

Quality Reporting Program Provider Training



SNF Public Reporting on Nursing Home Compare

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Acronyms in This Presentation

- NH – Nursing Home
- QM – Quality Measure
- QRP – Quality Reporting Program
- SNF – Skilled Nursing Facility



Objectives

- Navigate the Nursing Home (NH) Compare website and locate where the Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Quality Measures (QMs) are on NH Compare.



NH Compare

SNF QRP QMs

Navigating Nursing Home Compare (NH Compare)

Español | [A](#) [A](#) [A](#) | [Print](#) [About Us](#) | [Glossary](#) | [CMS.gov](#) | [Medicare.gov](#) | [MyMedicare.gov Login](#)

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](#)

Because we're implementing a new Nursing Home health inspection process, we've changed [how the star ratings are calculated](#).

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

Nursing home name (optional)



[Nursing Home Compare](#)

Navigating NH Compare (cont. 1)

- Once arriving at the NH Compare landing page, there are a few ways to retrieve information about NHs in any state. You can enter:
 - ZIP Code.
 - City, State.
 - State.
- After entering one of the above, an option becomes available to enter the name of the NH. This is helpful if you are looking for a specific NH.
 - When you begin typing the name of the NH, you will notice an auto-generated list starting to show directly underneath, and you can select from there.
- Select the “Search” button.

Navigating NH Compare (cont. 2)

The screenshot shows the Medicare.gov Nursing Home Compare search page. A callout box highlights the search fields with the following text:

A field with an asterisk (*) is required.

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

12345

Nursing home name (optional)

Sunny|

SUNNY ACRES NURSING AND REHABILITATION CTR

Search

The background of the screenshot shows the Medicare.gov header, navigation links, and a section titled "Find a nursing home" with a brief description of the program. Below the search fields, there are three columns: "Spotlight" with links to SNF Quality Reporting Program (QRP) measures and swing bed performance; "Tools and Tips" with a link to the About Nursing Home Compare section; and "Additional Information" with a link to the Nursing Home Compare data last updated date (February 27, 2019).

Navigating NH Compare (cont. 3)

- Depending on how you requested the NH information, you will get information about all of the NHs within the ZIP Code, City/State, or State.
- If you entered a specific name of a NH, only that information will display.

The screenshot displays the 'Nursing home results' page. At the top, it states '92 nursing homes within 25 miles from the center of 12345.' Below this, a message says 'Choose up to 3 nursing homes to compare. So far you have none selected.' with a 'Compare Now' button. The main section is titled 'Nursing Home Search Results' and shows 'Viewing 1 - 20 of 92 results'. It features a table with columns: Nursing home information, Overall Rating, Health Inspections, Staffing, Quality measures, and Distance. Two nursing homes are listed: CARING NURSING CENTER and GOLDEN YEARS NURSING CENTRE. To the right of the table are search filters including Location (ZIP code, State, County), Nursing home name, and Filter by (Overall rating). A 'Go to map view' button is at the top right, and an 'Update search results' button is below the filters.

Nursing home information	Overall Rating	Health Inspections	Staffing	Quality measures	Distance
CARING NURSING CENTER 100 Rainbow Way Emerald City, KS 12345 (555) 555-5555	★★★★● Above Average	★★★★● Above Average	★★★★● Above Average	★★★●● Below Average	0.8 Miles
GOLDEN YEARS NURSING CENTRE 100 Main Street	★★★●● Average	★★●●● Below	★★★★● Above	★★★★● Average	1.3 Miles

Navigating NH Compare (cont. 4)

The screenshot displays the Medicare.gov Nursing Home Compare website. The main header includes the Medicare.gov logo and navigation links. The page title is 'Nursing home profile' for 'SUNNY ACRES NURSING AND REHABILITATION CENTER'. The overall rating is 5 stars, labeled 'Much Above Average'. The address is 200 Bramble Street, Sunflower, KS 12345, with phone number (555) 555-5555. The distance is 4.9 miles. The callout box highlights the 'Nursing home profile' section, which includes a 'Back to Home' button and tabs for 'General information', 'Health inspections', and 'Fire safety inspections'. The 'General information' tab is active, showing the facility's name, overall rating, address, and phone number. Below this, there is a section for 'Nursing Home information' with a list of features: 120 certified beds, participation in Medicare and Medicaid, automatic sprinkler systems, not in a Continuing Care Retirement Community (CCRC), not in a hospital, and a resident council only. The ownership is listed as Non profit - Corporation.

Nursing home profile

[Back to Home](#)

General information | **Health inspections** | **Fire safety inspections**

SUNNY ACRES NURSING AND REHABILITATION CENTER

Overall rating ⓘ: ★★★★★
Much Above Average

[Learn more about the overall star ratings](#)

200 Bramble Street
Sunflower, KS 12345
(555) 555-5555

Nursing Home information

- ◆ 120 certified beds ⓘ
- ◆ Participates in ⓘ: Medicare and Medicaid
- ◆ Automatic sprinkler systems in all required areas ⓘ: Yes
- ◆ Not in a Continuing Care Retirement Community (CCRC) ⓘ
- ◆ Not in a hospital ⓘ
- ◆ Resident council only ⓘ

[Learn why these characteristics and services are important](#)

Ownership information

- ◆ Ownership ⓘ: Non profit - Corporation



Navigating NH Compare (cont. 5)

- NH profile displays:
 - General information.
 - Health inspections.
 - Fire safety inspections.
 - Staffing.
 - Quality of resident care.
 - Penalties.

The screenshot displays the Medicare.gov Nursing Home Compare website. At the top, there are links for 'Español', font size adjustments, and a 'Print' button. Navigation links include 'About Us', 'Glossary', 'CMS.gov', 'Medicare.gov', and 'MyMedicare.gov Login'. The main header features the 'Medicare.gov | Nursing Home Compare' logo and the tagline 'The Official U.S. Government Site for Medicare'. Below this is a navigation bar with buttons for 'Nursing Home Compare Home', 'About Nursing Home Compare', 'About the data', 'Resources', and 'Help'. A breadcrumb trail shows 'Home > Nursing Home Profile' with a 'Share' button. A 'Print all information' link is also present. The 'Nursing home profile' section has a 'Back to Home' button and tabs for 'General information', 'Health inspections', 'Fire safety inspections', 'Staffing', 'Quality of resident care', and 'Penalties'. The 'General information' tab is active, showing the facility name 'SUNNY ACRES NURSING AND REHABILITATION CENTER', an overall rating of 4 stars (labeled 'Much Above Average'), and a link to 'Learn more about the overall star ratings'. The address is '200 Bramble Street, Sunflower, KS 12345' with phone '(555) 555-5555'. The distance is '4.9 miles'. There are links for 'Add to my Favorites' and 'Map and Directions'. The 'Nursing Home information' section lists: 120 certified beds, participation in Medicare and Medicaid, automatic sprinkler systems, and status as not in a Continuing Care Retirement Community (CCRC), not in a hospital, and having a resident council. A link 'Learn why these characteristics and services are important' is provided. The 'Ownership information' section shows 'Non profit - Corporation'.

Location of SNF QRP QMs

- In order to see the SNF QRP QMs for this NH, select the “Quality of Resident Care” tab.

The screenshot shows the Medicare.gov Nursing Home Compare website. The header includes links for Español, A A A, Print, About Us, Glossary, CMS.gov, Medicare.gov, and MyMedicare.gov Login. The main navigation bar has buttons for Nursing Home Compare Home, About Nursing Home Compare, About the data, Resources, and Help. Below this is a breadcrumb trail: Home → Nursing Home Profile, with a Share button. A Print all information button is also visible. The main content area is titled 'Nursing home profile' and features a 'Back to Home' button. A row of tabs includes General information, Health inspections, Fire safety inspections, Staffing, Quality of resident care (which is highlighted in yellow), and Penalties. The 'Quality of resident care' section for 'SUNNY ACRES NURSING AND REHABILITATION CENTER' displays an overall rating of 4 stars (labeled 'Much Above Average') with a link to learn more about the ratings. It also shows the address: 200 Bramble Street, Sunflower, KS 12345, and the phone number: (555) 555-5555. A distance of 4.9 miles is noted, along with links to 'Add to my Favorites' and 'Map and Directions'. A map is partially visible at the bottom. To the right, 'Nursing Home information' lists: 120 certified beds, participation in Medicare and Medicaid, automatic sprinkler systems, and status as not in a Continuing Care Retirement Community (CCRC), not in a hospital, and having a resident council. A link to 'Learn why these characteristics and services are important' is provided. 'Ownership information' at the bottom indicates it is a Non profit - Corporation.

Location of SNF QRP QMs (cont. 1)

- This tab opens up NH specific information on:
 - Overall rating (Five-Star). ★★★★★
 - Short-stay residents.
 - Long-stay residents.

The screenshot displays the Medicare.gov Nursing Home Compare website. The header includes navigation links for Español, A, A, Print, About Us, Glossary, CMS.gov, Medicare.gov, and MyMedicare.gov Login. The main title is "Medicare.gov | Nursing Home Compare" with the subtitle "The Official U.S. Government Site for Medicare". Below this are tabs for "Nursing Home Compare Home", "About Nursing Home Compare", "About the data", "Resources", and "Help". The breadcrumb trail shows "Home > Nursing Home Profile" with a "Share" button. A "Print all information" link is also present. The "Nursing home profile" section has a "Back to Home" button and tabs for "General information", "Health inspections", "Fire safety inspections", "Staffing", "Quality of resident care" (which is selected), and "Penalties". The "Quality of resident care" tab shows the profile for "SUNNY ACRES NURSING AND REHABILITATION CENTER". The overall rating is five stars (★★★★★) with the text "Much Above Average" and a link to "Learn more about the overall star ratings". The address is "200 Bramble Street, Sunflower, KS 12345, (555) 555-5555". The "Quality of resident care" section explains that nursing homes report clinical information to CMS and are rated based on 16 measures. It lists two groups of residents: "Short-stay residents - those who spent 100 days or less in a nursing home or residents covered under the Medicare Part A Skilled Nursing Facility (SNF) benefit" and "Long-stay residents - those who spent over 100 days in a nursing home". A link to "Learn more about what quality of resident care information can tell you about a nursing home" is provided.

Location of SNF QRP QMs (cont. 2)

- When you select the arrow next to, “Short-stay residents” the list of short-stay QMs will display.



- The QMs are separated out as follows:
 - Quality Measures used to calculate the Five-Star rating.
 - Flu and pneumonia prevention measures.
 - Additional quality measures.

Location of SNF QRP QMs (cont. 3)

- SNF QRP QMs are listed under “Additional quality measures”.
- NH Compare provides information for each QM related to:
 - Facility percentage.
 - State average (Not available for SNF QRP Measures).
 - National average.
 - Whether higher or lower percentages are better.
- Sometimes data are “Not Available” for a particular measure.

	SUNNY ACRES NURSING AND REHABILITATION CENTER	RHODE ISLAND AVERAGE	NATIONAL AVERAGE
Additional quality measures ⓘ			
Percentage of SNF residents with pressure ulcers that are new or worsened. ⓘ <i>Lower percentages are better.</i>	1.0%	Not Available ⁸	1.7%
Percentage of SNF residents who experience one or more falls with major injury during their SNF stay. <i>Lower percentages are better.</i>	0.0%	Not Available ⁸	0.9%
Percentage of SNF residents whose functional abilities were assessed and functional goals were included in their treatment plan. ⓘ <i>Higher percentages are better.</i>	95.2%	Not Available ⁸	96.2%
Rate of successful return to home and community from a SNF. <i>Higher rates are better.</i>	Better than the National Rate	Not Available ^{14,8}	48.6%
Medicare Spending Per Beneficiary (MSPB) for residents in SNFs. ⓘ <i>Displayed as a ratio.</i>	0.75	Not Available ^{14,8}	1.01

SNF QRP QMs Displayed on NH Compare

Assessment-based QMs

- Percentage of SNF residents with pressure ulcers that are new or worsened.
- Percentage of SNF residents who experience one or more falls with major injury during their SNF stay.
- Percentage of SNF residents whose functional abilities were assessed and functional goals were included in their treatment plan.

Claims-based QMs

- Rate of successful return to home and community from a SNF.
- Medicare Spending Per Beneficiary (MSPB) for residents in SNFs.

QM Measure Information

- Want to learn more about the measures themselves?
- Scroll back up to the top of this web page.
- Select [“Learn more about what quality of resident care information can tell you about a nursing home.”](#)

The screenshot shows the Medicare.gov Nursing Home Compare website. The page title is "Nursing Home Compare" and it is the official U.S. Government site for Medicare. The navigation bar includes links for "Nursing Home Compare Home", "About Nursing Home Compare", and "About the data". The main content area is titled "Nursing home profile" and features a "Back to Home" button. Below this are tabs for "General information", "Health inspections", "Fire safety inspections", "Staffing", "Quality of resident care", and "Penalties". The "Quality of resident care" tab is selected, showing the profile for "SUNNY ACRES NURSING AND REHABILITATION CENTER". The overall rating is 4 stars (4.0), described as "Much Above Average". The address is 200 Bramble Street, Sunflower, KS 12345, with phone number (555) 555-5555. A callout box with a blue border and white text points to a yellow link at the bottom of the page that reads: "Learn more about what quality of resident care information can tell you about a nursing home".

QM Measure Information (cont. 1)

- This will bring to you the “What Information can you get about nursing homes?” page, where you can select “Quality of resident care” from the list.
- Once selected, you will again see a list of all of the measures.



The screenshot shows the Medicare.gov Nursing Home Compare website. The header includes the Medicare.gov logo and the text 'Nursing Home Compare'. Below the header, there is a navigation menu with options: 'About Nursing Home Compare', 'How can Nursing Home Compare help you?', 'What information can you get about nursing homes?' (highlighted in yellow), 'About the data', 'Resources', and 'Help'. The main content area is titled 'What information can you get about nursing homes?' and contains a paragraph explaining that Nursing Home Compare provides details on nursing homes across the country, including inspection results, staffing levels, and enforcement actions. Below this paragraph, there is a list of links: 'General information about nursing homes', 'Star ratings', 'Health & fire safety inspections', 'Staffing', 'Quality of resident care' (highlighted in yellow), and 'Penalties'.

QM Measure Information (cont. 2)

- Scroll down on this page for the list of all five short-stay QMs under “Additional quality measures.”
- These QMs are broken out by:
 - Those used to calculate Five-Star.
 - Flu and pneumonia prevention.
 - Additional quality measures.
- Information on why the measure is important is displayed here.

Additional quality measures

The Skilled Nursing Facility Quality Reporting Program (SNF QRP) provides results for the quality and resource use measures for residents that get skilled care in nursing homes under the Medicare Part A benefit.

Quality Measure	What does this show you & why is it important?
Percentage of SNF residents with pressure ulcers that are new or worsened	<p>What does this show you? This measure shows the percentage of residents who developed new pressure ulcers or whose existing pressure ulcers worsened during their stay in the SNF.</p> <p>Lower percentages are better.</p> <p>Why is it important? Pressure ulcers, also known as pressure injuries or bed sores, are areas of damaged skin caused by long-term pressure, such as staying in one position for too long. Pressure ulcers can be painful and cause other complications, like infections. SNFs can help to prevent or treat pressure ulcers by:</p> <ul style="list-style-type: none">• Frequently changing the resident's position• Providing proper nutrition• Using specialized beds to reduce pressure on the skin <p>Some residents may get pressure ulcers even when the facility provides good preventive care.</p>
Percentage of SNF residents who experience one or more falls with major injury during their SNF stay	<p>What does this show you? This measure shows the percentage of SNF residents who had one or more falls that resulted in a major injury during their stay in the SNF.</p> <p>Lower percentages are better.</p> <p>Why is it important? Fall-related injuries are a leading cause of morbidity and mortality among SNF residents, and an important health outcome for SNFs to monitor. Falls with major injury can cause new physical limitations, disability, and depression. SNFs can prevent or reduce falls by providing appropriate living accommodations and support.</p>

Summary



- In this lesson you have learned:
 - How to navigate the NH Compare website.
 - How to locate the SNF QRP QMs within NH Compare.

Record Your Action Plan Ideas



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Questions?

