



## Nursing Home Report Card

This fact sheet answers many of the questions you may have about the Minnesota Nursing Home Report Card. The report card includes information about the 365 nursing homes in the state that are certified to participate in the Medical Assistance (MA) Program.

You can find the report card at:

**[nhreportcard.dhs.mn.gov](http://nhreportcard.dhs.mn.gov)**

### Background and purpose of the report card

#### *What is the purpose of the nursing home report card?*

The Minnesota Department of Health (MDH) and the Minnesota Department of Human Services (DHS), collaborating with the University of Minnesota, created the nursing home report card to help you compare facilities on the following seven quality measures:

1. Resident satisfaction and quality of life
2. Quality indicators – clinical quality
3. Hours of direct care
4. Staff retention
5. Use of temporary nursing staff
6. Proportion of beds in single bedrooms
7. State inspection results

#### **In October 2012 these agencies introduced a new and improved Report Card.**

New features include:

- An exciting new look
- Bubbles that explain technical terms that open when the user moves their mouse over those terms
- More options for selecting the facilities that the user is interested in
  - Flexibility in selecting the quality measures that are important to the user
  - Ability to get a list by city

- Ability to select facilities by looking at a map of the state
- Side-by-side facility displays
- Print or download an Excel file for any page
- Over two years of performance history shown for each facility
- More detailed information easily available showing the exact scores that underlie the star ratings
- Detailed tables showing Quality of Life and clinical Quality Indicators results
- Links from facility report cards to Google maps showing their locations
- Tables showing daily cost information for each facility, including private pay charges for private rooms

Please click the **Questions** and **Feedback** links at the top of each page to ask questions or offer suggestions about enhancements to the report card.

Each nursing home can receive from one to five stars on each measure. You can view lists of facilities in the area of the state in which you are seeking a home. You can also sort your facility list by what quality measure(s) are most important to you. When the results appear, you can obtain more information about how each nursing home scored.

The Minnesota nursing home report card is state of the art. It uses multiple measures of quality, incorporates sophisticated risk adjustments to compare facilities fairly, and looks more closely at clinical outcomes, quality of life and resident satisfaction than others.

#### ***Is this the only information I need when choosing a nursing home?***

This report card alone should not be the only information you use when choosing a home.

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You should also visit the homes you are considering, and talk with friends, family and staff members of the facility before making a final decision.

The report card Web site also contains a number of links to other sources of information you may find helpful in choosing a home.

### ***How will the report card affect overall quality in Minnesota's nursing homes?***

In addition to providing information to help consumers choose a nursing home, the report card is designed to promote a high standard of quality in all nursing homes across the state. By publishing information about quality of care in nursing homes, all facilities will strive to get the best scores possible.

The state will continue its other quality improvement strategies, such as regulatory activities and using the payment system to encourage, reward or even insist upon quality improvement by nursing facilities. The state will not directly reward or punish quality through the report card. It will merely publish the information so that consumers, facilities, referral agents and the public can be informed and take the actions they deem appropriate.

### ***Will the state be making any improvements to the report card over time?***

Based on consumer input, the state continues to improve the website's content and how it is presented, with new measures coming this year. The information is summarized and tracked statewide to help policy makers and the public better understand overall trends in quality.

### ***Will the state also prepare report cards for assisted living facilities and home- and community-based services?***

The state has introduced a "finder" website for other providers of long-term care services, and will continue to add features over time. Visit [minnesotahelp.info/Home](http://minnesotahelp.info/Home).

### ***How does the report card fit with the state's vision of the nursing home of the future?***

Part of the state's vision is to achieve the highest quality care possible. In the nursing home of the future, consumers should be pleased with the care they receive, enjoy a good quality of life and experience the best possible medical care.

### ***Do any other states have report cards?***

At least 37 other states currently publish nursing home report cards. Minnesota's report card is the most comprehensive in that it includes resident satisfaction and quality of life information for nearly every nursing home in the state.

### ***Why are two state agencies involved in the report card?***

The Minnesota Department of Health is focused on enforcing and informing consumers about nursing home quality. The Minnesota Department of Human Services has a role as a purchaser of nursing home services. Both departments share a common goal to help providers improve quality. Better information about health care helps to promote safer, higher quality, more efficient care for everyone.

## **Using the report card**

### ***What is the report card website?***

Visit [nhreportcard.dhs.mn.gov](http://nhreportcard.dhs.mn.gov).

### ***How do I get the information if I don't have Internet access?***

The same information is available by calling the Linkage Line, 1-800-333-2433. Linkage Line hours are Monday to Friday 8AM to 4:30PM; messages can be left at any time.

### ***Where can I get more technical information about the source of the quality measurement data, statewide statistics and specifics about how the measures are calculated?***

Go to the report card Web address and click on the link at the bottom of the page titled "Technical User Guide."

### **Nursing homes in Minnesota today**

Minnesota's nursing homes are increasingly becoming facilities for patient rehabilitation. Providing new ways to evaluate nursing home quality has become more critical in a changing market place.

The state currently has 365 Medical Assistance-certified nursing homes with about 30,000 beds available.

Medicare or Medicaid pays for approximately 65 percent of all resident days. Minnesota's Medical Assistance (MA) program is administered by the Department of Human Services.

The average nursing home in Minnesota charges about \$222 per day, or about \$81,000 per year. The cost per day uses the statewide weighted average and does not count the non-MA certified facilities.

### ***As a consumer, how can I use the information in the report card to influence the care of my loved one?***

There are several things you may wish to do with this information.

First, consider the quality measures in the report card that are most important to you when you select a nursing home for your loved one. The report card is not your only source of information, however. Visit the nursing homes you are considering, observe the care provided, look at the Medicare Nursing Home Compare Web site ([www.medicare.gov/NHCompare](http://www.medicare.gov/NHCompare)), look at the nursing homes' state inspection survey and complaint reports and learn how to file a complaint at [www.health.state.mn.us](http://www.health.state.mn.us), talk with people you know who are using different

nursing homes, and talk with the managers in nursing homes you are considering.

Also, if your loved one is already in a nursing home and you are concerned about the quality measures, discuss your concerns with the home's managers to find out what plans they have for improving their quality. Most importantly, be present and involved, as much as you can, to be a part of the care provided to your loved one.

### **About the quality measures**

#### ***Which of the seven quality measures is most important?***

The report card is interactive, allowing you to select the three measures you feel are most important to you. Based on your preferences, the report card then ranks facilities from within your chosen geographic regions, or allows you to skip that step and see information about facilities in the area sorted alphabetically. It also provides information about all the quality measures.

#### ***How current is the information?***

This depends on the particular quality measure.

1. Resident satisfaction and quality of life information was last collected in fall 2015. This information is updated annually.
2. Quality indicators are from assessments performed by facilities between October 1, 2014 and September 30, 2015. This information is updated quarterly.
3. Hours of direct care are for the year ending September 30, 2015. This information is updated annually.
4. Staff retention is for the year ending September 30, 2015. This information is updated annually.
5. Use of temporary nursing staff is for the year ending September 30, 2015. This information is updated annually.
6. Proportion of beds in single bedrooms was reported as of May 5, 2016. This information is updated quarterly.

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7. State inspection results were taken from the state database April 14, 2016. This information is updated quarterly.

### ***How reliable are the data?***

A great deal of effort goes into making sure the data reported by facilities or gathered through other means are gathered consistently, in accordance with detailed definitions. The statistics have been compiled using methods and, in some cases, consultants from the University of Minnesota. Much of the information was provided by nursing facilities (measures 2-6) and is subject to audit by DHS or MDH.

### ***If a facility discovers an error in their information, will the state correct it?***

If a facility or the state discovers an error in current or past star ratings shown, it will be corrected as quickly as possible.

### ***If I want to view facilities ranked by my most important quality measures, how is the list of facilities created?***

The report card first selects all facilities within your chosen area of the state. It then determines a score for each facility based on the three prioritized measures, and sorts the list by that score. The score will equal the number of stars for the first measure multiplied by four, plus the number of stars for the second measure multiplied by three, plus the number of stars for the third measure multiplied by two. Ties will be sorted by the total number of stars on the remaining five measures. Any facilities that are still tied will be listed alphabetically.

## **Overall performance of Minnesota's nursing homes**

### ***Is the quality of the state's nursing homes good or bad?***

We believe the report card shows a high level of quality in Minnesota's nursing homes. Some of the overall findings show that:

- Facilities provided more than five hours of direct care staff per resident day.

- 67 percent of direct care staff were retained for the entire reporting year.
- Just over one percent of direct care staff hours are provided by temporary workers.
- Over half of all beds are in private rooms.
- 63 percent of nursing facilities earned five stars on the state inspection measure, with no significant problems on their current and prior inspections and on their one-year complaint record.

### ***Do Minnesota nursing homes score especially high in any area?***

Regarding their quality of life in nursing homes, 96 percent of residents responded positively when questioned about dignity issues, such as being treated politely and with respect.

### ***Is there an area in which Minnesota nursing homes could do better?***

74 percent of residents responded positively when asked about having meaningful activities offered to them in the nursing home. Recent improvement in this area suggests that homes have made and can continue to make good progress in helping residents to pursue their interests.

### ***Why only the MA facilities? Can the others be included? How many nursing homes are not included?***

The report card is available on 365 nursing homes licensed in Minnesota and certified to participate in the Medical Assistance Program. In addition, one facility (hospital attached) that is licensed and certified is not included as is not operating those beds, and 16 licensed nursing homes (12 private-pay and/or Medicare-only and 4 Minnesota Veterans' Homes) are not required to provide the necessary data because they do not participate in the Medical Assistance Program.

### **About this fact sheet**

Please contact Teresa Lewis, Nursing Facility Rates and Policy, DHS at 651-431-4208 or [Teresa.Lewis@state.mn.us](mailto:Teresa.Lewis@state.mn.us) with any questions.