

Minnesota

Nursing Home Report Card

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This fact sheet answers many 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:
<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 eight quality measures:

- Resident quality of life
- Family satisfaction
- Clinical quality indicators
- State inspection results
- Hours of direct care
- Staff retention
- Use of temporary nursing staff
- Proportion of beds in single bedrooms

What are some helpful features of the nursing home report card?

- Daily prices of care, including private pay charges for private rooms
- Multiple ways to search for facilities
 - By quality performance
 - By city or Zip code
 - On a map
- Side-by-side facility displays
- Four years of performance history shown for each facility
- Print or save an Excel file for any page

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

Each nursing home can receive from one to five stars on each quality 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.

The Minnesota nursing home report card is state of the art. It includes information that consumers value, presented in a way is easy to understand and that compares nursing homes fairly.

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. 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 also includes links to other sources of information you may find helpful in choosing a home.

How does 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 as facilities strive to get the best scores possible.

The state also works to improve nursing home quality through regulatory activities and by including incentives for quality improvement in the MA payment system. The state does not

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directly reward or punish facilities on the report card. Rather, it publishes this information to better inform consumers, facilities, referral agents and the public.

How is the state improving the report card?

Based on consumer input, the state continues to improve the website's content and how it is presented, such as the addition of family satisfaction and a future focus on short-term stays. The information is tracked statewide to help policy makers and the public better understand overall trends in quality.

Is there a report card 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 <https://www.minnesotahelp.info/Home>.

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

In the state's vision for the nursing home of the future, consumers should enjoy a good quality of life and experience the best possible medical care.

Do any other states have report cards?

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

Why are two state agencies involved in the report card?

The Minnesota Department of Health enforces nursing home quality. The Minnesota Department of Human Services purchases 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 <http://nhreportcard.dhs.mn.gov>.

What 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 technical information about 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."

Minnesota nursing homes today

Minnesota's nursing homes are increasingly places for rehabilitation and other limited stays. The report card is evolving to provide better information on these topics.

The state currently has 365 Medicaid-certified nursing homes with about 29,000 beds available.

Medicaid pays for about 55 percent of all resident days. Minnesota's Medicaid program, Medical Assistance (MA), is administered by the Department of Human Services. The federal Medicare program covers another 10 percent of resident days for short-term rehabilitation.

The average nursing home in Minnesota charges about \$247 per day, or about \$90,000 per year. This cost uses the statewide weighted average and does not include non-MA certified facilities.

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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), look at the nursing homes' state inspection survey and complaint reports and learn how to file a complaint at 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 have concerns, 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 quality measures is most important?

Because people have different priorities about nursing home quality, 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.

How current is the information?

1. Resident satisfaction and quality of life information was last collected in fall 2017. This information is updated annually.

2. Family satisfaction information was last collected in fall 2017. This information is updated annually.
3. Quality indicators are from assessments performed by facilities between January 1, 2017 and December 31, 2017. This information is updated quarterly.
4. Hours of direct care are for the year ending September 30, 2016. This information is updated annually.
5. Staff retention is for the year ending September 30, 2016. This information is updated annually.
6. Use of temporary nursing staff is for the year ending September 30, 2016. This information is updated annually.
7. Proportion of beds in single bedrooms was reported as of March 30, 2018. This information is updated quarterly.
8. State inspection results were taken from the state database November 16, 2017. This information is updated quarterly.

On November 28, 2017, the Centers for Medicare & Medicaid Services, the federal agency that determines oversight of nursing homes, updated its inspection process. The Minnesota Department of Health and the Department of Human Services are currently revising the state inspections star rating to reflect this change. **Therefore, the star ratings shown may not reflect the most recent assessment of compliance and quality that exists in a given facility.** Nursing homes' most recent inspection reports are available at the "More Facility Information" link under each nursing home's star table. Please contact the Department of Health at 651-201-4101 or health.fpc-licensing@state.mn.us with questions about the new inspection process.

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

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University of Minnesota. Clinical, staffing and single-bed room information is provided by nursing home staff 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 equals 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 are sorted by the total number of stars on the remaining five measures. Any facilities that are still tied are listed alphabetically.

Overall performance of Minnesota's nursing homes

What is the quality of the state's nursing homes?

We believe the report card shows a high level of quality in Minnesota's nursing homes:

- Overall clinical quality steadily improves each year.
- The average facility provides almost six hours of direct care staff time per resident day.
- 68 percent of direct care staff are retained for the entire reporting year.
- Less than two 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 earn 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.

Where can Minnesota nursing homes do better?

76 percent of residents responded positively when asked about their relationships with staff and other residents. Residents indicate fewer moments of meaningful conversation and connection this year.

Why only the MA facilities? 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 by law 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 with any questions.