

Minnesota Nursing Home Report Card Fact Sheet

Updated January 30, 2019

This fact sheet answers questions you may have about the Minnesota Nursing Home Report Card. The report card includes important information on all nursing homes in the state certified to participate in the Medical Assistance (MA) payment program.

Background and purpose of the report card

What is the purpose of the nursing home report card?

The Minnesota Department of Health and the Minnesota Department of Human Services, collaborating with the University of Minnesota, created the nursing home report card to help you compare facilities on the following 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 rooms

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

- Daily prices for care, including any extra 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 comparisons
- Over five years of quality information for each facility
- Print or save an Excel file for any page

Each nursing home receives 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 shares valuable information 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 promotes a high standard of quality as facilities strive to get the best scores possible.

The state works to improve nursing home quality through regular inspections, free advocacy services, and financial incentives through the MA payment system. The state does not 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 does the state plan to improve the report card?

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Based on consumer input, the state continues to improve the website. Later this year, the state will expand the report card to include new information on short stays, including resident survey results and the rate of hospitalizations and discharges to home.

Is there a report card for assisted living facilities and home- and community-based services?

The state offers 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>.

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?

Call 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 data?

Go to the report card website and click on the link at the bottom of the page titled “Technical User Guide.”

How do I get help or offer input about the report card?

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

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 362 Medicaid-certified nursing homes with about 29,000 beds.

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 \$260 per day, or about \$95,000 per year. This cost uses the statewide weighted average and does not include non-MA certified facilities.

How can I get more information about nursing home quality?

Visit the nursing homes you are considering, observe the care provided, look at the Medicare Nursing Home Compare website

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(www.medicare.gov/NHCompare), look at state inspection survey and complaint reports (www.health.state.mn.us), talk with people you know who are using different nursing homes, and talk with managers or staff in nursing homes you are considering.

If you have concerns, ask the nursing home's managers what plans they have for improving their quality.

To file a formal complaint, contact the **Minnesota Adult Abuse Reporting Center at 1-844-880-1574**, or the resident advocates of the **Minnesota Office of the Ombudsman for Long-Term Care at 1-800-657-3591**.

About the quality measures

Which of the quality measures is most important?

Because people have different priorities about nursing home quality, the report card allows you to select the three measures you feel are most important to you. Based on your preferences, the report card ranks facilities 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. Clinical quality indicators are from assessments performed by facility staff between October 1, 2018 and September 30, 2018. This information is updated quarterly.
2. Resident quality of life information was last collected in fall 2017. This information is updated annually.
3. Family satisfaction information was last collected in fall 2017. This information is updated annually.
4. State inspection results were taken from the state database November 19, 2018. This information is updated quarterly.

5. Hours of direct care are for the year ending September 30, 2017. This information is updated annually.
6. Staff retention is for the year ending September 30, 2017. This information is updated annually.
7. Use of temporary nursing staff is for the year ending September 30, 2017. This information is updated annually.
8. Proportion of beds in single bedrooms was reported as of January 30, 2019. This information is updated quarterly.

How reliable is the information?

A great deal of effort goes into making sure the data reported by facilities or gathered through other means are done so consistently, in accordance with detailed definitions. The statistics have been compiled using methods and, in some cases, consultants from the University of Minnesota. Clinical, staffing and single-bed room information is provided by nursing home staff and is audited by the state.

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

If a facility or the state discovers an error in their current or past star ratings, the state will correct it 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 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.

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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:

- Clinical quality steadily improves each year across almost all topic areas.
- The average facility provides almost six hours of direct care staff time per resident day.
- Two-thirds of all direct care staff stay on the job 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.
- Over half of the state's nursing homes have no significant problems on their current and prior state inspections and on their one-year complaint record.

The average nursing home does better in some of these quality measures than others.

However, low scores across multiple areas is rare and usually indicates a systemic problem at the facility.

Where can Minnesota nursing homes do better?

A quarter of residents responded negatively when asked about their relationships with staff and other residents. This includes the opportunity for meaningful conversation and connection with others.

Where are Minnesota nursing homes doing especially well?

Almost 100 percent of residents responded positively when asked about dignity issues, such as being treated politely and with respect by staff.

For more information

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