Healthcare Quality Reporting Program

NURSING HOME SUMMARY REPORT

Methods

The Nursing Home Summary Report is published on the Department of Health website as part of the Healthcare Quality Reporting Program. The Summary Report summarizes information from the Department of Health and Medicare, among other places. This report is updated to reflect the most recently available data for each column. Reports with more information are available at those websites.

This Methods Report provides additional details about the measures in the Summary Report, including where they come from and why they are important.

<table>
<thead>
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<th>Definitions</th>
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<td><strong>Dementia</strong></td>
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<table>
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<th>Summary Report Measures</th>
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<td><strong>Facility Measures</strong></td>
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<tr>
<td><strong>Number of Beds</strong></td>
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<td><strong>Number of Skilled Beds</strong></td>
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Secure Dementia Unit  
Notes whether a facility has a secure dementia unit. This is an area in the facility that is designed to meet the specialized needs of patients with dementia. Dementia is a chronic or persistent disorder of the mental processes caused by brain disease or injury and marked by memory disorders, personality changes and impaired reasoning. If you, or your family member have dementia, you may want to seek facilities who offer this type of care.  
This measure is submitted to the Department of Health’s Healthcare Quality Reporting Program by the facility.

Certification

Medicare  
This category indicates if a facility is certified by Medicare. Medicare will only pay for services in facilities that are Medicare certified, so knowing if a facility accepts Medicare can be helpful when making a decision.  
This measure is submitted to the Department of Health’s Healthcare Quality Reporting Program by the facility.

Medicaid  
This category indicates if a facility is certified by Medicaid. Medicaid will only pay for services as facilities that are Medicaid certified, so knowing if a facility accepts Medicaid can be helpful when making a decision.  
This measure is from Medicare’s Nursing Home Compare.

Quality and Satisfaction

Staffing  
A rating of 1 to 5 stars based on the nursing home’s staffing hours for Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Licensed Vocational Nurses (LVNs), and Certified Nursing Assistants (CNAs). More stars are better.  
This measure is based on the amount of time these types of caregivers spend with residents. This information is only available for Medicare-certified facilities.  
The information is submitted by the nursing home and reported on Medicare’s Nursing Home Compare website.  

Note: There are several changes to the methods for calculating this measure as of April 2019. The measure now puts more emphasis on RN staffing. The staffing rating is set to one star if a nursing home reports four or more days in the quarter with no RN hours.
**Health Inspections**

A rating of 1 to 5 stars based on the nursing home’s health inspection results. More stars are better. This reflects the results of formal inspections, as well as inspections made in response to formal complaints. It is important to know whether a facility is meeting the standards set for facilities across the state.

Facility ratings are based on the number of, scope and severity of deficiencies identified during the three most recent annual inspection surveys, as well as substantiated findings from the most recent 36 months of complaint investigations. This information is only available for Medicare-certified facilities and is taken from Medicare’s Nursing Home Compare website.

*Note: As of April 2019, CMS has resumed updates to this measure. Health inspection results now include surveys both before and after the new survey process was implemented in November 2017.*

**Quality Measures**

A rating of 1 to 5 stars is based on how well the facility performs on certain nationally reported quality measures. Performance is measured based on information from the Minimum Data Set, a clinical assessment that nursing homes complete for every resident at regular intervals, as well as Medicare claims data. More stars are better.

This measure uses 17 of the quality measures on Nursing Home Compare, including 10 long-stay measures and 7 short-stay measures. This information is only available for Medicare-certified facilities, and is taken from Medicare’s Nursing Home Compare website.

*Note: There are several changes to the methods for calculating this measure as of April 2019. For example, the scoring method now put more emphasis on quality measures with greater opportunity for improvement.*

**Overall Rating**

This is an aggregate rating derived from the Health Inspections rating, adjusted by the Staffing and Quality Measure ratings. This information is only available for Medicare-certified facilities, and is reported on Medicare’s Nursing Home Compare website.

*Note: Due to the changes in the Staffing, Health Inspections, and Quality Measure ratings as of April 2019, many nursing homes may see changes to their Overall Rating.*

**Resident Overall Care Rating**

This category reflects the resident’s response to how they would rate the overall care at the nursing home.

This measure is collected by the survey vendor, ServiceTrac, and comes from the Department of Health’s Healthcare Quality Reporting Program. The ServiceTrac resident and satisfaction survey is survey is administered annually. All long-term care facilities in Rhode Island are required to survey their residents.
Family Overall Care Rating

This category reflects the family's response to how they would rate the overall care at the nursing home.

This measure is collected by the survey vendor, ServiceTrac, and comes from the Department of Health's Healthcare Quality Reporting Program. The ServiceTrac resident and family satisfaction survey is administered annually. All long-term care facilities in Rhode Island are required to survey their residents' families.

Healthcare Workers Who Received Influenza Vaccination

This measure looks at the percentage of healthcare workers that receive an influenza (flu) vaccination during the influenza season (October-March). Research shows that vaccinating healthcare workers against the flu helps residents to avoid getting the flu.

This measure comes from data submitted by healthcare providers to the Department of Health’s Immunization Program and is published by the Department of Health’s Healthcare Quality Reporting Program. This information is updated annually.

Important Information about the Nursing Home Compare Star Rating System

CMS made several changes to all three components of the Five-Star Quality Rating System (Staffing, Health Inspections, and Quality Measures) in April 2019. Many nursing homes may see changes to each of these ratings and their Overall Rating.

It is important for consumers to know that the Overall Rating from Nursing Home Compare only measures a facility’s performance against other facilities in the same state. It is not based on a uniform national standard, like the “star” ratings you might see used for hotels, restaurants, movies, or the like.

In fact, under the Medicare formula for assigning these star ratings, CMS initially ranks twenty percent of facilities in each state as one star and ten percent as five stars, based on their health inspection ratings. The remaining seventy percent of facilities in the state are divided equally among two, three, or four stars. Once the initial rating is assigned, the facility can move up or down by a single star on the basis of staffing. The facility can then move up or down by a single star based on their quality measure rating.

With this background information, the star ratings can be useful in choosing a nursing home.

Missing data

Not all data are available for all facilities. This could be due to the data collection process or because the facility did not submit data for a particular report. It could also be because the facility had an insufficient number of responses for a particular category.

Capacity and Certification

This information was submitted by the facilities to the Rhode Island Department of Health. Not all facilities provided information for all categories. Fields with missing data are denoted with a dash (-).
**Nursing Home Compare Measures**

These categories are available for Medicare certified facilities only. There are facilities in Rhode Island that are licensed by the state to provide care, but are not certified to accept payment from Medicare; these data are not reported for these facilities. For facilities who are not certified by Medicare, these fields are denoted (N/A).

Some facilities did not submit enough data for Nursing Home Compare to create a star rating for some categories. These fields are denoted with an ‘I’.

**Resident/Family Overall Care Ratings**

If 10 or fewer people provided responses for an area of performance, the information is withheld because it may not accurately reflect residents’ and families’ care ratings. Information that is withheld is indicated by (N/A).

If a nursing home failed to provide mailing lists for residents, families or both, or if a nursing home failed to distribute the minimum number of surveys, there is insufficient data to calculate a result. Insufficient information is indicated by a capital ‘I’.

**Healthcare Workers Who Received Influenza Vaccination**

Facilities must provide this information annually to the state Immunization Program. The Public Reporting Program uses this data to determine the percentage of facility healthcare workers who received the seasonal flu vaccine. Data is not available for facilities that did not submit the required data. Fields with missing data are denoted with a dash (-).

**Data Collection Period**

This report is updated to reflect the most current information for each column. Due to varying data collection methods (see individual measures above for more information) the data in this report were not all collected during the same time period. Current data collection periods are as follows:

<table>
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<tr>
<th>Measure</th>
<th>Data Collection Period for Current Report</th>
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<tr>
<td>Facility Measures</td>
<td>2014 Department of Health Survey</td>
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<td>Medicare Certification</td>
<td>2014 Department of Health Survey</td>
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<td>Medicaid Certification</td>
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<td>Overall Rating</td>
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<td>Staffing</td>
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<td>Quality Measures</td>
<td>1/1/2018 – 12/31/2018</td>
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<tr>
<td>Health Inspections</td>
<td>Three most recent standard health inspections and 36 months of complaint inspections</td>
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<tr>
<td>Satisfaction Measures</td>
<td>2018 Rhode Island Nursing Home Satisfaction Survey</td>
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<tr>
<td>Healthcare Worker Vaccination</td>
<td>2017 – 2018 flu season</td>
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Additional Information

Additional information is available about the data categories in this report. For more information, please visit the following links:

Nursing Home Compare:
http://www.medicare.gov/nursinghomecompare/search.html
http://www.medicare.gov/nursinghomecompare/About/HowWeCalculate.html

Resident Satisfaction/Family Satisfaction
http://www.health.ri.gov/data/nursinghomequality/Satisfaction.pdf

Healthcare Workers Who Received Influenza Vaccination