

Five Star Quality Rating System:

*Applies only to CMS certified nursing homes.

Link to Nursing Home Compare website: <https://www.medicare.gov/nursinghomecompare/search.html>

Reference website for further detail: <https://www.cms.gov/medicare/provider-enrollment-and-certification/certificationandcompliance/fsqrs.html>

The Nursing Home Compare Web site features a quality rating system that gives each nursing home a rating of between 1 and 5 stars. Nursing homes with 5 stars are considered to have much above average quality and nursing homes with 1 star are considered to have quality much below average. There is one Overall 5-star rating for each nursing home, and a separate rating for each of the following three sources of information:

- **Health Inspections** – The health inspection rating contains information from the last 3 years of onsite inspections, including both standard surveys and any complaint surveys. This information is gathered by trained, objective surveyors who go onsite to the nursing home and follow a specific process to determine the extent to which a nursing home has met Medicaid and Medicare’s minimum quality requirements. The most recent survey findings are weighted more than the prior two years.
- All deficiency findings are weighted by scope and severity. This measure also takes into account the number of revisits required to ensure that deficiencies identified during the health inspection survey have been corrected.
 - CMS’ Five-Star quality ratings for the health inspection domain are based on the relative performance of facilities within a State. This approach helps to control for variation between States. Facility ratings are determined using these criteria (these are re-calibrated every month):
 - The top 10 percent (lowest 10 percent in terms of health inspection deficiency score) in each State receive a five-star rating.
 - The middle 70 percent of facilities receive a rating of two, three, or four stars, with an equal number (approximately 23.33 percent) in each rating category.
 - The bottom 20 percent receive a one-star rating.
- **Staffing** – The staffing rating has information about the number of hours of care provided on average to each resident each day by nursing staff. This rating considers differences in the levels of residents’ care need in each nursing home. For example, a nursing home with residents who had more severe needs would be expected to have more nursing staff than a nursing home where the resident needs were not as high.
- Facility ratings on the staffing domain are based on two measures: 1) Registered nurse (RN) hours per resident day; and 2) total staffing hours (RN+ licensed practical nurse (LPN) + nurse aide hours) per resident day. To receive an overall staffing rating of five stars, facilities must

achieve a rating of five stars for both RN and total staffing. To receive a four-star staffing rating, facilities must receive at least a three-star rating on one (either the RN or total nurse staffing) and a rating of four or five stars on the other.

- **Quality Measures (QMs)** - Facility ratings for the quality measures are based on performance on 16 of the 24 QMs that are currently posted on the Nursing Home Compare web site, and that are based on MDS 3.0 assessments as well as hospital and emergency department claims. These include nine long-stay measures and seven short-stay measures. Points are awarded for each measure. Thresholds were set so that the overall proportion of nursing homes would be approximately 25 percent five-star, 20 percent for each of two-, three-, and four-star and 15 percent one-star.

Measures for Long-Stay residents (residents in the facility for greater than 100 days) that are derived from MDS assessments:

Percentage of residents whose need for help with activities of daily living has increased

(ADDED JULY 2016): Percentage of residents whose ability to move independently worsened

Percentage of high risk residents with pressure ulcers (sores)

Percentage of residents who have/had a catheter inserted and left in their bladder

Percentage of residents who were physically restrained

Percentage of residents with a urinary tract infection

Percentage of residents who self-report moderate to severe pain

Percentage of residents experiencing one or more falls with major injury

Percentage of residents who received an antipsychotic medication

Measures for Short-Stay residents that are derived from MDS assessments:

(ADDED JULY 2016): Percentage of residents whose physical function improves from admission to discharge

Percentage of residents with pressure ulcers (sores) that are new or worsened

Percentage of residents who self-report moderate to severe pain

Percentage of residents who newly received an antipsychotic medication

Measures for Short-Stay residents that are derived from claims data and MDS assessments:

(ADDED JULY 2016): Percentage of residents who were re-hospitalized after a nursing home admission)

(ADDED JULY 2016): Percentage of residents who have had an outpatient emergency department visit

(ADDED JULY 2016): Percentage of residents who were successfully discharged to the community

Overall Nursing Home Rating (Composite Measure)

Based on the star ratings for the health inspection domain, the staffing domain and the MDS quality measure domain, CMS assigns the overall Five-Star rating in three steps:

Step 1: Start with the health inspection rating.

Step 2: Add one star to the Step 1 result if the staffing rating is four or five stars and greater than the health inspection rating; subtract one star if the staffing rating is one star. The overall rating cannot be more than five stars or less than one star.

Step 3: Add one star to the Step 2 result if the quality measure rating is five stars; subtract one star if the quality measure rating is one star. The overall rating cannot be more than five stars or less than one star.

Note: If the health inspection rating is one star, then the overall rating cannot be upgraded by more than one star based on the staffing and quality measure ratings.

If the nursing home is a Special Focus Facility (SFF) that has not graduated, the maximum overall rating is three stars.

Change in Nursing Home Rating

Facilities may see a change in their overall rating for a number of reasons. Since the overall rating is based on three individual domains, a change in any one of the domains can affect the overall rating.

Events that could change the score include:

- A new health inspection,
- New complaint deficiencies,
- A second, third, or fourth revisit,
- Resolution of an Informal Dispute Resolutions (IDR) or Independent Informal Dispute Resolutions (IIDR) resulting in changes to the scope and/or severity of deficiencies, or
- The “aging” of complaint deficiencies.
- New staffing data submitted
- Changes in QM data/claims