



COMMONWEALTH of VIRGINIA
Department for the Aging

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AAA TUESDAY E-MAILING
January 6, 2009

SUBJECT

VDA ID NUMBER

[New Five Star Quality Rating System for Nursing Homes](#)
(Bill Peterson)

09-41

Note: The web addresses (links) in this document may change over time. The Department for the Aging does not attempt to refresh the links once the week has passed. However, this document is maintained on the web for a period of time as a reference. Some links may require registration.

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COMMONWEALTH of VIRGINIA
Department for the Aging
Linda Nablo, Commissioner

MEMORANDUM

TO: Directors and Ombudsman Staff
Area Agencies on Aging

FROM: Bill Peterson

DATE: January 6, 2009

SUBJECT: **New Five Star Quality Rating System for Nursing Homes**

FYI. CMS sponsored a conference call today for local SHIP programs to provide information about their new "five star" rating system for nursing homes. I have attached the handouts from this call including copies of the PowerPoint presentation. Additional resources are available and are listed on the fact sheet.

Attachment



Information about The New Five-Star Quality Rating System for Nursing Homes

The Centers for Medicare & Medicaid Services (CMS) has improved information on the Nursing Home Compare website to help individuals, family members, caregivers, and the public find and compare the quality of nursing homes more easily. Visit www.medicare.gov/NHCompare for more information.

Overview of the Five-Star Nursing Home Quality Rating System

The Nursing Home Compare website now features a system that assigns each nursing home a rating between one and five stars. Nursing homes with five stars are considered to have above average quality compared to other nursing homes in that state. Nursing homes with one star have quality much below the average in that state (but the nursing home still meets Medicare's minimum requirements).

There is an overall five-star rating for each nursing home. This rating is based on the star ratings for three separate categories: 1) health inspections, 2) quality measures, and 3) staffing levels. These three categories are described below:

1) Health Inspections – The health inspection rating contains information from the last three years of onsite inspections, including both annual visits and any complaint investigation findings. Inspectors visit each nursing home and collect specific information to determine whether a nursing home meets Medicare's minimum requirements for safety and quality of care.

2) Quality Measures – This rating is based on ten different physical and clinical measures for nursing home residents, such as the percent of residents with pressure ulcers, the percent of residents with moderate to severe pain, or the percent of residents who have changes in their ability to move about. This information is collected by the nursing home on all residents and shows how well nursing homes care for their residents' physical and clinical needs.

3) Staffing Information – This rating includes information about the average number of hours of care given by nursing staff to each resident each day. This rating considers differences in the level of care residents in different nursing homes need. For example, a nursing home that has residents with more severe needs would be expected to have more nursing staff than a nursing home where the needs aren't as high.

Nursing Home Compare Has More Information

Alternatives to Nursing Home Care: If you or a family member need help with daily activities like eating, bathing or dressing, you may first want to consider community resources before looking into nursing home care. Many communities offer assistance with these types of activities in your own home. Visit Nursing Home Compare for more information about alternatives to nursing home care and a list of contacts.

Follow These Steps to Finding a Nursing Home:

Step 1: Visit Nursing Home Compare to find a nursing home in your area. Search by nursing home name, city, county, state or ZIP code.

Step 2: Use the information on Nursing Home Compare to compare the quality of the nursing homes you're considering. You may want to compare the Five-Star Quality ratings and other important quality information.

Step 3: Visit the nursing homes you're considering or have someone visit for you.

Step 4: Choose the nursing home that best meets your needs. Talk to your doctor or other healthcare practitioner, your family, friends, or others. Contact state agencies, such as the Long-Term Care Ombudsman or the State Survey Agency to get more information. Their phone numbers are listed on Nursing Home Compare.

Next Steps

CMS is interested in making additional changes the Nursing Home Compare website in several areas such as adding more quality measures, and including more information about nursing home characteristics and resident satisfaction.

We want to hear from you! To share your comments about the Five-Star ratings and ideas about how we can improve the Nursing Home Compare website, please e-mail us at BetterCare@cms.hhs.gov.

Additional Resources

To view or print Medicare's Guide to Choosing a Nursing Home, visit <http://www.medicare.gov/Publications/Pubs/pdf/02174.pdf>.

To view or print the Nursing Home Checklist (to take with you when you visit the nursing home) visit <http://www.medicare.gov/Nursing/Checklist.pdf>.

You can also call 1-800-MEDICARE (1-800-633-4227) to order a free copy. TTY users should call 1-877-486-2048.

December 2008

Improving Nursing Home Compare for Consumers

Five-Star Quality Rating System

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Improving Nursing Home Compare

- Major Revision to Nursing Home Compare – Mid-December
- Improved Navigation
 - Similar to Hospital Compare
 - Uses Results of Consumer Testing of Hospital Compare, Many Years Of NH Compare Experience, and Advice From States with Websites

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Improving Nursing Home Compare

- 5-Star Quality Rating
 - Overall Rating
 - Health Inspections
 - Quality Measures
 - Staffing

3

What Will Not Change

- Quality of Care Information
 - Inspection Deficiencies (*Survey Results*)
 - Quality Measures
 - Staffing Information
- Resources & Additional Help
 - Phone numbers & other resources.

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What Will Not Change

- Reporting on Characteristics of Nursing Homes (such as:)
 - Number of Beds
 - Ownership
 - Medicare/Medicaid Participation
 - Location of Nursing Home
 - Resident/Family Council

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What Will Change?

- Website will be easier for consumers & family to use.
- Adds concrete steps consumers can take to find the most appropriate long term care choice to meet their needs.
- Includes information on Alternatives to Nursing Homes
 - Home & Community-Based Waivers
 - State & Federal Links for More Information

And...

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What Will Change?

Add 5-Star Quality Rating



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What is the 5-Star Rating?

- Tool for consumers and caregivers to compare nursing homes more easily.
- Summarizes information into an easy-to-understand rating system.
 - Overall Rating
 - Health Inspections
 - Quality Measures
 - Staffing

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How did CMS Design the 5-Star?

- Determined Key Information
- Employed Use of Technical Expert Panel
- Stakeholder Comments

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What Do the Stars Mean?



Much Above Average

Above Average

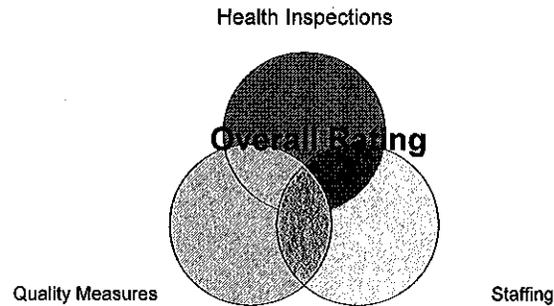
Average

Below Average

Much Below Average

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What Data Sources Do You Rate?



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Health Inspections

- 3 most recent annual inspections – weighted in favor of most recent surveys
- All complaint health inspections – last 3 years
- The rating considers the number and the Scope & Severity of deficiencies
 - More serious, wide spread deficiencies have a lower rating
 - Less serious, isolated deficiencies have a higher rating

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Quality Measures

- Selected 10 quality measures (now included on Nursing Home Compare)
- Why 10? – Core measures with the highest reliability
- 3 most recent quarters of available data
- Reported by the nursing home based on their assessment of the residents.

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Quality Measures

- Long-stay Prevalence measures:
 - ADL change
 - Mobility change
 - High-risk pressure ulcers
 - Long-term catheters
 - Physical restraints
 - Urinary Tract Infection (UTIs)
 - Pain
- Short-Stay Prevalence Measures:
 - Delirium
 - Pain
 - Pressure Ulcers

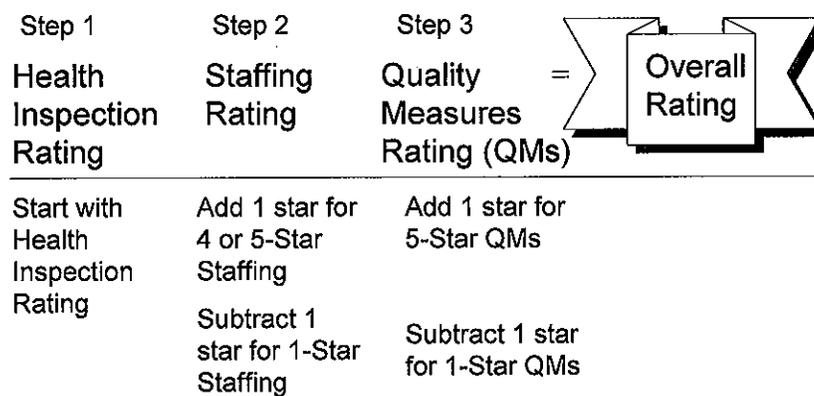
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Staffing Data

- Number of hours of care on average provided to each resident each day
- Nursing Staff: RN, LPN/LVN & CNA
- Case-Mix Adjusted – accounting for differences in the level of need for care of residents in different nursing homes
(Case-Mix based on Resource Utilization Groupings (RUGS))

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Calculating the Overall Rating



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Example #1

Health Inspection	Staffing Rating	Quality Measures	Overall Rating
----------------------	--------------------	---------------------	-------------------

☆☆☆ ☆☆☆☆☆ ☆☆☆

Calculation:

☆☆☆ + ☆ + 0 = ☆☆☆

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Example #2

Health Inspection	Staffing Rating	Quality Measures	Overall Rating
----------------------	--------------------	---------------------	-------------------

☆☆☆ ☆ ☆☆☆

Calculation:

☆☆☆ - ☆ + 0 = ☆☆

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Example #3

Health Inspection	Staffing Rating	Quality Measures	Overall Rating
----------------------	--------------------	---------------------	-------------------



Calculation:



+ 0

+ 0 =



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Strengths & Limits of the Data Sources

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Health Inspections

Strengths

- Onsite visit by trained, objective professional multi-disciplinary team
- Comprehensive look at most major aspects of care (e.g. 180 aspects)

Limits

- Onsite surveys can be of limited frequency (generally 1-2 times per year, plus complaint investigations)

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Health Inspections

Strengths

- National standards + Protocols; Oversight by Federal agency
- State variation controlled by within-State comparison

Limits

- Some different interpretations by individual survey teams
- Some variation between States

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Quality Measures (QMs)

Strengths

- In-Depth look at key aspects of care (e.g. pressure ulcers)
- Validated

Limits

- Self-Reported by NH staff
- QMs are narrowly focused
- Limited external quality assurance

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Staffing

Strengths

- Research finds relationship between staffing + quality
- Understandable for consumers

Limits

- Reporting of data just once per year
- Self-reported by NH staff
- Limited quality assurance checks

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What will the website look like?

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SCREEN 3 - Choose Nursing Home

Medicare

Nursing Home Compare

Step 3 - Choose Nursing Home to Compare

Your search resulted in 4 Nursing Homes in Virginia. Select one in the list below from the results table below and click the Compare button to compare your selection in more detail.

The number of stars shows how well the nursing home performs.

Health Home Average: ★★★★★
Above Average: ★★★★★
Average: ★★★★★
Below Average: ★★★★★
Much Below Average: ★★★★★

You have selected the following criteria for your search:

State: Virginia
+ Health Search
+ Non Search

Scan Legend

Special Focus Facilities (SFF) are nursing homes that have a history of superior care quality of care. These nursing homes have been selected for more frequent inspections and monitoring. To learn more visit the CMS QualityCheck & Compliance website.

Refine Your Results:

Special Focus Facilities (SFF) | Medicare Home Care | Community Care | Residential Care | Assisted Living | Skilled Nursing | Home Health | Hospice | Palliative Care | Long Term Care | Adult Day Care | Respite Care | Home Care | Hospice | Palliative Care | Long Term Care | Adult Day Care | Respite Care

View Nursing Homes Locations on a Map

Nursing Home Name and Address	Overall Rating	Health Inspection	Staffing	Quality Measures	Medicare and Medicaid	Number of Licensed Beds	Type of Ownership
<input type="checkbox"/> Northampton 2400 Northampton Ave Falls Church, VA 22044 (703) 555-0100 Located in a hospital Assisted Living Community Care Residential Care	★★★★★ 2 out of 5 stars	★★★★★ 3 out of 5 stars	★★★★★ 1 out of 5 stars	★★★★★ 3 out of 5 stars	Medicare and Medicaid	100	For Profit - Corporation
<input type="checkbox"/> Longwood View 2000 Longwood View Falls Church, VA 22044 (703) 555-0100	★★★★★ 4 out of 5 stars	★★★★★ 3 out of 5 stars	★★★★★ 4 out of 5 stars	★★★★★ 4 out of 5 stars	Medicare and Medicaid	92	Non Profit - Corporation
<input type="checkbox"/> Glennview Dementia 2000 Glennview Ave Falls Church, VA 22044 (703) 555-0100	★★★★★ 2 out of 5 stars	★★★★★ 3 out of 5 stars	★★★★★ 3 out of 5 stars	★★★★★ 2 out of 5 stars	Medicare and Medicaid	90	Non Profit - Corporation
<input type="checkbox"/> Hollins Hill 3700 Lee Highway Falls Church, VA 22044 (703) 555-0100	Not Available*	★★★★★ 2 out of 5 stars	Not Available*	★★★★★ 2 out of 5 stars	Medicare	90	For Profit - Corporation

Footnotes:

* Data is not available for this nursing home.

† Data is not available for this nursing home.

‡ This indicates that the nursing home has had a change of ownership in the past year. This information may be of interest to you when visiting a nursing home.

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SCREEN 3 - Choose Nursing Home

Medicare

Nursing Home Compare

Step 2 - Choose Nursing Home to Compare

Your search resulted in 4 Nursing Homes in Virginia.

Staffing

Overall Rating

Health Inspections

Quality Measures

Name	Overall Quality Rating	Health Inspections	Staffing	Quality Measures	Medicare and Medicaid	Number of Beds	Type of Ownership
Blue Springs 3720 E. Main Street Fairfax, VA 22031 (555) 555-0000 Located in a Hospital Building Call Home Care 1-800-451-1234 20000 Main Street Fairfax, VA 22031 (555) 555-0000 Call Home Care 1-800-451-1234	2 out of 5 stars	3 out of 5 stars	3 out of 5 stars	3 out of 5 stars	Medicare and Medicaid	800	For Profit - Corporation
Clearcreek Gardens 2012 West Northern Ave Fairfax, VA 22031 (555) 555-0000 Call Home Care 1-800-451-1234	3 out of 5 stars	3 out of 5 stars	3 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	80	Non Profit - Corporation
Horton Mills 3720 E. Main Street Fairfax, VA 22031 (555) 555-0000 Call Home Care 1-800-451-1234	Not Available	2 out of 5 stars	Not Available	2 out of 5 stars	Medicare	100	For Profit - Corporation

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SCREEN 3 - Choose Nursing Home

Medicare

Nursing Home Compare

Step 2 - Choose Nursing Home to Compare

Your search resulted in 4 Nursing Homes in Virginia.

of Beds

Type of Ownership

Special Focus Facility (SFF)

Name	Overall Quality Rating	Health Inspections	Staffing	Quality Measures	Medicare and Medicaid	Number of Beds	Type of Ownership
Blue Springs 3720 E. Main Street Fairfax, VA 22031 (555) 555-0000 Located in a Hospital Building Call Home Care 1-800-451-1234 20000 Main Street Fairfax, VA 22031 (555) 555-0000 Call Home Care 1-800-451-1234	2 out of 5 stars	3 out of 5 stars	3 out of 5 stars	3 out of 5 stars	Medicare and Medicaid	800	For Profit - Corporation
Clearcreek Gardens 2012 West Northern Ave Fairfax, VA 22031 (555) 555-0000 Call Home Care 1-800-451-1234	3 out of 5 stars	3 out of 5 stars	3 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	80	Non Profit - Corporation
Horton Mills 3720 E. Main Street Fairfax, VA 22031 (555) 555-0000 Call Home Care 1-800-451-1234	Not Available	2 out of 5 stars	Not Available	2 out of 5 stars	Medicare	100	For Profit - Corporation

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Nursing Home Compare

- Our Changes Do Not Remove any Nursing Home Data Previously Available.
- Data Updated once a month
- Rating System
 - Starts with health inspection results based on independent onsite visits;
 - Factors in Quality Measures & Staff (both of which are self-reported).

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Steps to Find & Compare Nursing Homes

CMS' Improved Website Can Help

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Find and Compare on Nursing Home Compare Website



Step 1 – Find nursing homes in your area. Search by name, city, county, state or zip code.

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Find and Compare Nursing Homes

Step 2 – Compare the quality of nursing homes you're considering using the 5-Star Quality Ratings, health inspections, nursing home staff data, quality measures & fire safety inspection results



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Find and Compare Nursing Homes

Step 3 – Visit the nursing homes you're considering or have someone visit for you. Use the Nursing Home Checklist and other resources.



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Find and Compare Nursing Homes

Step 4 – Choose the nursing home that best meets your needs. Talk to your doctor or other healthcare practitioner, your family, friends or others.



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Additional Information

- Medicare's Guide to Choosing a Nursing Home
- Nursing Home Checklist
- Helpful Contacts
- Your Rights as a Nursing home Resident
- Download Nursing Home Compare Databases

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Longer-Term Potential *Further* Improvements to NH Compare

- **Dynamic consumer testing**
- **Interactiveness:** Make the website more interactive to refine search
- **Staffing Data:** Collect staffing data based on payroll sources, submitted quarterly
- **Quality Measures:** Add new quality measures

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Longer-Term Potential *Further* Improvements to NH Compare

- **NH Characteristics + Capabilities:** Add additional information about nursing homes
 - Private rooms
 - Languages spoken
 - Availability of specialty units (rehab, ventilator support...)
- **Satisfaction Surveys:** Study potential reporting of satisfaction survey results – residents, families, staff

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Help CMS with Future Improvements

- Use the improved *NH Compare* Website
- Send comments and ideas to:
BetterCare@cms.hhs.gov

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