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
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


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

**Short Stay Measures**
- Ability to move got worse
- Depression
- Pain
- 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
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)

- Relaunched 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)
Your Guide to Long-Term Care in California

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

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
- Hospice Services

More Search Options for special services and payment options.
<table>
<thead>
<tr>
<th></th>
<th>Staffing</th>
<th>Quality of Facility</th>
<th>Quality of Care</th>
<th>Finances and Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beverly LivingCenter - Bakersfield</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
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<tr>
<td>Californian Care Center</td>
<td>★★★☆☆☆</td>
<td>★☆☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
</tr>
<tr>
<td>Crestwood Behavioral Health Center</td>
<td>NA</td>
<td>★★★☆☆☆</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Emmanuel Convalescent - San Joaquin</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
</tr>
<tr>
<td>Evergreen Bakersfield Healthcare Center</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★☆☆☆</td>
<td>★★★☆☆☆</td>
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<tr>
<td>Glenwood Gardens SNE</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★☆☆☆</td>
<td>★★★☆☆☆</td>
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<tr>
<td>LifeHouse Parkview</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
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<td>Parkview Julian Convalescent</td>
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<tr>
<td>Pleasant Care Convalescent of Bakersfield</td>
<td>★★★☆☆☆</td>
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<td>★★★☆☆☆</td>
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<td>Rosewood Health Facility</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>★★★☆☆☆</td>
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<tr>
<td>Valley Convalescent Hospital</td>
<td>★★☆☆☆</td>
<td>★★★☆☆☆</td>
<td>NA</td>
<td>★☆☆☆☆</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>VIEW PROFILE BASED ON:</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staffing</strong> (Reporting Period: 06/01/2005 - 05/31/2006)</td>
<td>★★★★</td>
</tr>
<tr>
<td>Nursing staff</td>
<td>★★★</td>
</tr>
<tr>
<td>Nursing staff turnover</td>
<td>★★★★★</td>
</tr>
<tr>
<td>Nursing staff wages</td>
<td>★★★</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Quality of Facility</strong> (Last Survey Date: 07/02/2007)</th>
<th>★★</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal deficiencies</td>
<td>★</td>
</tr>
<tr>
<td>State deficiencies</td>
<td>★★★</td>
</tr>
<tr>
<td>Complaints</td>
<td>★</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th><strong>Quality of Care</strong> (06/25/2007)</th>
<th>★★★</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of life</td>
<td>★★</td>
</tr>
<tr>
<td>Clinical care</td>
<td>★★★★</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Finances and Costs</strong> (Reporting Period: 06/01/2006 - 05/31/2006)</th>
<th>★★★</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct care expenditures</td>
<td>★★★</td>
</tr>
<tr>
<td>Other care expenditures</td>
<td>★★</td>
</tr>
</tbody>
</table>
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) – 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)

- 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 & 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

Year | Percent Turnover
-----|------------------
2001 | 90.87
2002 | 76.73
2003 | 80.79
2004 | 68.67
2005 | 64.63
2006 | 67.68

Legend:
- NA
- Nursing
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