

Nursing Home Profile Website

Overview

New York State Department of Health
Office of Health Systems Management
Division of Residential Services

Nursing Home Nursing Home Profile Website

General description:

The Centers for Medicare and Medicaid Services (CMS) under the Affordable Health Act requires that States have a consumer friendly website, which includes overview, inspection, complaint summary, and enforcement results.

Per the CMS requirements, the New York State Department of Health developed the Nursing Home Profile website:

<http://nursinghomes.nyhealth.gov/>

The Nursing Home Profile website provides the following information:

- **Service and Zip code searchable map:** An easy lookup of all nursing homes in NYS by service and zip code.
- **Nursing Home Overview:** Demographic information including the address of the facility; nursing home website address; operator information; Medicare and Medicaid certification status; type of ownership; bed capacity information; types of services provided; current occupancy rate; and ombudsmen information.
- **Quality Indicator Results:** CMS has nineteen quality indicators published for each nursing home. The quality indicator results have been examined on a quintile basis, and the results are displayed in a five star rating according to the respective quintile that the facility placed against other NYS nursing homes.
- **Inspection Results:** Inspection results are displayed for the last three certification surveys, and last three years of complaint surveys. Complaint surveys are only displayed on the inspection page if a Statement of Deficiencies was issued. Both the Health and Life Safety Inspection results are displayed. Information is provided regarding citations issued, the scope and severity of each citation, whether the citation was at substandard quality of care, and the date each citation was corrected. Summary inspection information also is displayed, providing the counts of citations issued, compared against the NYS average.
- **Statement of Deficiencies (CMS Form 2567):** Each inspection resulting in a citation has a detailed report of any citation issued; this information is found on the Statement of Deficiencies. A link is provided for each inspection found on the website, which provides a full Statement of Deficiencies report.
- **Complaint Summary:** Complaint summary reports are provided for each facility. Summary information is provided on the number of complaints received; onsite inspection completed; and citations issued by major deficiency category. This information is compared to the NYS average adjusted on a 100 bed occupied basis.
- **Enforcement Results:** NYS Enforcement results are displayed for each nursing home. A summary table is provided for Stipulation and Orders issued against a nursing home,

as well as an associated PDF files detailing the Stipulation and Order issued. Results are displayed for the fine date, the fine amount, and general deficiency area cited.

The website is updated monthly for the overview, inspection, complaint summary and enforcement results. The website is updated quarterly for the Quality Indicator results, based on the availability of the indicator data from CMS.

Information is available on METRIX related to the overview, inspection, complaint summary, and enforcement results. The PDF files for Stipulation Orders and text file information for the Statement of Deficiencies are not published on the METRIX site. The Quality Indicators are not published on the METRIX site, but can be found on CMS Medicare.gov site:

<http://www.medicare.gov/Download/DownloadDB.asp>

The Nursing Home Profile website has allowed the nursing home surveillance program to:

- 1.) Ensure transparency of surveillance results for families assisting loved ones being placed into a nursing home or other alternative long term care setting. Over 3.5 million webpage views occur per year to the Nursing Home Profile website.
- 2.) Provides an easy lookup tool for nursing homes in NYS, and a mechanism to review key inspection, quality, complaint, and enforcement results;
- 3.) Creates a consistent and efficient mechanism for all stakeholders to review a Statement of Deficiencies; and
- 4.) Allows stakeholders to easily and quickly retrieve information on any nursing home in NYS.

Researchers may use the data to help assist in evaluating:

- 1.) Services by Region/County;
- 2.) Inspection Results;
- 3.) Complaint Summary and Enforcement Results; and
- 4.) Evaluate Bed and Specialty Bed Needs.

Data collection methodology:

All inspection and complaint survey results are entered into the federal ASPEN software system. Survey results need to be available to nursing homes for at least a period of 14 days before results can be published to the Profile website. Enforcement results are entered according to the Stipulation and Orders issued and provided by the Department of Legal Affairs. Overview information reflects a series of data sources including the Department's Health Facility Information System (HFIS) for facility address, service and bed information. Information is supplemented on the page by the Weekly Bed Census survey data for recent occupancy information.

Much of the Nursing Home Profile website data is stored in an Oracle database. Data is reviewed on a regular basis to ensure the integrity of the information entered.

Statistical and Analytic Issues:

Much of the information used for the website is entered into the ASPEN system by seven area offices geographically disbursed throughout the State. Periodically, survey results can change due to the Informal Resolution Dispute process, or survey results may not be entered timely into the system due to timeframes required to issue Statement of Deficiencies. Survey results may have greater than a two month lag as a result of the timeframes required by surveillance and data entry processes.

Limitations of Data Use:

Public access to this census data is intended solely to allow the public convenient and immediate access to public information. While all attempts are made to provide accurate, current, and reliable information, the Department of Health recognizes the possibility of human and/or mechanical error and that information captured at a point in time often becomes obsolete. Therefore, the Department of Health, its employees, officers and agents make no representation, warranty or guarantee as to the accuracy, completeness, currency, or suitability of the information provided here.