Using Data to Strengthen Your Nursing Home Advocacy

Long Term Care Community Coalition

www.nursinghome411.org

Presented by Richard Mollot & Eric Goldwein

+ About the Long Term Care Community Coalition?

- **LTCCC**: Nonprofit, nonpartisan organization dedicated to improving care & quality of life for the elderly & adult disabled in long term care (LTC). Home to the Hudson Valley, NY, 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.

Today's Speakers:

Richard Mollot: Executive director of LTCCC.

Eric Goldwein: Policy Fellow with LTCCC. Eric graduated last May from the Mailman School of Public Health at Columbia University with a Master of Public Health in Sociomedical Sciences.

+ 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 enable comparisons between a facility and others in the community or state or nation.

➢ Data can indicate low staffing and support advocacy for improvement.

■ **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.

Webinar Agenda

■ Nursing Home Compare

➢ Brief introduction to the resource

■ Digging Deeper on…

➢ Nursing Home Compare

➢ ProPublica's Nursing Home Inspect

➢ LTCCC's website, nursinghome411.org

■ Mapping Nursing Home Ratings & Info.

➢ Data entry and Tableau

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.

Location

Oversight

Quality   Staffing
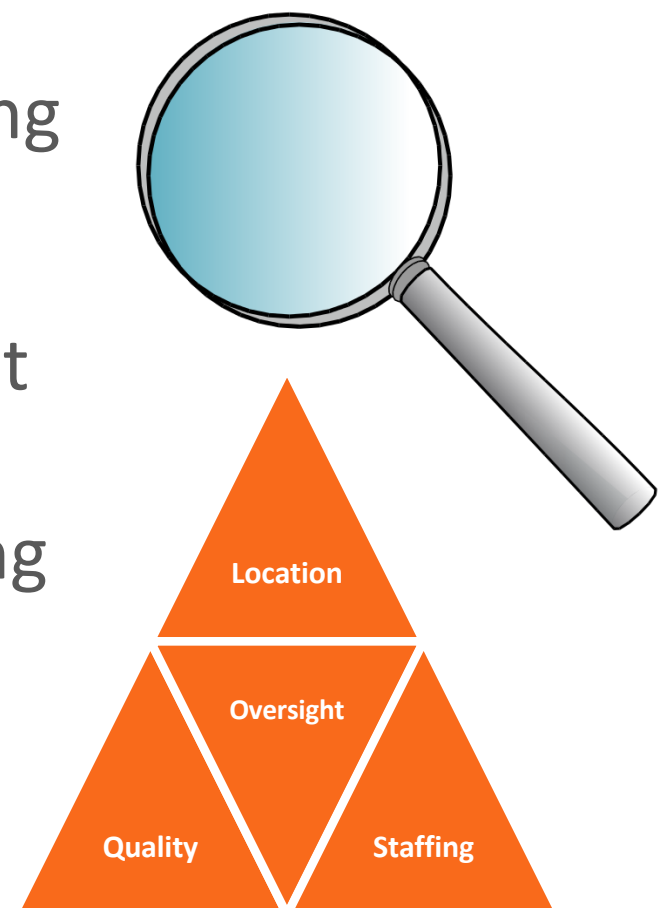
Nursing Home Compare:
http://www.medicare.gov/nursinghomecompare/

Search by …
- State name
- Nearest town/city
- Zip code

Medicare.gov | **Nursing Home Compare**
The Official U.S. Government Site for Medicare

| Nursing Home Compare Home | About Nursing Home Compare | About the data | Resources | Help |

Home   ➕ Share

Find a nursing home

Nursing Home Compare has detailed information about every **Medicare** and **Medicaid**-certified nursing home in the country. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.

Search below to find nursing homes based on a location and compare the quality of care they provide and their staffing.

A field with an asterisk (*) is required.

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

[ZIP code or City, State or State]

Nursing home name (optional)

[Full or partial nursing home name]

Search

+ NH Compare Profile

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

+
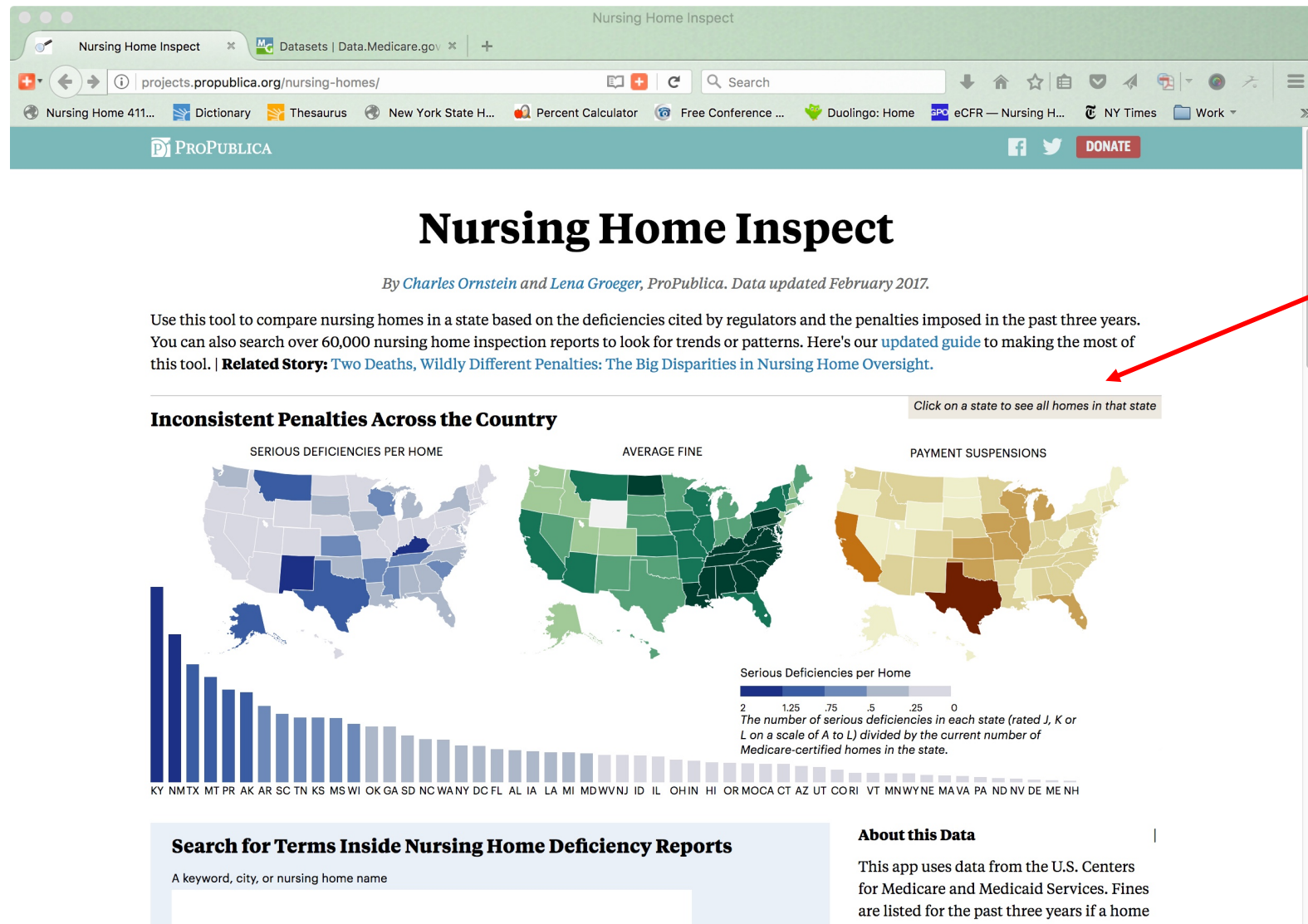
Digging Deeper

Accessing Data on Nursing Home Compare and ProPublica

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

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

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

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
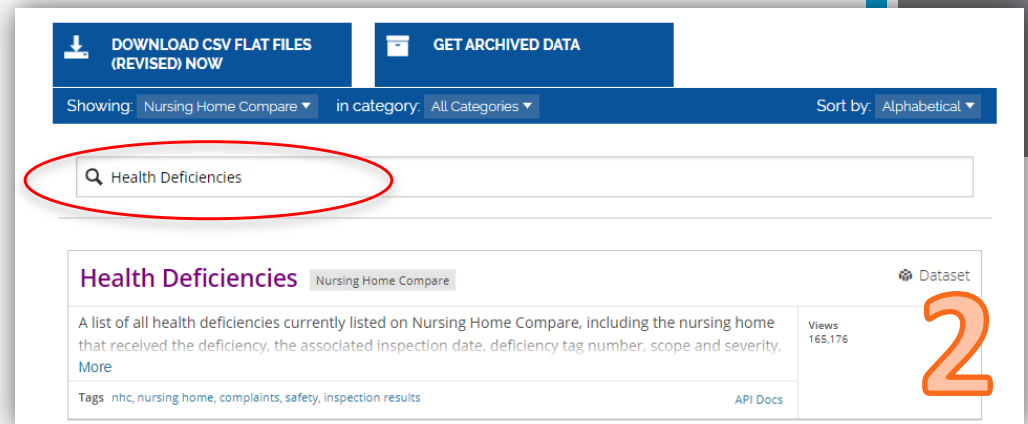 - Staffing (risk-adjusted)
  - Star ratings

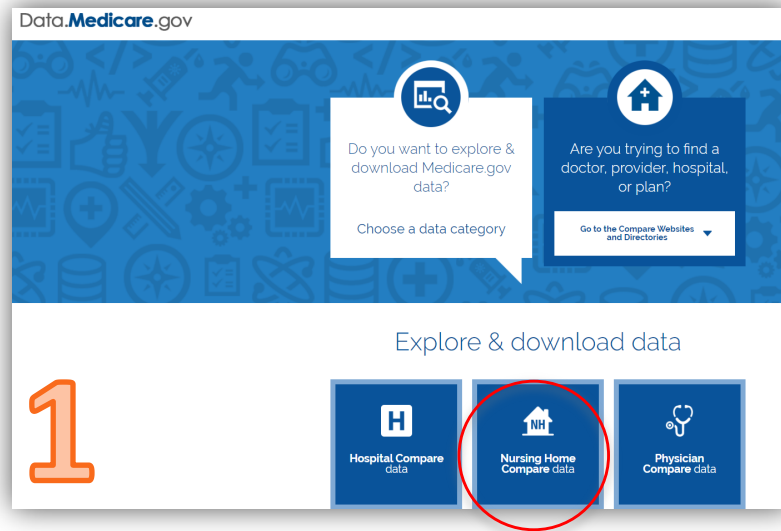- **Each dataset includes searchable identifying information, such as:**
  - Nursing home name
  - State
  - City
  - County
  - Address

Dataset example from data.medicare.gov: Citations

1) Visit data.medicare.gov and select "Nursing Home Compare data."
2) Search for Health Deficiencies and select Health Deficiencies.
3) View data; filter (by state, county, city, etc.) if necessary; export.

+ Payroll Based Journal Staffing Data: 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.
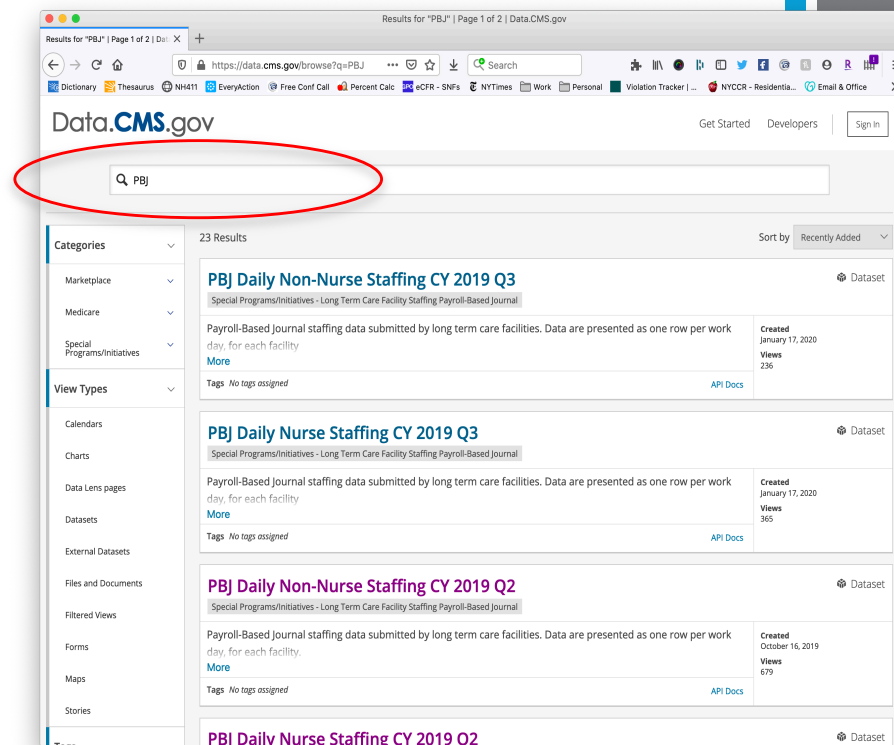
Data are provided for ever facility for every day, in quarterly (3 month) files.
They include daily hours for: RN, LPN, CNA, nursing staff assigned to provide care or administrative work, nursing staff who are permanent or contract, plus medical directors, pharmacist, activities, and therapy staff.

+ PBJ Data on www.data.cms.gov

Data can be filtered by state, specific facility, etc... and exported.

Digging Deeper

Accessing Data on www.nursinghome411.org

+ Accessing data on www.nursinghome411.org

NursingHome411.org provides data on:
- Staffing
- Enforcement
- Dementia Care
- Antipsychotic Drugging

Citation data on www.nursinghome411.org

US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019) – Nursing Home 411
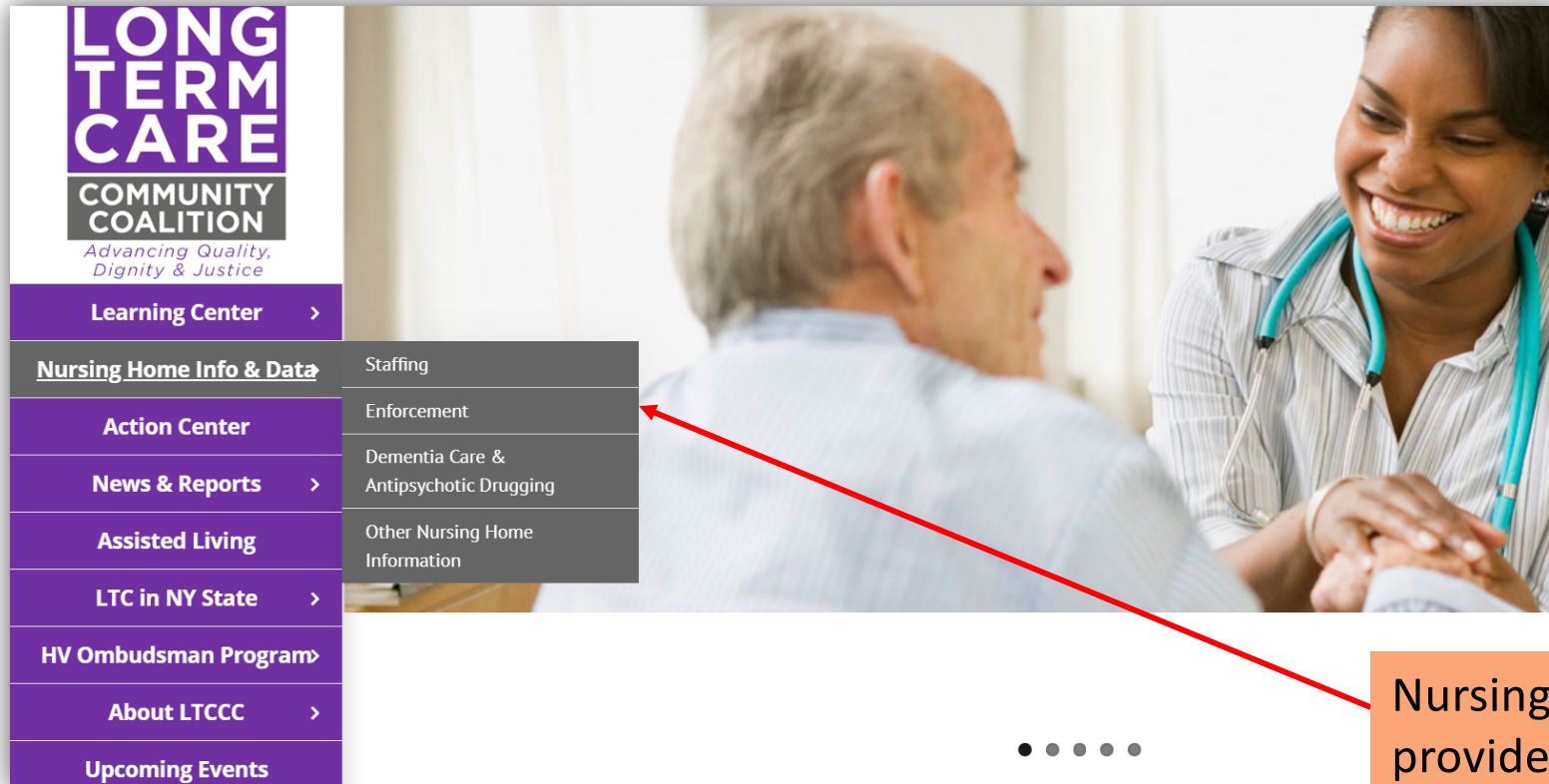
US Nursing Home Citations: 9/1/16 ·

https://nursinghome411.org/us-nurs

Search

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

LONG TERM CARE

COMMUNITY COALITION

Advancing Quality, Dignity & Justice

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US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)

Home / Nursing Home Information / Enforcement / All Nursing Home Citations / US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)

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US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)

Following are files for all nursing home citations published on Nursing Home Compare as of November 20, 2019. Nursing Home Compare provides three years of data. Thus, the files include enforcement information from (approximately) September 1, 2016 to August 31, 2019.

Important notes on the data provided:

1. Files are provided for each state as well as a file for the country as a whole.
2. Each file includes a tab with all of the citations and a tab with just the citations identified as causing harm to one or more residents. It is important to note that states only identify resident harm about 5% of the time that they cite a facility for a healthcare deficiency. LTCCC and other studies have indicated that states often fail to properly identify resident harm when they cite a facility. This is a serious issue for residents, families, and policymakers since, when harm is not properly identified facilities are rarely held accountable. For more information, see our Elder Justice Newsletters.
3. The files are easily searchable and sortable so that one can search for a facility by name or sort by city, survey date, or deficiency F-tag.

Alabama	Louisiana	Ohio
Alaska	Maine	Oklahoma
Arizona	Maryland	Oregon
Arkansas	Massachusetts	Pennsylvania
California	Michigan	Rhode Island
Colorado	Minnesota	South Carolina

Citation data on www.nursinghome411.org

Note: Separate tabs for all citations and citations at harm or immediate jeopardy.

Every file has a *Notes* tab with information on what data are provided and their original source.

+ Staffing data on www.nursinghome411.org

Sortable facility-level data on staffing based on auditable PBJ data.
NH411 posts new data every quarter, when they are released by CMS, and maintains the historical data files (since 2017) for your reference.

+ Staffing data on www.nursinghome411.org

Care Staff

State	Provider Name	City	County	MDS Census	RN Hours	LPN Hours	CNA Hours	Total Care Staffing Hours	Avg Total Staffing Hours Per Resident Per Day	Avg RN Hours Per Resident Per Day
NJ	ABIGAIL HOUSE FOR NURSING & REHABILITATION LLC	CAMDEN	Camden	169.6	48.2	99.7	318.6	466.5	2.8	0.3
NJ	ABINGDON CARE & REHABILITATION CENTER	GREEN BROOK	Somerset	148.0	23.1	118.6	275.6	417.3	2.8	0.2
NJ	ACTORS FUND HOME, THE	ENGLEWOOD	Bergen	99.8	48.5	72.8	274.7	396.0	4.0	0.5
NJ	ADVANCED SUBACUTE REHABILITATION CENTER AT SEWELL	SEWELL	Gloucester	120.5	48.9	111.9	284.2	445.0	3.7	0.4
NJ	ALAMEDA CENTER FOR REHABILITATION AND HEALTHCARE	PERTH AMBOY	Middlesex	236.0	37.7	205.1	431.0	673.8	2.9	0.2
NJ	ALARIS HEALTH AT BELGROVE	KEARNY	Hudson	101.1	124.0	26.8	227.0	377.8	3.7	1.2
NJ	ALARIS HEALTH AT BOULEVARD EAST	GUTTENBERG	Hudson	95.8	79.4	5.8	198.3	283.6	3.0	0.8
NJ	ALARIS HEALTH AT CASTLE HILL	UNION CITY	Hudson	198.8	105.9	87.9	426.0	619.9	3.1	0.5
NJ	ALARIS HEALTH AT CEDAR GROVE	CEDAR GROVE	Essex	190.1	130.6	106.3	447.4	684.3	3.6	0.7
NJ	ALARIS HEALTH AT ESSEX	IRVINGTON	Essex	170.6	121.5	78.6	377.0	577.0	3.4	0.7
NJ	ALARIS HEALTH AT HAMILTON PARK	JERSEY CITY	Hudson	232.6	152.0	164.3	394.2	710.5	3.1	0.7
NJ	ALARIS HEALTH AT HARBOR VIEW	JERSEY CITY	Hudson	159.0	110.3	20.2	329.9	460.5	2.9	0.7
NJ	ALARIS HEALTH AT JERSEY CITY	JERSEY CITY	Hudson	149.7	55.4	99.6	311.9	466.9	3.1	0.4
NJ	ALARIS HEALTH AT KEARNY	KEARNY	Hudson	110.5	36.9	73.7	239.2	349.8	3.2	0.3
NJ	ALARIS HEALTH AT RIVERTON	RAHWAY	Union	104.5	54.7	71.3	218.3	344.2	3.3	0.5
NJ	ALARIS HEALTH AT ROCHELLE PARK	ROCHELLE PARK	Bergen	178.0	112.0	87.4	431.0	630.6	3.5	0.6
NJ	ALARIS HEALTH AT ST MARY'S	ORANGE	Essex	165.9	133.9	197.7	382.9	714.5	4.3	0.8
NJ	ALARIS HEALTH AT THE CHATEAU	ROCHELLE PARK	Bergen	58.0	95.8	31.7	193.9	321.4	5.5	1.7
NJ	ALARIS HEALTH AT THE FOUNTAINS	SECAUCUS	Hudson	267.4	135.2	161.4	613.8	910.4	3.4	0.5
NJ	ALARIS HEALTH AT WEST ORANGE	WEST ORANGE	Essex	100.5	81.2	57.3	233.8	372.3	3.7	0.8
NJ	ALLAIRE REHAB & NURSING	FREEHOLD	Monmouth	132.7	28.1	134.5	335.2	497.8	3.8	0.2
NJ	ALLENDALE NURSING HOME	ALLENDALE	Bergen	71.0	74.4	35.7	200.3	310.4	4.4	1.0
NJ	AMBOY CARE CENTER	PERTH AMBOY	Middlesex	139.2	14.9	114.0	242.6	371.5	2.7	0.1
NJ	ANCHOR CARE AND REHABILITATION CENTER	HAZLET	Monmouth	153.7	52.2	106.0	262.3	420.5	2.7	0.3
NJ	ANDOVER SUBACUTE AND REHAB I	ANDOVER	Sussex	141.2	59.0	65.3	316.9	441.3	3.1	0.4
NJ	ANDOVER SUBACUTE AND REHAB II	ANDOVER	Sussex	493.1	78.3	242.5	1059.4	1380.2	2.8	0.2
NJ	APPLEWOOD ESTATES	FREEHOLD	Monmouth	48.2	34.2	46.7	104.3	185.2	3.8	0.7
NJ	ARBOR AT LAUREL CIRCLE, THE	BRIDGEWATER	Somerset	47.8	53.6	35.9	107.4	196.9	4.1	1.1
NJ	ARBOR GLEN CENTER	CEDAR GROVE	Essex	113.3	67.1	64.3	212.5	344.0	3.0	0.6
NJ	ARBORS CARE CENTER	TOMS RIVER	Ocean	87.2	8.6	62.2	154.0	224.8	2.6	0.1
NJ	ARCADIA NURSING AND REHAB	HAMILTON SQUARE	Mercer	101.3	31.1	95.7	162.7	289.6	2.9	0.3
NJ	ARISTACARE AT CEDAR OAKS	SOUTH PLAINFIELD	Middlesex	214.8	38.2	205.2	437.3	680.7	3.2	0.2

Direct Care Staff | Contract Staff | Non-Care Staff | Notes

Staffing data on www.nursinghome411.org

+ Staffing data on www.nursinghome411.org

NJ-Staffing-2019Q2.xlsx

	City	County	MDS Census	Administrator Hours	Medical Director Hours	Pharmacist Hours	Dietician Hours	Hours Qualified Activities Professional	Hours Other Activities Professional	Total Hours Activities Staff	Average Activities Staff Hours Per Resident Per Day	Hours Qualified Social Work S	Hours Other Social Work S	Total Hours Social Work S	Average Social Work Staff Hours Per Resident Per Day
2	CAMDEN	Camden	169.6	10.5	0.3	0.8	4.7	39.1	0.0	39.1	0.2	9.1	0.0	9.1	0.1
3	GREEN BROOK	Somerset	148.0	58.6	0.0	0.0	0.0	0.0	22.4	22.4	0.2	5.5	0.0	5.5	0.0
4	ENGLEWOOD	Bergen	99.8	5.0	0.3	0.8	4.5	4.7	10.0	14.7	0.1	4.9	0.0	4.9	0.0
5	SEWELL	Gloucester	120.5	5.4	2.1	0.5	3.6	5.4	52.3	57.7	0.5	9.2	0.0	9.2	0.1
6	PERTH AMBOY	Middlesex	236.0	15.8	5.7	1.4	7.8	4.9	88.4	93.3	0.4	10.4	0.0	10.4	0.0
7	KEARNY	Hudson	101.1	16.4	0.8	1.0	5.1	5.4	22.4	27.8	0.3	7.5	0.0	7.5	0.1
8	GUTTENBERG	Hudson	95.8	13.4	0.7	0.8	1.1	6.7	17.1	23.8	0.2	5.5	0.0	5.5	0.1
9	UNION CITY	Hudson	198.8	18.8	0.8	1.4	6.0	6.0	0.0	6.0	0.0	10.5	0.0	10.5	0.1
10	CEDAR GROVE	Essex	190.1	16.5	1.2	1.5	4.3	33.1	10.6	43.7	0.2	14.1	0.0	14.1	0.1
11	IRVINGTON	Essex	170.6	12.3	1.0	1.2	3.9	15.8	30.7	46.5	0.3	11.9	0.0	11.9	0.1
12	JERSEY CITY	Hudson	232.6	26.6	0.9	1.7	19.8	11.2	49.3	60.5	0.3	12.7	0.0	12.7	0.1
13	JERSEY CITY	Hudson	159.0	17.9	0.9	1.2	5.5	5.9	25.0	30.9	0.2	9.7	0.0	9.7	0.1
14	JERSEY CITY	Hudson	149.7	25.6	0.6	1.2	3.7	10.8	13.7	24.5	0.2	9.0	0.0	9.0	0.1
15	KEARNY	Hudson	110.5	11.3	0.4	0.7	2.5	4.6	16.0	20.7	0.2	4.0	2.6	6.7	0.1
16	RAHWAY	Union	104.5	29.3	1.7	0.5	8.7	2.1	15.0	17.1	0.2	6.3	0.0	6.3	0.1
17	ROCHELLE PARK	Bergen	178.0	5.7	1.2	0.6	5.4	5.1	19.9	25.0	0.1	5.5	8.6	14.1	0.1
18	ORANGE	Essex	165.9	16.9	5.8	1.4	5.1	6.2	21.0	27.2	0.2	10.8	0.0	10.8	0.1
19	ROCHELLE PARK	Bergen	58.0	7.1	0.8	0.8	4.1	5.3	17.2	22.5	0.4	8.6	0.2	8.8	0.2
20	SECAUCUS	Hudson	267.4	35.3	0.9	0.7	5.7	10.2	57.8	68.1	0.3	15.2	0.0	15.2	0.1
21	WEST ORANGE	Essex	100.5	15.8	0.1	0.3	2.5	5.6	18.1	23.7	0.2	5.2	0.0	5.2	0.1
22	FREEHOLD	Monmouth	132.7	10.6	0.9	0.7	3.2	7.2	49.4	56.6	0.4	10.4	0.0	10.4	0.1
23	ALLENDALE	Bergen	71.0	5.7	0.2	0.4	4.1	4.9	27.3	32.1	0.5	5.2	0.0	5.2	0.1
24	PERTH AMBOY	Middlesex	139.2	5.7	2.3	2.3	2.3	5.8	18.5	24.3	0.2	9.8	0.0	9.8	0.1
25	HAZLET	Monmouth	153.7	10.5	0.0	0.0	0.0	0.0	58.5	58.5	0.4	10.8	0.0	10.8	0.1
26	ANDOVER	Sussex	141.2	5.3	0.0	0.5	5.2	5.5	52.0	57.5	0.4	5.2	7.9	13.2	0.1
27	ANDOVER	Sussex	493.1	4.7	0.3	1.5	0.0	4.7	163.4	168.2	0.3	5.2	28.5	33.7	0.1
28	FREEHOLD	Monmouth	48.2	3.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
29	BRIDGEWATER	Somerset	47.8	8.1	0.3	0.3	3.4	4.8	7.6	12.5	0.3	4.0	1.7	5.7	0.1
30	CEDAR GROVE	Essex	113.3	4.0	0.5	0.2	3.5	0.0	13.0	13.0	0.1	5.0	0.0	5.0	0.0

Non-Care Staff

Direct Care Staff | Contract Staff | **Non-Care Staff** | Notes

+ Staffing data on www.nursinghome411.org

Top 10 & Bottom 10 Care Staffing Ratios for Each State

Staffing data on www.nursinghome411.org

State averages total & RN staffing - Eric | Tableau Public

State Averages for Total and RN Care Staff Hours Per Resident Day (HPRD)

Show Data by
- ● Total Staff Hours
- ○ RN Hours

≤ 3.00
3.01-3.40
3.41-3.80
3.81-4.20
> 4.20

WA 3.7
MT 3.3
ND 3.9
MN 3.6
ME 3.8
OR 3.9
ID 4
WY 3.7
SD 3.1
WI 3.6
MI 3.7
VT 3.7
NH 3.5
NY 3.5
MA 3.5
NV 3.7
UT 3.7
CO 3.6
NE 3
IA 3.2
IL 3.2
IN 3.1
OH 3.3
PA 3.5
NJ 3.6
CA 4
KS 3.3
MO 2.7
WV 3.4
MD 3.5
DE 4.1
AZ 3.8
NM 2.9
OK 2.7
AR 3.6
KY 3.4
VA 3.5
NC 3.4
TN 3.4
SC 3.7
TX 2.9
MS 3.7
AL 3.6
GA 3.3
LA 3.3
FL 4
AK 5.7
HI 4.2

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Advancing Quality, Dignity & Justice

Note: A 2001 federal study identified **4.1 hours** of total care staff time per resident day, including **0.75 hours** of RN time, as thresholds to avoid poor clinical outcomes for the typical nursing home resident. National averages for total and RN time are **3.4 hours** and **0.5 hours**, respectively.

+

Mapping Nursing Home Data in Your State or Community

A guide to using Tableau, an Interactive Data Visualization Software

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Tableau: Mapping Nursing Home Data

- **What is Tableau?**
  - Interactive data visualization software which makes maps, graphs, and other graphics illustrating quantitative and qualitative information.
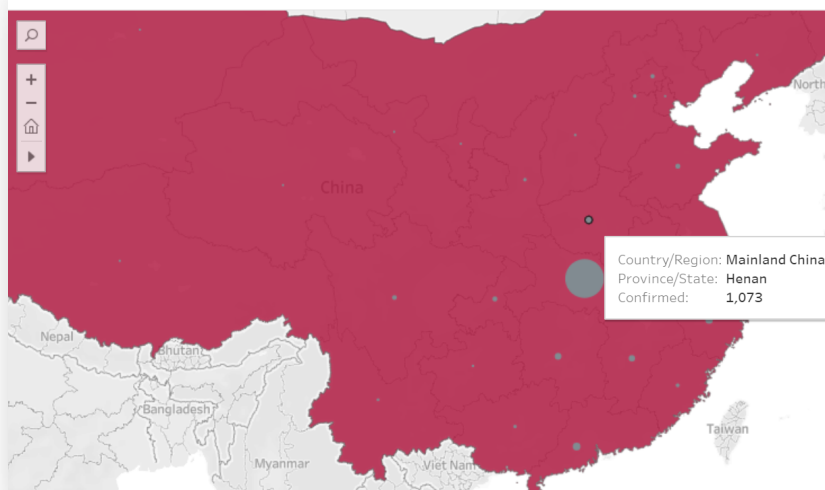
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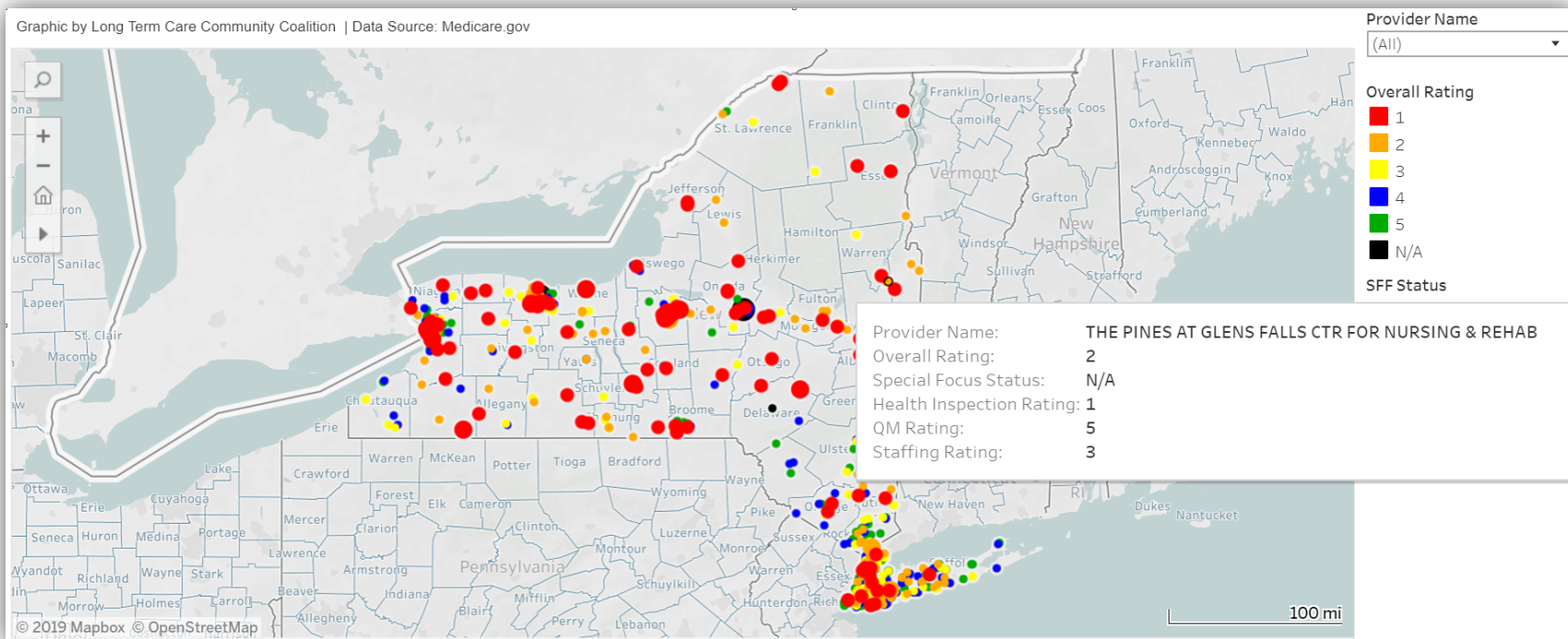
Not just for nursing home data …
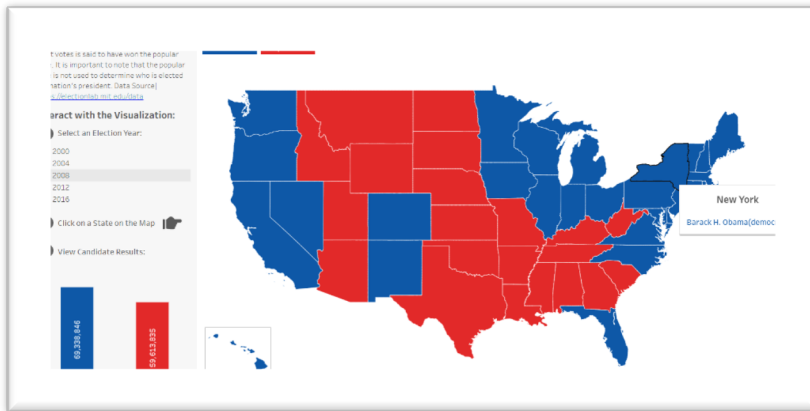
Corona Virus Map
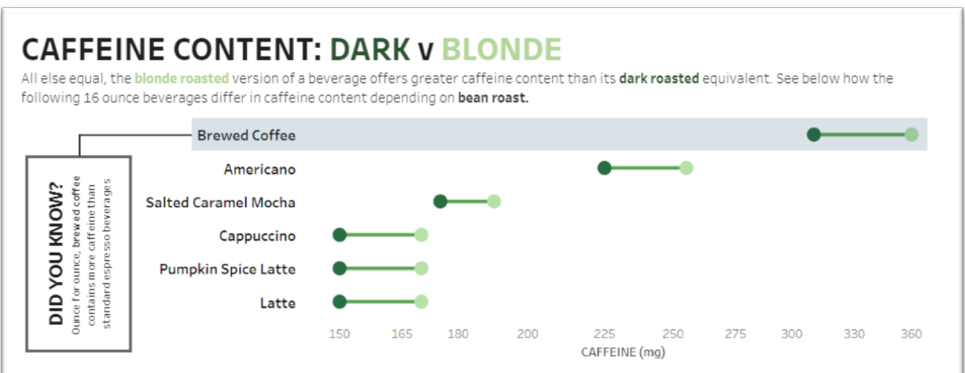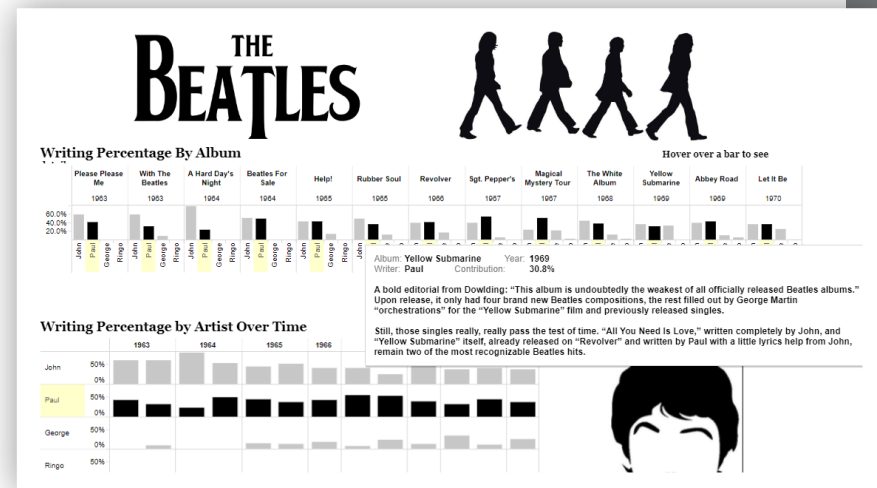
+ It's all about the data...

- 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, 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?)

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

+ Tableau Vocabulary

- **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 -90^0 and 90^0) *Longitude* (-180^0 and 180^0).
  *Note: Negative values = West, South; Positive values = North, East.
  - The North Pole: 90.000° N
  - The Cavern Club, Liverpool: 53.406^0 N, 2.990^0 W
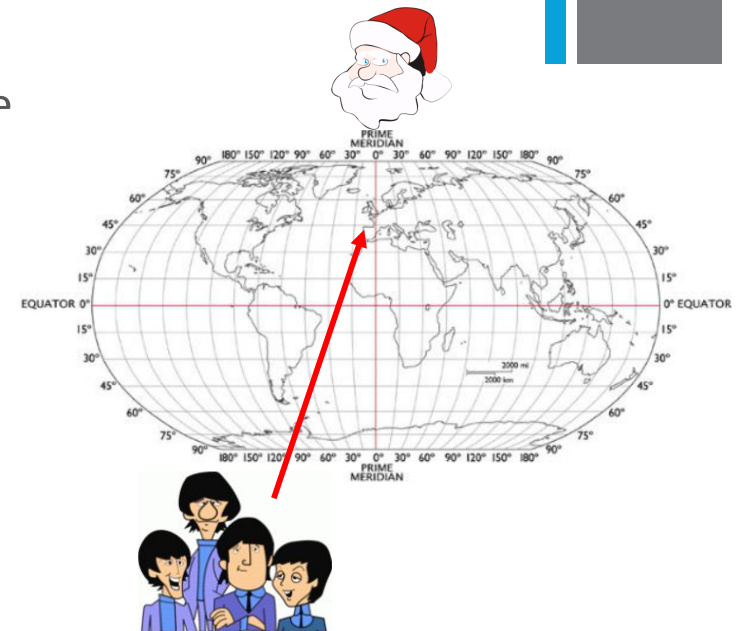
- ## More Tableau Terms
  Dimensions: Fields that cannot be aggregated
  Measures: Fields that can be measured, aggregated, or used for mathematical operations.
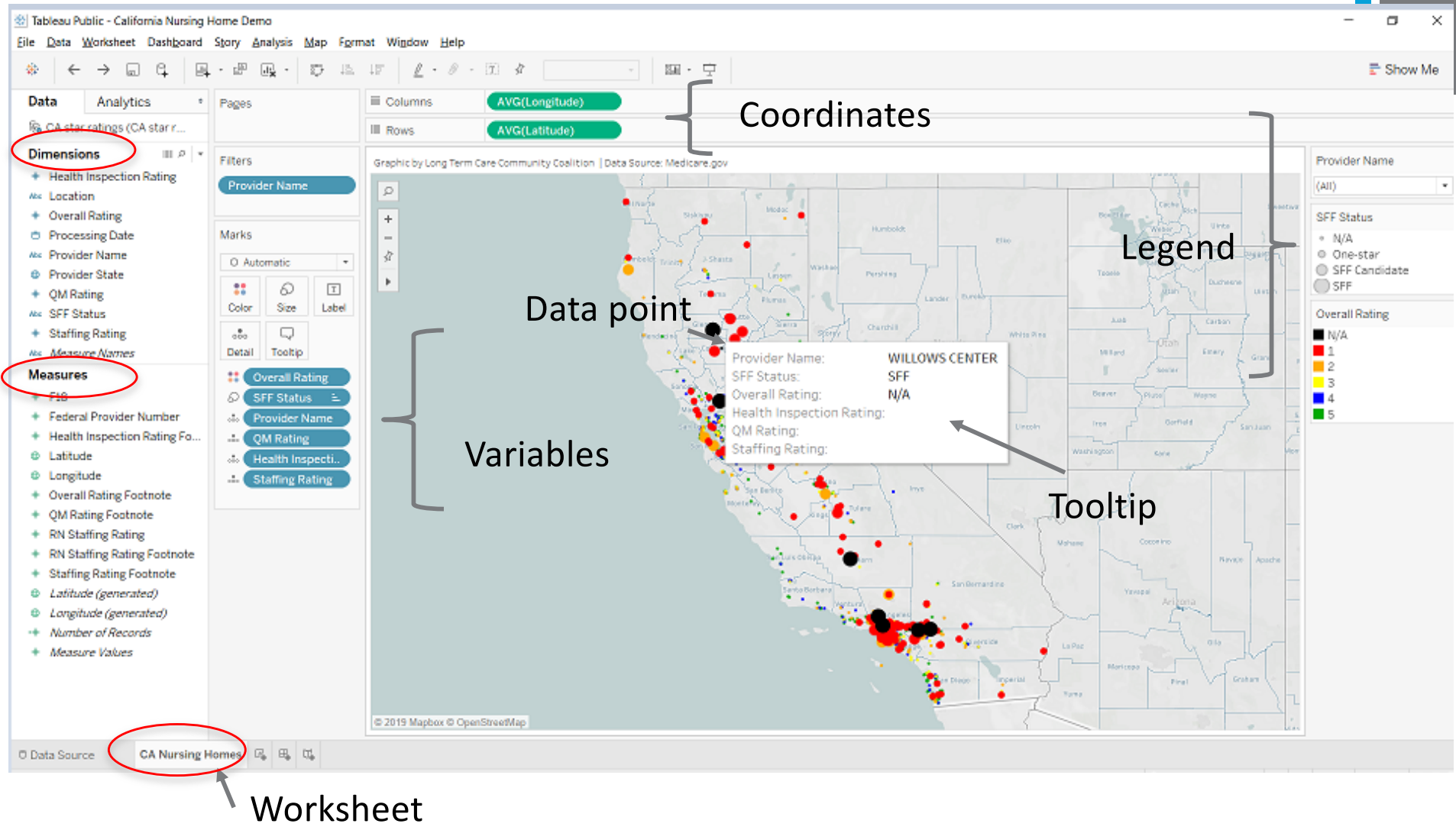 **Tooltips**: Details that appear when you rest the pointer over a data point.
  Worksheet: Contains a single view along with shelves, legends, and the Data pane.
  Dashboard: A collection of views from multiple worksheets.

A Map of the Map

LTCCC Mapping Resources

- LTCCC Tableau resources available at **https://nursinghome411.org/ mapping-information-on- nursing-home-quality- staffing/**

  - Tableau 101 guide

  - Tableau-friendly dataset (November 2019).

  - Data entry using Nursing Home Compare and Texas A&M GeoServices)

+ A five-minute map demo

Transforming your data from spreadsheets to maps

Thank You For Joining Us Today!

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Questions? Comments?

Next Program: March 17, 2020.

Topic: Fostering Resident Independence, Choice, and Decision-Making in Assisted Living.