



Minnesota

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 378 nursing homes in the state that are certified to participate in the Medical Assistance (MA) Program. You can find the report card at www.health.state.mn.us/nhreportcard.

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) created the nursing home report card to help you compare nursing homes 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

Each nursing home can receive from one to five stars on each measure. You can choose an area of the state in which you are seeking a home and the three measures that 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. 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 will be adding more information to the website in an easier-to-use format, and will make other improvements in the future. The information is summarized and tracked statewide to help policy makers and the public better understand overall trends in quality.

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

The state hopes to provide similar quality information for other providers of long-term care services in the future.

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 32 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 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

Where do I find the report card?

The Web address is for the report card is: www.health.state.mn.us/nhreportcard

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

The same information will be 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 is become more critical in a changing market place.

The state currently has 378 Medical Assistance-certified nursing homes with a bed capacity of 32,728. During 2004, more than 75,000 Minnesotans were provided services, with a median length of stay of 40 days. Eighty-two percent of all stays in 2004 were 90 days or less. Many nursing homes offer a wide variety of therapeutic rehabilitation services and most residents are now discharged to their own homes.

The average nursing home in Minnesota charges about \$163 per day, or about \$59,495 per year. The cost per day uses the statewide weighted average and does not count the non-MA certified facilities.

The state spent \$425,000,000 of General Fund money through the MA program for nursing home services in state fiscal year 2005. Medicare or Medicaid pays for approximately 70 percent of all resident days. Minnesota's Medical Assistance program is administered by the Department of Human Services.

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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. Don't consider the report card to be your only source of information, however. Visit the nursing homes you are considering, observe the care in the nursing home, look at the Medicare Nursing Home Compare Web site (www.medicare.gov/NHCompare), look at the nursing homes' state inspection survey and complaint reports, 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 any particular nursing home of interest. It also provides information on 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 summer 2010. This information is updated annually.
2. Quality indicators are from assessments performed by facilities between July 1, 2010 and June 30, 2011. This information is updated quarterly.
3. Hours of direct care are for the year ending September 30, 2010. This information is updated annually.
4. Staff retention is for the year ending September 30, 2010. This information is updated annually.
5. Use of temporary nursing staff is for the year ending September 30, 2010. This information is updated annually.
6. Proportion of beds in single bedrooms was reported as of September 29, 2011. This information is updated quarterly.
7. State inspection results were taken from the state database September 16, 2011. 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 updated information, it will be corrected as quickly as possible.

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After I select 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.
- 74 percent of direct care staff were retained for the entire reporting year.
- Less than one percent of direct care staff are provided by outside nursing pools.
- 43 percent of beds are in private rooms.
- 65 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, 97 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?

73 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 378 nursing homes licensed in Minnesota and certified to participate in the Medical Assistance Program. In addition, two facilities (hospital attached) that are licensed and certified are not included as they are not actually operating those beds, and twelve licensed nursing homes (7 private and 5 Minnesota Veterans' Homes) are not required to provide the necessary data because they do not participate in the Medical Assistance Program.

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