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 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

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Solterra Subacute Services	1501 East Orangewood Avenue	Phoenix	AZ	85020	602-944-1574		1
Dept Of State Hospitals - Metropolitan Snf	11400 Norwalk Blvd	Norwalk	CA	90650	562-863-7011		1
Eagle Crest	8336 Fair Oaks Boulevard	Carmichael	CA	95608	916-944-3100		1
Shasta View Nursing Center	445 Park Street	Weed	CA	96094	530-938-4429		1
Briarcliff Haven Healthcare And Rehab Center	1000 Briarcliff Road	Atlanta	GA	30306	404-875-6456		3
University Nursing & Rehab Ctr	180 Epps Bridge Rd	Athens	GA	30606	706-549-5382		0
Ka Punawai Ola	91-575 Farrington Highway	Kapolei	HI	96707	808-674-9262		1
The Abbey Of Lemars, Inc.	320 First Avenue Se	Le Mars	IA	51031	712-546-7844		1
Coeur D'alene Health Care & Rehabilitation Center	2514 North Seventh Street	Coeur D'alene	ID	83814	208-664-8128		1
Asta Care Center Of Rockford	707 West Riverside Boulevard	Rockford	IL	61103	815-877-5752		1
Center Home Hispanic Elderly	1401 North California	Chicago	IL	60622	773-782-8700		1
Havana Health Care Center	609 North Harpham Street	Havana	IL	62644	309-543-6121		1
Leroy Manor	509 South Buck Road, Po Box 149	Le Roy	IL	61752	309-962-5000		1
Alpha Home Assoc Of Greater Indianapolis Inc	2640 Cold Spring Rd	Indianapolis	IN	46222	317-923-1518		3
Providence Home Health Care Center	520 W 9th St	Jasper	IN	47546	812-482-6603		2
Whispering Pines Health Care Center	3301 N Calumet Ave	Valparaiso	IN	46383	219-462-0508		1
Edgemont Healthcare	323 Webster Avenue	Cynthiana	KY	41031	859-234-4595		3
Medford Rehabilitation And Nursing Center	300 Winthrop Street	Medford	MA	02155	781-396-4400		2
Reeders Memorial Home	141 South Main Street	Boonsboro	MD	21713	301-432-5457		1
Good Samaritan Society - Warren	410 South Mckinley Street	Warren	MN	56762	218-745-5282		2
St Olaf Residence	2912 Fremont Avenue North	Minneapolis	MN	55411	612-287-3565		1
Beauvais Manor Healthcare & Rehab Center	3625 Magnolia Avenue	Saint Louis	MO	63110	314-771-2990		2
Liberty Terrace Healthcare And Rehabilitation Ctr	2201 Glenn Hendren Dr	Liberty	MO	64068	816-792-2211		2
Queen City Nursing Home Center	1201 28th Avenue	Meridian	MS	39301	601-483-1467		0
Liberty Royal Rehab And Hcc	524 Wardell Road	Tinton Falls	NJ	07753	732-922-9330		1
Cedars Of Lebanon Nursing & Rehabilitation Center	102 East Silver Street	Lebanon	OH	45036	513-932-0300		3
Columbus Alzheimer's Care Ctr	700 Jasonway Avenue	Columbus	OH	43214	614-459-7050		2
Concord Care Center Of Cortland	4250 Sodom Hutchings Rd	Cortland	OH	44410	330-637-7906		1
Meadowbrook Nursing Center	113 East Jones	Chouteau	OK	74337	918-476-8918		2
Midwest City Nursing Center	8200 National Avenue	Midwest City	OK	73110	405-737-8200		2
Green Valley Rehabilitation Health Center	1735 Adkins Street	Eugene	OR	97401	541-683-5032		1
Charles Cole Memorial Hospital	1001 East Second Street	Coudersport	PA	16915	814-274-9300		2
Colonial Manor Nursing Home	970 Colonial Avenue	York	PA	17403	717-845-2661		3
Whitestone Care Center	370 White Stone Corner Road	Stroudsburg	PA	18360	570-476-1600		1
Graceland Nursing Center	1250 Farrow Road	Memphis	TN	38116	901-332-7290		1
Willows At Winchester Care & Rehabilitation Center	32 Memorial Drive	Winchester	TN	37398	931-967-0200		1
Care Inn Of Abilene	4934 S 7th St	Abilene	TX	79604	325-692-2172		1
Gilmer Nursing And Rehabilitation, Lp	703 Titus Street	Gilmer	TX	75644	903-843-5529		1
Montebello Wellness Center	12350 Wood Bayou Dr	Houston	TX	77013	713-453-0446		1
Arcadia Nursing & Rehab Cent	Po Box 97	Nelsonia	VA	23414	757-665-5555		1
Richland Rehabilitation Center	1745 Pike Avenue	Richland	WA	99352	509-946-8095		1
Dunbar Center	501 Caldwell Lane	Dunbar	WV	25064	304-744-4761		1

Table B: Facilities That Have Not Improved

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Lifehouse Of Riverside Healthcare Center	8781 Lakeview Avenue	Riverside	CA	92509	951-685-1531	02/13/2014	25
Park West Care And Rehabilitation Center	2210 E. First Street	Santa Ana	CA	92705	714-547-7091	06/16/2014	21
Aspen Center	656 Dillon Way	Aurora	CO	80011	303-344-0636	07/21/2014	2
Advanced Nursing & Rehab Center Of New Haven	169 Davenport Ave	New Haven	CT	06519	203-789-1650	06/20/2014	19
Regency Rehab And Skilled Nursing	1600 Mcpherson	Council Bluffs	IA	51501	712-322-9285	12/05/2013	26
Good Samaritan Society - Winfield	1320 Wheat Rd	Winfield	KS	67156	620-221-4660	01/24/2014	19
Clarkston Specialty Healthcare Center	4800 Clintonville Rd	Clarkston	MI	48346	248-674-0903	02/21/2014	21
Magnumcare Of Albion, Llc	1000 W Erie St	Albion	MI	49224	517-629-5501	03/28/2014	17
Montclair Nursing And Rehabilitation Center	2525 South 135th Avenue	Omaha	NE	68144	402-333-2304	03/27/2014	5
Lake Mead Health And Rehabilitation	1180 E. Lake Mead Drive	Henderson	NV	89015	702-565-8555	02/07/2014	21
Rosewood Heights Health Center	614 South Crouse Avenue	Syracuse	NY	13210	315-474-4431	07/02/2014	29
Bon-Ing Care And Rehabilitation Ctr	121 James Road	Gahanna	OH	43230	614-475-7222	07/02/2014	3
Rosewood Manor	212 Fourth Street	Yorkville	OH	43971	740-859-6496	07/10/2014	2
Golden Livingcenter-Lancaster	425 North Duke Street	Lancaster	PA	17602	717-397-4281	02/28/2014	21
Park View Nursing Home	31 Parade Street	Providence	RI	02909	401-351-2600	06/26/2014	7
Good Samaritan Society Canistota	700 West Main St	Canistota	SD	57012	605-296-3442	07/31/2014	2
Vermont Veterans Home	325 North Street	Bennington	VT	05201	802-447-6510	03/26/2014	20
Stevens Point Care Center	1800 Sherman Ave	Stevens Point	WI	54481	715-344-1800	02/25/2014	26
Goshen Care Center	2009 Laramie Street	Torrington	WY	82240	307-532-4038	06/19/2014	3

Table C: Facilities That Have Shown Improvement

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Golden Living Center - Trussville	119 Watterson Parkway	Trussville	AL	35173	205-655-3226	05/08/2014	30
St Michael's Place, Inc	1311 North Pecan St	Newport	AR	72112	870-523-9514	06/13/2014	3
Greenfield Care Center Of Fairfield	1260 Travis Blvd	Fairfield	CA	94533	707-425-0669	06/13/2014	18
St. Francis Care/Brackenville	100 St. Claire Drive	Hockessin	DE	19707	302-234-5420	03/04/2014	24
Summer Brook Health Care Center	5377 Moncrief Road	Jacksonville	FL	32209	904-768-1506	02/13/2014	24
Kenwood View Nursing Home	900 Elmhurst Blvd	Salina	KS	67401	785-825-5471	07/10/2014	34
Courtyard Manor Nurse Care Center & Assisted Liv	306 Sydney Martin Road	Lafayette	LA	70507	337-237-3940	06/12/2014	19
Wachusett Manor	32 Hospital Hill Road	Gardner	MA	01440	978-632-5477	05/27/2014	36
Bridgton Health Care Center	186 Portland Road	Bridgton	ME	04009	207-647-8821	06/12/2014	3
Parkside Manor	1201 Hunt Avenue	Columbia	MO	65202	573-449-1448	07/10/2014	17
Mountain View Healthcare Community	205 N Tracy Ave	Bozeman	MT	59715	406-587-2218	06/19/2014	3
Camelot Manor Nursing Care Fac	100 Sunset Street	Granite Falls	NC	28630	828-396-2387	08/01/2014	2
Salisbury Center	710 Julian Road	Salisbury	NC	28147	704-636-5812	08/01/2014	2
Good Samaritan Society - Bottineau	725 E 10th St	Bottineau	ND	58318	701-228-3796	06/26/2014	2
Laurel Center	480 Donald Street	Bedford	NH	03110	603-627-4147	07/23/2014	21
Heartland Care Of Artesia	1402 West Gilchrist	Artesia	NM	88210	575-746-6006	01/14/2014	19
Brookview Healthcare Center	510 Thompson Street	Gaffney	SC	29340	864-489-3101	07/17/2014	3
Plum Creek Health Care Center	5601 Plum Creek Dr	Amarillo	TX	79124	806-351-1000	06/26/2014	28
Mountain View Health Services	5865 South Wasatch Drive	Ogden	UT	84403	801-479-8480	03/20/2014	22
Lake Terrace Health And Rehab	2115 E Woodstock Pl	Milwaukee	WI	53202	414-271-1020	07/17/2014	32

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

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Capistrano Beach Care Center	35410 Del Rey	Capistrano Beach	CA	92624	949-496-5786	02/04/2014	12
Lawndale Healthcare & Wellness Centre Llc	15100 S Prairie	Lawndale	CA	90260	310-679-3344	04/04/2014	35
Vibra Hospital Of Northern California D/P Snf	2801 Eureka Way	Redding	CA	96001	530-245-4112	05/16/2014	18
Villa Oaks Conv Hospital	1515 N.Fair Oaks Avenue	Pasadena	CA	91103	626-798-1111	03/07/2014	17
Signature Healthcare Center Of Waterford	8333 W Okeechobee Road	Hialeah Gardens	FL	33016	305-556-9900	02/13/2014	16
Willowwood Nursing Center	4595 Cantrell Road	Flowery Branch	GA	30542	770-967-2070	06/26/2014	16
All-American Restorative Care Of Washington, Inc	601 E Polk St	Washington	IA	52353	319-653-6526	06/19/2014	25
Pinckneyville Health Care Ctr	708 Virginia Court	Pinckneyville	IL	62274	618-357-2493	03/07/2014	14
Friendship Healthcare	2630 S Keystone Ave	Indianapolis	IN	46203	317-787-8951	01/31/2014	31
Spring Mill Health Campus	101 W 87th Ave	Merrillville	IN	46410	219-756-0744	03/10/2014	17
Kimwell	495 New Boston Road	Fall River	MA	02720	508-679-0106	04/02/2014	18
Pine Point Center	67 Pine Point Rd	Scarborough	ME	04074	207-883-2468	03/20/2014	10
Jefferson Health Care	615 Sw Oldham Parkway	Lees Summit	MO	64081	816-524-3328	01/29/2014	24
Golden Age Nh Inc	2901 Highway 82 East	Greenwood	MS	38930	662-453-6323	04/17/2014	15
Silver Cross Nh	503 Silver Cross Drive	Brookhaven	MS	39601	601-833-2361	07/10/2014	16
Haven Home	P O Box 10, 100 West Elm Avenue	Kenesaw	NE	68956	402-752-3212	02/19/2014	24
Northfield Retirement Communities Care Center	2100 Circle Drive	Scottsbluff	NE	69361	308-632-4342	02/27/2014	24
East Galbraith Nursing Homehorizon Nursing And Rehabilitation	3875 East Galbraith Road	Cincinnati	OH	45236	513-793-5222	05/01/2014	14
Horizon Post Acute Care	3889 East Galbraith Road	Cincinnati	OH	45236	513-792-2507	06/05/2014	17
Pembrooke Place Nursing And Rehab Ctr	850 East Midlothian Blvd	Youngstown	OH	44507	330-788-3038	05/29/2014	30
Montevista Rehabilitation And Skilled Care	7604 Quanah Parker Trailway	Lawton	OK	73505	580-536-2866	03/26/2014	18
South Pointe Rehabilitation And Care Center	5725 South Ross	Oklahoma City	OK	73119	405-685-4791	03/13/2014	17
Mountain Top Senior Care And Rehab Center	185 South Mountain Boulevard	Mountain Top	PA	18707	570-474-6377	07/03/2014	23
Castle Manor	209 N 16th St	Hot Springs	SD	57747	605-745-3460	04/23/2014	16
Oaks Nursing Center	507 W Jackson St	Burnet	TX	78611	512-756-6044	03/06/2014	31
Carriage Hill Health And Rehab Center	6106 Health Center Lane	Fredericksburg	VA	22407	540-785-1120	06/11/2014	30
Envoy Of Stratford Hills	7246 Forest Hill Avenue	Richmond	VA	23225	804-320-7901	02/04/2014	19
Crook Co Medical Service District Long Term Care	713 Oak Street	Sundance	WY	82729	307-283-2725	02/13/2014	14

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

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Gloucester Manor	685 Salina Road	Sewell	NJ	08080	856-468-2500	03/27/2014	39
Vista Pointe Rehabilitation And Care Center	1400 Buena Vista	Midwest City	OK	73110	405-733-1794	03/28/2014	33
Rockdale Residence And Rehabilitation Center	222 S Fm 487	Rockdale	TX	76567	512-446-5893	04/25/2014	21
Southaven Nursing Center	5300 University Hills Blvd	Dallas	TX	75241	214-372-1496	02/07/2014	40