



Commonwealth of Massachusetts
Department of Public Health

Helping People Lead Healthy Lives In Healthy Communities

Nursing Home Survey Performance Tool Updates

Bureau of Health Care Safety & Quality
Massachusetts Department of Public Health

**Long Term Care Facilities Webinar
December 12, 2017**



Purpose

The purpose of today's presentation is to share the adjustments made to the Nursing Home Survey Performance Tool in order to ensure it continues to serve as a transparent quality measure and can be maintained as a functioning resource to consumers.

The Nursing Home Survey Performance Tool must be updated to account for changes in the federal regulations for nursing homes that were implemented on November 28, 2017.



Background

- Bureau of Health Care Safety and Quality (BHCSQ) initially developed the Nursing Home Survey Performance Tool in the early 1990s, in collaboration with stakeholders, to aid consumers in selecting and evaluating a nursing home.
- The Tool was last substantially updated in 1998.
- The Tool's purpose is also to translate survey results into an understandable manner for consumers.
- The Tool is available via BHCSQ's website and is updated weekly.
- It is a Centers for Medicare and Medicaid Services (CMS) requirement that each state maintain a consumer-facing website that shares nursing home quality information (Section 1902(a)(9) of the Social Security Act).



- The Tool uses findings from the three most current standard surveys as well as complaint survey findings from the previous year.
- The Tool focuses on findings from five areas or domains that are considered to be important to consumers and have a significant impact on a resident's quality of life:
 - Administration
 - Environment
 - Food Services
 - Nursing
 - Resident Rights
- Facilities that are licensed only and do not participate in Medicare or Medicaid are not included in the tool.



Current Score Calculation

There are a total of 44 federal tags included in the Tool that are divided into five areas:

Domain	Administration	Environment	Food Services	Nursing	Resident Rights	Total
# of Tags	13	7	4	11	9	44

- The numeric score calculated is based upon a potential 132 points
44 tags x 3 standard surveys = 132 possible points
- Any deficiencies cited for a federal tag that is included in the Tool represent the loss of between one and eight points, depending on the scope and severity.
 - An additional point is subtracted if the tag is also a substandard quality of care tag.
- In Calendar Year 2017, the average Nursing Home Survey Performance Tool score is 122.



Based upon the survey findings, the Tool also provides information on:

- Change of Ownership
- Jeopardy
- Denial of Payments
- Termination
- Admission Freeze



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Nursing Home Search Page

City/Town:

(Type either a partial or complete City or Town name to produce a listing of surveyed facilities.
If both fields are left blank, an alphabetical listing of all facilities will be displayed.)

Facility Name:

(Type either a partial or complete Facility name to produce a listing of surveyed facilities.
If both fields are left blank, an alphabetical listing of all facilities will be displayed.)

Reflects surveys processed on or before **October 27, 2017**



November 17, 2017

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Town/Facility Name	Complaints	Enforcements	Administration	Nursing	Residents Rights	Food Service	Environment	Total
STATEWIDE AVERAGE	Y/N	Y/N	35	31	26	11	19	122
MAXIMUM SCORE POSSIBLE	Y/N	Y/N	39	33	27	12	21	132
	NO	NO	37	33	27	11	21	129

[New Search](#) [Search Results](#)

Standard Survey Dates: 03/02/2017 04/07/2016 12/18/2014

Complaint Investigation(s): No key deficiencies cited as a result of complaint investigation

Change of Ownership: No Change of Ownership in reported time period

Enforcement:

- Jeopardy:** No Jeopardy Actions in reported time period
- Substandard Quality of Care:** No Substandard Quality of Care Actions in reported time period
- Termination:** No Termination Actions in reported time period
- Denial of Payments:** No Denial of Payments Actions in reported time period
- Admission Freeze:** No Admission Freeze Actions in reported time period

OVERALL PERFORMANCE SUMMARY

RESULTS : Standard Survey - 129 of 132 Met Complaint Investigation Deficiencies - 0
Score after adjustment for **Scope and Severity** : 129

This nursing facility met 129 out of the 132 key requirements in all five categories in its last three surveys. The number of deficiencies not met as a result of complaint investigations is: 0 . The facility's score is 129 after adjustment for scope and severity. 85% of all facilities had a score of 129 or lower. The statewide average facility score is 122.

[More Details on this Facility](#)[Long Term Care Ombudsman](#)



In the crosswalk of the Nursing Home Survey Performance Tool to incorporate the new regulations, the objectives are:

- To reduce disruption to the Tool by minimizing the amount of time that survey findings are not incorporated into it; and
- To maintain the integrity of the Tool as a valid and reliable source of information about nursing homes for consumers.



Overarching Crosswalk Themes

- BHCSQ has crosswalked the existing federal tags to the new federal tags based upon the federal regulations referenced.
- In performing this crosswalk, several themes emerged:
 - Approximately 1/3 of the new federal tags incorporate federal regulations that were previously part of another tag that was not part of the Tool;
 - Several of the federal regulations have raised the requirements for compliance; and
 - Several of the federal tags are newly identified as substandard quality of care tags.



Administration Domain

The purpose of this domain is to capture activities of the leadership of the nursing home that directly impact residents.

There are 16 deficiencies associated with this domain.

- One tag divides into two tags, and one of these new tags incorporates additional regulatory requirements (**F725** and **F726**). If either of these tags is cited in a survey cycle, the facility will lose 1-7 points.
- **Tag F520, Quality Assessment and Assurance**, become four separate tags incorporating Quality Assurance and Performance Improvement.

Number of New Tags Cited	Number of Points At Risk for New Tags Cited	Number of Points at Risk for Old Tags Cited
0	0	0
1	1-8	1-8
2-4	1-8	NA



The purpose of this domain is to capture that the facility provides a safe, clean, comfortable and homelike environment and can respond to call bells.

- In the Nursing Home Survey Performance Tool there are seven deficiencies associated with this domain.
- One tag split into two tags (**F689** and **F700**). If either of these tags is cited in a survey cycle, the facility will lose 1-8 points. If both tags are cited in the survey cycle, then the facility will lose 2-16 points.



The purpose of this domain is to capture that residents receive nutritive, palatable meals and drinks that are appropriate for their individual needs.

- The number of tags associated with this domain has increased by two, so that there are now six deficiencies associated with this domain.
- The regulations associated with two tags were divided into two tags, each. If **Tags F812** and/or **F813** are cited, the number of points at risk is the same regardless if it is one or two tags cited.
- The same scale is used if **Tags F806** and/or **F807** are cited.

Number of New Tags Cited	Number of Points At Risk for New Tags	Number of Points at Risk for Old Tags Cited
0	0	0
1	1-7	1-7
2	1-7	NA



The purpose of this domain is to capture resident safety and clinical issues.

- Due to tags dividing, there are now four additional tags in this domain, or 15 tags.
- Two tags combined into one new tag, **F692**. If this tag is cited then 2-16 points are at risk.
- **Tag F309, Quality of Care** (includes pain management and end of life care), becomes five separate tags in the new survey.

Number of New Tags Cited	Number of Points At Risk for New Tags Cited	Number of Points at Risk for Old Tags Cited
0	0	0
1	1-8	1-8
2-5	1-8	NA



The purpose of this domain is to capture residents' rights to maintain their autonomy and be free from harm in their nursing home.

- There continue to be nine deficiency tags associated with this domain.
- Two tags combined into one new tag, **F550**. If this tag is cited then 2-16 points are at risk.
- One tag split into two tags (**F583** and **F842**). If either of these tags is cited in a survey cycle, the facility will lose 1-7 points. If both tags are cited in the survey cycle, then the facility will only lose 1-7 points.



Summary of Crosswalked Tool

- The crosswalked tool maintains its fidelity to the updated federal regulations by making the following adjustments:

Remains the Same	Changes
Number of substandard quality of care federal tags in the tool.	Number of federal tags in the Tool Increased.*
Number of points at risk in each domain.	Not all tags have the same number of points at risk associated with them.

*Recertification and complaint survey data from 1/1/2012 to present shows that old federal tags whose regulations are now incorporated into the tool were cited an average of 9 times or median of 5 times in this time period.



Planned Timeline

- Survey findings from surveys that begin on or after November 28, 2017, will begin to be uploaded into the Tool on January 2, 2018.
- In the transition period from November 28, 2017 to January 2, 2018:
 - Survey findings from surveys that begin before November 28, 2017 will continue to be uploaded into the Tool as they become available.
 - Any immediate jeopardy findings, regardless of the survey start date will be uploaded into the Tool as they become available.
 - The Tool will be positioned on the revamped website so it is more easily accessible by both facilities and consumers.