

A stylized graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

Improving Nursing Home Compare for Consumers

Five-Star Quality Rating System



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

A stylized graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

Improving Nursing Home Compare

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



What Will Not Change

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

A stylized graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

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



What Will Change


- Website will be easier for consumers and 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 and Community-Based Waivers
 - State and Federal Links for More Information



What Will Change

Add 5-Star Quality Rating





What is the 5-Star Rating?

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



How did Centers for Medicare & Medicaid Services Design the 5-Star?

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

What Do the Stars Mean?



Much Above Average

Above Average

Average

Below Average

Much Below Average



What Data Sources Do You Rate?

- **Overall Rating**
 - Health Inspections
 - Staffing
 - Quality Measures



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 and Severity of deficiencies**
 - More serious, wide spread deficiencies have a lower rating
 - Less serious, isolated deficiencies have a higher rating

Table 1**Survey Deficiency Score: Weights for Different Types of Deficiencies**

Severity	Scope		
	Isolated	Pattern	Widespread
Immediate jeopardy to resident health or safety	J 50 points (75 points)	K 100 points (125 points)	L 150 points (175 points)
Actual harm that is not immediate jeopardy	G 20 points	H 35 points (40 points)	I 45 points (50 points)
No actual harm with potential for more than minimal harm that is not immediate jeopardy	D 4 points	E 8 points	F 16 points (20 points)
No actual harm with potential for minimal harm	A 0 point	B 0 points	C 0 points

Note: Figures in parentheses indicate points for deficiencies that are for substandard quality of care. Shaded cells denote deficiency scope/severity levels that constitute substandard quality of care if the requirement which is not met is one that falls under the following federal regulations: 42 CFR 483.13 resident behavior and nursing home practices; 42 CFR 483.15 quality of life; 42 CFR 483.25 quality of care.

Source: Centers for Medicare & Medicaid Services



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**



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

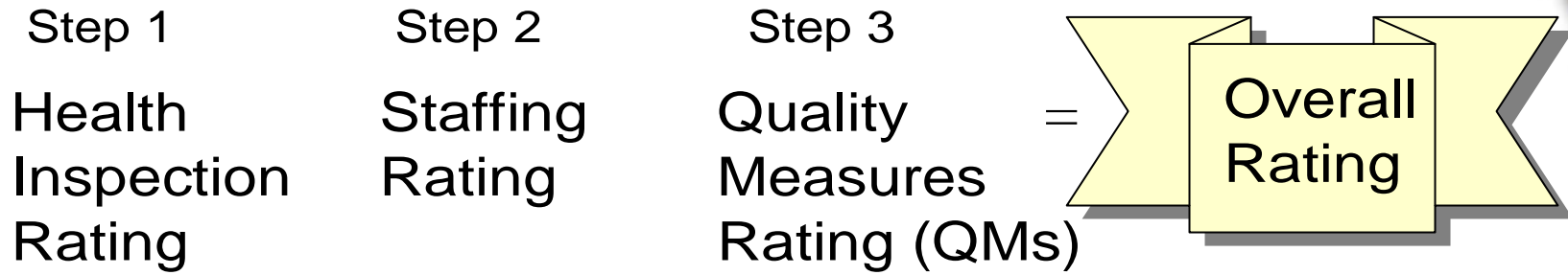


Staffing Data

- **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))

Calculating the 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

Example #1

Health
Inspection

Staffing
Rating

Quality
Measures

Overall
Rating



Calculation:



+



+

0 =



Example #2

Health
Inspection

Staffing
Rating

Quality
Measures

Overall
Rating



Calculation:



-



+

0

=



Example #3

Health
Inspection

Staffing
Rating

Quality
Measures

Overall
Rating



Calculation:



$$2 + 0 + 0 = 2$$



A stylized graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

Strengths and Limits of the Data Sources



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)



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



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




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

A stylized graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

What will the website look like?



Medicare

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

[NHC Home](#) [Help](#) [Glossary](#) [Resources](#)

Nursing Home Compare

[Back to Previous Page](#)

[Vea en Español](#) | [Use Large Font](#) | [Email this Page](#)

Step 2 - Choose Nursing Home to Compare

[Print this page](#)

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 history of persistent poor quality of care. These nursing homes have been selected for more frequent inspections and monitoring. To learn more visit the [CMS 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](#)

[+ Show Information](#) **View Nursing Homes Locations on a Map** [What is this?](#)

Choose up to 3 Facilities to [Compare](#) Sort Table By: Overall Quality Rating [Sort](#)

	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 5755 East Main Street 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 Continuing Care Retirement Community	★★★★ 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 New Ownership ³
<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"/>	Holton Mills 2750 Lee Highway Fairfax, VA 22031 (555) 555-0988 Resident Council (Only)	Not Available ^x	★★ 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](#) Sort Table By: Overall Quality Rating [Sort](#)

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.

[Back to Top of Page](#)

[Frequently Asked Questions](#) | [Contact Us](#) | [Website Privacy](#) | [Website Policies](#)
[Freedom of Information Act](#) | [USA.gov](#)

Centers for Medicare & Medicaid Services | U.S. Department of Health and Human Services



Medicare

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

[NHC Home](#) [Help](#) [Glossary](#) [Resources](#)

[<< Back to Previous Page](#)

[View in Español](#) | [Use Large Font](#) | [Email this Page](#)

[Print this page](#)

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 receive more frequent inspections and monitoring. To learn more, visit the [Inspection & Compliance website](#).
 These nursing homes have been selected for persistent poor quality of care.

- Refine Your Results:**
- [Nursing Homes within a Continuing Care Retirement Community](#)
 - [Nursing Homes within a hospital](#)
 - [Nursing Homes with Resident & Family Councils](#)

Staffing

[+ Show Information](#) **View Nursing Homes Locations on a Map** [What is this?](#)

Overall Rating

Health Inspections

Quality Measures

Facility Name	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
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"/> Lakewood View 1980 West Pecos Road Fairfax, VA 22031 (555) 555-0988 Resident & Family Councils Continuing Care Retirement Community	★★★★ 4 out of 5 stars	★★★★ 4 out of 5 stars	★★★★ 4 out of 5 stars	★★★★ 4 out of 5 stars			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"/> Holton Mills 2750 Lee Highway Fairfax, VA 22031 (555) 555-0988 Resident Council (Only)	Not Available ¹	★★ 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](#) [Sort Table By: Overall Quality Rating](#) [Sort](#)

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.

[Back to Top of Page](#)

[Frequently Asked Questions](#) | [Contact Us](#) | [Website Privacy](#) | [Website Policies](#)
[Freedom of Information Act](#) | [USA.gov](#)

Centers for Medicare & Medicaid Services | U.S. Department of Health and Human Services





Nursing Home Compare

<< Back to Previous Page

View in Spanish | Use Large Font | Email this Page

Print this page

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 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 history of persistent poor quality of care. These homes have been selected for more frequent inspections and monitoring. To learn more visit the CMS 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

Show Information View Nursing Homes Locations on a Map What is this?

Choose up to 3 Facilities to Compare Sort Table By: Overall Quality Rating Sort

	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"/>	Basic Spring 5755 East Main Street 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 Continuing Care Retirement Community	★★★★★ 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 New Ownership ³
<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"/>	Holton Mills 2750 Lee Highway Fairfax, VA 22031 (555) 555-0988 Resident Council (Only)	Not Available ^x	★★ 2 out of 5 stars	Not Available ²	★★ 2 out of 5 stars	Medicare	69	For Profit - Corporation

of Beds

Special Focus Facility (SFF)

Type of Ownership

Choose up to 3 Facilities to Compare Sort Table By: Overall Quality Rating Sort

1 3 months of data available.
2 9 months of data available.
3 range of ownership in the past year. This information may be of interest to you when visiting a nursing home.

Back to Top of Page

Frequently Asked Questions | Contact Us | Website Privacy | Website Policies | Freedom of Information Act | USA.gov

Medicare & Medicaid Services | U.S. Department of Health and Human Services





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).

A stylized graphic of the American flag, showing the stars and stripes, positioned on the left side of the slide.

Steps to Find and Compare Nursing Homes

**Centers for Medicare & Medicaid
Services Improved Website Can
Help**



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.

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



Find and Compare Nursing Homes


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

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



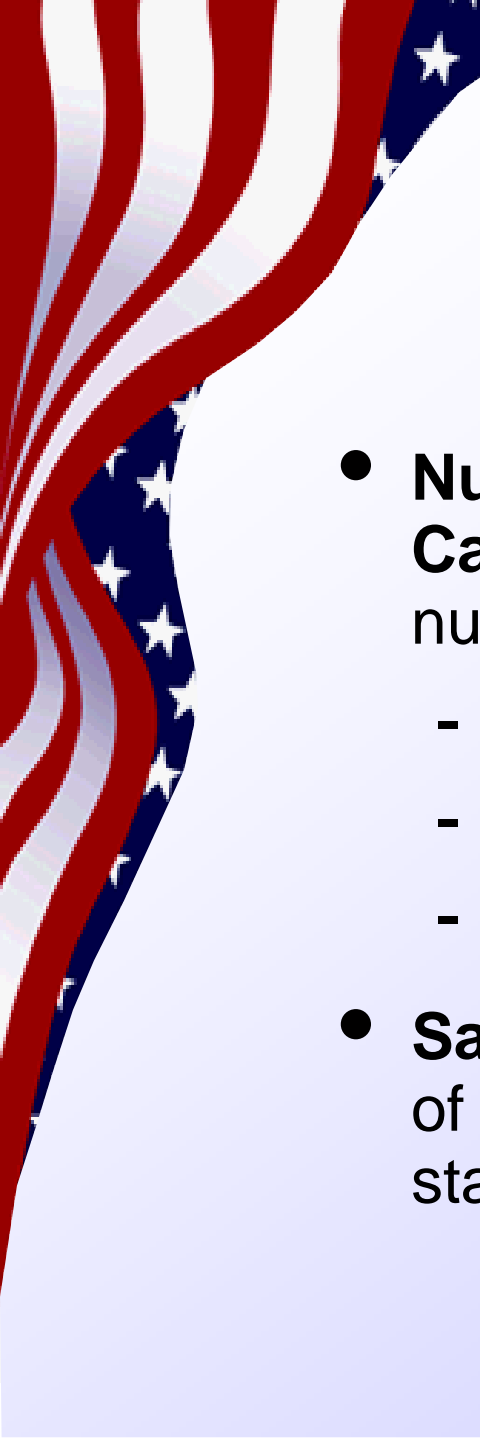
Additional Information

- **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**



Longer-Term Potential Further Improvements to Nursing Home 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



Longer-Term Potential Further Improvements to Nursing Home Compare

- **Nursing Home Characteristics and 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



Help Centers for Medicare and Medicaid Services with Future Improvements

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