

## 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](http://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**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Woodley Manor Health & Rehabilitation	3312 Woodley Road	Montgomery	AL	36116	334-288-2780		3
Sandalwood Healthcare, Llc	2600 John Barrow Road	Little Rock	AR	72204	501-224-4173		1
Paradigm Healthcare Center Of New Haven, Llc	181 Clifton St	New Haven	CT	06513	203-467-1666		3
Harbor Healthcare & Rehab Ctr	301 Ocean View Blvd	Lewes	DE	19958	302-645-4664		1
Riverbend Health Care Center	7519 Winchester Rd	Fort Wayne	IN	46819	260-747-7435		1
Blue Hills Health And Rehabilitation Center	1044 Park Street	Stoughton	MA	02072	781-344-7300		1
Seaport Village Healthcare	19 General Moore Way	Ellsworth	ME	04605	207-667-9336		4
Riverbend Heights Health & Rehabilitation	1221 Highway 13 South	Lexington	MO	64067	660-259-4695		2
Mount Laurel Center For Rehab And Healthcare	3718 Church Road	Mount Laurel	NJ	08054	856-235-7100		5
Essex Healthcare Of Tallmadge	563 Colony Park Drive	Tallmadge	OH	44278	330-630-9780		2
Lake Pointe Rehabilitation And Nursing Center	22 Parrish Road	Conneaut	OH	44030	440-593-6266		2
Washita Valley Living Center	105 Washington	Pauls Valley	OK	73075	405-238-5528		1
Molalla Manor Care Center	301 Ridings Avenue	Molalla	OR	97038	503-829-5591		4
Harrison Senior Living Of Christiana	41 Newport Avenue	Christiana	PA	17509	610-593-6901		5
Oakcrest Manor Nursing Home	9808 Crofford Ln	Austin	TX	78724	512-272-5511		6
Poplar Living Center	4305 S Poplar	Casper	WY	82601	307-237-2561		1

**Table B: Facilities That Have Not Improved**

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Bakersfield Healthcare Center	730 34th Street	Bakersfield	CA	93301	661-327-7687	11/05/2015	8
Dept Of State Hospitals - Metropolitan Snf	11401 South Bloomfield Avenue	Norwalk	CA	90650	562-863-7011	01/08/2016	21
Eden Springs Nursing And Rehab Center	4679 Crawfordville Hwy	Crawfordville	FL	32326	850-926-7181	02/18/2016	10
Orchard View Rehabilitation & Skilled Nursing Ctr	8414 Whitesville Road	Columbus	GA	31907	706-225-1100	01/08/2016	11
Nuuanu Hale	2900 Pali Highway	Honolulu	HI	96817	808-595-6311	03/04/2016	11
Crestview Nursing & Rehab	2401 South Des Moines Street	Webster City	IA	50595	515-832-2727	12/17/2015	6
The Abbey Of Lemars, Inc.	320 First Avenue Se	Le Mars	IA	51031	712-546-7844	01/28/2016	21
Coeur D'alene Health Care & Rehabilitation Center	2514 North Seventh Street	Coeur D'alene	ID	83814	208-664-8128	03/04/2016	21
Midwest Rehab & Respiratory	727 North 17th Street	Belleville	IL	62226	618-234-3323	09/25/2015	8
St Anthony's Nrsg & Rehab Center	767 30th Street	Rock Island	IL	61201	309-788-7631	12/21/2015	7
Pyramid Point Post-Acute Rehabilitation Center	8530 Township Line Rd	Indianapolis	IN	46260	317-876-9955	10/20/2015	9
South Shore Health & Rehabilitation Center	353 Tyler St	Gary	IN	46402	219-886-7070	03/16/2016	7
Tanglewood Nursing & Rehabilitation	5015 Sw 28th St	Topeka	KS	66614	785-273-0886	03/22/2016	10
Reeders Memorial Home	141 South Main Street	Boonsboro	MD	21713	301-432-5457	10/30/2015	21
Mather Nursing Center	435 Stoneville Rd	Ishpeming	MI	49849	906-485-1073	11/05/2015	13
Good Samaritan Society - Warren	410 South Mckinley Street	Warren	MN	56762	218-745-5282	10/15/2015	22
Estates Of St Louis, Llc, The	2115 Kappel Drive	Saint Louis	MO	63136	314-867-7474	01/28/2016	3
Apple Rehab Cooney	2555 E Broadway	Helena	MT	59601	406-447-1651	02/11/2016	12
Hanover Terrace Health & Rehabilitation Center	49 Lyme Road	Hanover	NH	03755	603-643-2854	01/15/2016	5
Sagecrest Nursing And Rehabilitation	2029 Sagecrest Court	Las Cruces	NM	88011	575-522-7000	02/04/2016	17
Highland Manor Of Fallon	550 North Sherman Street	Fallon	NV	89406	775-423-7800	02/25/2016	4
Garden Court Nursing And Rehabilitation Center	4911 Covenant House Drive	Dayton	OH	45426	937-837-2651	09/25/2015	14
Greenbriar Center	8064 South Avenue	Boardman	OH	44512	330-726-3700	11/19/2015	6
Rehabilitation And Health Center Of Gahanna The	5151 North Hamilton Road	Columbus	OH	43230	614-337-1066	03/25/2016	11
Midwest City Nursing Center	8200 National Avenue	Midwest City	OK	73110	405-737-8200	12/09/2015	22
Whitestone Care Center	370 White Stone Corner Road	Stroudsburg	PA	18360	570-476-1600	11/19/2015	21
Brookdale - Smithfield	171 Pleasant View Avenue	Smithfield	RI	02917	401-232-5577	01/28/2016	9
Oakwood Community Living Center	1636 Woodlawn	Dyersburg	TN	38024	731-285-6400	12/16/2015	11
Brookhollow Heiights Transitional Care Center	1737 N Loop W	Houston	TX	77008	713-869-5551	01/08/2016	5
Fortress Health & Rehab Of Rock Prairie Llc	1105 Rock Prairie Rd	College Station	TX	77845	979-694-2200	11/19/2015	20
Immanuels Healthcare	4515 Village Creek Rd	Fort Worth	TX	76119	817-451-8704	02/29/2016	10
Bridges Of Appleton (The)	2915 N Meade St	Appleton	WI	54911	920-993-6800	11/10/2015	13
Dunbar Center	501 Caldwell Lane	Dunbar	WV	25064	304-744-4761	10/20/2015	21

**Table C: Facilities That Have Shown Improvement**

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	03/10/2016	21
Eagle Crest	8336 Fair Oaks Boulevard	Carmichael	CA	95608	916-944-3100	02/25/2016	21
Riverside Healthcare Center	8781 Lakeview Avenue	Riverside	CA	92509	951-685-1531	09/25/2015	45
San Pablo Healthcare And Wellness Center	13328 San Pablo Avenue	San Pablo	CA	94806	510-235-3720	10/08/2015	12
Shasta View Nursing Center	445 Park Street	Weed	CA	96094	530-938-4429	01/07/2016	21
Aspen Center	656 Dillon Way	Aurora	CO	80011	303-344-0636	01/28/2016	22
Darcy Hall Of Life Care	2170 Palm Beach Lakes Blvd	West Palm Beach	FL	33409	561-683-3333	10/23/2015	10
Excel Rehabilitation And Health Center	2811 Campus Hill Dr	Tampa	FL	33612	813-979-9400	10/02/2015	7
Cook Senior Living Center	706 North Parrish Ave .	Adel	GA	31620	229-896-8157	01/14/2016	5
Arba Care Center Of Colfax	402 South Harrison	Colfax	IL	61728	309-723-2591	10/22/2015	6
Winfield Senior Living Community	1320 Wheat Rd	Winfield	KS	67156	620-221-4660	09/21/2015	39
Signature Healthcare Of Pikeville	260 South Mayo Trail	Pikeville	KY	41501	606-437-7327	02/04/2016	4
Olive Branch Senior Care Center (The)	32 Crothers Drive	Tallulah	LA	71282	318-574-8111	12/17/2015	8
Hathaway Manor Extended Care	863 Hathaway Road	New Bedford	MA	02740	508-996-6763	11/24/2015	15
Lakeside Medical Center	129 East 6th Avenue	Pine City	MN	55063	320-629-2542	02/04/2016	7
Glennon Place Nursing Center	128 North Hardesty	Kansas City	MO	64123	816-241-2020	12/15/2015	8
Hillcrest Nursing Center, Llc	1401 First Avenue Northeast	Magee	MS	39111	601-849-0384	02/12/2016	3
Asheville Nursing & Rehabilitation Center	91 Victoria Road	Asheville	NC	28801	828-255-0076	09/25/2015	14
Hickory Falls Health And Rehabilitation	100 Sunset Street	Granite Falls	NC	28630	828-396-2387	08/13/2015	22
Good Samaritan Society - Bottineau	725 E 10th St	Bottineau	ND	58318	701-228-3796	01/28/2016	22
Montclair Nursing And Rehabilitation Center	2525 South 135th Avenue	Omaha	NE	68144	402-333-2304	11/19/2015	25
Waters Edge Healthcare & Rehab	512 Union Street	Trenton	NJ	08611	609-393-8622	02/03/2016	20
Guilderland Center Rehabilitation And E C F	127 Main St	Guilderland Center	NY	12085	518-861-5141	09/28/2015	9
Medford Multicare Center For Living	3115 Horseblock Road	Medford	NY	11763	631-730-3000	11/19/2015	19
Golden Livingcenter-Blue Ridge Mountain	3625 North Progress Ave	Harrisburg	PA	17110	717-652-2345	01/21/2016	11
Riverside Rehabilitation And Nursing Center	500 West Hospital Street	Taylor	PA	18517	570-562-2102	12/04/2015	13
Southridge Health Care Center	3600 South Norton Avenue	Sioux Falls	SD	57105	605-338-9891	12/30/2015	6
Christian Care Center Of Rutherford County Llc	202 Enon Springs Road East	Smyrna	TN	37167	615-459-5600	11/04/2015	11
Arbor Terrace Healthcare Center	609 Rio Concho Dr	San Angelo	TX	76903	325-653-1266	02/01/2016	9
Willow Springs Health & Rehabilitation Center	4934 S 7th St	Abilene	TX	79605	325-692-2172	12/02/2015	21
Windsor Houston	6920 T.C. Jester Blvd	Houston	TX	77091	713-681-0431	01/28/2016	6
Emery County Care And Rehabilitation Center	455 West Mill Road	Ferron	UT	84523	435-384-2301	03/03/2016	11
Rowan Court Health & Rehab	378 Prospect Street	Barre	VT	05641	802-476-4166	10/14/2015	11
Avamere Bellingham Health Care & Rehab Services	1200 Birchwood Avenue	Bellingham	WA	98225	360-734-9295	02/23/2016	10
Beloit Health And Rehab	1905 W Hart Rd	Beloit	WI	53511	608-365-2554	03/10/2016	6

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

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
St Michael's Place, Inc	1311 North Pecan St	Newport	AR	72112	870-523-9514	01/29/2016	22
Hillside Center	810 South Broom Street	Wilmington	DE	19805	302-652-1181	11/24/2015	12
Pruitthealth - Virginia Park	1000 Briarcliff Road Ne	Atlanta	GA	30306	404-875-6456	10/22/2015	18
Aperion Care Elgin	134 North Mclean Boulevard	Elgin	IL	60121	847-742-8822	09/17/2015	11
Waters Of Scottsburg, The	1350 N Todd Dr	Scottsburg	IN	47170	812-752-5663	02/01/2016	8
Edmonson Center	813 S. Main St.	Brownsville	KY	42210	270-597-2335	10/29/2015	7
Golden Living Center-Chetwynde	1650 Washington Street	West Newton	MA	02465	617-244-5407	11/24/2015	11
Barron Center	1145 Brighton Ave	Portland	ME	04102	207-774-2623	09/02/2015	10
Dimondale Nursing Care Center	4000 N Michigan Road	Dimondale	MI	48821	517-646-6258	12/10/2015	11
Beauvais Manor Healthcare & Rehab Center	3625 Magnolia Avenue	Saint Louis	MO	63110	314-771-2990	10/21/2015	18
Bentonview Park Health & Rehabilitation	410 West Benton Street	Monett	MO	65708	417-235-6031	11/20/2015	10
Walter B Crook Nursing Facility	840 North Oak Avenue/P. O. Box 369	Ruleville	MS	38771	662-756-2711	12/10/2015	9
Crotched Mountain Rehabilitation Center	1 Verney Drive	Greenfield	NH	03047	603-547-3311	08/12/2015	8
Lake Mead Health And Rehabilitation	1180 E. Lake Mead Drive	Henderson	NV	89015	702-565-8555	09/25/2015	37
Indian River Rehab And Nursing Center	17 Madison Street	Granville	NY	12832	518-642-2710	11/19/2015	20
Heartland Of Westerville	1060 Eastwind Drive	Westerville	OH	43081	614-895-1038	02/04/2016	8
Meadowbrook Nursing Center	113 East Jones	Chouteau	OK	74337	918-476-8918	12/09/2015	21
Colonial Manor Nursing Home	970 Colonial Avenue	York	PA	17403	717-845-2661	10/01/2015	18
Lake Emory Post Acute Care	59 Blackstock Road	Inman	SC	29349	864-472-2028	03/10/2016	12
Arcadia Nursing & Rehab Cent	17405 Lankford Highway	Nelsonia	VA	23414	757-665-5555	03/10/2016	21
Goshen Care Center	2009 Laramie Street	Torrington	WY	82240	307-532-4038	12/17/2015	22



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

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Golden Living Center - Trussville	119 Watterson Parkway	Trussville	AL	35173	205-655-3226	11/24/2015	46
Kent, Ltd, The	46 Maple Street	Kent	CT	06757	860-927-5368	10/08/2015	16
Campus Health & Rehab	196 Colonial Drive	Youngstown	OH	44505	330-759-8000	12/30/2015	5