share Comments		
Clipboard Font Alignment Number Conditional Formatting Format as Table Cell Styles Cells Editing Ideas		
A14	Provider State	
About the Data:		For more information:
Data downloaded on April 13, 2019 from https://data.medicare.gov/d/djen-97ju?category=Nursing-Home-Compare&view_name=MDS-Quality-Measures .		Fact Sheet on Pressure Ulcers: https://nursinghome411.org/fact-sheet-pressure-ulcers/ .
The data provided are the four quarter average rates of high-risk long stay residents with pressure ulcers as of the above date.		US Nursing Home Pressure Ulcer Citations: https://nursinghome411.org/enforcement/pressure-ulcer-citations/ .
Some of the facilities have no data in the percentage column. According to CMS, this is due to the number of residents being too small to report.		Pressure Ulcer Handout: https://nursinghome411.org/pressure-ulcer-handout/ .
		Pressure Ulcer Issue Alert: https://nursinghome411.org/itccc-issue-alert-pressure-ulcers/ .
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+ NH411 Data: Pressure Ulcer Citations

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LONG TERM CARE COMMUNITY COALITION
Advancing Quality, Dignity & Justice

- Learning Center >
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- Assisted Living
- LTC in NY State >
- HV Ombudsman Program>
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- Q

Nursing Home Pressure Ulcer Citations: Spring 2019

Home / Other Nursing Home Info, Pressure Ulcers Citations, Uncategorized / Nursing Home Pressure Ulcer Citations: Spring 2019

< Previous Next >

Pressure ulcer are a major concern for nursing home residents and families and, according to the federal Centers for Disease Control and Prevention, a key indicator of the quality and safety provided in a nursing home. We recommend that the information provided here is used in conjunction with information on pressure ulcer rates and staffing rates, available on our [Nursing Home Data and Information page](#), to identify the potential strengths and weaknesses of the care provided in a nursing home. For more information and useful tools to support resident-centered advocacy, please visit our [Learning Center](#).

[AK Pressure Ulcer Deficiencies NH Compare March2019](#)

[AL Pressure Ulcer Deficiencies NH Compare March2019](#)

[AR Pressure Ulcer Deficiencies NH Compare March2019](#)

[AZ Pressure Ulcer Deficiencies NH Compare March2019](#)

[CA Pressure Ulcer Deficiencies NH Compare March2019](#)

[CO Pressure Ulcer Deficiencies NH Compare March2019](#)

[CT Pressure Ulcer Deficiencies NH Compare March2019](#)

[DC Pressure Ulcer Deficiencies NH Compare March2019](#)

[DE Pressure Ulcer Deficiencies NH Compare March2019](#)

[FL Pressure Ulcer Deficiencies NH Compare March2019](#)

+ These are just some of the examples of nursing home data available to you on www.nursinghome411.org

■ All data are...

- Free to download and use for your own information and advocacy
- Formatted for ease of use
- Searchable and sortable
- Periodically updated
- Derived from reliable resources (with citations provided)

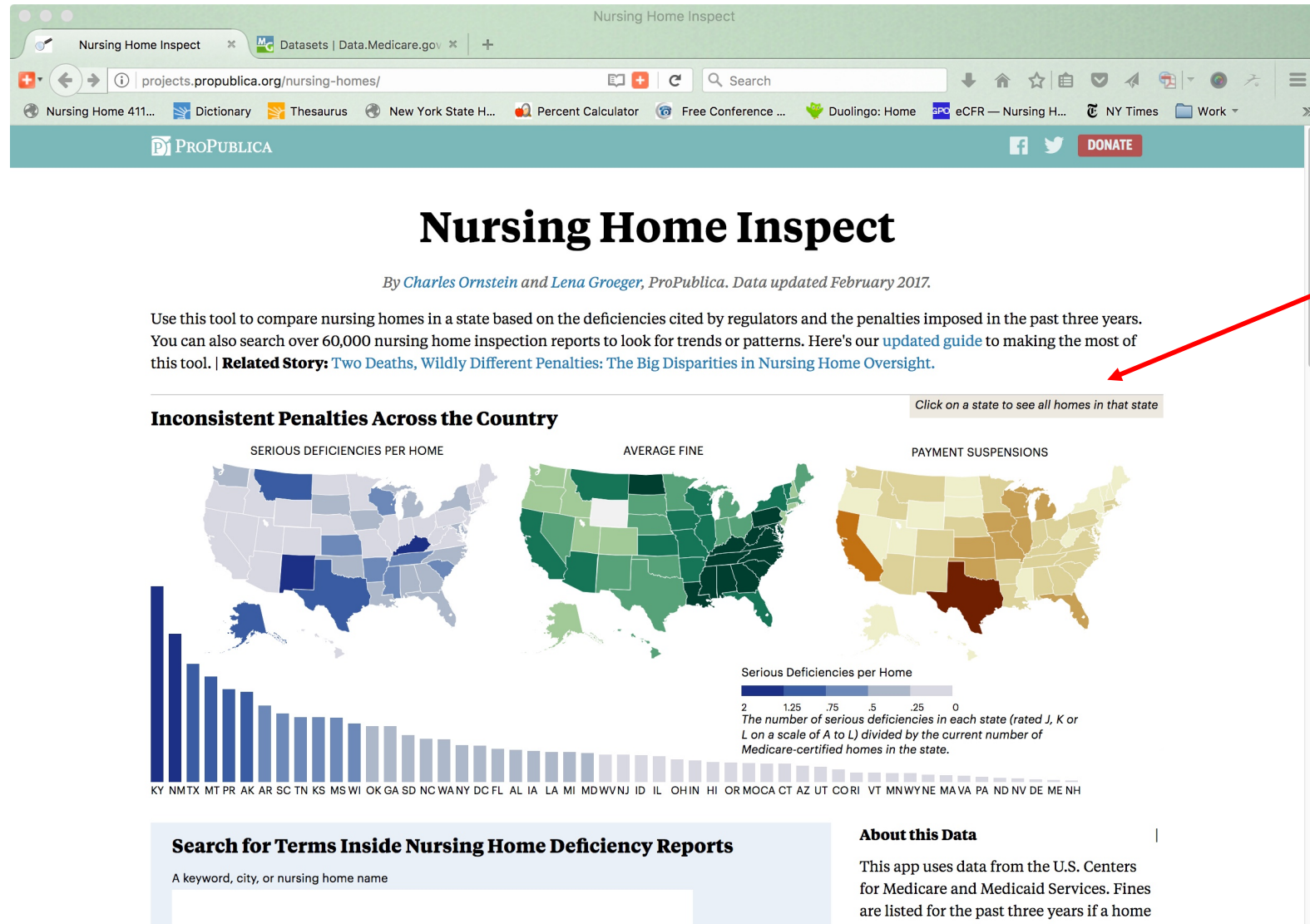
■ To receive updates when new data are released and other alerts:
<https://nursinghome411.org/join/>.



ProPublica's Nursing Home Inspect

+ www.propublica.org: Nursing Home Inspect

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Nursing Home Inspect
Find Nursing Home Problems in Your State

Nursing Home Inspect » New York

New York

624 Homes
62 Homes with Serious Deficiencies
\$928K in Penalties
7 Payment Suspensions

Search for Terms Inside Nursing Home Deficiency Reports

A keyword, city, or nursing home name

All States All Severities Search

Examples: choke, Sacramento, Graceland [Search Tips](#)

Nursing Home Name	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.

Deficiencies By Severity In New York

(What do the severity ratings mean?)

B	377
C	74
D	7,311
E	2,151
F	181

+ www.propublica.org: Example of simple search

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The screenshot shows a web browser window with the URL <https://projects.propublica.org/nursing-home/>. The search bar contains the keyword "discharge". Below the search bar, it shows "10,584 results (36,768 Deficiencies)". A red arrow points to the search bar. Below the results count, there is a pagination bar with "Previous", "1", "2", "3", "4", "5", "6", "7", "8", "9", "...", "735", "736", and "Next". A red arrow points to the pagination bar. Below the pagination bar, there is a note: "The number and severity of deficiencies shown below relate only to the search terms, not necessarily all deficiencies against the home. Important: If you searched for a city or home name, results for that home may be spread over several pages. To improve results, select a state and sort by city." A red arrow points to this note. Below the note is a table with columns: Date, Nursing Home, City, State, Def., and Severity Range. The table shows two results. The first result is for "BROWNWOOD NURSING AND REHABILITATION LP (REPORT)" in Brownwood, Tex., dated March 22, 2017, with 1 deficiency and a severity range of L. The second result is for "REUNION PLAZA SENIOR CARE AND REHABILITATION CENTE (REPORT)" in Texarkana, Tex., dated Oct. 26, 2017, with 4 deficiencies and a severity range of L. A red arrow points to the first row of the table. To the right of the table is a sidebar titled "Deficiencies With 'Discharge'" with a section "By Severity" showing a list of severity levels (B, C, D, E, F, G, H, J, K, L) and their corresponding counts. A red arrow points to the sidebar title. Below the sidebar, there is a note: "This chart may display more deficiencies than reports because some reports have more than one deficiency. Click on each bar to limit search to that severity score." A red arrow points to this note.

A keyword, city, or nursing home name

discharge

Search All States All Severities

Examples: [choke](#), [Sacramento](#), [Graceland](#) [Search Tips](#)

10,584 results
(36,768 Deficiencies)

← Previous 1 2 3 4 5 6 7 8 9 ... 735 736 Next →

The number and severity of deficiencies shown below relate only to the search terms, not necessarily all deficiencies against the home.
Important: If you searched for a city or home name, results for that home may be spread over several pages. To improve results, select a state and sort by city.

Date	Nursing Home	City	State	Def.	Severity Range
March 22, 2017	BROWNWOOD NURSING AND REHABILITATION LP (REPORT) I) Record review of Resident #2's Discharge Orders from the local hospital, ... Home Info	Brownwood	Tex.	1	L
Oct. 26, 2017	REUNION PLAZA SENIOR CARE AND REHABILITATION CENTE (REPORT) with [DIAGNOSES REDACTED]. A hospice discharge summary report dated [DATE]	Texarkana	Tex.	4	L

Deficiencies With "Discharge"

By Severity

B	1,023
C	462
D	21,996
E	7,040
F	988
G	3,140
H	241
J	1,054
K	663
L	149

This chart may display more deficiencies than reports because some reports have more than one deficiency. Click on each bar to limit search to that severity score.

[Severity Score](#)



Mapping Nursing Home Data in Your State or Community



Tableau: Mapping Nursing Home Ratings with Interactive Data Visualization Software

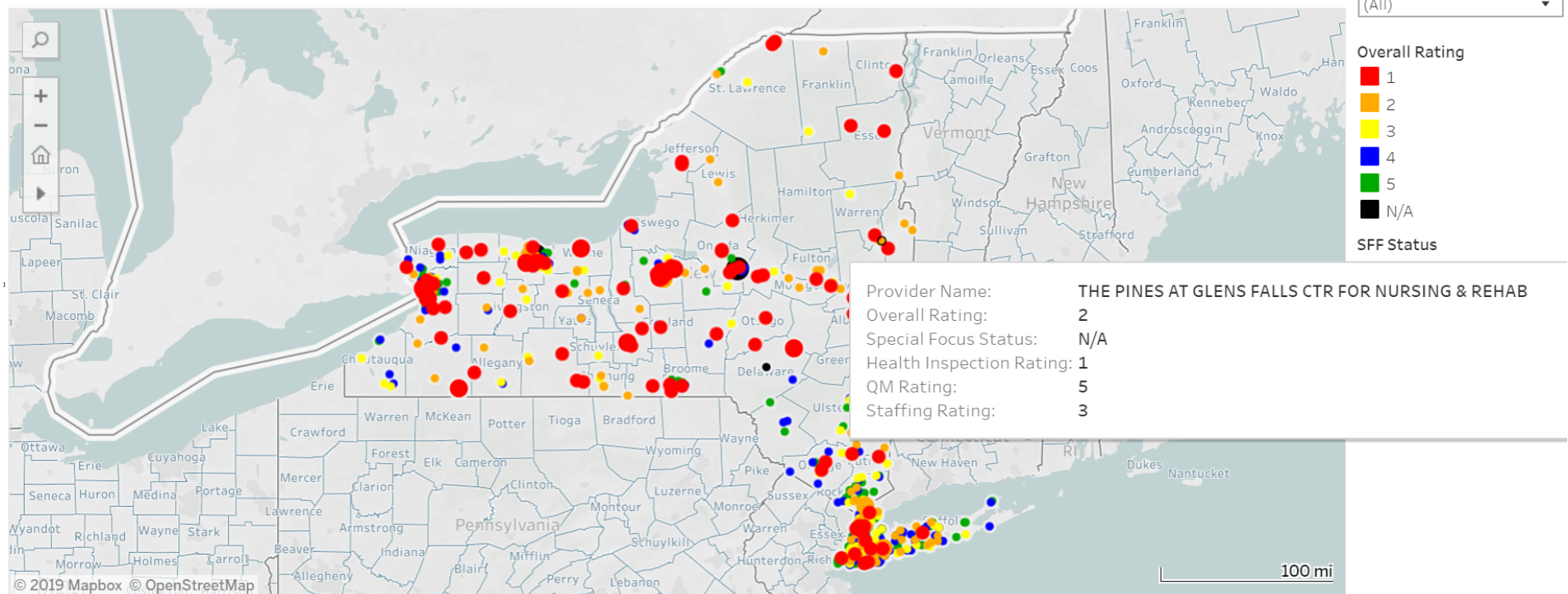
Eric Goldwein, MPH
Long Term Care Community Coalition (LTCCC)

+ Tableau: Mapping Nursing Home Data

■ What is Tableau?

- Interactive data visualization software which makes **maps**, **graphs**, and other **graphics** illustrating quantitative and qualitative information.

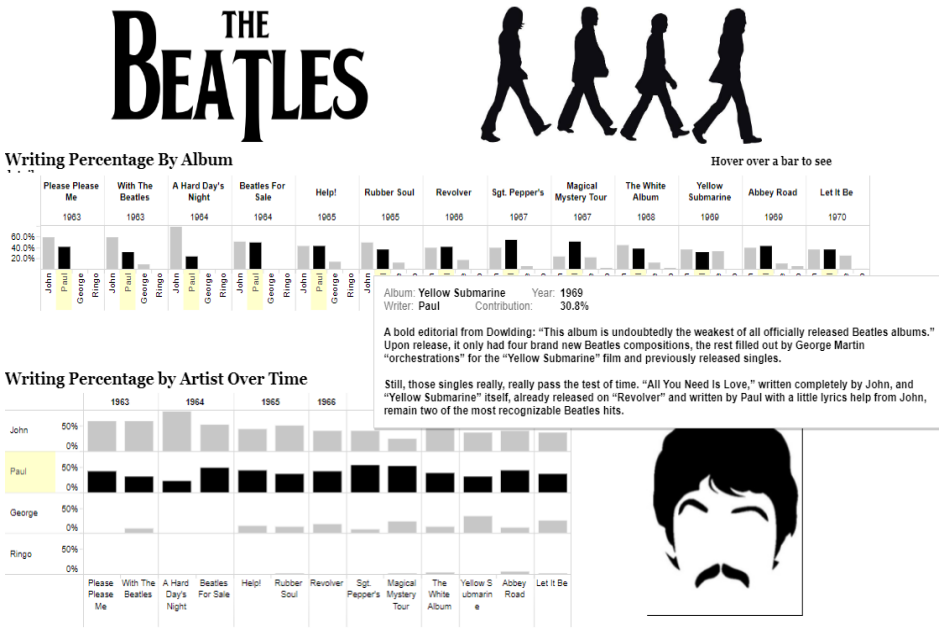
Graphic by Long Term Care Community Coalition | Data Source: Medicare.gov



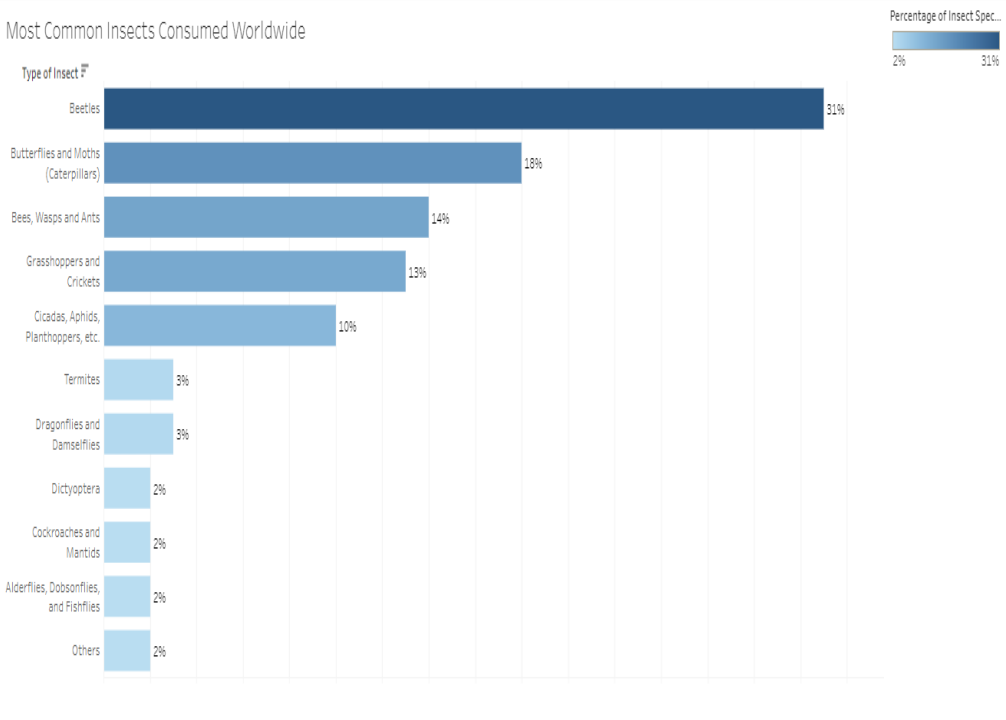


Not Just for Nursing Home Data ...

The Beatles



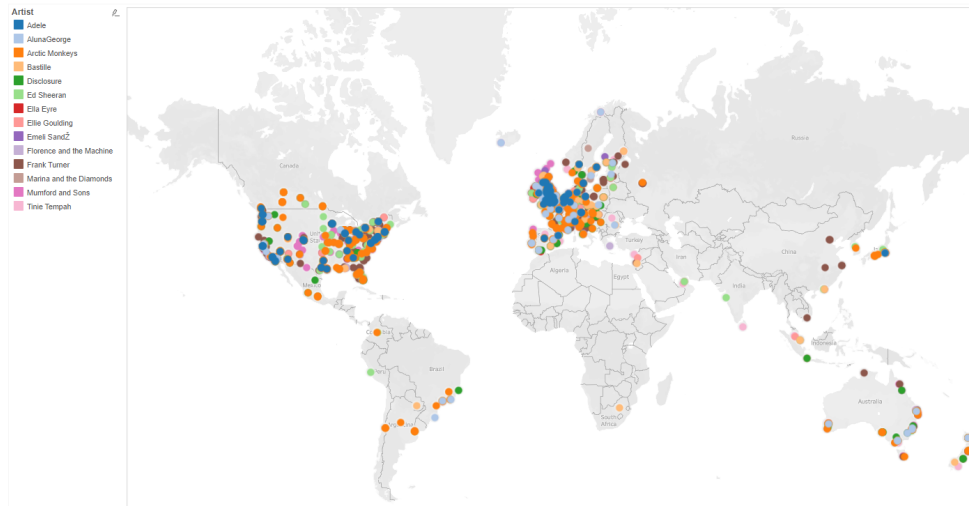
The Beetles



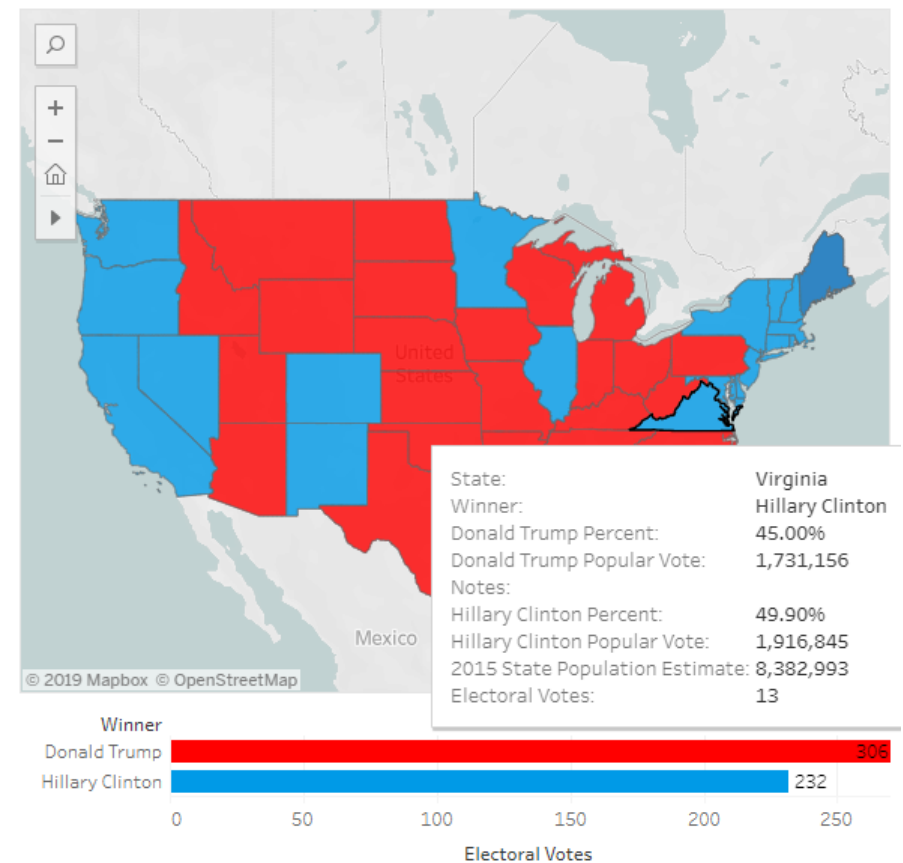
+ Not Just for Nursing Home Data ...

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Concert Performances by UK Musicians (Post-2000)



2016 U.S. Election



+ Tableau Vocabulary

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■ Tableau

- Interactive data visualization software.

■ Geospatial data: Data or information that identifies the geographic location of features and boundaries on Earth (natural or constructed features, oceans, etc).

■ Coordinates: **Latitude** (between -90° and 90°) **Longitude** (-180° and 180°).

*Note: Negative values = West, South; Positive values = North, East.

- Crystal Gateway Marriott: 38.859° N, 77.055° W
- The North Pole: 90.000° N
- Liverpool, UK: 53.408° N, 2.992° W

■ Tableau Terms

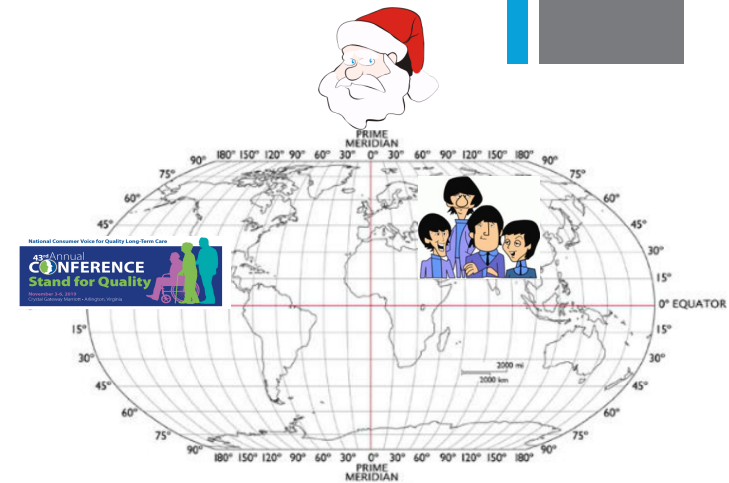
Dimensions: Fields that cannot be aggregated

Measures: Fields that can be measured, aggregated, or used for mathematical operations.

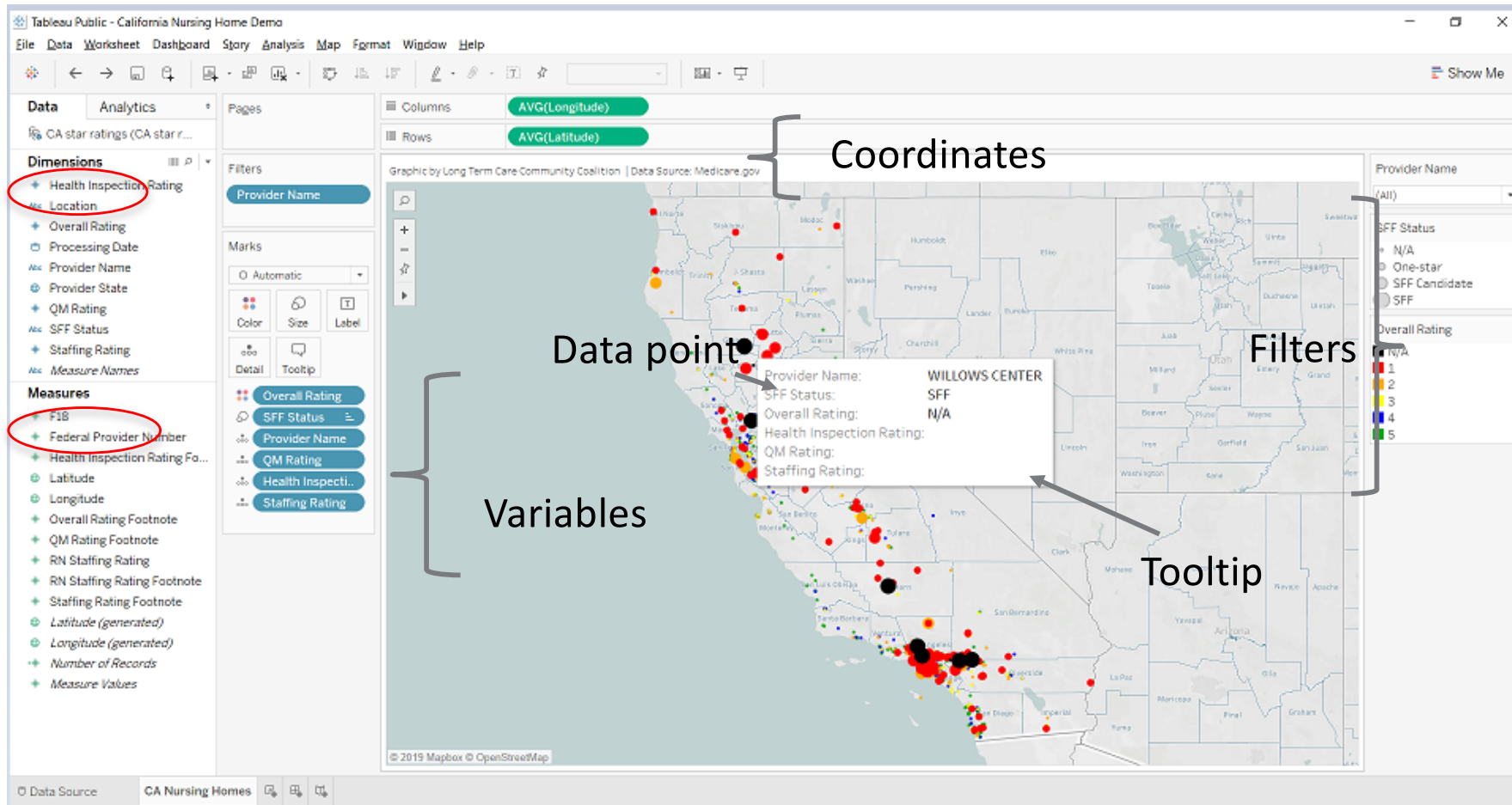
Tooltips: Details that appear when you rest the pointer over a data point.

Worksheet: Contains a single view along with shelves, legends, and the Data pane.

Dashboard: A collection of views from multiple worksheets.



+ A Map of the Map



Worksheet



Getting Started: Data, Data, Everywhere

- Tableau is only as good as the information that is put into it.

- Data limitations: incomplete, misleading, inaccurate, poor quality.

- Nursing Home Data: Found through Medicare.gov, ProPublica, other resources.

- Overall rating (1-5), Health Inspection, Staffing, Quality Measures, Special Focus Facility Status, etc.

- While comprehensive, there are still limitations:

- *Under/overreporting*: Are surveyors capturing representative data?

- *Validity*: Do findings truly represent the phenomenon CMS is claiming to measure?)

- Others?

- Still, NHC data can provide valuable insight nursing home performance.

Facility	Provider Name	Provider State	Overall Rating	Health Inspection Rating	INS	QMR Rating	Staffing Rating	INS	INS Staffing Rating	INS	Location	Latitude	Longitude	SF
402018	RYDER MEMORIAL HOSPITAL INC	PR	5	2	4	4	4	5			355 AVE HUMACAO, PR 00792	18.0342	-66.818	
122040	LIFE CARE CENTER OF HILO	HI	4	2	5	4	5				944 WEST KAWAIA STREET HILO, HI 96720	19.6828	-155.1	
122045	LEGACY HILO REHABILITATION & NURSING CENT	HI	N/A	18	N/A	18	N/A	18	N/A	18	945 KAHAMANA DRIVE HILO, HI 96720	19.7042	-155.11	SFF
125045	HALE ANNUENUE RESTORATIVE CARE	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1333 WAIAANUE AVENUE HILO, HI 96720	19.7172	-155.12	
125050	HILD MEDICAL CENTER	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1190 WAIAANUE AVENUE HILO, HI 96720	19.7175	-155.11	
265657	ABBEY WOODS CENTER FOR REHABILITATION AND	HI	2	1	5	1	12	1		12	5026 PARADO ST SAINT JOSEPH, MO 64506	39.7701	-94.776	
125003	KULA HOSPITAL	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		100 KEEKEA PLACE KULA, HI 96790	20.702	-156.36	
105804	ABERDEEN RUSSELL CARE CENTER LLC	FL	2	1	5	4	4				700 S 30TH STREET FORT PIERCE, FL 34947	27.4413	-80.354	
125007	HALE MAKAU - KAHULUI	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		472 KALANIA STREET KAHULUI, HI 96732	20.8792	-156.48	
125056	HALE MAKAU HEALTH SERVICES	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		1540 LOWER MAIN STREET WAILUKU, HI 96795	20.8929	-156.49	
125020	LEHI HOSPITAL	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		5675 KALANIA AVENUE HONOLULU, HI 96816	21.2737	-157.8	
125055	HI'OLANI CARE CENTER AT KAHALA MUI	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		4389 MAUIA STREET HONOLULU, HI 96821	21.2804	-157.78	
125050	HALE MAKAUJALUA	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		6035 SUMNER STREET HONOLULU, HI 96821	21.2855	-157.72	
125066	KALANALUA GARDENS	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1723 KALANALUA AVENUE HONOLULU, HI 96826	21.2915	-157.84	
125042	OHAKU CARE FACILITY	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1808 SOUTH BERETANIA STREET HONOLULU, HI 96826	21.2974	-157.83	
125013	MAUNALANI NURSING AND REHABILITATION CEN	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		5113 MAUNALANI CIRCLE HONOLULU, HI 96816	21.2977	-157.79	
125047	HALE OLA KINO	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1314 KALANALUA AVENUE HONOLULU, HI 96826	21.2988	-157.84	
125014	ARCADIA RETIREMENT RESIDENCE	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		1434 PUNAHOU STREET HONOLULU, HI 96822	21.3016	-157.83	
125059	PAULINA CHINESE HOME	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		2459 10TH AVENUE HONOLULU, HI 96816	21.3038	-157.79	
125013	HALE NANI REHABILITATION AND NURSING CENT	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1877 PENACOLA STREET HONOLULU, HI 96822	21.3086	-157.84	
77551	ABBOTT TEN HEALTH CTR	CT	2	2	2	2	2	1			44 ABBOTT TEN WATERBURY, CT 06702	41.5565	-73.058	
945553	ABBOTT'S CREEK CENTER	NC	2	2	4	2	2	2			877 HILL EVERHART ROAD LEXINGTON, NC 27295	35.8512	-80.227	
125053	15 CRAIGSIDE	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		15 CRAIGSIDE PLACE HONOLULU, HI 96817	21.3232	-157.85	
125041	LILUA HEALTHCARE CENTER	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		1814 LILUA STREET HONOLULU, HI 96817	21.3239	-157.86	
125064	CLARENCE TC CHING VILLAS AT ST FRANCIS	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		2230 LILUA STREET HON, HI 96817	21.3287	-157.85	
125059	MAKUPA	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1027 MAKA DRIVE HONOLULU, HI 96817	21.3298	-157.86	
125024	NUKUNA HALE	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		2900 PALI HIGHWAY HONOLULU, HI 96817	21.336	-157.84	
125020	AWAKOH CARE CENTER - HONOLULU, LLC	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		1930 KANEHEHEA IV RD HONOLULU, HI 96819	21.3453	-157.87	
065587	ABERFORTH PLACE SKILLED NSG & REHAB CTR	OH	2	2	2	2	2	2			311 BUCKINGHAM ROAD BOWELL, OH 45614	39.8461	-82.358	
125132	ABERCORN REHABILITATION CENTER	GA	2	2	4	2	2	2			11800 ABERCORN STREET SAVANNAH, GA 31419	31.9803	-81.154	
122058	ALPHA NURSING & REHAB CENTRE	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		45 545 KANEHEHEA HIGHWAY KANEHE, HI 96744	21.3962	-157.8	
125046	JANI PEARL NURSING FACILITY	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		451 181 WAIKALUA ROAD KANEHE, HI 96744	21.4112	-157.79	
125048	PULUWAI 'O MAKANA	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		84 390 IDEE STREET WAIKANE, HI 96792	21.4711	-158.2	
235052	ABERDEEN REHABILITATION AND SKILLED NURSING	HI	2	2	2	2	2	3			5500 PORT ST TIBBETON, HI 48185	42.1146	-80.113	
125062	HALE KUPUNA HERITAGE HOME, LLC	HI	5	N/A	N/A	N/A	N/A	N/A	N/A		4297A OMAKA ROAD KOLOA, HI 96756	21.6266	-156.49	
125061	KALAU CARE CENTER	HI	4	N/A	N/A	N/A	N/A	N/A	N/A		9611 WAIANA ROAD WAIANA, HI 96796	21.9582	-156.87	
125021	KALAU VETERANS MEMORIAL HOSPITAL	HI	4	N/A	N/A	N/A	N/A	12	N/A	12	4643 WAIANA CANYON DRIVE WAIANA, HI 96796	21.9601	-156.87	





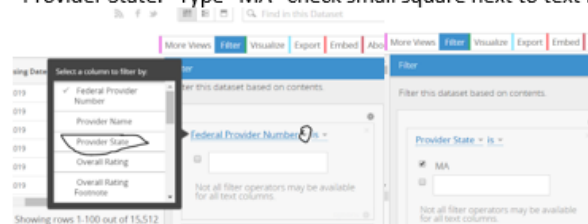
Downloading Data

1. Downloading data

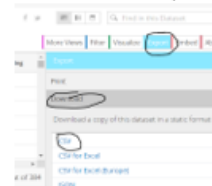
- a. Visit <https://data.medicare.gov>, scroll down, and select “Nursing Home Compare data”



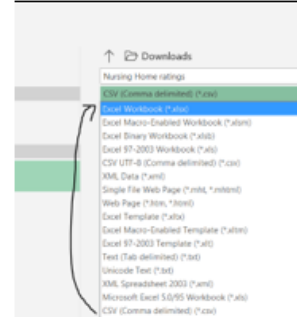
- b. Use search function to find dataset of interest – in this case, “Star Ratings.”
- c. Select Star Ratings and use the “Filter” feature to select data of interest.
- i. In this example, select the arrow next to Federal Provider Number and select “Provider State.” Type “MA” check small square next to text box.



- d. To download file, select Export → Download → CSV.



- e. Convert file from CSV to XLS and save to appropriate location.



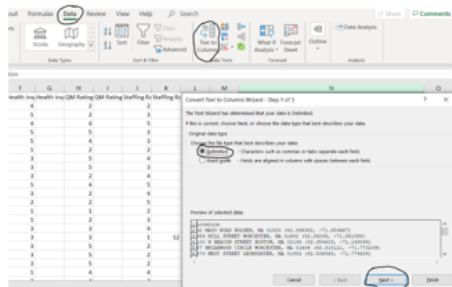
+ Organizing Spreadsheet

2. Organizing spreadsheet

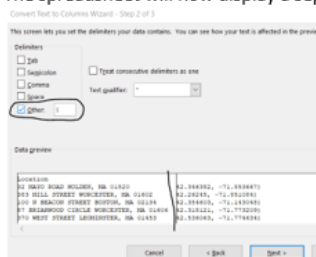
- Before using Tableau, we will want to organize our spreadsheet and create separate columns for Latitude and Longitude.
 - Open file and identify column "Location." Extend column to see each facility's full addresses **and** geographic coordinates.

Location	Address	Latitude	Longitude
32 MAYO ROAD HOLDEN, MA 01520	42.346382, -71.853667		
383 MILL STREET WORCESTER, MA 01602	42.26245, -71.851084		
100 N BEACON STREET BOSTON, MA 02134	42.354603, -71.843048		
87 BRAWWOOD CIRCLE WORCESTER, MA 01606	42.318125, -71.772209		
370 WEST STREET LEOMINSTER, MA 01453	42.530661, -71.774634		
770 CONVERSE STREET LONGMEADOW, MA 01106	42.064501, -72.52337		
96 FOREST STREET PEABODY, MA 01960	42.528947, -70.955736		
30 WATERTOWN STREET LEXINGTON, MA 02420	42.419777, -71.238386		
184 MANSFIELD AVENUE NORTON, MA 02766	41.982128, -71.210472		
233 MIDDLE STREET BRAINTREE, MA 02184	42.217764, -70.99162		
95 COMMERCIAL STREET BRAINTREE, MA 02184	42.22078, -70.971419		
125 BROAD STREET WEYMOUTH, MA 02188	42.21687, -70.960934		
121 NORTHBORO ROAD MARLBOROUGH, MA 01752	42.341303, -71.588473		
146 DEAN STREET TAUNTON, MA 02780	41.80591, -71.070066		

- Create three new columns to the right of "Location." Move column labeled "Processing date" three columns to the right. The two empty columns to the right of "Location" will be for Latitude and Longitude.
- Select Data → Text to Columns → Delimited → Next.

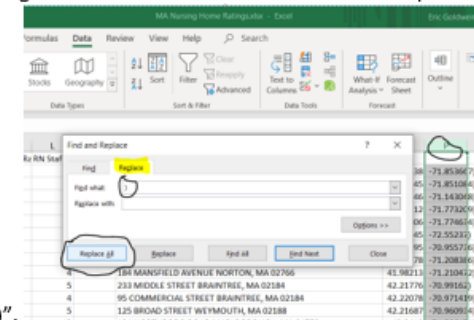


- On next screen, check "Other," and type an open parenthesis "(" and select finish. The spreadsheet will now display a separate column with the coordinates.



Location	Coordinates
32 MAYO ROAD HOLDEN, MA 01520	42.346382, -71.853667
383 MILL STREET WORCESTER, MA 01602	42.26245, -71.851084
100 N BEACON STREET BOSTON, MA 02134	42.354603, -71.843048
87 BRAWWOOD CIRCLE WORCESTER, MA 01606	42.318125, -71.772209
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121 NORTHBORO ROAD MARLBOROUGH, MA 01752	42.341303, -71.588473
146 DEAN STREET TAUNTON, MA 02780	41.80591, -71.070066

- Repeat process in 2a-ii to create separate columns for latitude and longitude. With new column highlighted, select Data → Text to Columns → Delimited → Next. On next screen under "Delimiters," uncheck "Other" and select "Comma." Then click Finish.
- Highlight column with longitudinal coordinates and use "find and replace" to



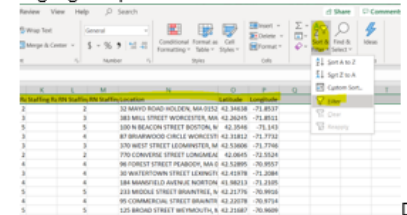
eliminate parenthesis ")".

- Finally, label columns "Latitude" and "Longitude." Save!

+ Finding Missing Coordinates

3. Finding missing data

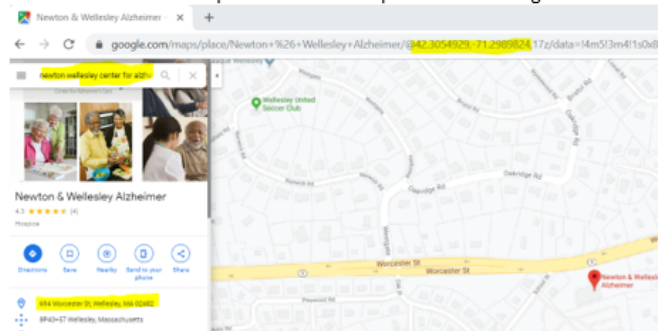
- Highlight top row and select filter. This allows you to sort each column.



- To identify facilities with missing coordinates, sort Latitude or Longitude columns by smallest to largest (or largest to smallest) and scroll down to bottom of dataset.

M	N	O	P
RN Staff	Location	Latitude	Longitude
2	Sort Smallest to Largest	-71.8537	
3	Sort Largest to Smallest	-71.8511	
5	Sort by Color	-71.143	
4	Clear Filter from "Latitude"	-71.7732	
3	Filter by Color	-71.7746	
2	Number Filters	-72.5524	
4		-70.9557	
4		-71.2084	
4		-71.2105	

- To find coordinates, search facility or address on maps.google.com. Find coordinates on URL and paste into excel. Repeat for all missing coordinates.



+ Downloading Tableau Public

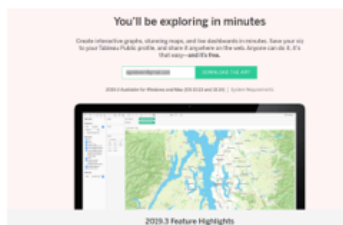
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Tableau Instructions - 2019 Consumer Voice Conference

By Long Term Care Community Coalition

Downloading Tableau (instructions via chadskelton.com/p/installing-tableau-public-and-open.html):

1. Visit <https://public.tableau.com/en-us/s/download>, enter email, select **DOWNLOAD THE APP**.



2. After file has been downloaded, run it and follow the prompts to install Tableau on your Mac or PC.

a. On a PC, Tableau Public shortcut should be visible on your desktop. Double click it and



PC Tableau icon

b. On Mac, you may have to search for Tableau by double clicking search icon in the top right and typing in 'tableau'. Next, drag the program into your dock and double click icon to load Tableau Public. Your screen should look like this:

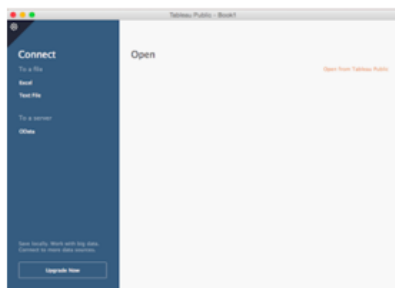


Tableau: Getting Started

Tableau Instructions - 2019 Consumer Voice Conference
By Long Term Care Community Coalition

1. Getting Started

- a. Open Tableau Public. Select **Microsoft Excel** on top left to add files. Select **U.S. Nursing Home ratings and SFF status.xlsx**.



- b. Excel files should include latitude, longitude, and variables of interest (i.e. Overall rating, Provider name, etc).

A	B	C	D	E	F	G	H	I	J	K	L	M
Federal Provider N	Provider S	Overall Ra	Health Ins	QM Rating	Staffing R	RN Staffing	RN Staffing	Rating Fo	Latitude	Longitude		
335003 THE EMER NY		4	3	5	2	2	2000 EAST	41.29658	-73.8913			
335004 ALBURN NY		2	1	5	3	3	85 THORN	42.91366	-76.5791			
335005 BRIARCLIFF NY		3	3	5	1	1	620 SLEEP	41.12631	-73.8353			
335006 KATHERIN NY		1	1	3	2	2	110 UTICA	43.05654	-75.3651			
335008 ST JOHN NY		2	2	3	3	2	150 HIGHL	43.12991	-77.6091			
335011 ST PATRIC NY		5	4	5	3	4	66 VAN CC	40.8844	-73.8884			
335014 SCHERECT NY		3	2	5	2	2	526 ALTA	42.79218	-73.9336			
335015 SCHERVIE NY		5	5	4	2	2	2975 INDC	40.88335	-73.9171			
335017 BEECHTRE NY		2	1	2	4	4	318 SOUTH	42.43592	-76.5016			
335019 REGEYS CA NY		4	5	4	1	1	3200 BAYC	40.87694	-73.8362			
335020 HEDREW I NY		5	4	5	2	3	5901 PALM	40.90701	-73.9104			
335022 SANDS PO NY		3	2	5	3	3	1440 PORT	40.84384	-73.6902			
335023 A HOLLY P NY		5	4	5	3	3	875 JERUS	40.6974	-73.5856			
335024 BEACH TE NY		4	3	5	2	2	640 WEST	40.58447	-73.6833			
335027 VILLAGE C NY		5	4	5	2	2	214 W HO	40.72852	-74.0045			
335028 THE CITAE NY		1	1	4	2	2	3400 26 Cr	40.88042	-73.8986			
335030 MOSHOLL NY		5	5	5	2	2	3356 PERH	40.87859	-73.8745			
335034 WYOMING NY		2	1	5	2	2	400 NORT	42.75345	-78.1325			

- i. **Note:** Excel file should be checked for errors, missing datapoints, outliers, etc.

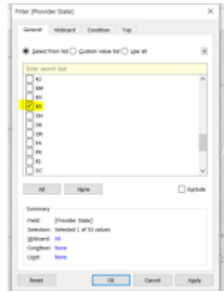
- c. Click **Sheet 1** on bottom left, then right click **Sheet 1** to rename (i.e. New York Nursing Home Ratings)



+ Tableau: Creating Datapoints

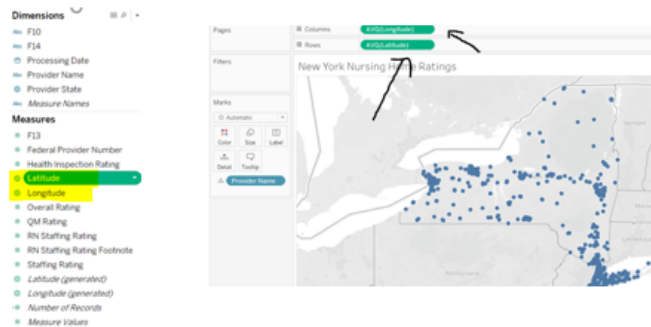
2. Creating Datapoints

- On the left column there are two sections: 1) **Dimensions** and 2) **Measures**.
- Under Dimensions, select **Provider State** and drag into **Filters** shelf. Select state(s) of interest.

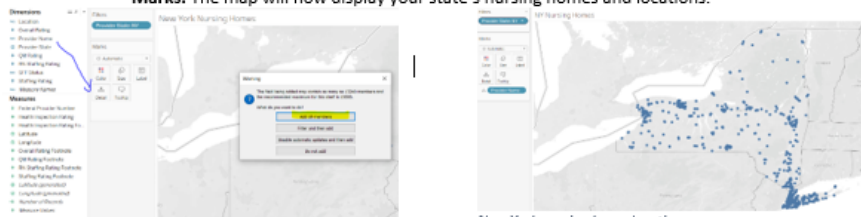


Filtered by state (NY)

- Under **Measures**, find items labeled **"Latitude"** and **"Longitude"**. Do **NOT** use items labeled **"Latitude (generated)"** and **"Longitude (generated)"**. Drag **Longitude** to Columns on shelf on top of map. Drag **Latitude** to Rows (below Columns).



- Under Dimensions, select **Provider Name** and drag into **Detail** in the shelf labeled **Marks**. The map will now display your state's nursing homes and locations.

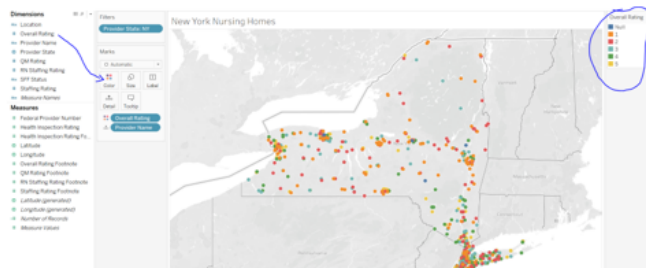


New York nursing home locations

+ Tableau: Illustrating by Color and Size

3. Illustrating Overall Ratings (by Color)

- Under **Measures and Dimensions**, identify variable(s) of interest: **Overall Rating**, **Health Inspection Rating**, **QM Rating**, **Staffing Rating**.
 - Drag variables of interest from **Measures** to **Dimensions**.
- To illustrate overall ratings by color, drag **Overall Rating** to **Color** (found in **Marks shelf**).



- Edit **Colors** and **Legend title** by hovering over **Overall Rating** on top right and selecting arrow.

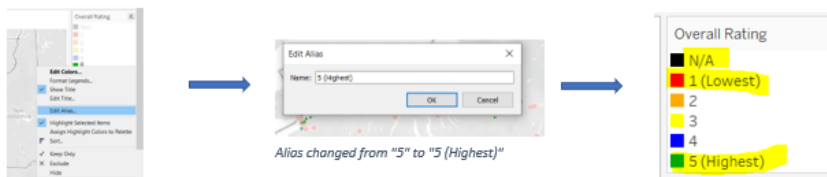


- Edit colors **manually** by assigning colors to each number or automatically assign colors by selecting Tableau's **Color Palettes**.



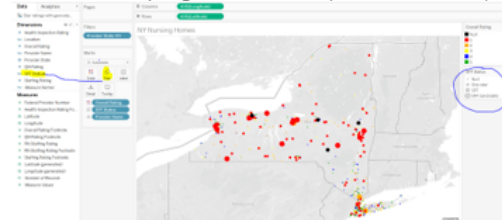
Manual color assignment (left) vs. Tableau color palette (right)

- Rename values in **Legend** by right clicking value and selecting **Edit Alias**.



4. Illustrating Special Focus Facility (SFF) status (by Size)

- Under **Dimensions**, drag **SFF Status** to **Size** (found in **Marks shelf**).



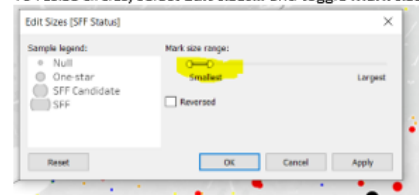
- To edit legend (title, sizes), hover over **SFF Status** on top right and select arrow.



- To re-order **Legend**, select **Manual** and adjust items by preferred order.



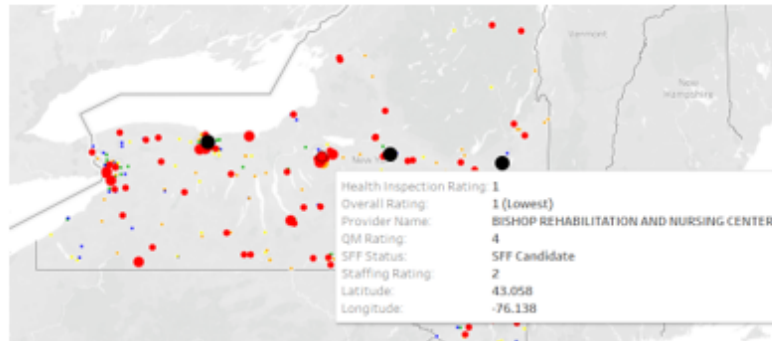
- To resize circles, select **Edit sizes...** and toggle **Mark size range**.



+ Tableau: Secondary Variables & Tooltip

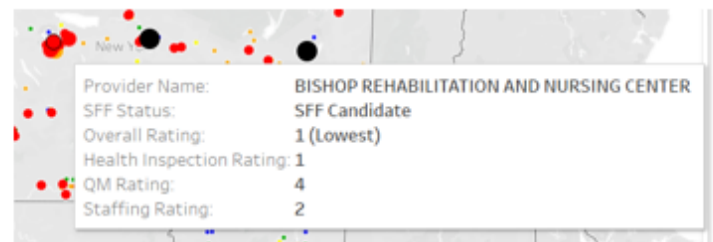
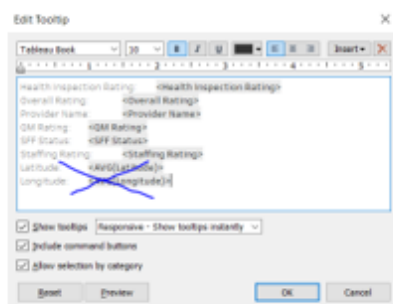
5. Secondary Variables

- Under dimensions, identify secondary variables of interest (**QM Rating, Staffing Rating, Health Inspection Rating**). Select variables and drag to **Marks** under **Details**.
 - When hovering over a nursing home, you will now see primary and secondary variables.



Unedited Tooltip

- To edit hover display, select **Tooltip** under **Marks**. Here, you can delete unwanted fields (**Latitude** and **Longitude**) and rearrange items (Moving up **Provider Name**, **SFF Status**, **Overall Ratings**).



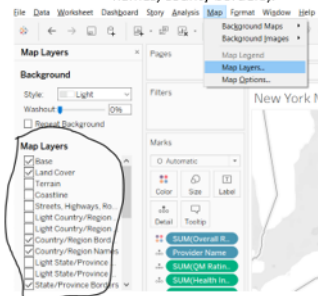
Updated Tooltip

+ Tableau: Finishing Touches

6. Finishing touches

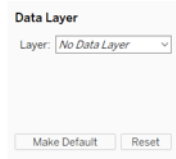
a. Map Layers

- i. Go to **Map** → **Map Layers**. Under **Map Layers**, select desired items (county names, county borders).

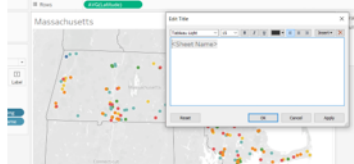


b. Data Layers

- i. Go to **Map** → **Map Layers** → **Data Layers** (scroll down). Under **Data Layers**, select desired demographic and boundary.

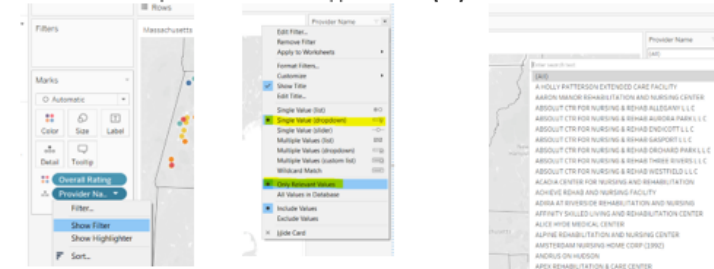


- c. **Title.** Double click title area to adjust size, font, text, etc.



d. Search boxes.

To add a search box for facility, click arrow next to "Provider Name" and select **Show Filter**. A list will appear to the right of the map; click dropdown arrow and select **Single Value (dropdown)** and then select **Only Relevant Values** to capture New York nursing homes. Now a dropdown menu should appear. Select **(All)** to show all facilities.



Dropdown list includes all 618 New York nursing homes

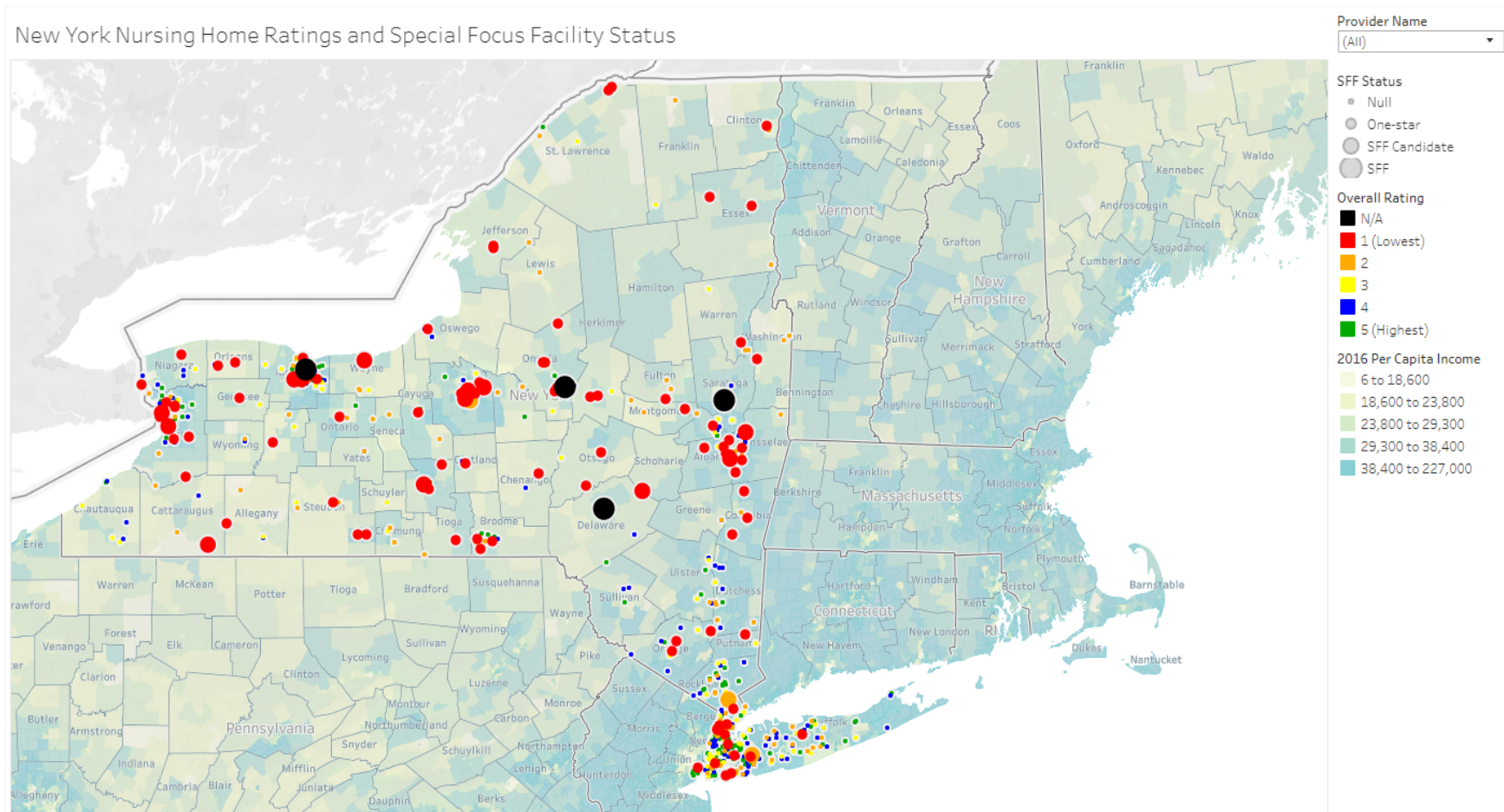
7. Publishing and embedding

- a. **File** → **Save to Tableau Public**. Once map is online, select share button on bottom right to find hyperlink and embed code.





Great job!





Questions?



Visit <https://nursinghome411.org/mapping-information-on-nursing-home-quality-staffing/> for the instructions discussed in this program as well as links to Tableau and the NH Compare datasets.

+ Thank you once again.. We hope you've enjoyed the show!





Resources on
www.nursinghome411.org

+ Data Resources on www.nursinghome411.org

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The screenshot shows the website <https://nursinghome411.org/nursing-home-data-> in a web browser. The browser's address bar and tabs are visible at the top. The website has a purple header with the title "Nursing Home Data & Information" and a breadcrumb "Home / Nursing Home Data & Information". On the left is a purple sidebar with the "LONG TERM CARE COMMUNITY COALITION" logo and a list of navigation links: "Learning Center", "Nursing Home Info & Data", "Action Center", "News & Reports", "Assisted Living", "LTC in NY State", "HV Ombudsman Program", "About LTCCC", "Upcoming Events", and a search icon. The main content area features three alert sections, each with a title, a paragraph of text, and a "Read More" link. On the right side of the main content area, there is a vertical stack of four purple buttons: "NURSING HOME STAFFING", "NURSING HOME ENFORCEMENT", "DEMENTIA CARE & ANTIPSYCHOTIC DRUGGING", and "OTHER INFORMATION & DATA ON NURSING HOME QUALITY". Four orange arrows point from the right edge of the page towards these buttons.

LONG TERM CARE COMMUNITY COALITION
Advancing Quality, Dignity & Justice

Nursing Home Data & Information
Home / Nursing Home Data & Information

Alert: Illinois Poorly Performing Nursing Homes (September 2019)

The following alert provides information on the most poorly performing nursing homes in Illinois, as determined by their status as a Special Focus Facility, Special Focus Facility Candidate, or One-Star Facility. The alert includes [...]

Enforcement, Nursing Home Information [Read More >](#)

Alert: New York Poorly Performing Nursing Homes (September 2019)

The following alert provides information on the most poorly performing nursing homes in New York, as determined by their status as a Special Focus Facility, Special Focus Facility Candidate, or One-Star Facility. The alert [...]

Enforcement, Enforcement Actions NYS, LTC In NYS, News & Reports, Nursing Home Information, NYS Nursing Home Data [Read More >](#)

Alert: Pennsylvania Poorly Performing Nursing Homes (September 2019)

NURSING HOME STAFFING

NURSING HOME ENFORCEMENT

DEMENTIA CARE & ANTIPSYCHOTIC DRUGGING

OTHER INFORMATION & DATA ON NURSING HOME QUALITY


+ Advocacy Resources on www.nursinghome411.org

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Browser window: Action Center – Nursing Home 411

Address bar: <https://nursinghome411.org/action-center/>


Navigation bar: Nursing Home 411, Customize, 39, + New, Edit Page, Avada, Howdy, Richard



LONG TERM CARE
COMMUNITY COALITION
Advancing Quality, Dignity & Justice


- Learning Center >
- Nursing Home Info & Data
- Action Center
- News & Reports >
- Assisted Living
- LTC in NY State >
- HV Ombudsman Program>
- About LTCCC >
- Upcoming Events

New York State Action Alerts




- TELL YOUR STORY
- SAFE STAFFING FOR QUALITY CARE IN NYS
- PROTECT ASSISTED LIVING RESIDENTS IN NYS
- ENSURE INFORMED CONSENT IN NURSING HOMES AND ADULT CARE FACILITIES IN NYS

National Action Alerts



- TELL YOUR STORY
- SPEAK OUT AGAINST EFFORTS TO WEAKEN OVERSIGHT OF NURSING HOMES
- SPEAK OUT IN SUPPORT OF ASSISTED LIVING RESIDENTS
- SPEAK OUT AGAINST WASTEFUL SPENDING IN NURSING HOMES
- STAND UP FOR SAFE STAFFING
- SPEAK OUT IN SUPPORT OF NURSING

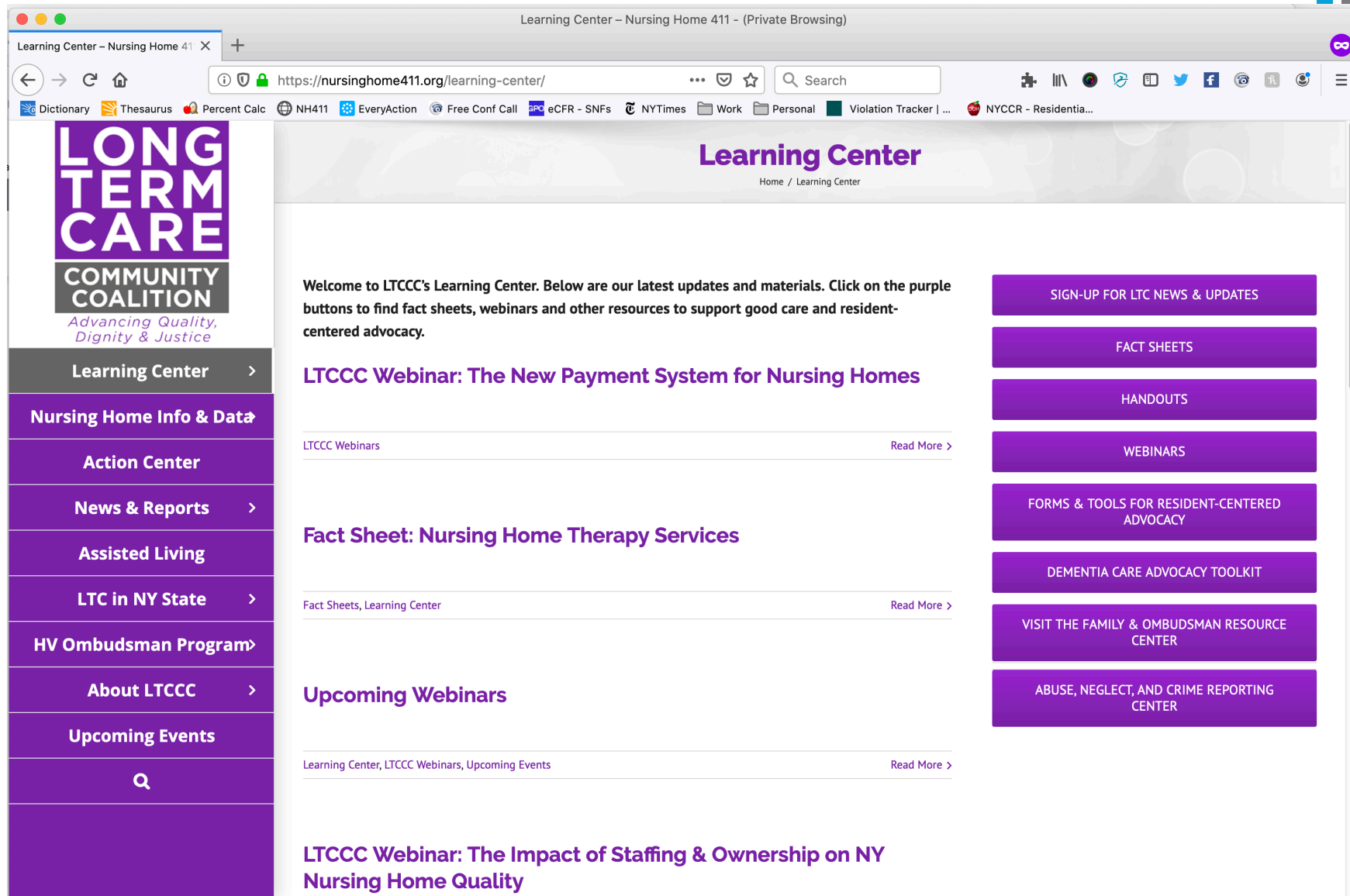
Advocacy News & Resources



- SIGN-UP FOR LTC NEWS & UPDATES
- VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER
- DEMENTIA CARE ADVOCACY TOOLKIT

+ Learning Center on www.nursinghome411.org

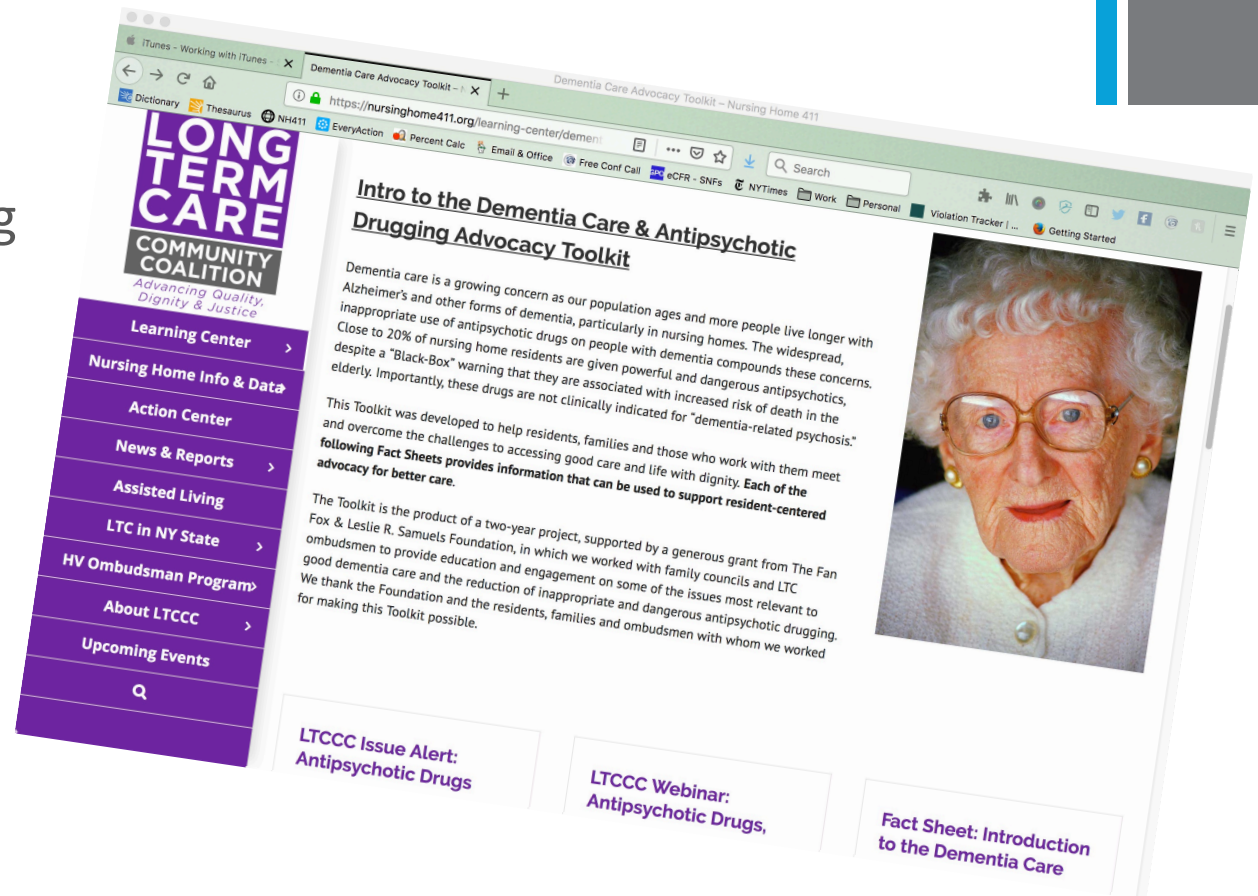
66



The screenshot shows a web browser window with the address bar displaying <https://nursinghome411.org/learning-center/>. The page features a purple sidebar on the left with the following menu items: **LONG TERM CARE COMMUNITY COALITION** (with the tagline "Advancing Quality, Dignity & Justice"), **Learning Center**, **Nursing Home Info & Data**, **Action Center**, **News & Reports**, **Assisted Living**, **LTC in NY State**, **HV Ombudsman Program**, **About LTCCC**, **Upcoming Events**, and a search icon. The main content area has a header with the title **Learning Center** and the breadcrumb "Home / Learning Center". Below the header, a welcome message states: "Welcome to LTCCC's Learning Center. Below are our latest updates and materials. Click on the purple buttons to find fact sheets, webinars and other resources to support good care and resident-centered advocacy." The main content area lists three items: **LTCCC Webinar: The New Payment System for Nursing Homes** (with a "Read More >" link), **Fact Sheet: Nursing Home Therapy Services** (with a "Read More >" link), and **Upcoming Webinars** (with a "Read More >" link). On the right side, there is a vertical stack of purple buttons: **SIGN-UP FOR LTC NEWS & UPDATES**, **FACT SHEETS**, **HANDOUTS**, **WEBINARS**, **FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY**, **DEMENTIA CARE ADVOCACY TOOLKIT**, **VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER**, and **ABUSE, NEGLECT, AND CRIME REPORTING CENTER**.

+ The Dementia Care Toolkit

- What should I look for when assessing a facility?
- What should I see going on in my facility?
- What do we have a right to expect **before** drugs are given to a resident?
- What do we have a right to expect **after** drugs are given?
- And more!



+ The Dementia Care Toolkit

- Dementia Care Considerations
- Dementia Care Practices
- Dementia Care & Psychotropic Drugs
- Non-Pharmacological Approaches to Dementia Care
- Resident Dignity & Quality of Life
- Standards for a Safe Environment
- Resident Assessment & Care Planning
- Care Planning Requirements
- Informed Consent
- Resident & Family Recordkeeping
- Standards for People Providing Care
- Standards for Nursing Home Services
- Standard of Care to Ensure Resident Wellbeing



+ Family & Ombudsman Resources on www.nursinghome411.org

69

The screenshot shows a web browser window with the address bar displaying <https://nursinghome411.org/families-ombudsmen/>. The page title is "Family & Ombudsman Resource Center – Nursing Home 411 - (Private Browsing)". The website features a purple sidebar on the left with the "LONG TERM CARE COMMUNITY COALITION" logo and the tagline "Advancing Quality, Dignity & Justice". The sidebar menu includes: Learning Center, Nursing Home Info & Data, Action Center, News & Reports, Assisted Living, LTC in NY State, HV Ombudsman Program, About LTCCC, Upcoming Events, and a search icon. The main content area has a header "Family & Ombudsman Resource Center" with a breadcrumb trail: Home / Action Center / Family & Ombudsman Resource Center / Family & Ombudsman Resource Center. Below the header, there are navigation links "< Previous" and "Next >". The main heading is "Family & Ombudsman Resource Center". The text reads: "Welcome to our dedicated Family & LTC Ombudsman page. We will be updating it frequently with resources and tools that you can use to support your resident-centered advocacy." It also states: "You can sign-up for updates by emailing info@ltccc.org or calling 212-385-0355. We would love to include you and support your efforts to improve care!" To the right of this text is a photograph of two elderly women sitting at a table. Below the text, there are two columns of purple buttons. The left column contains: "FACT SHEET: Nursing Home Therapy Services", "LTCCC Issue Alert: Medicare Skilled Therapy Under PDPM", "FACT SHEETS ON CARE STANDARDS & RESIDENT RIGHTS", "DEMENTIA CARE ADVOCACY TOOLKIT", "SEARCH FOR THE STAFFING LEVELS IN YOUR NURSING HOME", and "HANDOUTS ON KEY NURSING HOME ISSUES". The right column contains: "FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY", "TELL YOUR STORY", "UPCOMING WEBINAR PROGRAMS", and "WATCH PAST WEBINAR PROGRAMS".

Family & Ombudsman Resource Center – Nursing Home 411 - (Private Browsing)

Family & Ombudsman Resource Center

Home / Action Center / Family & Ombudsman Resource Center / Family & Ombudsman Resource Center

< Previous Next >

Family & Ombudsman Resource Center

Welcome to our dedicated Family & LTC Ombudsman page. We will be updating it frequently with resources and tools that you can use to support your resident-centered advocacy.

You can sign-up for updates by emailing info@ltccc.org or calling 212-385-0355. We would love to include you and support your efforts to improve care!

Fact Sheet: Nursing Home Therapy Services

LTCCC Issue Alert: Medicare Skilled Therapy Under PDPM

FACT SHEETS ON CARE STANDARDS & RESIDENT RIGHTS

DEMENTIA CARE ADVOCACY TOOLKIT

SEARCH FOR THE STAFFING LEVELS IN YOUR NURSING HOME

HANDOUTS ON KEY NURSING HOME ISSUES

FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY

TELL YOUR STORY

UPCOMING WEBINAR PROGRAMS

WATCH PAST WEBINAR PROGRAMS

+ Forms & Tools on www.nursinghome411.org

70

The screenshot shows a web browser window with the address bar displaying <https://nursinghome411.org/forms-tools-resident-centered-ad>. The page title is "Forms & Tools For Resident-Centered Advocacy – Nursing Home 411 - (Private Browsing)".

On the left is a purple sidebar with the "LONG TERM CARE COMMUNITY COALITION" logo and the tagline "Advancing Quality, Dignity & Justice". The sidebar menu includes: Learning Center, Nursing Home Info & Data, Action Center, News & Reports, Assisted Living, LTC in NY State, HV Ombudsman Program, About LTCCC, and Upcoming Events, followed by a search icon.

The main content area has a header "Forms & Tools For Resident-Centered Advocacy" with a breadcrumb trail: Home / Family & Ombudsman Resource Center, Learning Center / Forms & Tools For Resident-Centered Advocacy. Navigation links for "< Previous" and "Next >" are on the right.

The section is titled "Forms & Tools For Resident-Centered Advocacy". Below the title, a paragraph states: "The following forms and tools are free to use and share. They are available in both Word and PDF formats. Please choose the format which works best for you."

There are two columns of buttons:

- Word files:**
 - RESIDENT CONCERN RECORD KEEPING FORM
 - RESIDENT ASSESSMENT WORKSHEET
 - RESIDENT PREFERENCES FORM
 - FAMILY COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING AGENDA
 - FAMILY COUNCIL MEETING AGENDA
- PDF files:**
 - RESIDENT CONCERN RECORD KEEPING FORM
 - RESIDENT ASSESSMENT WORKSHEET
 - RESIDENT PREFERENCES FORM
 - FAMILY COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING AGENDA
 - FAMILY COUNCIL MEETING AGENDA

+ Visit nursinghome411.org/join/ for alerts & newsletters

LONG TERM CARE COMMUNITY COALITION

[WWW.NURSINGHOME411.ORG](https://www.nursinghome411.org)

Free Lunch & Learn Educational Programs: *Quality, Dignity, and Resident-Centered Advocacy*

When Are The Programs? The third Tuesday of the month at 1pm Eastern.

October 15: The New Federal Nursing Home Payment System: Patient Driven Payment Model (PDPM)

The new federal payment system for nursing home care, PDPM, is going into effect in October. This program will review PDPM and discuss potential concerns for residents and families.

November 19: Recent Updates to Nursing Home Compare: Accessing Useful Information on Nursing Home Quality, Safety, and Staffing

December 17: Do You Have the Right to Expect More?: A Review of Recent Federal Studies on Nursing Home Quality, Safety, and Oversight

Too often, there is a disconnect between the promise of good care and residents' experiences. This program will present highlights of recent federal reports that have assessed abuse, neglect, and oversight in nursing homes and the relevance of these reports to resident-centered advocacy.

January 21: Assessing the Humanity of Nursing Home Care: A Special Report From the Long Term Care Community Coalition

February 18: Using Data to Strengthen Your Nursing Home Advocacy

Attend Any Program in Two Easy Ways:

1) To join the online meeting, go to: <https://join.freeconferencecall.com/richardmollot>.

2) To participate by phone, at the time of the program call (712) 770-4010. When prompted, enter the Access Code, 878277, followed by the pound (#) key.

Note: All program materials will be posted in the Learning Center at www.nursinghome411.org. To view the recording of the program, click on the YouTube button on our homepage.

Visit www.nursinghome411.org for...

Information on Staffing & Quality – Fact Sheets – Helpful Forms & Resources

Sign-up at <https://nursinghome411.org/join/> to receive news and alerts.

You can also...

- Join us on **Facebook**:
www.facebook.com/ltccc
- Follow us on **Twitter**:
www.twitter.com/LTCconsumer
- Watch webinars on our **YouTube** channel:
<https://www.youtube.com/channel/UCSfczzeXNn5DS8EtECRskIQ/>
- Listen to podcasts on Spotify, Apple, and Google Play. [Search “nursing home 411.”]

Thank You For Joining Us Today!



Questions?

Comments?