

**Improving the *Nursing Home*
Compare Web site:**

**The Five-Star Nursing Home
Rating System**

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

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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

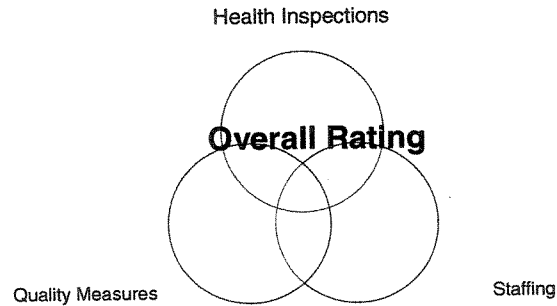
Average

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

*weighted
most heavily*

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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

Step 1	Step 2	Step 3	=	Overall Rating
Health Inspection Rating	Staffing Rating	Quality Measures Rating (QMs)	=	Overall Rating
Start with Health Inspection Rating	Add 1 star for 4 or 5-Star Staffing Subtract 1 star for 1-Star Staffing	Add 1 star for 5-Star QMs Subtract 1 star for 1-Star QMs		

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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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on web

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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on web

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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Medicare

The Official U.S. Government Site for People with Medicare

Search Medicare.gov

Nursing Home Compare

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Step 2 - Choose Nursing Home to Compare

Your Search Results

Your search resulted in 4 Nursing Homes in Virginia. Select up to 3 Nursing Homes from the results table below and select the Compare button to compare your selections in more detail.

Five-Star Quality Rating

The number of stars shows how well the nursing home performs.
Much Above Average ★★★★★
Above Average ★★★★☆
Average ★★★☆☆
Below Average ★★☆☆☆
Much Below Average ★☆☆☆☆

Your Search Criteria

You have selected the following criteria for your search:
 State: Virginia
 * [Dedict Search](#)
 * [New Search](#)

Icon Legend

Special Focus Facilities (SFF) are nursing homes that have a history of persistent poor quality of care. These nursing homes have been selected for more frequent inspections (SFF) are monitoring. To learn more visit the [SFF, Certification & Compliance](#) website.

Refine Your Results:

- * Nursing Homes within a Continuing Care Retirement Community
- * Nursing Homes within a Hospital
- * Nursing Homes with Resident & Family Councils

View Nursing Homes Locations on a Map

Nursing Home Name and General Information	Overall Rating <small>What is this?</small>	Health Inspections <small>What is this?</small>	Staffing <small>What is this?</small>	Quality Measures <small>What is this?</small>	Program Participation	Number of Certified Beds <small>What is this?</small>	Type of Ownership
<input type="checkbox"/> Basic Spring 1900 West Pecos Road Fairfax, VA 22031 (555) 555-0988 Located in a Hospital Resident & Family Councils Continuing Care Retirement Community	2 out of 5 stars	3 out of 5 stars	1 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	100	For Profit - Corporation
<input type="checkbox"/> Lakefront View 1980 West Pecos Road Fairfax, VA 22031 (555) 555-0988 Resident & Family Councils	4 out of 5 stars	3 out of 5 stars	4 out of 5 stars	4 out of 5 stars	Medicare and Medicaid	93	Non Profit - Corporation
<input type="checkbox"/> Glencrest Gardens 2012 West Southern Ave Fairfax, VA 22031 (555) 555-0988 Resident & Family Councils	3 out of 5 stars	3 out of 5 stars	3 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	89	Non Profit - Corporation
<input type="checkbox"/> Horton Mills 2750 Lee Highway Fairfax, VA 22031 (555) 555-0988 Resident & Family Councils	Not Available ¹	2 out of 5 stars	Not Available ²	2 out of 5 stars	Medicare	89	For Profit - Corporation

¹ Newly certified nursing home with less than 12-15 months of data available.
² Not enough data available to calculate a star rating.
³ 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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Your Search Results

Your search resulted in 4 Nursing Homes in Virginia. Select up to 3 Nursing Homes from the results table below and select the Compare button to compare your selections in more detail.

Five-Star Quality Rating
 The number of stars shows how well the nursing homes perform.
 Much Above Average
 Above Average
 Average
 Below Average
 Much Below Average

Your Search Criteria
 You have selected the following criteria for your search:
 State: Virginia
 Modify Search
 New Search

Icon Legend

Special Focus Facilities (SFF) are nursing homes that have a high number of frequent inspections and monitoring. To learn more visit...

Refine Your Results:

- Nursing Homes within a Continuing Care Retirement Community
- Nursing Homes within a Hospital
- Nursing Homes with Resident & Family Councils

Overall Rating

View Nursing Homes Locations on a Map

Staffing

Health Inspections

Quality Measures

Facility Name	Overall Rating	Health Inspections	Staffing	Quality Measures	Program in Participation	Number of Certified Beds	Types of Ownership
5755 East Main Street Fairfax, VA 22031 (555) 555-0988 Located in a Hospital	2 out of 5 Stars	3 out of 5 stars	1 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	100	For Profit - Corporation
Kesidant & Family, Concierge Residential Care Restauranteur Community	4 out of 5 Stars	3 out of 5 stars	3 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	89	Non Profit - Corporation
Glencrest Gardens 2017 West Southern Ave Fairfax, VA 22031 (555) 555-0988 Resident & Family Council	3 out of 5 Stars	3 out of 5 stars	3 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	89	Non Profit - Corporation
Holton Mills 2750 Lee Highway Fairfax, VA 22031 (555) 555-0988 Resident Council	Not Available ²	2 out of 5 stars	Not Available ²	2 out of 5 stars	Medicare	69	For Profit - Corporation

Choose up to 3 Facilities to Compare
 1 Newly certified nursing home with less than 12-15 months of data available.
 2 Not enough data available to calculate a star rating.
 3 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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 Freedom of Information Act | USA.gov

Nursing Home Compare

Step 2 - Choose Nursing Home to Compare

Your Search Results

Your search resulted in 4 Nursing Homes in Virginia. Select up to 3 Nursing Homes from the results table below and click the Compare button to compare your selections in more detail.

Icon Legend

Special Focus Facilities (SFF) are nursing homes that have a history of persistent poor quality of care more frequent inspections and monitoring. To learn more visit the CMS SearchLink on SearchLink.

Refine Your Results: * Nursing Homes within a Continuing Care Retirement Community * Nursing Homes within a Hospital * Nursing Homes with Resident & Family Councils

View Nursing Homes Locations on a Map

Five-Star Quality Rating

The number of stars shows how well the nursing homes perform.
 Much Above Average
 Above Average
 Average
 Below Average
 Much Below Average

Your Search Criteria

You have selected the following criteria for your search:
 \$ # of Beds
 have been selected for

Nursing Home Name and General Information	Overall Rating What is this?	Health Inspections What is this?	Staffing What is this?	Quality Measures What is this?	Program Participation	Number of Certified Beds What is this?	Type of Ownership
<input type="checkbox"/> Brite Spring 2100 Lee Highway Fairfax, VA 22031 (555) 555-0988 Located in a Hospital Resident & Family Councils	2 out of 5 Stars	3 out of 5 stars	1 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	100	For Profit - Corporation
<input type="checkbox"/> Lakefront View 1 980 West Pecos Road Fairfax, VA 22031 (555) 555-0888 Resident & Family Councils	4 out of 5 stars	3 out of 5 stars	4 out of 5 stars	4 out of 5 stars	Medicare and Medicaid	93	Non Profit - Corporation
<input type="checkbox"/> Glencrest Gardens 2012 West Southern Ave Fairfax, VA 22031 (555) 555-0988 Resident & Family Councils	3 out of 5 stars	3 out of 5 stars	3 out of 5 stars	2 out of 5 stars	Medicare and Medicaid	89	Not Profit - Corporation
<input type="checkbox"/> Holton Mills 2750 Lee Highway Fairfax, VA 22031 (555) 555-0988 Resident Council (CCL)	Not Available ²	2 out of 5 stars	Not Available ²	2 out of 5 stars	Medicare	66	For Profit - Corporation

Special Focus Facility (SFF)

Type of Ownership

of Beds

¹ Newly certified nursing home with less than 2 years of data available to calculate a star rating.
² Not enough data available to calculate a star rating.
³ This indicates that the nursing home has had a history of persistent poor quality of care more frequent inspections and monitoring.

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).

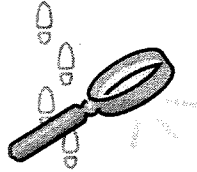
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Steps to Find & Compare Nursing Homes

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

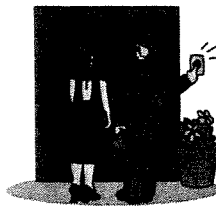
Step 2 – Compare the quality of nursing homes you're considering using the 5-Star Quality Ratings, health inspections, nursing home staff data, quality measures & fire safety inspection results



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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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Fact Sheet

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
CMS Logo

Provider Preview

Template

(insert CMS logo here)

Nursing Home Compare 5-Star Ratings of Nursing Homes

Nursing Home Rating Report
Incorporating data reported through 11/4/2008

Ratings for Nursing Home Name (Federal Provider Number)			
Overall Quality	Health Inspection	Quality Measures	Staffing
★ ★ ★	★ ★	★ ★ ★ ★ ★	★ ★

How the Ratings are Calculated:

A nursing home's **Overall Quality** rating on Nursing Home Compare (www.medicare.gov) is based on its ratings for **Health Inspections**, **Quality Measures** (QMs), and **Staffing**. Ratings for each domain and the overall rating range from 1 star to 5 stars, with more stars indicating higher quality. Based on these three ratings, the overall 5-star rating is assigned in 5 steps:

Step 1: Start with the Health Inspection Rating.

Step 2: Add one star if the Staffing rating is 4 or 5 stars and also greater than the Health Inspection rating. Subtract one star if the Staffing rating is 1 star. The rating cannot go above 5 stars or lower than 1 star.

Step 3: Add one star if the Quality Measure rating is 5 stars; subtract one star if the Quality Measure rating is 1 star. The rating cannot go above 5 stars or lower than 1 star.

Step 4: If the Health Inspection rating is 1 star, then the Overall Quality rating cannot be upgraded by more than one star based on the Staffing and Quality Measure ratings.

Step 5: If a nursing home is a Special Focus Facility that has not graduated, the maximum Overall Quality rating is 3 stars.

Nursing Home Compare provides a five-star rating for each of the following three components:

1) **Health Inspection ratings:**

- Ratings are calculated from points that are assigned to the results of nursing home surveys over the past three years, as well as complaint surveys from the past three years and survey revisits. More recent surveys are weighted more heavily.
- Points are assigned based on the number, scope and severity of a nursing home's health deficiencies. If multiple revisits are required to ensure that major deficiencies are corrected, additional points are added to the health inspection score.
- Lower health inspection scores result in a better 5-Star rating on Nursing Home Compare.
- Nursing homes are ranked within their state based on their score, and the number of stars is based on where the nursing home falls within the state ranking.
- The top 10% of facilities get 5 stars, the bottom 20% get 1 star, and the middle 70% of nursing homes receive 2, 3 or 4 stars, with equal proportions (23.33%) in each category.
- Health Inspection ratings are re-calculated every month to account for new survey results entering into the system.

2) Quality Measure ratings:

- Ratings are calculated from a nursing home’s performance on 10 Quality Measures (QMs), which are a subset of those reported on Nursing Home Compare.
- The QMs include 7 long-stay (chronic care) QMs and 3 short-stay (post-acute care) QMs.

Long-Stay QMs		Short-Stay QMs
<ul style="list-style-type: none"> • ADL Decline • Mobility Decline • Catheter • High-Risk Pressure Ulcers 	<ul style="list-style-type: none"> • Physical Restraints • Urinary Tract Infections • Moderate to Severe Pain 	<ul style="list-style-type: none"> • Pressure Ulcers • Moderate to Severe Pain • Pressure Ulcers

- Ratings are calculated using the *three most recent quarters* of data.
- ADL Decline and Mobility Decline contribute more heavily (each weighted at 1.667 times) than the other QMs.
- A nursing home’s performance on the ADL Decline and Mobility Decline QMs is ranked against all other nursing homes in the *state*.
- A nursing home’s performance on the other 8 measures is ranked against all other nursing homes in the *nation*.
- Points are assigned for each QM based on what quintile the facility falls in comparison to other nursing homes. Points for each QM are added together for a total point score.
- Based on this total score, the top 10% of facilities nationwide get 5 stars, the bottom 20% get 1 star, and the middle 70% of nursing homes receive 2, 3 or 4 stars, with an equal proportion (23.33%) in each category.

3) Staffing ratings:

- Ratings are calculated from two measures: RN hours per resident day and total staffing hours (RN, LPN, nurse aide) per resident day. These two measures contribute equally to the Staffing Rating.
- Staffing measures are derived from OSCAR data that is then case mix adjusted based on the facility’s distribution of MDS assessments by RUG-III group, based on the number of RN, LPN, and nurse aide minutes associated with each RUG-III group
- Other staff, such as clerical, administrative, and housekeeping staff, are not included in the calculation of the Staffing ratings.
- For each staffing measure, a 5-Star rating is assigned based on where the facility ranks compared to the adjusted staffing hours for all freestanding facilities AND where the facility ranks compared to optimal staffing levels identified in the 2001 CMS Staffing Study.
- To earn 5 stars on the Staffing rating, the nursing home must meet or exceed the CMS staffing study thresholds for both RN and total nursing hours per resident day.
- The Nursing Home Compare website will include a “drill down” that shows the nursing home’s rating for RN Staffing.

The **RN Staffing Rating** for Nursing Home Name is ★★.

Ratings are provided only for nursing homes that have had at least two standard health inspection surveys. Nursing homes that have not yet had two standard health inspection surveys are listed as ‘too new to rate,’ and no rating information is provided for the nursing home. If the rating indicates ‘data not available’ then the data needed to rate the nursing home were not available.

If Your Rating Isn't What You Think it Should Be

If your nursing home's rating seems to be markedly different from your expectation, it may be that a recent survey has not yet been entered into the database. It may also arise from a dispute resolution or appeal decision that has not yet entered into the database. You can check the health inspection detail on Nursing Home Compare for more information about the particular deficiencies that entered into the calculation.

If your quality measure rating states "data not available," it means that there were too few eligible residents for us to calculate a reliable quality measure. If your staffing score says "data not available," it means that the number of hours of staffing were found to be a value that were so extremely high or low that they were not plausible. In this case, please check with your state survey agency to confirm the staffing values you reported.

A technical manual containing additional information can be found on the CMS website (<http://www.cms.hhs.gov/CertificationandCompliance/>).

If you have questions, please contact the 5-Star Helpline at **1-800-839-9290**.