

## **Special Focus Facility (“SFF”) Initiative**

This webpage offers a list of nursing homes that (a) have had a history of serious quality issues and (b) are included in a special program to stimulate improvements in their quality of care. Please take a minute to review this background information on our “Special Focus Facility” initiative. The background here will help you be as informed as possible when you discuss your long term care options with any nursing home that is listed here – and what they are doing to improve their quality of care.

### **Background**

The Centers for Medicare & Medicaid Services (CMS) and States visit nursing homes on a regular basis to determine if the nursing homes are providing the quality of care that Medicare and Medicaid requires. These “survey” or “inspection” teams will identify deficiencies in the quality of care that is provided. They also identify any deficiencies in meeting CMS safety requirements (such as protection from fire hazards). When deficiencies are identified, we require that the problems be corrected. If serious problems are not corrected, we may terminate the nursing home’s participation in Medicare and Medicaid.

Most nursing homes have some deficiencies, with the average being 6-7 deficiencies per survey. Most nursing homes correct their problems within a reasonable period of time. However, we have found that a minority of nursing homes have:

- More problems than other nursing homes (about twice the average number of deficiencies),
- More serious problems than most other nursing homes (including harm or injury experienced by residents), and
- A pattern of serious problems that has persisted over a long period of time (as measured over the three years before the date the nursing home was first put on the SFF list).

Although such nursing homes would periodically institute enough improvements in the presenting problems that they would be in substantial compliance on one survey, significant problems would often re-surface by the time of the next survey. Such facilities with a “yo-yo” or “in and out” compliance history rarely addressed underlying systemic problems that were giving rise to repeated cycles of serious deficiencies. To address this problem CMS created the “Special Focus Facility” (SFF) initiative.

### **How the Special Focus Facility (SFF) Initiative Works**

CMS requires that SFF nursing homes be visited in person by survey teams twice as frequently as other nursing homes (about twice per year). The longer the problems persist, the more stringent we are in the enforcement actions that will be taken. Examples of such enforcement actions are civil monetary penalties (“fines”) or termination from Medicare and Medicaid. Within about 18-24 months after a facility is identified by CMS as an SFF nursing home, we expect that there will be one of 3 possible outcomes:

- (a) **Improvement & Graduation:** The nursing home graduates from the SFF program because it has made significant improvements in quality of care - and those improvements are continued over time;

- (b) **Termination from Medicare:** The nursing home is terminated from participation in the Medicare and Medicaid programs. While such a nursing home may continue to operate (depending on State law), usually it will close once Medicare and Medicaid funding is discontinued. In such a case the State Medicaid Agency (and others) will assist all nursing home residents to transition to another residence that can provide a better and acceptable quality of care. This may include a variety of possibilities, such as another nursing home, a community-based setting, or apartment with good support services.
- (c) **Extension of Time:** The nursing home is provided with some additional time to continue in the SFF program because there has been very promising progress, such as the sale of the nursing home to another owner with a much better track record of providing quality care.

### **How Can You Use This Information**

If you are considering admission to a nursing home included on this list you may want to:

- Above all, visit the nursing home. Talk to staff, residents, and other families. You may request to see the results from the last State or CMS survey (it should be in a place that is easily accessible.)
- Before your visit, look at the survey history of the nursing home on *Nursing Home Compare* to see what areas may be problematic.
- Ask the nursing home staff what they are doing to improve the quality of care for residents in the nursing home.
- Call the State survey agency (link to *Nursing Home Compare*) to find out more about the nursing home. Look at the length of time that a nursing home has been on the SFF list. This is particularly important if the nursing home has been an SFF nursing home for more than 18-24 months, since such nursing homes are closer to either graduating (due to improvements) or ending their participation in Medicare and Medicaid.
- Call your local State Ombudsman, Administration on Aging, and local groups to find out more about the nursing home.
- Use the Nursing Home Brochure found at <http://www.medicare.gov/Publications/Pubs/pdf/nursinghome.pdf> and “Guide to Choosing a Nursing Home” <http://www.medicare.gov/Publications/Pubs/pdf/02174.pdf> - both publications are available on *Nursing Home Compare*.

If you currently reside in a SFF nursing home, please know that this home is being closely monitored (it is inspected twice as often as other nursing homes). You may also direct any questions you have to the contacts above. The good news is that about 50% of the nursing homes in the SFF program significantly improve their quality of care within 24-30 months after being selected for the SFF initiative, while about 16% tend to be terminated from Medicare and Medicaid.

### **How to Interpret the Tables**

Below we list nursing homes in five (5) different categories:

- A. **Table A – New Additions:** Nursing homes newly added to the SFF (which have not yet had a standard survey since being added to the list).

- B. **Table B – Not Improved:** Nursing homes that have failed to show significant improvement despite having had the opportunity to show improvement in at least one survey after being named as a SFF nursing home.
- C. **Table C – Improving:** Nursing homes that have shown significant improvement, as indicated by the most recent survey, and CMS is waiting to see if the improvement continues over time. If the improvement continues for about 12 months (through two standard surveys), these nursing homes will graduate from the SFF list. “Significant improvement” means that the most recent standard survey (and any later compliant investigations) found no deficiencies in which there was actual harm to any resident, and no deficiency in which there was systemic potential for harm (i.e. no deficiency above an “E” level).
- D. **Table D – Recently Graduated:** These nursing homes not only improved, but they sustained significant improvement for about 12 months (through two standard surveys). CMS congratulates these nursing homes and list their names as “graduates” for a few months after they graduate so that anyone who has been tracking their progress will be informed. “Graduation” does not mean that there may not be problems in quality of care, but does generally indicate an upward trend in quality improvement compared to the nursing home’s prior history of care.
- E. **Table E – No Longer in Medicare and Medicaid:** These are nursing homes that were either terminated by CMS from participation in Medicare and Medicaid within the past few months, or voluntarily chose not to continue such participation. In most cases the nursing homes will have closed, although some nursing homes that leave Medicare later seek to show better quality and re-enter the Medicare program after demonstrating their ability to comply with all Federal health and safety requirements.

### **Important Note about Information Delays**

The State survey agencies are responsible for entering survey information into CMS’ databases and providing updates as needed. Every attempt is made to assure the accuracy and timeliness of the information on the list. However, data lags of up to several months can occur between completion of a survey and posting of data on this list. We advise interpreting this information cautiously and supplementing it with information from the ombudsman's office, the State survey agency, or other sources.

### **Continued Improvements in the Special Focus Facility Initiative**

This website is the latest in a series of improvements CMS is making to address the problem of chronically under-performing nursing homes. In 2005, for example, we increased the number of SFF nursing homes by 30% and strengthened enforcement. In November 2007 we began publishing the names of SFF nursing homes that had failed to improve significantly. In February 2008 we added all other SFF nursing homes in a format that allows consumers to distinguish between nursing homes that were improving compared with those that are not. In April 2008 we added cross-links between the individual nursing home pages on our *NH Compare* website with the full SFF list. In August 2008 we announced methods by which SFF nursing homes may obtain additional technical assistance from the local Quality Improvement Organizations (QIOs)

to help them improve quality. In December 2008 we began rating all nursing homes using a Five-Star Quality Rating System on the website <https://www.medicare.gov/NHCompare>.

**Table A - New Additions:** These are nursing homes newly added to the SFF initiative (but which have not yet had a standard survey since being added to the list). If you wish to learn more about a specific home, please contact the State survey agency or the Ombudsman's office in your area which can be found in the [Helpful Contacts](#) section of *Nursing Home Compare*.

**Table B – Not Improved:** These are nursing homes that have failed to show significant improvement despite having had the opportunity to show improvement in at least one survey after being named a SFF nursing home.

**Table C - Improving:** These are nursing homes that have show significant improvement, as indicated by the most recent survey, and CMS is waiting to see if the improvement continues over time. If the improvement continues, these nursing homes will graduate from the SFF list.

**Table D – Recently Graduated:** These are nursing homes that not only improved, but they sustained significant improvement for about 12 months (through two surveys). We congratulate these nursing homes and list their names as “graduates” for a few months after they graduate so that anyone who has been tracking their progress will be informed.

**Table E – No Longer in Medicare and Medicaid:** These are nursing homes that were either terminated by CMS from participation in Medicare and Medicaid within the past few months, or voluntarily chose not to continue such participation. In most cases the nursing homes will have closed, although some nursing homes that leave Medicare later seek to show better quality and re-enter the Medicare program after demonstrating their ability to comply with all Federal health and safety requirements.

**Table A: Facilities Newly Added to the SFF Program**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Kingston Healthcare Center, Llc	329 Real Road	Bakersfield	CA	93309	661-327-7107		1
Bethany Nursing & Rehab Center	5301 West First Avenue	Lakewood	CO	80226	303-238-8333		2
Regalcare At Southport	930 Mill Hill Terrace	Southport	CT	06890	203-259-7894		2
Beneva Lakes Healthcare And Rehabilitation Center	741 South Beneva Road	Sarasota	FL	34232	941-957-0310		2
Franklin Grove Living And Rehab	502 North State Street	Franklin Grove	IL	61031	815-456-2374		0
Aperion Care Arbors Michigan City	1101 E Coolspring Ave	Michigan City	IN	46360	219-874-5211		3
Garden Valley Retirement Village	1505 E Spruce Street	Garden City	KS	67846	620-275-9651		2
Belle Maison Nursing Home	15704 Medical Arts Plaza	Hammond	LA	70403	985-542-0110		4
Richmond Pines Healthcare And Rehabilitation Center	Highway 177 S Box 1489	Hamlet	NC	28345	910-582-0021		5
Dover Center For Health & Rehabilitation	307 Plaza Drive	Dover	NH	03820	603-742-2676		4
New Grove Manor	101 North Grove Street	East Orange	NJ	07017	973-672-1700		7
Emerald South Nursing And Rehabilitation Center	1175 Delaware Ave	Buffalo	NY	14209	716-885-6733		4
Falling Spring Nursing And Rehabilitation Center	201 Franklin Farm Lane	Chambersburg	PA	17201	717-264-2715		6
Gardens At West Shore, The	770 Poplar Church Road	Camp Hill	PA	17011	717-763-7070		6
Mountainview Specialty Care Center	227 Sand Hill Road	Greensburg	PA	15601	724-837-6482		2
Inspire New Boston	210 Rice St	New Boston	TX	75570	903-628-5551		5
Pines Rehab & Health Ctr	601 Red Village Road	Lyndonville	VT	05851	802-626-4304		4

**Table B: Facilities That Have Not Improved**

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
La Mariposa Care And Rehabilitation Center	1244 Travis Blvd	Fairfield	CA	94533	707-422-7750	06/15/2018	27
Paradise Post Acute	7419 Skyway	Paradise	CA	95969	530-877-7676	04/19/2018	8
Riverside Heights Healthcare Center, Llc	8951 Granite Hill Drive	Riverside	CA	92509	951-685-7474	04/17/2018	14
Westminster Village Health	1175 Mckee Road	Dover	DE	19904	302-744-3527	08/21/2018	17
Legacy Hilo Rehabilitation & Nursing Center	563 Kaumana Drive	Hilo	HI	96720	808-498-0184	08/16/2018	15
Glen Haven Home	302 Sixth Avenue	Glenwood	IA	51534	712-527-3101	09/13/2018	20
Touchstone Healthcare Community	1800 Indian Hills Drive	Sioux City	IA	51104	712-239-4582	09/26/2018	12
Wellspring Health & Rehabilitation Of Cascadia	2105 12th Avenue Road	Nampa	ID	83686	208-467-5721	08/10/2018	16
Lawrence Manor Healthcare Center	8935 E 46th St	Indianapolis	IN	46226	317-898-1515	05/21/2018	10
Vernon Health & Rehabilitation	1955 S Vernon St	Wabash	IN	46992	260-563-8438	05/16/2018	6
Woodlawn Care And Rehab, Llc, Dba Orchard G	1600 S. Woodlawn Blvd	Wichita	KS	67218	316-691-9999	07/03/2018	12
Twin Rivers Nursing And Rehab Center	2420 W. 3rd Street	Owensboro	KY	42301	270-685-3141	04/26/2018	15
Braemoor Health Center	34 North Pearl Street	Brockton	MA	02301	508-586-3696	09/20/2018	13
Law-Den Nursing Home	1640 Webb Ave	Detroit	MI	48206	313-867-1719	09/12/2018	30
Rochester East Health Services	501 Eighth Avenue Southeast	Rochester	MN	55904	507-288-6514	09/18/2018	8
Christian Care Home	800 Chambers Road	Ferguson	MO	63135	314-522-8100	04/20/2018	14
Hidden Lake Care Center	11400 Hidden Lake Drive	Raytown	MO	64133	816-737-1010	03/14/2018	18
Meridian Comm Living Center	517 33rd Street	Meridian	MS	39305	601-483-3916	06/22/2018	12
Premier Estates Of Fremont, Llc	2550 North Nye Avenue	Fremont	NE	68025	402-727-1710	09/25/2018	9
The Heights Of Summerlin, Llc	10550 Park Run Drive	Las Vegas	NV	89144	702-515-6200	08/03/2018	5
Isabelle Ridgway Post Acute Care Campus Llc	1520 Hawthorne Avenue	Columbus	OH	43203	614-252-4931	08/23/2018	6
Marietta Center	117 Bartlett Street	Marietta	OH	45750	740-373-1867	04/12/2018	9
Portsmouth Health And Rehab	727 Eighth Street	Portsmouth	OH	45662	740-354-8631	08/03/2018	7
Prestige Post-Acute & Rehab Center - Mcminnville	421 S. Evans Street	Mcminnville	OR	97128	503-472-3141	03/02/2018	12
Oak Hill Health & Rehabilitation Center	544 Pleasant Street	Pawtucket	RI	02860	401-725-8888	06/18/2018	16
Legend Oaks Healthcare And Rehabilitation - North	12921 Misty Willow Dr	Houston	TX	77070	281-469-7881	01/12/2018	12
Pecan Valley Healthcare Residence	1405 W Storey St	San Saba	TX	76877	325-372-5112	09/20/2018	3
Trisun Care Center-Westwood	801 Cantwell Ln	Corpus Christi	TX	78408	361-882-4284	08/31/2018	14
Envoy Of Westover Hills	4403 Forest Hill Avenue	Richmond	VA	23225	804-231-0231	07/23/2018	3
Paramount Rehabilitation And Nursing	2611 South Dearborn	Seattle	WA	98144	206-325-6700	04/23/2018	15
Bay At Maple Ridge Health And Rehabilitation (The	2305 San Luis Place	Green Bay	WI	54304	920-494-5231	09/20/2018	5
Karmenta Center	4502 Milwaukee St	Madison	WI	53714	608-249-2137	05/30/2018	11
Trinity Health Care Of Logan	1000 West Park Avenue	Logan	WV	25601	304-752-8723	06/12/2018	5
Cheyenne Health Care Center	2700 E 12th Street	Cheyenne	WY	82001	307-634-7986	07/16/2018	5

**Table C: Facilities That Have Shown Improvement**

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Blue Ridge Healthcare Windwood	3312 Woodley Road	Montgomery	AL	36116	334-288-2780	04/06/2018	33
Barnes Healthcare	1010 Barnes Street	Lonoke	AR	72086	501-676-3103	04/27/2018	14
Ridgecrest Healthcare	16640 North 38th Street	Phoenix	AZ	85032	602-482-6671	03/14/2018	23
Providence Mt Rubidoux	6401 33rd Street.	Riverside	CA	92509	951-681-2200	05/18/2018	23
San Fernando Post Acute Hospital	12260 Foothill Blvd	Sylmar	CA	91342	818-899-9545	07/16/2018	12
Avante At Orlando Inc	2000 North Semoran Boulevard	Orlando	FL	32807	407-671-5400	05/10/2018	9
Consulate Health Care Of Melbourne	3033 Sarno Rd	Melbourne	FL	32934	321-255-9200	07/19/2018	11
Chulio Hills Health And Rehab	1170 Chulio Road	Rome	GA	30161	706-235-1132	08/02/2018	6
Pleasant View Nursing Center	475 Washington Street	Metter	GA	30439	912-685-2168	04/12/2018	8
Aperion Care Bloomington	1509 North Calhoun Street	Bloomington	IL	61701	309-827-6046	03/29/2018	10
Aperion Care Jacksonville	1021 North Church Street	Jacksonville	IL	62650	217-245-4174	05/09/2018	12
Helia Healthcare Of Champaign	1915 South Mattis Street	Champaign	IL	61821	217-352-0516	07/12/2018	6
Worcester Health Center	25 Oriol Drive	Worcester	MA	01605	508-852-3330	09/14/2018	4
Ballenger Creek Center	347 Ballenger Drive	Frederick	MD	21701	301-663-5181	04/18/2018	15
Orono Commons	117 Bennoch Rd	Orono	ME	04473	207-866-4914	05/10/2018	15
Chalet Of Niles, Llc	911 S 3rd St	Niles	MI	49120	269-684-4320	09/13/2018	20
Red Wing Health Center	1412 West Fourth Street	Red Wing	MN	55066	651-385-4800	08/16/2018	13
Crest Nursing Home	3131 Amherst Ave	Butte	MT	59701	406-494-7035	04/19/2018	16
Lake Park Nursing And Rehabilitation Center	3315 Faith Church Road	Indian Trail	NC	28079	704-882-3420	09/13/2018	29
Trinity Homes	305 8th Ave Ne	Minot	ND	58703	701-857-5800	04/05/2018	10
Cooper River West	5101 North Park Drive	Pennsauken	NJ	08109	856-665-8844	08/22/2018	15
Focus Rehabilitation And Nursing Center At Otsego	128 Phoenix Mills Cross Road	Cooperstown	NY	13326	607-544-2600	03/08/2018	23
Medford Multicare Center For Living	3115 Horseblock Road	Medford	NY	11763	631-730-3000	05/03/2018	49
Continuing Healthcare Of Gahanna	167 North Stygler Road	Gahanna	OH	43230	614-475-8778	07/19/2018	18
Eastland Health Care And Rehabilitation Center	2425 Kimberly Parkway East	Columbus	OH	43232	614-868-9306	08/16/2018	10
Ambassador Manor Nursing Center	1340 East 61st Street	Tulsa	OK	74136	918-743-7884	04/04/2018	9
Purcell Care Center, Llc	801 North 6th Street	Purcell	OK	73080	405-527-7798	04/19/2018	17
Pembroke Health And Rehabilitation Center	1130 West Chester Pike	West Chester	PA	19380	610-692-3636	06/08/2018	28
Riverside Health And Rehab	2375 Baker Hosp Blvd	Charleston	SC	29405	843-744-2750	04/21/2018	18
Regional Health Care Center	1065 Montgomery St	Custer	SD	57730	605-673-2237	09/13/2018	10
Brookhaven Manor	2035 Stonebrook Place	Kingsport	TN	37660	423-246-8934	08/08/2018	19
Lauderdale Community Living Center	215 Lackey Lane	Ripley	TN	38063	731-635-5100	09/12/2018	9
Benbrook Nursing & Rehabilitation Center	1000 Mckinley St	Benbrook	TX	76126	817-249-0020	07/12/2018	5
The Lennwood Nursing And Rehabilitation	8017 W Virginia Dr	Dallas	TX	75237	972-709-1112	04/19/2018	25
Willow Wood Care Center	1205 East 4725 South	Salt Lake City	UT	84117	801-262-2908	09/13/2018	12

**Table D: Facilities That Have Recently Graduated from the SFF Program**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Flagship Healthcare Center	466 Flagship Road	Newport Beach	CA	92663	949-642-8044	05/03/2018	13
Belmont Lodge Health Care Center	1601 Constitution Road	Pueblo	CO	81001	719-562-7200	05/24/2018	21
Regalcare At Greenwich	1188 King Street	Greenwich	CT	06831	203-531-8300	04/06/2018	18
Wentworth Rehab & Hcc	201 West 69th Street	Chicago	IL	60621	773-487-1200	04/20/2018	15
Columbus Transitional Care And Rehabilitation	2100 Midway St	Columbus	IN	47201	812-372-8447	05/15/2018	13
Basile Care Center	2907 East Schambers	Basile	LA	70515	337-432-6663	04/04/2018	12
Blue Hills Health And Rehabilitation Center	1044 Park Street	Stoughton	MA	02072	781-344-7300	03/07/2018	27
Diversicare Of St Joseph	3002 North 18th St	Saint Joseph	MO	64505	816-364-4200	08/24/2018	19
Kingswood Nursing Center	915 Pee Dee Road	Aberdeen	NC	28315	910-944-8999	03/01/2018	14
Pleasant Valley Nursing Center	8 Peabody Road	Derry	NH	03038	603-434-1566	05/24/2018	16
Casa Real	1650 Galisteo Street	Santa Fe	NM	87505	505-984-8313	06/07/2018	15
Highland Manor Of Fallon	550 North Sherman Street	Fallon	NV	89406	775-423-7800	03/01/2018	29
The Eleanor Nursing Care Center	419 North Quaker Lane	Hyde Park	NY	12538	845-229-9177	12/27/2017	26
The Grove At Irwin	249 Maus Drive	North Huntingdon	PA	15642	724-863-4374	07/19/2018	12
Jacinto City Healthcare Center	1405 Holland	Houston	TX	77029	713-455-1744	04/06/2018	16
Pittsburg Nursing Center	123 Pecan Grove	Pittsburg	TX	75686	903-856-3633	03/28/2018	21
Fredericksburg Health And Rehab	3900 Plank Road	Fredericksburg	VA	22407	540-786-8351	05/25/2018	13
Crescent Manor Care Ctrs	312 Crescent Blvd	Bennington	VT	05201	802-447-1501	04/18/2018	12
Berkeley Springs Center	456 Autumn Acres Road	Berkeley Springs	WV	25411	304-258-3673	03/21/2018	13



**Table E: Facilities No Longer Participating in the Medicare and Medicaid Program**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Prescott Country View Nursing Home	301 E Miller Street	Prescott	KS	66767	913-471-4315	12/28/2017	9