



## CMS FIVE STAR PROGRAM

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### THE CMS STORY OF 5-STAR RATING

IN 2008 CMS ENHANCED ITS NURSING HOME COMPARE PUBLIC REPORTING SITE TO INCLUDE A SET OF QUALITY RATINGS. THE GOAL WAS TO:

- PROVIDE AN EASY WAY FOR RESIDENTS AND FAMILIES TO UNDERSTAND ASSESSMENT OF NURSING HOME QUALITY
- PROVIDE A WAY TO MAKE DISTINCTIONS BETWEEN HIGH AND LOW PERFORMING NURSING HOMES
- TO PRODUCE AN OVERALL SCORE THAT REFLECTS THE QUALITY OF CARE OF A FACILITY

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### DOMAINS OF FIVE STAR RATING

- HEALTH INSPECTION DOMAIN
- STAFFING DOMAIN
- QUALITY MEASURES DOMAIN

Each domain holds a certain “weight” that contributes to that specific domain score. Each domain can have up to 5 stars and in turn, the domains together create a total overall star rating.

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### ARS QUESTION

- WHAT IS THE **HIGHEST OVERALL STAR RATING** A FACILITY CAN ACHIEVE IF THEY ARE A **1 STAR IN HEALTH INSPECTION DOMAIN** EVEN IF THEY HAVE EXCELLENT STAFFING NUMBERS AND OUTSTANDING QM OUTCOMES?

ANSWERS:

- 1 STAR
- 2 STARS
- 3 STARS
- 4 STARS
- 5 STARS

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### HEALTH INSPECTION DOMAIN

THE HEALTH INSPECTION OR "SURVEY" RESULTS ARE CALCULATED USING A METHODOLOGY THAT INCLUDES:

- POINTS ASSIGNED TO INDIVIDUAL HEALTH DEFICIENCIES ACCORDING TO THEIR SCOPE AND SEVERITY
- NUMBER OF REPEAT VISITS REQUIRED TO CONFIRM CORRECTION OF DEFICIENCIES
- WEIGHTED SCORE FOR LAST 3 YEARS OF SURVEY DATA.

- MOST RECENT YEAR 50%
- PRIOR YEAR 33%
- SECOND PRIOR YEAR 17%

\*\*\* SURVEY YEAR INCLUDES ANNUAL, COMPLAINTS AND OVERSIGHT SURVEYS

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### HEALTH INSPECTION DOMAIN SCORE METHODOLOGY

IT IS IMPORTANT TO NOTE THAT IN THE HEALTH INSPECTION DOMAIN REFLECTS RELATIVE PERFORMANCE OF FACILITIES WITHIN A STATE. TO CONTROL VARIATION AMONG STATES CMS USES THIS CRITERIA:

- TOP 10% WITH LOWEST SCORES RECEIVE A 5-STAR IN THIS DOMAIN
- MIDDLE 70% SCORES RECEIVE A RATING OF TWO, THREE OR FOUR STARS IN THIS DOMAIN (APPROXIMATELY 23.33% IN EACH STAR CATEGORY)
- BOTTOM 20% SCORES RECEIVE A ONE STAR RATING IN THIS DOMAIN

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### STAFFING DOMAIN

THIS RATING IS BASED ON TWO QUARTERLY CASE MIX ADJUSTED MEASURES:

- TOTAL NURSING HOURS PER RESIDENT DAY (RN+LPN+NURSE AIDE)
- RN HOURS PER RESIDENTS DAY

- ✓ SOURCE IS THE PAYROLL-BASED JOURNAL (PBJ) SYSTEM
- ✓ FACILITY SUBMITS THIS INFORMATION QUARTERLY
- ✓ CMS UTILIZES THIS INFORMATION AND INFORMATION ON RESIDENT CENSUS THAT THEY OBTAIN FROM THE MDS

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### STAFFING DOMAIN SCORE METHODOLOGY

Table 4  
Staffing and Rating (updated April 2019)

RN rating and hours	Total nurse staffing rating and hours (RN, LPN and nurse aide)				
	1	2	3	4	5
	< 3.108	3.108 – 3.579	3.580 - 4.037	4.038 – 4.407	≥4.408
1	< 0.317	★	★	★★	★★★
2	0.317 - 0.507	★★	★★★	★★★★	★★★★★
3	0.508 – 0.730	★★★	★★★★	★★★★★	★★★★★★
4	0.731 – 1.048	★★★★	★★★★★	★★★★★★	★★★★★★★
5	≥1.049	★★★★★	★★★★★★	★★★★★★★	★★★★★★★

Note: Adjusted staffing values are rounded to three decimal places before the cut points are applied

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### QUALITY MEASURES DOMAIN

A SET OF MEASURES THAT ADDRESS A BROAD RANGE OF FUNCTION AND HEALTH STATUS INDICATORS THAT ARE OBTAINED FROM THE MDS (MINIMUM DATA SET) POINTS ARE ASSIGNED TO EACH AREA

- ▶ LONG-STAY
  - ✓ ADL DECLINE
  - ✓ DECLINE IN INDEPENDENCE
  - ✓ HIGH RISK WITH PRESSURE ULCERS
  - ✓ INDWELLING CATHETER
  - ✓ UTI
  - ✓ FALL(S) WITH INJURY
  - ✓ ANTIPSYCHOTIC MEDICATIONS
- ▶ SHORT-STAY
  - ✓ ADL IMPROVEMENT
  - ✓ PRESSURE ULCERS NEW OR WORSENER
  - ✓ NEWLY RECEIVED ANTIPSYCHOTIC MEDICATION

• Note - CMS removed two quality measures from the Nursing Home Compare and the Five Star Quality Rating System in October 2019:  
 ✓ Percentage of short-stay and long-stay residents who report moderate to severe pain.

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### QUALITY MEASURES DOMAIN

CALCULATIONS FROM CLAIMS DATA- POINTS ARE ASSIGNED FOR EACH AREA

- ▶ **LONG-STAY**  
NUMBER OF HOSPITALIZATIONS PER 1,000 LONG-STAY RESIDENT DAYS
- ▶ **SHORT-STAY**  
PERCENT OF SHORT STAY RESIDENTS REHOSPITALIZED AFTER ADMISSION
- NUMBER OF EMERGENCY DEPARTMENT VISITS PER 1,000 LONG-STAY RESIDENT DAYS
- PERCENT OF SHORT STAY WHO HAD EMERGENCY DEPARTMENT VISIT
- RATE OF SUCCESSFUL RETURN TO HOME AND COMMUNITY FROM A SNF

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### QUALITY MEASURES DOMAIN SCORE METHODOLOGY

Table 6  
Point Ranges for the QM Ratings (as of April 2019)

QM Rating	Long-Stay QM Rating Thresholds	Short-Stay QM Rating Thresholds	Overall QM Rating Thresholds
★	175 – 524	167 – 541	342 - 1066
★★	525 – 624	542 – 638	1067 – 1263
★★★	625 – 709	639 – 721	1264 – 1431
★★★★	710 – 799	722 – 805	1432 – 1605
★★★★★	800 - 1250	806 – 1250	1606 - 2500

Note: the short-stay QM rating thresholds are based on the adjusted scores (after applying the factor of 1250/900 to the unadjusted scores)

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### OVERALL NURSING HOME RATING COMPOSITE MEASURE

- ▶ START WITH HEALTH INSPECTION RATING
- ▶ GO TO STAFFING:  
IF STAFFING IS A 4 OR 5 STAR AND GREATER THAN THE HEALTH INSPECTION RATING ADD A STAR  
IF STAFFING IS A ONE STAR- SUBTRACT A STAR
- ▶ GO TO QUALITY MEASURES  
ADD ONE STAR IF QUALITY MEASURE RATING IS A 5-STAR  
IF QUALITY MEASURE RATING IS A ONE STAR- SUBTRACT A STAR

\*\* IF HEALTH INSPECTION IS A ONE STAR THEN THE OVERALL RATING CANNOT BE UPGRADED BY MORE THAN ONE STAR BASED ON STAFFING AND QUALITY MEASURES

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### CMS APRIL/OCT 2019 REVISIONS

- ❖ HEALTH INSPECTION DOMAIN- RETURNED TO WHAT IS WAS PRIOR TO FEBRUARY 2018. (FEBRUARY 2018-MARCH 2019 SCORE WAS BASED ON 2 YEARS OF SURVEY, NOT THREE. WEIGHT WAS 60% FOR MOST CURRENT SURVEY YEAR AND 40% FOR PRIOR YEAR)
- ❖ STAFFING DOMAIN- THE THRESHOLDS WERE CHANGED WITH AN EMPHASIS ON RN STAFFING
- ❖ QUALITY MEASURE DOMAIN- LONG STAY EMERGENCY DEPARTMENT AND HOSPITALIZATIONS WERE ADDED. LONG TERM RESTRAINTS WERE DROPPED FROM THE RATING. HIGHER WEIGHT WAS GIVEN TO MEASURES WITH GREATER OPPORTUNITY FOR IMPROVEMENT.
- ❖ OCT 2019 - PERCENT OF SHORT AND LONG-STAY RESIDENTS WHO REPORT MODERATE TO SEVERE PAIN WERE REMOVED.
- ❖ APRIL 2020 - CMS WILL BEGIN INCREASING QM THRESHOLDS BY 50% OF THE AVERAGE RATE OF IMPROVEMENT IN QM SCORE AND WILL DO SO EVERY SIX MONTHS.

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### FACILITY BEST PRACTICES

- ✓ REVIEW QUALITY MEASURES FREQUENTLY
  - ✓ ANTIPSYCHOTICS
  - ✓ REHOSPITALIZATIONS- WORK WITH PHYSICIANS TO TREAT IN-HOUSE UNLESS EMERGENCY 911 DISCHARGE
  - ✓ NURSE COMPETENCIES FOR HIGHER ACUITY
- ✓ FOCUS ON RETURN TO HOSPITAL RATES- INTERACT 4
- ✓ STAFFING- HIRE RN MANAGERS, HAVE RN ON DUTY EACH SHIFT, CHECK STAFFING LEVELS DAILY
- ✓ SURVEY
  - ✓ MOCK SURVEY
  - ✓ SURVEY READY BINDER
  - ✓ QAPI MONTHLY AND QUARTERLY
  - ✓ SELF AUDIT SYSTEMS AND PRACTICES
  - ✓ MITIGATE ISSUES AS THEY HAPPEN

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### ARS QUESTION PUTTING IT TOGETHER

- IF A FACILITY HAS A 3 STAR IN HEALTH INSPECTION, 1 STAR IN QMs, AND 5 STARS IN STAFFING WHAT WOULD THEIR OVERALL STAR RATING BE?

ANSWERS:

- 1 STAR
- 2 STARS
- 3 STARS
- 4 STARS
- 5 STARS

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