Accessing Info on the Web

Recent Updates to Nursing Home Compare:

Accessing Useful Information on Nursing Home Quality, Safety, and Staffing

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

What is the Long Term Care Community Coalition?

- **LTCCC**: Nonprofit organization dedicated to improving care & quality of life for the elderly & adult disabled in long term care (LTC). Home to the Hudson Valley LTC Ombudsman Program.
- **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.
- **Richard Mollot**: Joined LTCCC in 2002. Executive director since 2005.

What Will We Be Talking About TODAY?

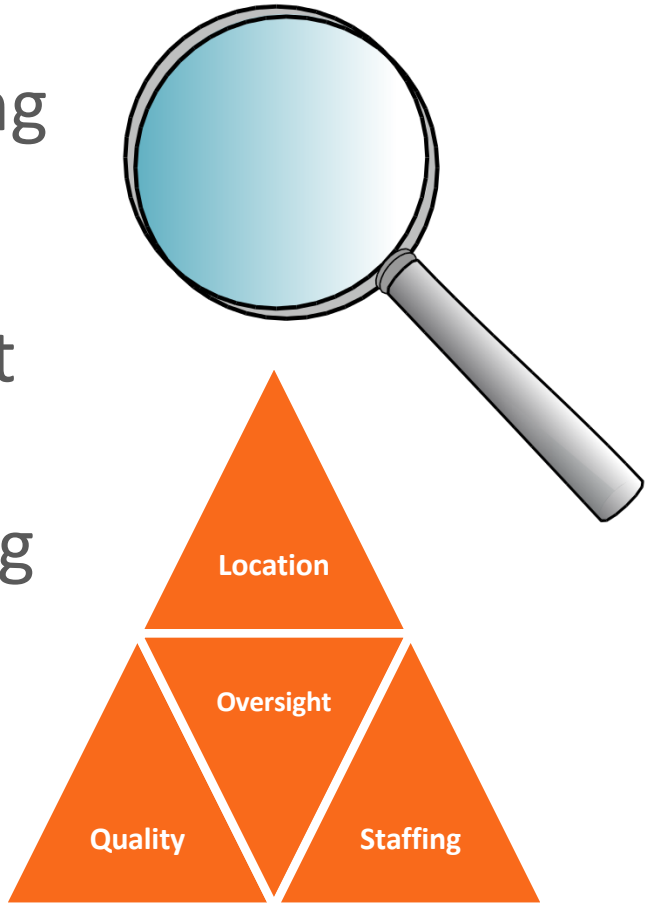
- **Looking up nursing homes on Nursing Home Compare.**
- **The strengths – and weaknesses – of the information provided.**
- **Understanding the 5-Star rating system for nursing homes.**
- **Tips on what to look for when evaluating a facility on-line.**
- **Changes underway to (hopefully) improve Nursing Home Compare.**

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

www.medicare.gov/nursinghomecompare

State Nursing Home Websites

Requirements for Every State Nursing Home Website

(1) **Inclusive**: Include all skilled nursing facilities (SNFs) and nursing facilities (NFs) in the State.

(2) **Accessible**: Be easily accessible from the main page of the website of both the State Medicaid agency and the State Survey Agency.

(3) **Consumer Friendly**: Be written and conveyed in a manner that is welcoming and readily understandable to consumers and the public.

(4) **Searchable**: Provide search capabilities that allow a consumer to identify any SNF and NF in the State by name and geographic location.

(5) **Comprehensive**: The CMS Form 2567 survey results for each recertification survey and each complaint survey performed in the last three years should be available in viewable and downloadable form for each SNF and NF, in a manner consistent with industry standards (such as those developed by the National Institute of Standards and Technology), including portable document file (.pdf) or hyper text markup language (HTML) format.

(6) **Include Plans of Correction**: For each recertification and complaint survey completed, provide the nursing facility or skilled nursing facility's plan of correction when available.

(7) **Link to Federal Websites**: Link to CMS's Nursing Home Compare website. See also paragraph (c) of the enclosure for a discussion of Federal plans for making CMS Form 2567 data available.

(8) **Link to State Websites**: Link to the State Long Term Care Ombudsman Program and, if applicable, a State Aging and Disability Resource Center (ARDC).

(9) **Include Information about Alternative Services**: Provide links and information about alternative long term care services available in the State, including services provided under Home- and Community-based Service programs.

(10)**Privacy Safeguards**: Must not contain any identifying information about the resident or complainant(s) in the text of the CMS 2567.

State Nursing Home Websites

Note: The following chart was devised by CMS in 2016. It is available at www.cms.gov (search for Memo #16-17-NH.)

State/Territory	State Health Website	State Health Department Main Phone Number	State website location to log complaints	Phone Number to file a complaint	CMS-2567 Location Link	CMS-2567 Availability	MS-2567 Accessibili	Navigation Notes to CMS-2567 Data	Updated Data	Plan of Correction	Enforcement Information- link provided if available	General Notes	Site Changes
Alabama	www.adph.org	800-252-1818	http://www.adph.org/HEALTHCAREFACILITIES/Default.asp?id=689	800-356-9596	http://dph1.adph.state.al.us/Deficiencies/(S(tunublz55pkyybb45byot2ruy))/default.aspx	yes; pdf	Accessible	www.adph.org> on left under Top 10 select "Health Care Facilities" > In the Health Care Facilities paragraph select link to "View Health Care Facility Deficiencies" > select "nursing home" under type of facility in search criteria	yes	yes - for some	no	Link to Nursing Home Compare available at: http://www.adph.org/HEALTHCAREFACILITIES/index.asp?ID=749	No change.
Alaska	http://dhss.alaska.gov/	907-334-2483	http://dhss.alaska.gov/dhcs/Pages/hflc/Complaint-form.aspx	907-334-2483	http://dhss.alaska.gov/dhcs/Pages/hflc/fac_LTC.aspx	yes; pdf for most recent survey only	Accessible	http://dhss.alaska.gov/ > on right select 'Health Care Services' (under Health and Social Services) > Under Useful Links on right select 'Health Facilities Certification' > on left under Facility Specific Information select "Long Term Care"	yes	yes	http://dhss.alaska.gov/dhcs/Pages/hflc/fac_LTC.aspx (in press release for one facility)	2567 data with POCs are now available for most recent standard survey only. Enforcement info also available in a press release for one facility but not the others that have enforcement actions. Link to Nursing Home Compare at: http://dhss.alaska.gov/dhcs/Pages/hflc/fac_LTC.aspx	No change.
Arizona	http://www.azdhs.gov	602-542-1025	https://app.azdhs.gov/ls/onlinecomplaint/LTCComplaint.aspx	602-364-2690	http://hsapps.azdhs.gov/ls/sod/SearchProv.aspx?type=LTC	yes; html table	Accessible	www.azdhs.gov > Under 'A-Z Index' at the top select "N" > select "Nursing Home Licensing, Office of" > select "AZ Care Check" > Select Provider Type "Nursing Home"	yes	no	Can filter by enforcement actions at: http://hsapps.azdhs.gov/ls/sod/SearchProv.aspx?type=LTC	Citations listed in HTML format as pop-ups that are printable. Pop up note from 2567 table indicates that POC can be requested from the Dept of Health Services. Link to Nursing Home Compare from http://www.azdhs.gov/licensing/ltc-facilities/index.php#consumers-home	No change.
Arkansas	www.humanservices.arkansas.gov	501-682-1001	http://humanservices.arkansas.gov/dms/Pages/oltcConsumers.aspx#9	800-582-4887	http://humanservices.arkansas.gov/dms/Pages/ltcFacilitySearch.aspx	yes; pdf for some	Somewhat Accessible	www.humanservices.arkansas.gov > at top of page 'A-Z index' select "N" > select "Nursing Homes" > on left select "Consumer Long Term Care Information" > under 'Find a Long Term Care Facility' select "Long Term Care Facility Search by Name or Location" or "Long Term Care Facility Search by County"	no	no	Link to enforcement definitions (no facility data) at: http://humanservices.arkansas.gov/dms/Pages/oltcViolationReports.aspx	Provided link to enforcement information - definitions only, no facility specific data available. Some 2567 information available as a pdf after selecting the name of a facility. Links are located at the bottom of the page under "Related Documents." 2567s not available for all facilities and table displays all long term care facilities (including Assisted Living and Adult Daycare).	No change.
California	www.cdph.ca.gov	916-558-1784 or 800-236-9747	https://hfcis.cdph.ca.gov/LongTermCare/ConsumerComplaint.aspx	800-236-9747 or local CDPH district office numbers are listed at: http://www.cdph.ca.gov/programs/LnC/Pages/LnCContact.aspx	http://hfcis.cdph.ca.gov/servicesAndFacilities.aspx	yes; partial html table & pdf	Accessible	www.cdph.ca.gov > "Health Information" tab at top of site > select "Health Facilities Consumer Information System" > under "Find a facility" select "Click Here to Find a Facility" > select "Skilled Nursing Facility" > Search for facility	yes	yes	Yes - listed under each individual facility at: http://hfcis.cdph.ca.gov/search.aspx?st=l|1	Summary of number of deficiencies by scope/severity; also a description of the complaints and their resolution; there is a link to explanation of codes used to describe deficiencies. Links to Nursing Home Compare provided under each individual facility at: http://hfcis.cdph.ca.gov/search.aspx?st=l|1	Updated general notes with link to NHC available under each individual facility.
Colorado	http://www.cdphe.state.co.us	303-692-2000	https://www.colorado.gov/pacific/cdphe/health-facilities-complaints	800-886-7689 ext 2442	http://www.hfemsd2.dphe.state.co.us/hfd2003/homebase.aspx?Ftype=nct&Do=srch	yes; html table	Somewhat Accessible	www.cdphe.state.co.us/ > select "Services and Information" on top menu bar > select "Health" > select "Health Facilities" > Select "Find and Compare Facilities" > under "Find and Compare Facilities We Regulate" select option to search by city and county or name of facility.	yes	yes	no	SOD and POC is available in electronic format. Link to Nursing Home Compare website at: https://www.colorado.gov/pacific/cdphe/find-and-compare-facilities	No change.
Connecticut	www.ct.gov/dph	860-509-8000	http://www.ct.gov/dph/cwp/view.asp?a=3121&q=387678	860-509-7400		no					http://www.ct.gov/dph/cwp/view.asp?a=3115&q=477594	Enforcement actions listed as 'Adverse Licensure actions' under Health Care Institutions on a quarterly basis and also under link to Healthcare Facility Regulatory Action Reports. Link to NHC at: http://www.ct.gov/dph/cwp/view.asp?a=3121&q=387678&dphNav_GID=1821	No change.
Delaware	http://dhss.delaware.gov	302-577-6661	http://dhss.delaware.gov/dhss/dltcrp/cireport.html	877-453-0012	http://dhss.delaware.gov/dhss/dltcrp/survreptsnursinghomes.html	yes; pdf	Accessible	http://dhss.delaware.gov/dhss > under "services" on the left tab select " Long Term Care Residents Protection" > under "Information" left tab select "Survey Reports" > select "Nursing Homes and Intermediate Care Facilities for Persons with Intellectual Disabilities"	some	yes	http://dhss.delaware.gov/dhss/dltcrp/enfinfo.html	Enforcement link has definitions of enforcement actions with links to the laws and regulations but no facility specific enforcement actions. With 2567 data most surveys are from 2011-2012 but a few were from 2014 or 2015. Only most recent standard and complaint surveys are listed. Link to Nursing Home Compare at: http://dhss.delaware.gov/dhss/dltcrp/	Updated General Notes with information about surveys, only most recent standard and complaint surveys are listed for each facility.
District of Columbia	http://doh.dc.gov	877-672-2174	http://app.doh.dc.gov/form/complaint_form.asp	202-442-5833	http://doh.dc.gov/node/182492	yes; pdf	Somewhat Accessible	http://doh.dc.gov/> under "Services" header select "Health Care Facilities" > under "Health Care Facilities" select "Inspection Reports" > select "Nursing Homes" > choose nursing home	yes	yes	http://doh.dc.gov/service/enforcement-actions	Enforcement data available from May 2010 through March 2012.	No change.
Florida	http://ahca.myflorida.com/	888-419-3456	https://apps.ahca.myflorida.com/hcfc/	888-419-3456	http://www.floridahealthfinder.gov/facilitylocator/facloc.aspx	yes; html & pdf	Accessible	http://ahca.myflorida.com/ > select "Find a Facility " link at the bottom of main page > under Facility/Provider Locator select "Search by Facility Type/Location" > Under Facility/Provider type select "Nursing Home" > Select specific nursing home > Select individual nursing home then select "Inspection Reports"	yes	yes	Listed under individual facility information at: http://www.floridahealthfinder.gov/facilitylocator/ListFacilities.aspx	Enforcement information available under individual facility information in 'Legal Actions' section. Some POCs available under 2567 PDFs.	No change.
Georgia	www.health.state.ga.us/	404-657-2700	http://dch.georgia.gov/hfr-file-complaint	800-878-6442		no					no	Link to the Nursing Home Compare site at: www.ors.dhr.state.ga.us > select Nursing Homes (& any other criteria) > Select individual facility > choose "Inspection Reports Available?" if Yes this links to the Nursing Home Compare website. Also a link to NHC from http://www.gamap2care.info/ after selecting inspection results under an individual facility.	No change.
Guam	www.dphss.guam.gov/	671-735-7382		671-735-7011		no					no		No change.
Hawaii	www.hawaii.gov/health	808-586-4400	http://health.hawaii.gov/ohca/home/medicare-section/	808-692-7420	No specific link but can locate 2567 forms by searching SNF statement of deficiency	Yes, PDF for some	Not Accessible	Only accessible by entering 'SNF statement of deficiency' in search box.	yes	yes, for some	no	Link to the Nursing Home Compare website at: http://health.hawaii.gov/ohca/home/medicare-section/ and at: http://health.hawaii.gov/news/olalokahi/hawaii-best-nursing-homes-in-the-nation/. 2567 forms with POCs are available from 2015 for a few facilities when using the search feature.	Added information about 2567 data and POCs now available using search feature. Updated general notes.

State Nursing Home Websites

https://www.google.com/

Nursing Home Compare: Updates & Improvements

NH Compare: Updates & Improvements

Staffing.

- In 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. They are now included in Nursing Home Compare. **This is a significant improvement to the data component of the five-star rating system**.
- Staffing Domain Improvements – CMS is adjusting the thresholds for staffing ratings. Also, the threshold for the 'number of days without a registered nurse (RN) onsite' that triggers an automatic downgrade to one star was reduced from seven to four days.

In addition, as of April 2019, CMS ended the freeze on health inspection star ratings that went into place following the change to requirements for state surveys.

NH Compare: Updates & Improvements

Quality Measures.

- 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.
- <u>April 2019 Improvements:</u>
  - Separate ratings for short- and long-stay quality measures to reflect specific indicators for these two subpopulations in nursing homes.
  - CMS revised the thresholds for ratings, adding a system for regular updates to thresholds every six months, and weighting and scoring individual QMs differently.
  - Added the long-stay hospitalization measure and a measure of long-stay emergency department (ED) transfers to the rating system.
  - Two measures from the Skilled Nursing Facility Quality Reporting Program (QRP) adopted to replace duplicative existing measures.

NH Compare: Icons Indicating Serious Problems

Special Focus Facility Icon.

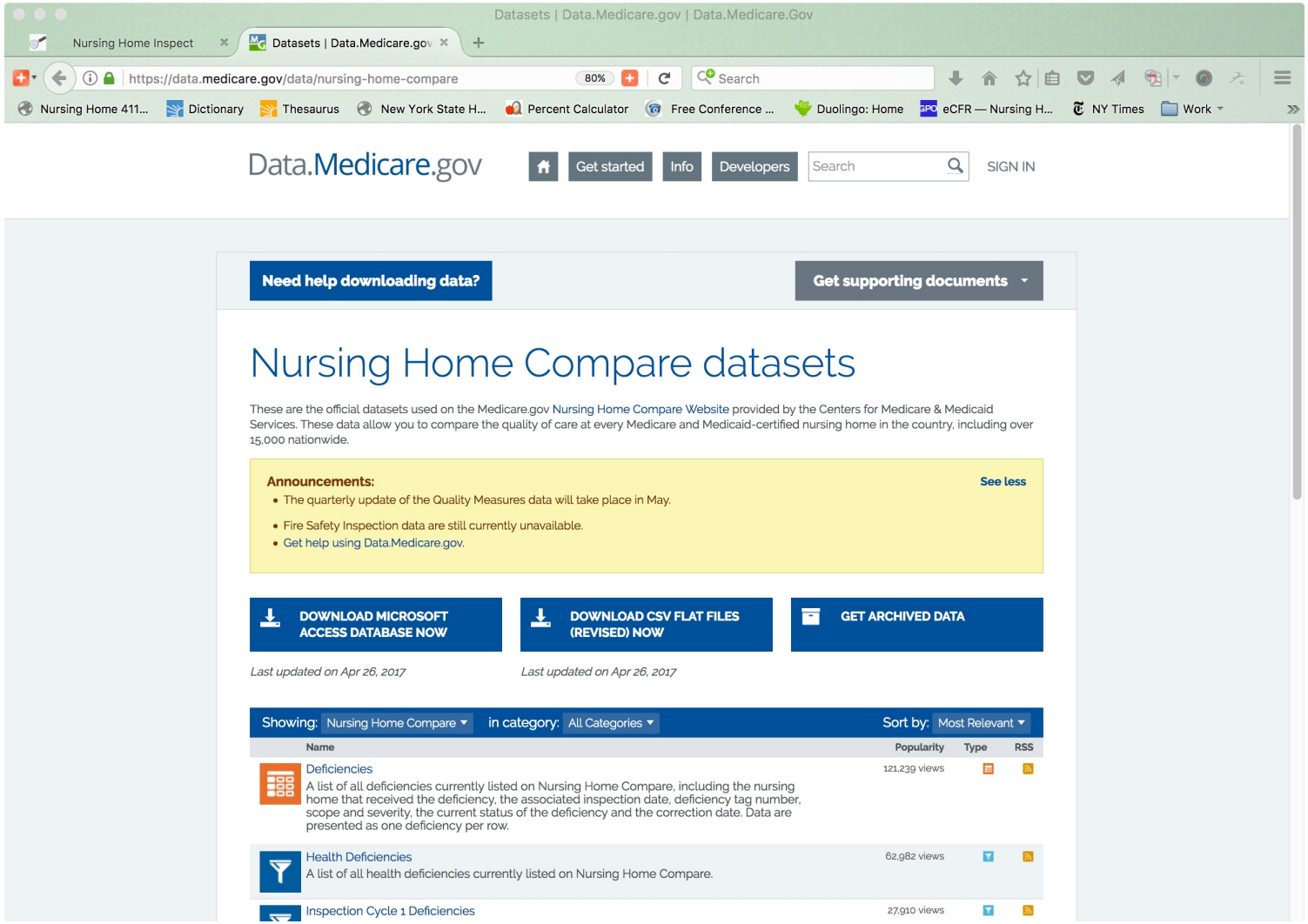
- The Special Focus Facility (SFF) Program was instituted by CMS to address some of the most poorly performing nursing homes in the country. According to CMS, these facilities have "[a] pattern of serious problems that has persisted over a long period of time."
- Under the SFF Program, facilities are targeted for increased oversight with the expectation that they will either significantly improve or be terminated from the Medicare and Medicaid programs.
- In addition to the very small number of facilities in the country selected for the program, there is a a list of SFF candidates, which are among those facilities identified as providing care that is also at an extremely poor level.

New Abuse Icon.

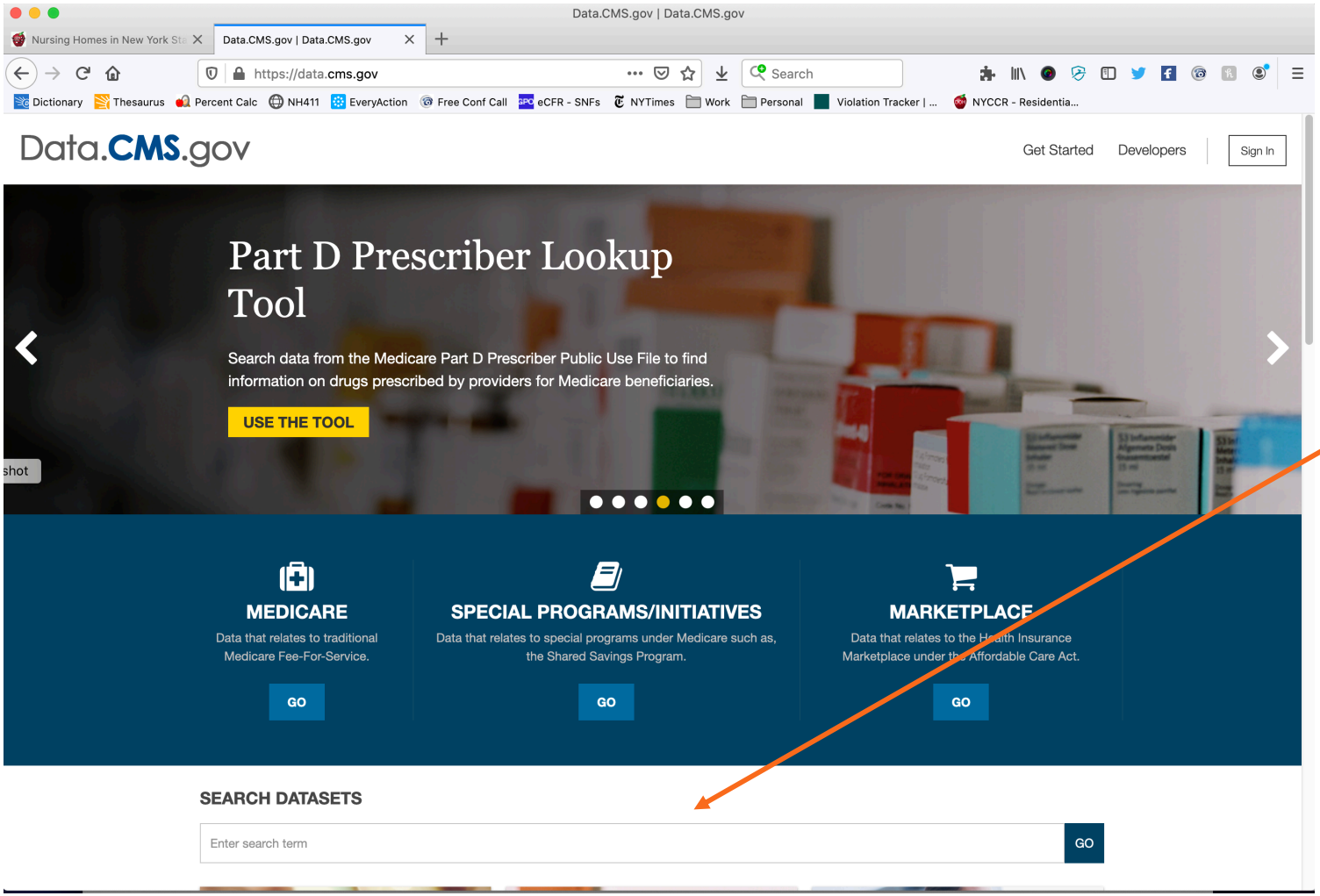
- Four weeks ago (October 23, 2019), CMS announced the use of a new abuse icon.
- A facility's listing will have the icon if it is cited with harm-level abuse deficiency within past year (G-I) or potential for harm deficiency within past 2 years (D-F).
- The facility's health inspection rating is "capped at a maximum of two stars."

Additional On-line Resources

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

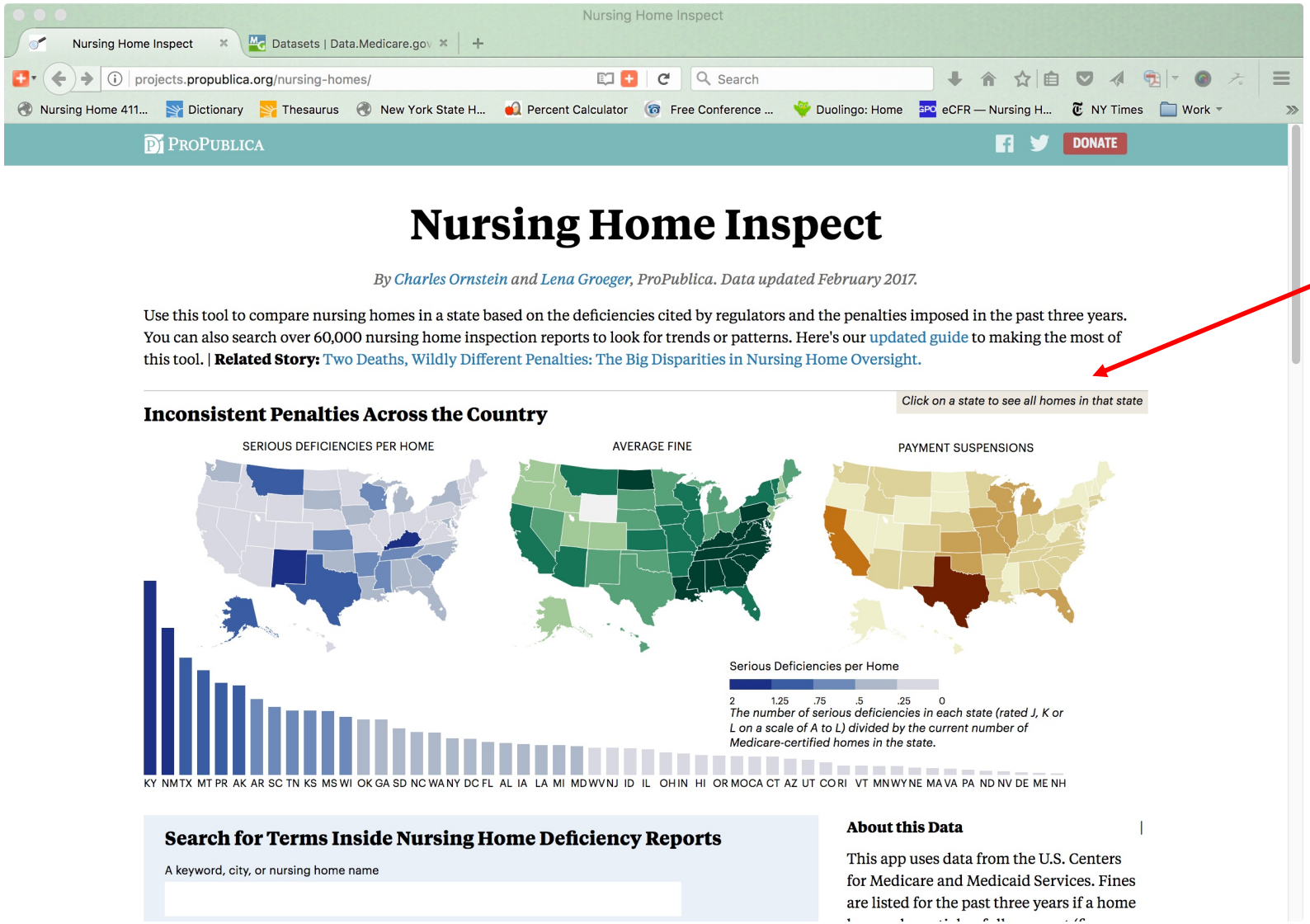


+ Digging Deeper on NH Compare & Beyond: www.data.cms.gov

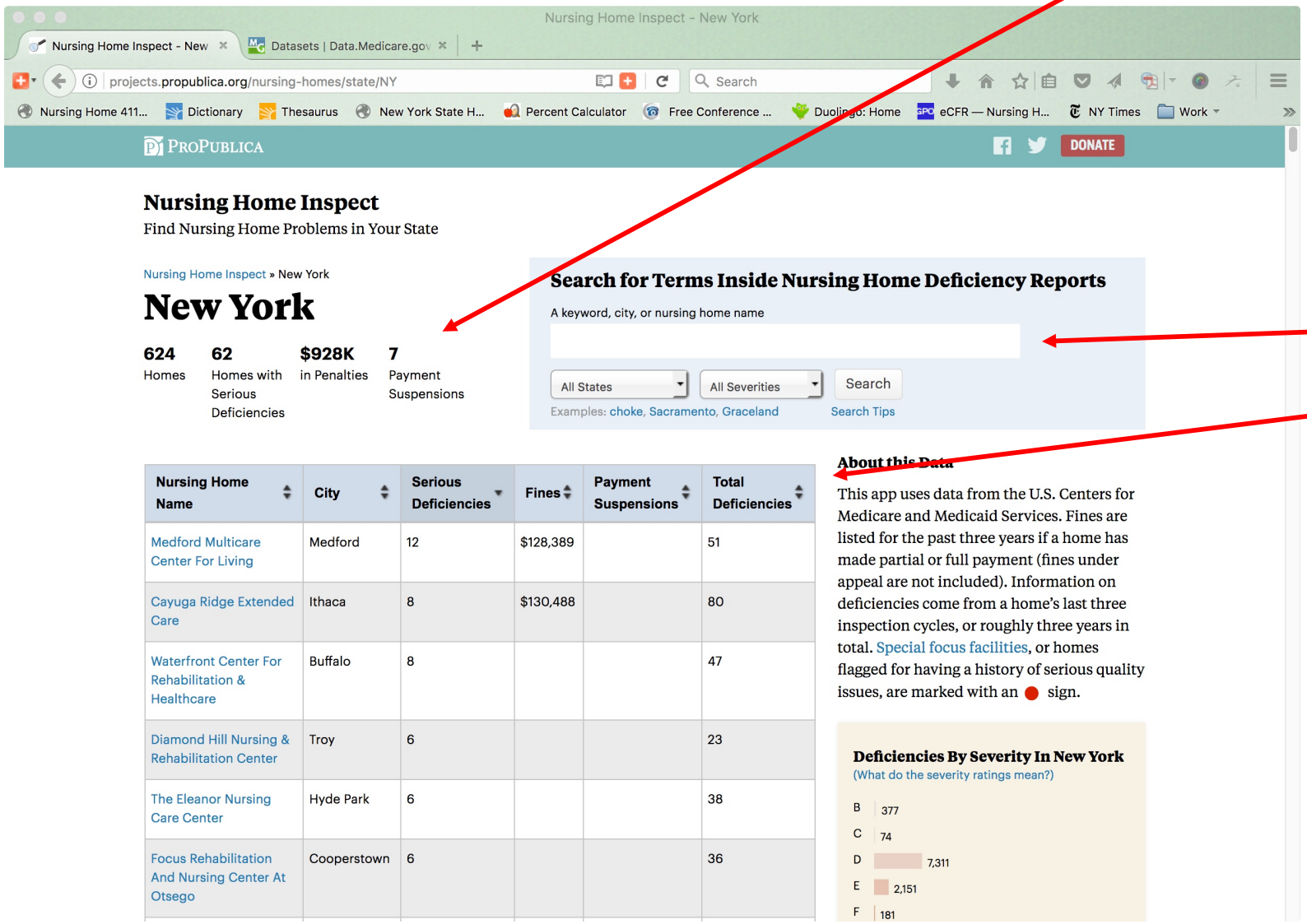


Search "PBJ" to find the payroll-based staffing data for all U.S. nursing homes.

Digging Deeper on NH Compare & Beyond: www.propublica.org

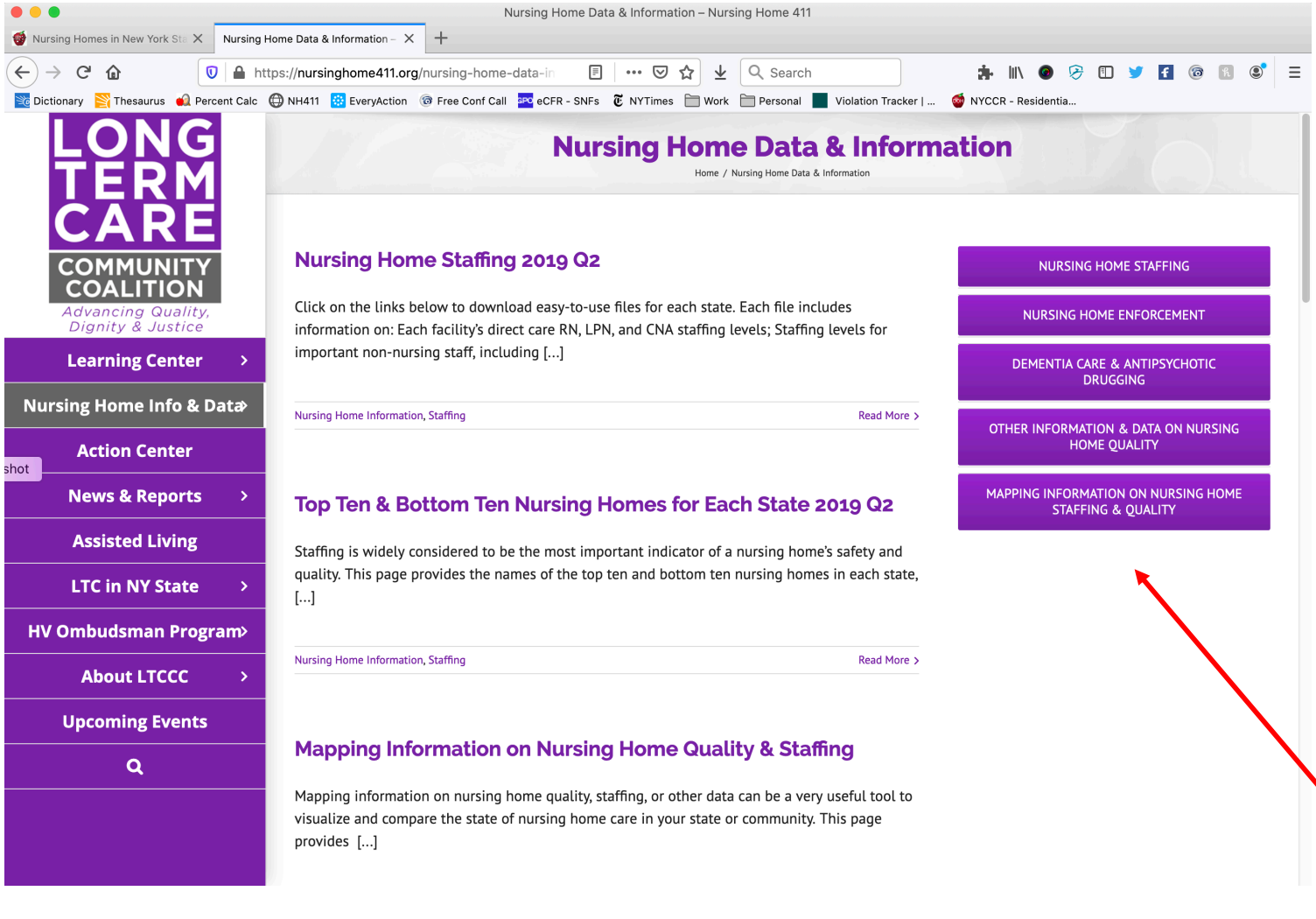


+ Digging Deeper on NH Compare & Beyond: www.propublica.org



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

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



Thank You For Joining Us Today!

Visit **https://nursinghome411.org/join/** or call **212-385-0355** if you would like to…

- Receive alerts for future programs or
- Sign up for our newsletter and alerts.

You can also…

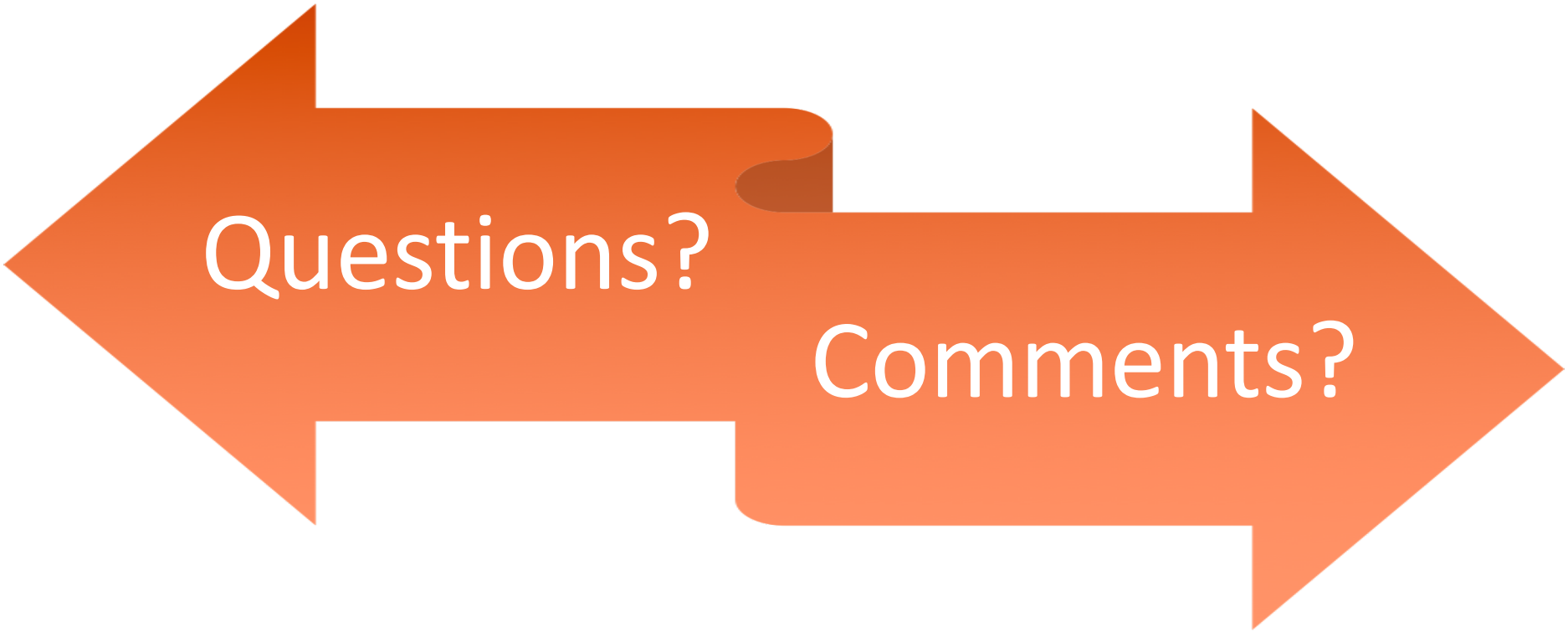
- Join us on **Facebook** at www.facebook.com/ltccc
- Follow us on **Twitter** at www.twitter.com/LTCconsumer
- Visit us on the **Web** at www.nursinghome411.org.

For LTC Ombudsmen in NY State

If you would like us to let your supervisor know that you attended this training program, please take the quick survey at:
www.surveymonkey.com/r/ltccc-ltcop1.

For Family Members in NY State

connect with the Alliance of NY Family Councils at **www.anyfc.org** (or email info@anyfc.org).



Next Program: December 21 at 1pm Eastern.

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