

# Quality Reporting Program Provider Training



**SKILLED  
NURSING  
FACILITY**

**QUALITY REPORTING  
PROGRAM**

## **SNF Public Reporting on Nursing Home Compare**

Debra Weiland, Centers for Medicare & Medicaid Services

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# Acronyms in This Presentation

- NH – Nursing Home
- QM – Quality Measure
- QRP – Quality Reporting Program
- SNF – Skilled Nursing Facility



# Objectives

- Navigate the Nursing Home (NH) Compare website and locate where the Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) Quality Measures (QMs) are on NH Compare.



# NH Compare

## SNF QRP QMs

# Navigating Nursing Home Compare (NH Compare)

Español | A A A | Print About Us | Glossary | CMS.gov | Medicare.gov | MyMedicare.gov Login

## Medicare.gov | Nursing Home Compare

The Official U.S. Government Site for Medicare

[Nursing Home Compare Home](#) [About Nursing Home Compare](#) [About the data](#) [Resources](#) [Help](#)

Home + Share

Because we're implementing a new Nursing Home health inspection process, we've changed [how the star ratings are calculated](#).

### Find a nursing home

Nursing Home Compare has detailed information about every [Medicare](#) and [Medicaid](#)-certified nursing home in the country. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.

Search below to find nursing homes based on a location and compare the quality of care they provide and their staffing.

A field with an asterisk (\*) is required.

**\* Location**  
Example: 45802 or Lima, OH or Ohio

  
**Nursing home name (optional)**



## [Nursing Home Compare](#)

# Navigating NH Compare (cont. 1)

- Once arriving at the NH Compare landing page, there are a few ways to retrieve information about NHs in any state. You can enter:
  - ZIP Code.
  - City, State.
  - State.
- After entering one of the above, an option becomes available to enter the name of the NH. This is helpful if you are looking for a specific NH.
  - When you begin typing the name of the NH, you will notice an auto-generated list starting to show directly underneath, and you can select from there.
- Select the “Search” button.



# Navigating NH Compare (cont. 2)

The screenshot shows the Medicare.gov Nursing Home Compare search page. A callout box highlights the search criteria:

- A field with an asterisk (\*) is required.
- \* Location**  
Example: 45802 or Lima, OH or Ohio
- 12345
- Nursing home name (optional)**
- Sunny
- SUNNY ACRES NURSING AND REHABILITATION CTR
- Search

The main page content includes:

- Language options: Español | A A | Print
- Medicare.gov | Nursing Home Compare
- The Official U.S. Government Site for Medicare
- Buttons: Nursing Home Compare Home, About Nursing Home Compare, About the
- Home
- Message: Because we're implementing a new Nursing Home health inspection process...
- Section: Find a nursing home
- Text: Nursing Home Compare has detailed information about every Medicare and Medicaid-certified nursing home in the country. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.
- Text: Search below to find nursing homes based on a location and compare the quality of care they provide and their staffing.
- Image: A photograph of an elderly woman in a hospital bed.
- Spotlight section:
  - NEW Get information on Skilled Nursing Facility (SNF) Quality Reporting Program (QRP) measures.
  - NEW View swing bed performance
- Tools and Tips section:
  - First time here?
    - Visit About Nursing Home Compare and the Resources section to learn more about the site and available resources.
- Additional Information section:
  - Nursing Home Compare data last updated: February 27, 2019 (data are updated on or about the fourth Wednesday of the month).
  - Download the database



# Navigating NH Compare (cont. 3)

- Depending on how you requested the NH information, you will get information about all of the NHs within the ZIP Code, City/State, or State.
- If you entered a specific name of a NH, only that information will display.

**Nursing home results**

92 nursing homes within 25 miles from the center of 12345.

Choose up to 3 nursing homes to compare. So far you have none selected.

Compare Now

**Nursing Home Search Results**

Viewing 1 - 20 of 92 results

Nursing home information	Overall Rating	Health inspections	Staffing	Quality measures	Distance
<b>CARING NURSING CENTER</b> 100 Rainbow Way Emerald City, KS 12345 (555) 555-5555	★★★★● Above Average	★★★★● Above Average	★★★★● Above Average	★★●●● Below Average	0.8 Miles
<b>GOLDEN YEARS NURSING CENTRE</b> 100 Main Street	★★★●● Average	★★●●● Below	★★★★● Above	★★★★● Average	1.3 Miles

Go to map view

**Modify your search**

Location  
ZIP code or City, State  
12345  
Within 25 Miles  
State  
Select a State  
County (Optional)  
Select a County

Nursing home name  
Full or partial name

Update search results

**Filter by:**

Clear all filters

Overall rating  
Learn more about these ratings



# Navigating NH Compare (cont. 4)

The screenshot shows the Medicare.gov Nursing Home Compare website. The main content area displays the profile for Sunny Acres Nursing and Rehabilitation Center. A callout box titled "Nursing home profile" highlights the top section of the page, including the "Back to Home" button, the "General information" tab, and the facility's name, "SUNNY ACRES NURSING AND REHABILITATION CENTER". Below the name, the callout box shows the "Overall rating" as five stars (★★★★★) with the text "Much Above Average" and a link to "Learn more about the overall star ratings". The facility's address, "200 Bramble Street, Sunflower, KS 12345", and phone number, "(555) 555-5555", are also visible within the callout box.

Spanish | A A A | Print About Us

Medicare.gov | Nursing Home Compare  
The Official U.S. Government Site for Medicare

Nursing Home Compare Home About Nursing Home Compare About the data

Home → Nursing Home Profile

### Nursing home profile

[Back to Home](#)

General information Health inspections Fire safety inspections

## SUNNY ACRES NURSING AND REHABILITATION CENTER

Overall rating ⓘ: ★★★★★  
Much Above Average

[Learn more about the overall star ratings](#)

200 Bramble Street  
Sunflower, KS 12345  
(555) 555-5555

General information Health inspections Fire safety inspections Staffing Quality resident

### SUNNY ACRES NURSING AND REHABILITATION CENTER

Overall rating ⓘ: ★★★★★  
Much Above Average

[Learn more about the overall star ratings](#)

200 Bramble Street  
Sunflower, KS 12345  
(555) 555-5555

Distance ⓘ: 4.9 miles

[Add to my Favorites](#)  
[Map and Directions](#)

Nursing Home information ⓘ

- ◆ 120 certified beds ⓘ
- ◆ Participates in ⓘ: Medicare and Medicaid
- ◆ Automatic sprinkler systems in all required areas ⓘ: Yes
- ◆ Not in a Continuing Care Retirement Community (CCRC) ⓘ
- ◆ Not in a hospital ⓘ
- ◆ Resident council only ⓘ

[Learn why these characteristics and services are important](#)

Ownership information ⓘ

- ◆ Ownership ⓘ: Non profit - Corporation



# Navigating NH Compare (cont. 5)

- NH profile displays:
  - General information.
  - Health inspections.
  - Fire safety inspections.
  - Staffing.
  - Quality of resident care.
  - Penalties.

The screenshot displays the Medicare.gov Nursing Home Compare website. At the top, there are navigation links for 'Español', 'A A A', and 'Print'. The main header includes 'Medicare.gov | Nursing Home Compare' and 'The Official U.S. Government Site for Medicare'. Below the header is a navigation bar with buttons for 'Nursing Home Compare Home', 'About Nursing Home Compare', 'About the data', 'Resources', and 'Help'. The breadcrumb trail shows 'Home > Nursing Home Profile'. The main content area is titled 'Nursing home profile' and features a 'Back to Home' button. Below this are tabs for 'General information', 'Health inspections', 'Fire safety inspections', 'Staffing', 'Quality of resident care', and 'Penalties'. The 'General information' tab is active, showing the profile for 'SUNNY ACRES NURSING AND REHABILITATION CENTER'. The overall rating is 5 stars (4.5), described as 'Much Above Average'. The address is 200 Bramble Street, Sunflower, KS 12345, with phone number (555) 555-5555. The distance is 4.9 miles. The 'Nursing Home information' section lists: 120 certified beds, participation in Medicare and Medicaid, automatic sprinkler systems, and being not in a Continuing Care Retirement Community (CCRC), not in a hospital, and having a resident council. The 'Ownership information' section indicates it is a Non profit - Corporation. A small map is visible at the bottom of the profile.



# Location of SNF QRP QMs

- In order to see the SNF QRP QMs for this NH, select the “Quality of Resident Care” tab.

The screenshot shows the Medicare.gov Nursing Home Compare website. The page title is "Medicare.gov | Nursing Home Compare" with the subtitle "The Official U.S. Government Site for Medicare". The navigation menu includes "Nursing Home Compare Home", "About Nursing Home Compare", "About the data", "Resources", and "Help". The breadcrumb trail is "Home > Nursing Home Profile". The main heading is "Nursing home profile" with a "Back to Home" button. Below this are tabs for "General information", "Health inspections", "Fire safety inspections", "Staffing", "Quality of resident care" (highlighted in yellow), and "Penalties". The "Quality of resident care" section for "SUNNY ACRES NURSING AND REHABILITATION CENTER" shows an overall rating of 4.5 stars (Much Above Average) and lists several characteristics: 120 certified beds, participation in Medicare and Medicaid, automatic sprinkler systems, and being a non-profit corporation. It also notes that the facility is not in a Continuing Care Retirement Community (CCRC) or a hospital, and has a resident council.



# Location of SNF QRP QMs (cont. 1)

- This tab opens up NH specific information on:
  - Overall rating (Five-Star). ★★★★★
  - Short-stay residents.
  - Long-stay residents.

The screenshot shows the Medicare.gov Nursing Home Compare page for Sunny Acres Nursing and Rehabilitation Center. The page features a navigation bar with links for 'Español', 'A A A', 'Print', 'About Us', 'Glossary', 'CMS.gov', 'Medicare.gov', and 'MyMedicare.gov Logi'. Below the navigation bar, there are tabs for 'Nursing Home Compare Home', 'About Nursing Home Compare', 'About the data', 'Resources', and 'Help'. The main content area is titled 'Nursing home profile' and includes a 'Back to Home' button and several tabs: 'General information', 'Health inspections', 'Fire safety inspections', 'Staffing', 'Quality of resident care' (which is selected), and 'Penalties'. The 'Quality of resident care' section displays the facility's name, 'SUNNY ACRES NURSING AND REHABILITATION CENTER', an overall rating of five stars (★★★★★) with the text 'Much Above Average', and a link to 'Learn more about the overall star ratings'. The facility's address is listed as '200 Bramble Street, Sunflower, KS 12345, (555) 555-5555'. The 'Quality of resident care' section explains that nursing homes report clinical information for each resident to CMS, which assigns a star rating based on performance on 16 measures. It lists two groups of residents: short-stay residents (100 days or less) and long-stay residents (over 100 days). A link is provided to 'Learn more about what quality of resident care information can tell you about a nursing home'.

# Location of SNF QRP QMs (cont. 2)

- When you select the arrow next to, “Short-stay residents” the list of short-stay QMs will display.



- The QMs are separated out as follows:
  - Quality Measures used to calculate the Five-Star rating.
  - Flu and pneumonia prevention measures.
  - Additional quality measures.

# Location of SNF QRP QMs (cont. 3)

- SNF QRP QMs are listed under “Additional quality measures”.
- NH Compare provides information for each QM related to:
  - Facility percentage.
  - State average (Not available for SNF QRP Measures).
  - National average.
  - Whether higher or lower percentages are better.
- Sometimes data are “Not Available” for a particular measure.

	SUNNY ACRES NURSING AND REHABILITATION CENTER	RHODE ISLAND AVERAGE	NATIONAL AVERAGE
<b>Additional quality measures</b> ⓘ			
Percentage of SNF residents with pressure ulcers that are new or worsened. ⓘ <i>Lower percentages are better.</i>	1.0%	Not Available <sup>8</sup>	1.7%
Percentage of SNF residents who experience one or more falls with major injury during their SNF stay. <i>Lower percentages are better.</i>	0.0%	Not Available <sup>8</sup>	0.9%
Percentage of SNF residents whose functional abilities were assessed and functional goals were included in their treatment plan. ⓘ <i>Higher percentages are better.</i>	95.2%	Not Available <sup>8</sup>	96.2%
Rate of successful return to home and community from a SNF. <i>Higher rates are better.</i>	Better than the National Rate	Not Available <sup>14,8</sup>	48.6%
Medicare Spending Per Beneficiary (MSPB) for residents in SNFs. ⓘ <i>Displayed as a ratio.</i>	0.75	Not Available <sup>14,8</sup>	1.01



# SNF QRP QMs Displayed on NH Compare

## Assessment-based QMs

- Percentage of SNF residents with pressure ulcers that are new or worsened.
- Percentage of SNF residents who experience one or more falls with major injury during their SNF stay.
- Percentage of SNF residents whose functional abilities were assessed and functional goals were included in their treatment plan.

## Claims-based QMs

- Rate of successful return to home and community from a SNF.
- Medicare Spending Per Beneficiary (MSPB) for residents in SNFs.

# QM Measure Information

- Want to learn more about the measures themselves?
- Scroll back up to the top of this web page.
- Select [“Learn more about what quality of resident care information can tell you about a nursing home.”](#)

Spanish | A A A | Print About Us | Glossary | CMS.gov | Medicare.gov | MyMedicare.gov Login

## Medicare.gov | Nursing Home Compare

The Official U.S. Government Site for Medicare

[Nursing Home Compare Home](#) [About Nursing Home Compare](#) [About the data](#)

Home → Nursing Home Profile

### Nursing home profile

[Back to Home](#)

[General information](#) [Health inspections](#) [Fire safety inspections](#) [Staffing](#) [Quality of resident care](#) [Penalties](#)

#### SUNNY ACRES NURSING AND REHABILITATION CENTER

Overall rating : **★★★★**  
Much Above Average

[Learn more about the overall star ratings](#)

200 Bramble Street  
Sunflower, KS 12345  
(555) 555-5555

#### Quality of resident care

Nursing homes that are certified by Medicare and Medicaid regularly report clinical information for each of their residents to the Centers for Medicare & Medicaid Services (CMS). For short-stay and long-stay resident quality measures, CMS assigns nursing homes a quality of resident care star rating based on their performance on 16 measures. These, and other measures reflect, on average, how well nursing homes care for their residents. Information is listed for 2 groups of residents:

- Short-stay residents - those who spent 100 days or less in a nursing home or residents covered under the Medicare Part A Skilled Nursing Facility (SNF) benefit
- Long-stay residents - those who spent over 100 days in a nursing home

[Learn more about what quality of resident care information can tell you about a nursing home](#)

Learn more about what quality of resident care information can tell you about a nursing home



# QM Measure Information (cont. 1)

- This will bring to you the “What Information can you get about nursing homes?” page, where you can select “Quality of resident care” from the list.
- Once selected, you will again see a list of all of the measures.



The screenshot shows the Medicare.gov Nursing Home Compare website. The page title is "What information can you get about nursing homes?". The left sidebar contains a menu with the following items: "About Nursing Home Compare", "How can Nursing Home Compare help you?", "What information can you get about nursing homes?" (highlighted in yellow), "About the data", "Resources", and "Help". The main content area includes a paragraph explaining that Nursing Home Compare provides details on nursing homes across the country, including inspection results, staffing levels, and enforcement actions. Below this, there is a list of links for more information: "General information about nursing homes", "Star ratings", "Health & fire safety inspections", "Staffing", "Quality of resident care" (highlighted in yellow), and "Penalties".

# QM Measure Information (cont. 2)

- Scroll down on this page for the list of all five short-stay QMs under “Additional quality measures.”
- These QMs are broken out by:
  - Those used to calculate Five-Star.
  - Flu and pneumonia prevention.
  - Additional quality measures.
- Information on why the measure is important is displayed here.

## Additional quality measures

The Skilled Nursing Facility Quality Reporting Program (SNF QRP) provides results for the quality and resource use measures for residents that get skilled care in nursing homes under the Medicare Part A benefit.

Quality Measure	What does this show you & why is it important?
Percentage of SNF residents with pressure ulcers that are new or worsened	<p><b>What does this show you?</b> This measure shows the percentage of residents who developed new pressure ulcers or whose existing pressure ulcers worsened during their stay in the SNF.</p> <p><b>Lower percentages are better.</b></p> <p><b>Why is it important?</b> Pressure ulcers, also known as pressure injuries or bed sores, are areas of damaged skin caused by long-term pressure, such as staying in one position for too long. Pressure ulcers can be painful and cause other complications, like infections. SNFs can help to prevent or treat pressure ulcers by:</p> <ul style="list-style-type: none"> <li>• Frequently changing the resident's position</li> <li>• Providing proper nutrition</li> <li>• Using specialized beds to reduce pressure on the skin</li> </ul> <p>Some residents may get pressure ulcers even when the facility provides good preventive care.</p>
Percentage of SNF residents who experience one or more falls with major injury during their SNF stay	<p><b>What does this show you?</b> This measure shows the percentage of SNF residents who had one or more falls that resulted in a major injury during their stay in the SNF.</p> <p><b>Lower percentages are better.</b></p> <p><b>Why is it important?</b> Fall-related injuries are a leading cause of morbidity and mortality among SNF residents, and an important health outcome for SNFs to monitor. Falls with major injury can cause new physical limitations, disability, and depression. SNFs can prevent or reduce falls by providing appropriate living accommodations and support.</p>



# Summary



- In this lesson you have learned:
  - How to navigate the NH Compare website.
  - How to locate the SNF QRP QMs within NH Compare.

# Record Your Action Plan Ideas



Join at  
**slido.com**  
**#Econometrica**



# Questions?

