

**UCSF**



**School of  
Nursing**

# **Public Reporting of Nursing Home Quality in California**

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# Presentation

- History of public reporting
- Review of Existing Sites
  - CMS Medicare Nursing Home Compare
  - CHCF California Nursing Home Search
  - CANHR Nursing Home Guide
  - CDPH Web Site
- Conclusions

## Context

- Numerous studies (CMS, GAO, IOM etc.) have documented poor quality and weak enforcement of nursing homes
- Serious quality problems in some nursing homes
- Consumers receive little or no professional guidance when making decisions about long term care

# Consumer Information Strategy

- Assist in consumers in making decisions
- Inform professionals and advocates
- Use for monitoring quality
- Encourage facilities to improve quality
- Assist payers/ purchasers in contracting decisions

# Medicare Nursing Home Compare

[www.Medicare.gov/NHCompare/home.asp](http://www.Medicare.gov/NHCompare/home.asp)

Established in 1999

# CMS Measure Categories

- Includes information on all nursing homes in the US:
  - Facility characteristics
  - Federal deficiencies
    - Quality and life safety surveys & complaints
    - Shown by scope and severity
  - Staffing hours
    - RNs, LVNs, NAs, total hours
  - Quality Measures

# CMS 19 NH Quality Measures

## Long Stay Measures

- Pressure ulcers –high and low risk
- Incontinence –low risk
- Catheter
- UTI
- Physical restraints
- Weight loss
- Flu & pneumonia vaccinations
- Bedfast or in a chair most of time
- Loss of physical functioning

- Ability to move got worse
- Depression
- Pain

## Short Stay Measures

- Flu vaccination
- Pneumonia vaccination
- Has delirium
- Pressure sores
- Moderate to severe pain

## Strengths of CMS Site

- Compares facilities with state and US averages
- Allows searches by area
- Has a guides on choosing a Nursing Home
- Updated quarterly
- In English or Spanish

# Weaknesses of CMS Site

- Lacks ratings of facilities
- Staffing for 2 weeks at annual survey
- Staffing data not adjusted for casemix
- Lacks state deficiency/complaint data
- Lacks financial and ownership data
- Lacks data on resident characteristics

# Future Direction of CMS Site

- CMS plans a 5 star rating system to be implemented in December 2008
- Has contract with Abt to establish the rating system with an advisory committee
- Will probably include:
  - Federal deficiencies
  - Risk adjusted staffing data
  - Selected quality measures

# California Nursing Home Search

- Project goals included:
  - Develop a free comprehensive panel of validated nursing home performance indicators for consumers
  - Present publicly available quality performance data (including ratings) for every SNF in California
  - Provide contextual information for consumers - descriptive and interpretive content for use in public reporting
- Web site launched in 2002 [www.calnhs.org](http://www.calnhs.org)
- Relunched in 2004 with data on:
  - 1,400 nursing homes that serve serving over 330,000 residents a year & costing \$7 billion
  - 834 home health agencies serving 536,000 clients
  - 172 hospice programs serving 48,000 clients

# Intended Target Audiences

- Decision makers (consumers, family members)
- Counselors, discharge planners
- Providers
- Purchasers
- Advocates
- Policy Makers
- Unions
- Regulators
- Media

# Reporting Categories

- Provider characteristics and ownership
- Resident characteristics
- Nurse staffing: Hours, turnover, wages
- Federal & state deficiencies, complaints and enforcement actions (5 years of data)
- Clinical quality – 9 measures
- Financial indicators: expenditures, charges, payer sources, financial status

# Data Sources - 10 Public Data Sets

- Licensing and Certification
  - Electronic Licensing Management facility & citation data
- OSHPD
  - Annual Utilization Survey for Hospitals & LTC facilities
  - Cost Reports for Hospitals and LTC facilities
- CMS
  - ASPEN Data (federal deficiencies & complaints)
  - OSCAR data
  - RUGS data
  - MDS Quality Indicator data
- Accreditation data

## Rating System: Staffing

- ★★★ Facilities that meet 4.1-4.5 total staffing hours per resident day, adjusted to a higher level for higher resident casemix
- ★★ Facilities with average staffing
- ★ Facilities with staffing below the 3.2 hours per resident day state law.

# Star System Based on Research Findings

- Facilities with 4.1+ hours per resident day (hprd) had better nursing care processes (feeding assistance , Helping residents out of bed, incontinence care)
- There is a staffing threshold (4.1 hprd) before differences in care processes can be identified
- Staffing levels below 4.1 hprd total have substantial probability of jeopardizing the health and safety of residents

Source: Schnelle et al., "Relationship of Nursing Home Staffing to Quality of Care" Health Services Research (2004)

# Rating System: Deficiencies and Citations

- ☆☆☆ Facilities that have no or minimal federal deficiencies or state citations and are in substantial compliance
- ☆☆ Facilities have deficiencies that have not caused harm or jeopardy or minor state citations
- ☆ Facilities with deficiencies that caused harm or jeopardy or the potential for harm or jeopardy or serious state citations

# Nursing Home Financial Issues

- Conducted studies of revenues, expenditures, profit margins, and financial stability
- Identified financial indicators as important to consumers
- Website rates facilities on direct and indirect care expenditures, wages, and benefits

# Rating System: Other Measures

- Other Measures Include:
  - Retention and turnover
  - Quality of Life and Quality of Care
  - Complaints
  - Financial Measures (direct and indirect care expenses, wages, benefits)
- Scoring system based on relative performance compared with other facilities in California (at, above, below average)



CALIFORNIA  
HEALTHCARE  
FOUNDATION



C A L I F O R N I A  
**NursingHome** Search

A partnership with *University of California, San Francisco*

## Your Guide to Long-Term Care in California

### Start Here

I Am Searching For:

- Nursing Homes**
- Home Health Care
- Hospice Services
- Congregate Living Health
- Residential Care Facilities
- Continuing Care Retirement
- Adult Day Health Care
- Adult Day Care

Located In:

City, County, Or Zip Code

**Search**

You can also try [More Search Options](#) for special services and payment options.

### Evaluate Your Needs

Decide which type of care fits your needs.

- [Type of Care Needed](#)
- [Quality of Care](#)
- [Personal Concerns](#)

### Explore Your Options

Get more information about the services available to you.

- [Nursing Homes](#)
- [Home Health Care](#)

Home

Evaluate Your Needs

Nursing Homes

Home Health Care

Hospice Services

Other Care Options

Text Size:

Site Feedback:

COMPARE AND VIEW DETAILS

RATINGS

Check up to 3 below to compare, or click name for full profile.

	Staffing 	Quality of Facility 	Quality of Care 	Finances and Cost 
<input type="checkbox"/> <a href="#">Beverly LivingCenter - Bakersfield</a>	★★★	★★	★★★	★★
<input type="checkbox"/> <a href="#">Californian Care Center</a>	★★	★	★★	★★★
<input type="checkbox"/> <a href="#">Crestwood Behavioral Health Center</a>	NA	★★★★	NA	NA
<input type="checkbox"/> <a href="#">Emmanuel Convalescent - San Joaquin</a>	★★	★★	★★	★★
<input type="checkbox"/> <a href="#">Evergreen Bakersfield Healthcare Center</a>	★★	★★	★★	★
<input type="checkbox"/> <a href="#">Glenwood Gardens SNF</a>	★★	★★	★★	★★
<input type="checkbox"/> <a href="#">LifeHouse Parkview</a>	★★	★★	★★	★
<input type="checkbox"/> <a href="#">Parkview Julian Convalescent</a>	★★	★★	★★	★★
<input type="checkbox"/> <a href="#">Pleasant Care Convalescent of Bakersfield</a>	★★★	★★	★★	★★
<input type="checkbox"/> <a href="#">Rosewood Health Facility</a>	★★★	★★	★★	★★★★
<input type="checkbox"/> <a href="#">Valley Convalescent Hospital</a>	★★	★★	NA	★

COMPARE AND VIEW DETAILS

## Pleasant Care Convalescent of Bakersfield

730 34th Street  
Bakersfield, CA 93301  
661.327.7687

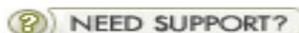
**Administrator:** Mary Sue Franklin

**Accreditation:** No

**Payment Accepted:** Medicare, Medi-Cal

**Number of Beds:** 150

**Facility Type:** Freestanding



This page shows a summary of key ratings for this facility. Use the drop-down menu to learn about staffing, quality of facility, quality of care, finances and costs, other facility characteristics, and types of residents.

VIEW PROFILE BASED ON:	Summary
<b>Staffing</b> (Reporting Period: 06/01/2005 - 05/31/2006)	★★★★
Nursing staff	★★★
Nursing staff turnover	★★★★
Nursing staff wages	★★★
<b>Quality of Facility</b> (Last Survey Date: 07/02/2007)	★★
Federal deficiencies	★
State deficiencies	★★★
Complaints	★
<b>Quality of Care</b> (06/25/2007)	★★★
Quality of life	★★
Clinical care	★★★★
<b>Finances and Costs</b> (Reporting Period: 06/01/2005 - 05/31/2006)	★★
Direct care expenditures	★★★
Other care expenditures	★

# Comparison of calnhs.org vs. CMS' Nursing Home Compare

- Is California focused (no out-of-state data)
- Includes three star ratings
- Includes federal and state deficiency data
- Staffing data is risk adjusted
- Includes hospice rating
- Includes information on congregate living, residential care, adult day health
- Not available in Spanish

# Future Plans

- Rename: CalSeniorCareGuide.org
- Redesign for consumer audience
- Revise the search process on the website
- Change to a 5 category rating system (similar to CMS)
- Continue quarterly updates of website
- Expand consumer support information
- Launch additional marketing, education, and outreach efforts

# California Advocates for NH Reform ([www.canhr.org](http://www.canhr.org)) – Est 1983

- How to choose a nursing home
- Nursing home regulations
- Residential care/ assisted living
- Alternatives
- Medi-Cal
- Filing a complaint
- Links
- Spanish and Chinese

# CANHR ([www.nursinghomeguide.org](http://www.nursinghomeguide.org))

- Provider characteristics and ownership
  - Detailed ownership history
- Services available
- Resident characteristics
- Staffing data – all types of staff
  - Hours and wages
- Federal & state deficiencies, complaints and enforcement actions
  - Five years of data
  - Detailed descriptions of citations
- Financial indicators
  - Expenditures by categories and payer sources

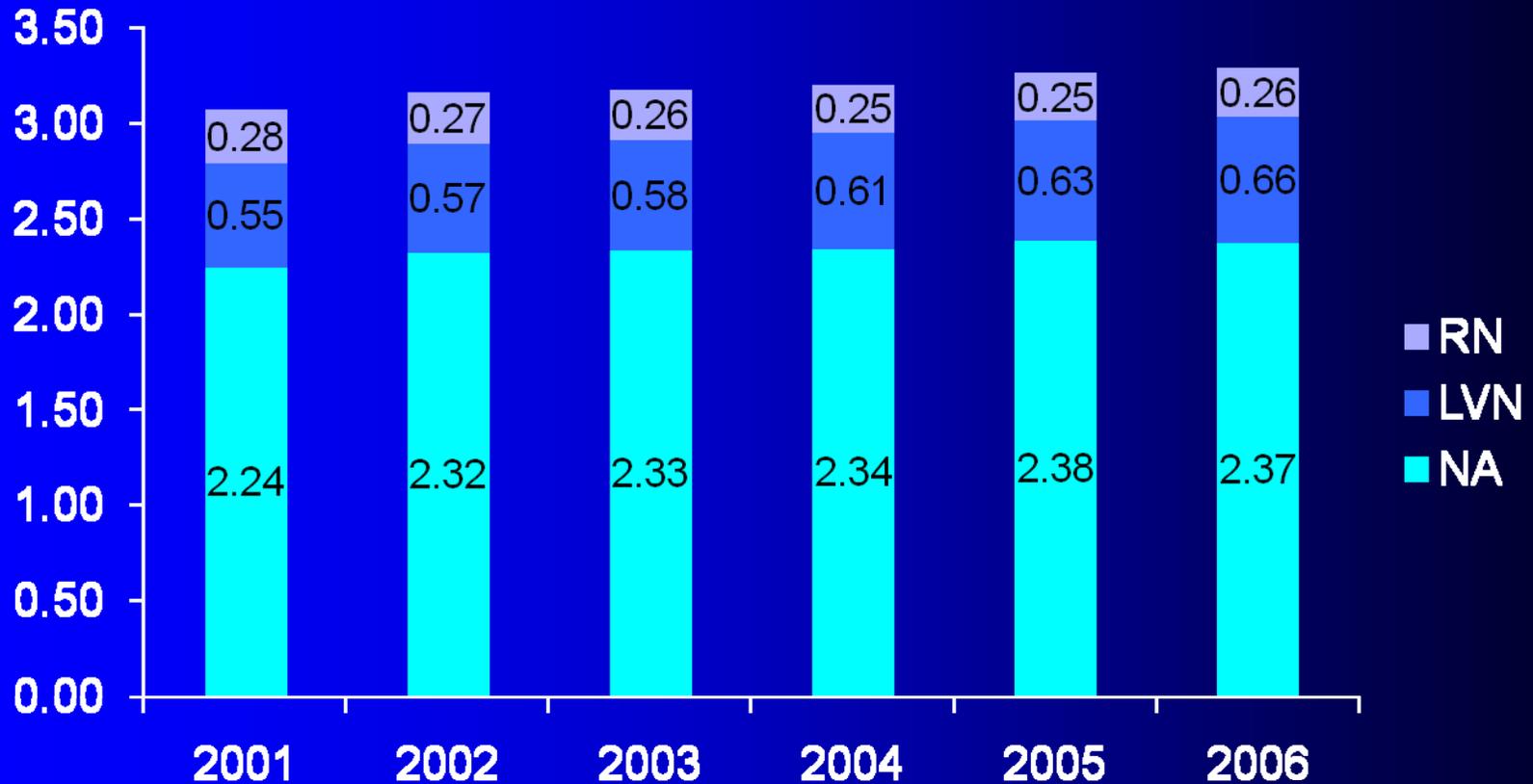
# California Licensing and Certification

- [www.cdph.ca.gov/programs/Pages/LnC.aspx](http://www.cdph.ca.gov/programs/Pages/LnC.aspx) & [hfcis.cdph.ca.gov/default.aspx](http://hfcis.cdph.ca.gov/default.aspx)
- SNFs, ICFs, ICF-DD, ICF-DDH, ICF-DDN, CLHF, PDHRCF, Hospitals, Acute Psych
- Provider characteristics and Ownership history
- Services approved
- Federal & state deficiencies (5 years)
- Complaints and incident reports
- Enforcement actions

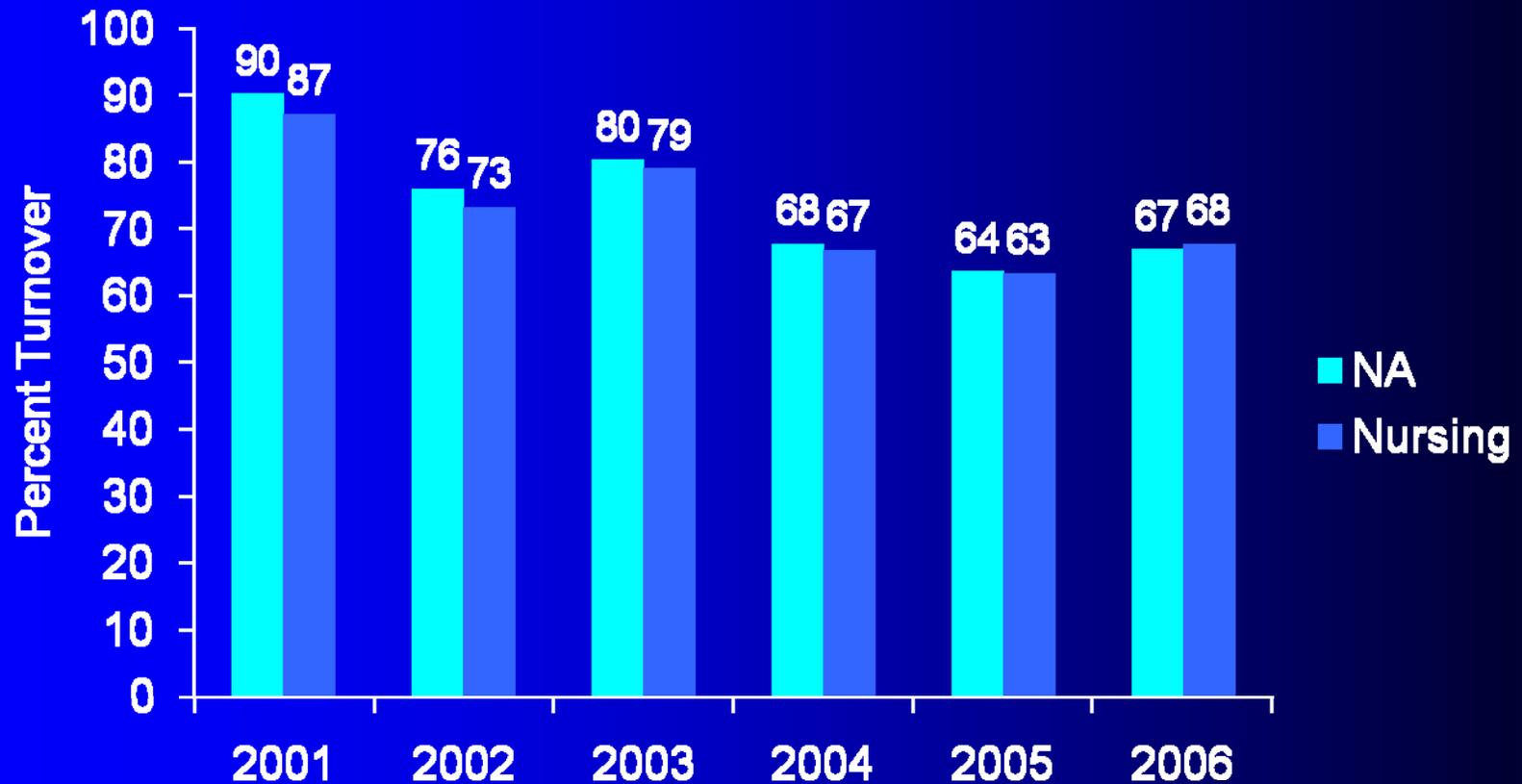
# Impact of Consumer Information

- Assist in consumers in making decisions --
  - Calnhs.org has 100,000+ visitors per month
- Inform professionals and advocates
  - Informal positive feedback but not wide spread use
- Assist payers/ purchasers in contracting decisions
  - Payers/purchasers do use quality indicators
- Encourage facilities to improve quality

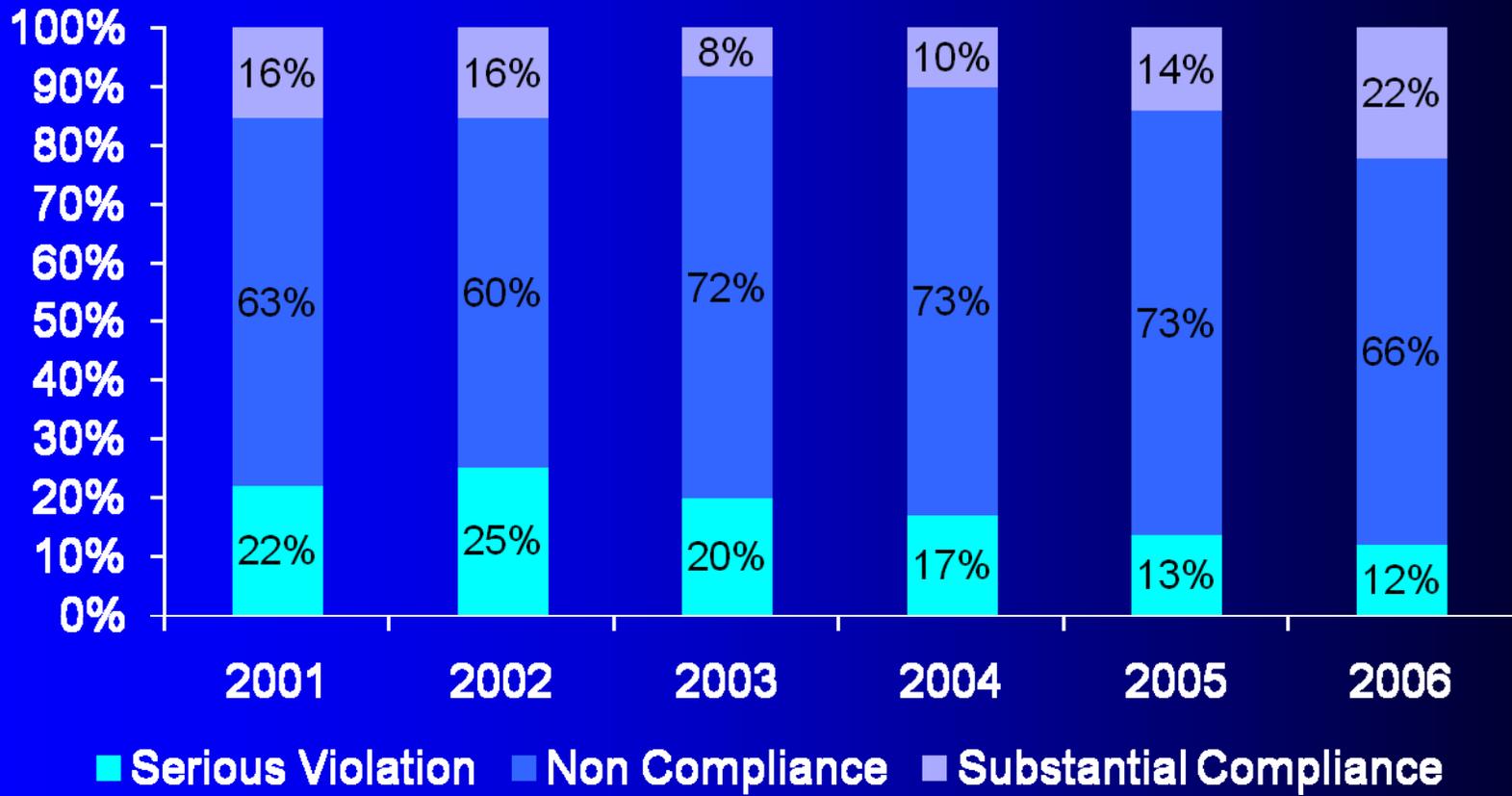
# Nursing Hours per Resident Day in CA Nursing Facilities, 2001-2006



# Nursing Staffing Turnover in CA Nursing Facilities, 2001-2006



# Percent of CA Nursing Facilities in Federal Compliance, 2001-2006



# Impact of CMS Nursing Home Compare Site

- Two quality measures improved (restraints and pain), 1 got worse (pressure sores) and 2 had no improvement (Mukamel et al., 2008, HSR)
- Providers report efforts to improve quality measures (Mukamel et al., 2007)
- Eight QMs improved and 6 QMs got worse (Castle & Engberg 2007)

# Issues

- Website measures primarily rely on available secondary data
- Reliability of staffing and quality measures is problematic
- Risk adjustment of quality measures needs improvement
- Web access to LTC information is expanding rapidly along with consumer use
- LTC websites have a wide variety of users
- Use by hospital discharge planners and professionals is limited

# Consumer Information Recommendations

- Expand and improve website information
- Improve the reliability of the data
- Educate the public to use website quality information
- Educate discharge planners and professionals to use available information