

## 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 <https://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>
Paradise Post Acute	7419 Skyway	Paradise	CA	95969	530-877-7676		2
Avante At Orlando Inc	2000 North Semoran Boulevard	Orlando	FL	32807	407-671-5400		3
Chulio Hills Health And Rehab	1170 Chulio Road	Rome	GA	30161	706-235-1132		0
Pleasant View Nursing Center	475 Washington Street	Metter	GA	30439	912-685-2168		2
Aperion Care Bloomington	1509 North Calhoun Street	Bloomington	IL	61701	309-827-6046		4
Lawrence Manor Healthcare Center	8935 E 46th St	Indianapolis	IN	46226	317-898-1515		4
Trinity Homes	305 8th Ave Ne	Minot	ND	58703	701-857-5800		4
Marietta Center	117 Bartlett Street	Marietta	OH	45750	740-373-1867		3
Pristine Senior Living & Post Acute Care Of Portsm	727 Eighth Street	Portsmouth	OH	45662	740-354-8631		1
Ambassador Manor Nursing Center	1340 East 61st Street	Tulsa	OK	74136	918-743-7884		3
Gardens At West Shore, The	770 Poplar Church Road	Camp Hill	PA	17011	717-763-7070		0
Regional Health Care Center	1065 Montgomery St	Custer	SD	57730	605-673-2237		4

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

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Woodley Manor Health & Rehabilitation	3312 Woodley Road	Montgomery	AL	36116	334-288-2780	11/20/2017	27
Grand Prairie Care And Rehabilitation Center	1010 Barnes Street	Lonoke	AR	72086	501-676-3103	11/10/2017	8
Ridgecrest Healthcare	16640 North 38th Street	Phoenix	AZ	85032	602-482-6671	09/22/2017	17
Providence Mt Rubidoux	6401 33rd Street.	Riverside	CA	92509	951-681-2200	11/22/2017	17
San Fernando Post Acute Hospital	12260 Foothill Blvd	Sylmar	CA	91342	818-899-9545	01/12/2018	6
Westminster Village Health	1175 Mckee Road	Dover	DE	19904	302-744-3527	02/12/2018	11
Consulate Health Care Of Melbourne	3033 Sarno Rd	Melbourne	FL	32934	321-255-9200	02/02/2018	5
Legacy Hilo Rehabilitation & Nursing Center	563 Kaumana Drive	Hilo	HI	96720	808-498-0184	09/22/2017	9
Touchstone Healthcare Community	1800 Indian Hills Drive	Sioux City	IA	51104	712-239-4582	02/15/2018	6
Wellspring Health & Rehabilitation Of Cascadia	2105 12th Avenue Road	Nampa	ID	83686	208-467-5721	08/28/2017	10
Aperion Care Jacksonville	1021 North Church Street	Jacksonville	IL	62650	217-245-4174	10/31/2017	6
Wentworth Rehab & Hcc	201 West 69th Street	Chicago	IL	60621	773-487-1200	10/20/2017	10
Prescott Country View Nursing Home	301 E Miller Street	Prescott	KS	66767	913-471-4315	12/28/2017	6
Woodlawn Care And Rehab, Llc, Dba Orchard G	1600 S. Woodlawn Blvd	Wichita	KS	67218	316-691-9999	12/11/2017	6
Blue Hills Health And Rehabilitation Center	1044 Park Street	Stoughton	MA	02072	781-344-7300	03/07/2018	25
Braemoor Health Center	34 North Pearl Street	Brockton	MA	02301	508-586-3696	03/22/2018	7
Ballenger Creek Center	347 Ballenger Drive	Frederick	MD	21701	301-663-5181	09/21/2017	9
Chalet Of Niles, Llc	911 S 3rd St	Niles	MI	49120	269-684-4320	10/18/2017	14
Red Wing Health Center	1412 West Fourth Street	Red Wing	MN	55066	651-385-4800	02/06/2018	7
Rochester East Health Services	501 Eighth Avenue Southeast	Rochester	MN	55904	507-288-6514	03/02/2018	2
Hidden Lake Care Center	11400 Hidden Lake Drive	Raytown	MO	64133	816-737-1010	03/14/2018	12
Crest Nursing Home	3131 Amherst Ave	Butte	MT	59701	406-494-7035	09/07/2017	10
Premier Estates Of Fremont, Llc	2550 North Nye Avenue	Fremont	NE	68025	402-727-1710	03/18/2018	3
Continuing Healthcare Of Gahanna	167 North Stygler Road	Gahanna	OH	43230	614-475-8778	02/23/2018	12
Eastland Health Care And Rehabilitation Center	2425 Kimberly Parkway East	Columbus	OH	43232	614-868-9306	03/05/2018	4
Purcell Care Center, Llc	801 North 6th Street	Purcell	OK	73080	405-527-7798	10/31/2017	11
Oak Hill Health & Rehabilitation Center	544 Pleasant Street	Pawtucket	RI	02860	401-725-8888	12/20/2017	10
Brookhaven Manor	2035 Stonebrook Place	Kingsport	TN	37660	423-246-8934	03/21/2018	13
Lauderdale Community Living Center	215 Lackey Lane	Ripley	TN	38063	731-635-5100	03/07/2018	3
Legend Oaks Healthcare And Rehabilitation - North	12921 Misty Willow Dr	Houston	TX	77070	281-469-7881	01/12/2018	6
The Lennwood Nursing And Rehabilitation	8017 W Virginia Dr	Dallas	TX	75237	972-709-1112	10/12/2017	19
Trisun Care Center-Westwood	801 Cantwell Ln	Corpus Christi	TX	78408	361-882-4284	03/01/2018	8
Paramount Rehabilitation And Nursing	2611 South Dearborn	Seattle	WA	98144	206-325-6700	11/08/2017	9
Karmenta Center	4502 Milwaukee St	Madison	WI	53714	608-249-2137	02/13/2018	5

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

<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>
Flagship Healthcare Center	466 Flagship Road	Newport Beach	CA	92663	949-642-8044	11/02/2017	9
La Mariposa Care And Rehabilitation Center	1244 Travis Blvd	Fairfield	CA	94533	707-422-7750	02/12/2018	21
Riverside Heights Healthcare Center, Llc	8951 Granite Hill Drive	Riverside	CA	92509	951-685-7474	11/09/2017	8
Belmont Lodge Health Care Center	1601 Constitution Road	Pueblo	CO	81001	719-562-7200	11/02/2017	17
Regalcare At Greenwich	1188 King Street	Greenwich	CT	06831	203-531-8300	09/21/2017	14
Glen Haven Home	302 Sixth Avenue	Glenwood	IA	51534	712-527-3101	03/15/2018	14
Kindred Transitional Care And Rehab-Columbus	2100 Midway St	Columbus	IN	47201	812-372-8447	12/20/2017	11
Twin Rivers Nursing And Rehab Center	2420 W. 3rd Street	Owensboro	KY	42301	270-685-3141	11/09/2017	9
Basile Care Center	2907 East Chambers	Basile	LA	70515	337-432-6663	10/26/2017	10
Orono Commons	117 Bennoch Rd	Orono	ME	04473	207-866-4914	10/25/2017	9
Law-Den Nursing Home	1640 Webb Ave	Detroit	MI	48206	313-867-1719	03/28/2018	24
Christian Care Home	800 Chambers Road	Ferguson	MO	63135	314-522-8100	10/24/2017	8
Diversicare Of St Joseph	3002 North 18th St	Saint Joseph	MO	64505	816-364-4200	02/26/2018	14
Meridian Comm Living Center	517 33rd Street	Meridian	MS	39305	601-483-3916	11/15/2017	6
Kingswood Nursing Center	915 Pee Dee Road	Aberdeen	NC	28315	910-944-8999	09/21/2017	13
Lake Park Nursing And Rehabilitation Center	3315 Faith Church Road	Indian Trail	NC	28079	704-882-3420	09/28/2017	23
Pleasant Valley Nursing Center	8 Peabody Road	Derry	NH	03038	603-434-1566	10/19/2017	14
Cooper River West	5101 North Park Drive	Pennsauken	NJ	08109	856-665-8844	02/20/2018	9
Casa Real	1650 Galisteo Street	Santa Fe	NM	87505	505-984-8313	12/22/2017	11
Highland Manor Of Fallon	550 North Sherman Street	Fallon	NV	89406	775-423-7800	09/15/2017	28
Focus Rehabilitation And Nursing Center At Otsego	128 Phoenix Mills Cross Road	Cooperstown	NY	13326	607-544-2600	09/22/2017	17
Medford Multicare Center For Living	3115 Horseblock Road	Medford	NY	11763	631-730-3000	10/24/2017	43
The Eleanor Nursing Care Center	419 North Quaker Lane	Hyde Park	NY	12538	845-229-9177	12/27/2017	24
Valley Oaks Care Center	500 Selfridge Street	East Liverpool	OH	43920	330-385-5001	03/22/2018	10
Prestige Post-Acute & Rehab Center - Mcminnville	421 S. Evans Street	Mcminnville	OR	97128	503-472-3141	03/02/2018	6
Pembroke Health And Rehabilitation Center	1130 West Chester Pike	West Chester	PA	19380	610-692-3636	11/29/2017	22
The Grove At Irwin	249 Maus Drive	North Huntingdon	PA	15642	724-863-4374	01/19/2018	8
Riverside Health And Rehab	2375 Baker Hosp Blvd	Charleston	SC	29405	843-744-2750	03/16/2018	12
Immanuels Healthcare	4515 Village Creek Rd	Fort Worth	TX	76119	817-451-8704	09/08/2017	34
Jacinto City Healthcare Center	1405 Holland	Houston	TX	77029	713-455-1744	10/26/2017	13
Pittsburg Nursing Center	123 Pecan Grove	Pittsburg	TX	75686	903-856-3633	03/28/2018	20
Willow Wood Care Center	1205 East 4725 South	Salt Lake City	UT	84117	801-262-2908	03/22/2018	6
Fredericksburg Health And Rehab	3900 Plank Road	Fredericksburg	VA	22407	540-786-8351	11/02/2017	11
Crescent Manor Care Ctrs	312 Crescent Blvd	Bennington	VT	05201	802-447-1501	10/25/2017	10
Chi Franciscan Villa	3601 S Chicago Ave	South Milwaukee	WI	53172	414-764-4100	09/21/2017	10
Berkeley Springs Center	456 Autumn Acres Road	Berkeley Springs	WV	25411	304-258-3673	06/14/2017	12
Poplar Living Center	4305 S Poplar	Casper	WY	82601	307-237-2561	02/08/2018	25

**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>
Bakersfield Healthcare Center	730 34th Street	Bakersfield	CA	93301	661-327-7687	01/11/2018	30
Gracewood Rehabilitation And Nursing Care	8600 Us Hwy 19 N	Pinellas Park	FL	33782	727-541-7515	01/12/2018	9
Palm Garden Of Winter Haven	1120 Cypress Gardens Blvd	Winter Haven	FL	33884	863-293-3100	11/03/2017	16
Northeast Atlanta Health And Rehabilitation Center	1500 S Johnson Ferry Road	Atlanta	GA	30319	404-252-2002	11/09/2017	14
Windermere Health And Rehabilitation Center	3618 J Dewey Gray Circle	Augusta	GA	30909	706-860-7572	02/02/2018	12
Meadows Mennonite Home	24588 Church Street	Chenoa	IL	61726	309-747-2702	11/15/2017	18
Timbercreek Rehab & Healthcare Center	2220 State Street	Pekin	IL	61554	309-347-1110	03/30/2018	18
Premier Healthcare Of Fort Wayne	7519 Winchester Rd	Fort Wayne	IN	46819	260-747-7435	10/18/2017	20
South Shore Health & Rehabilitation Center	353 Tyler St	Gary	IN	46402	219-886-7070	02/12/2018	30
North Star Manor	410 South Mckinley Street	Warren	MN	56762	218-745-5282	01/05/2018	43
Meadowview Nursing & Respiratory Care	1420 South Black Horse Pike	Williamstown	NJ	08094	856-875-0100	01/18/2018	15
London Health & Rehab Center	218 Elm St	London	OH	43140	740-852-3100	11/02/2017	9
Manor At Whitehall The	4805 Langley Avenue	Whitehall	OH	43213	614-501-8271	12/14/2017	15
Kenwood Manor	502 West Pine	Enid	OK	73701	580-233-2722	09/14/2017	10
Manorcare Health Services-Chambersburg	1070 Stouffer Avenue	Chambersburg	PA	17201	717-263-0436	02/09/2018	12
Mountain Laurel Nrc	700 Leonard Street	Clearfield	PA	16830	814-765-7545	03/08/2018	20
Meadowbrook Care And Rehabilitation Center	2500 Arrowhead Dr	Rapid City	SD	57702	605-348-0285	10/05/2017	15
Creekside Health And Rehabilitation Center	306 W Due West Ave	Madison	TN	37115	615-612-4499	10/31/2017	12



**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>
Good Samaritan Society - Alliance	P O Box 970, 1016 East 6th Street	Alliance	NE	69301	308-762-5675	05/23/2017	18
Arbors East Subacute And Rehab Ctr	5500 East Broad Street	Columbus	OH	43213	614-575-9003	11/22/2017	14