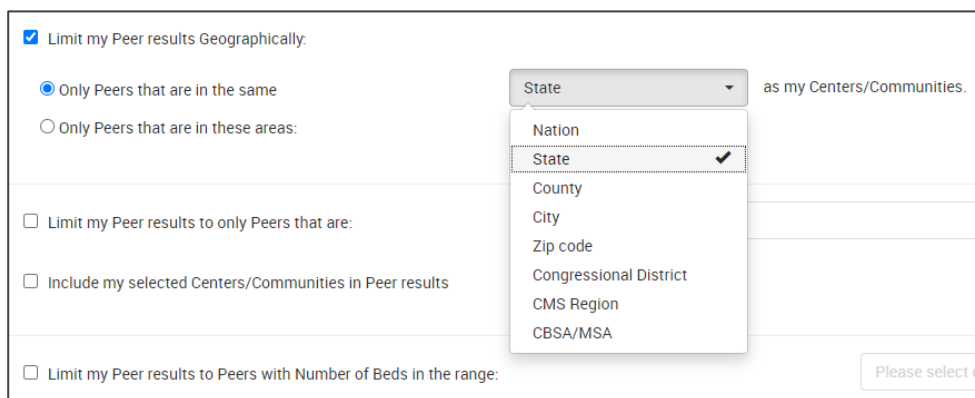
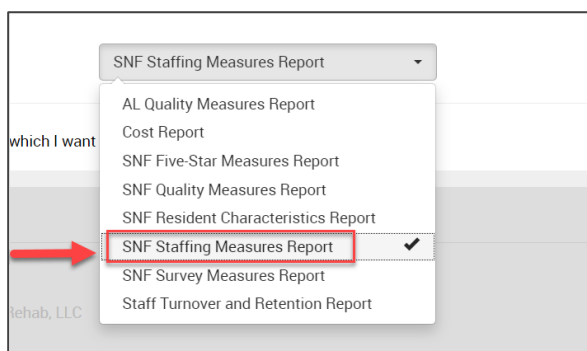


On July 27, 2022, CMS updated Five-Star Ratings on Care Compare to include staff turnover measures. The following six Payroll-Based Journal (PBJ) staffing measures now determine Five-Star Staffing ratings):

- Hours per Resident Day Measures (HPRD)
 1. Total nursing (RN, LPN/LVN, CNA/aide) HPRD
 2. RN nursing HPRD
 3. Total nursing (RN, LPN/LVN, CNA/aide) HPRD on the weekend ***New***
- Turnover Measures
 4. Total nursing turnover ***New***
 5. RN Turnover ***New***
 6. Administrator Turnover ***New***

This document walks through steps on how to use the SNF Staffing Measures report within LTC Trend Tracker to show your performance on staff turnover measures over time and benchmarked with your peers. You can use this data to explain to your key stakeholders (your board, resident and family council, quality improvement committee, etc.) that changes to your Staffing star rating reflect methodological changes by CMS and not a change in your staffing practices or commitment to quality care.

1. Select “SNF Staffing Measures” and your peers under “Run a Report”



2. Under Report Details, click the plus sign (+) next to “Overall Direct Care Staffing Rating” to see the Staffing star ratings of your individual building(s) and how much their rating changed in July 2022

Report Details	Most Recent Period	1st Prior Period	2nd Prior Period	3rd Prior Period	
Five-Star Direct Care Staffing Rating					
	Jul, 2022	Jun, 2022	May, 2022	Apr, 2022	
Monthly					
Number of Centers ⁽¹⁾	5	5	5	5	My Centers
	860	860	862	862	My Peers
Direct Care Staffing Rating					
	Jul, 2022	Jun, 2022	May, 2022	Apr, 2022	... 1 Month
- Overall Direct Care Staffing Rating ⁽¹⁾	2.20	2.40	2.40	2.40	My Centers
(Show ★ Rating)	3.20	3.35	3.36	3.35	My Peers More ...
Medicare Provider #	Center Name	Jul, 2022	Jun, 2022	May, 2022	Apr, 2022
255092	Center 09065	2.00	3.00	3.00	3.00
105455	Center 89435	2.00	2.00	2.00	2.00
105751	Center 93731	4.00	4.00	4.00	4.00
105146	Center 95225	1.00	2.00	2.00	2.00
105140	Center 99949	2.00	1.00	1.00	1.00

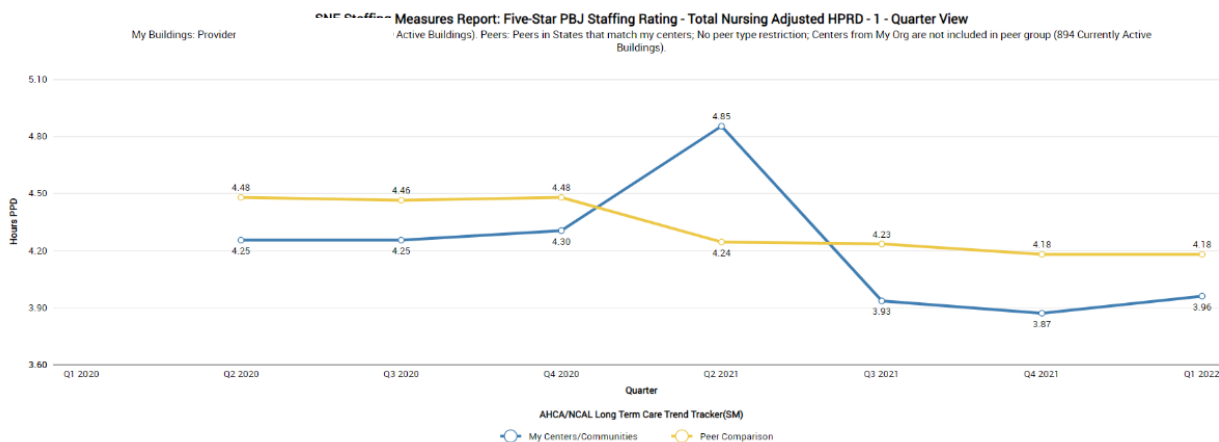


3. Click “Show Star Ratings” ([Show ★ Rating](#)) to see how the percent of 5 star and 1 star Staffing buildings in your peer comparison recently changed

Direct Care Staffing Rating	Jul, 2022	Jun, 2022	May, 2022	Apr, 2022	... 1 Month	
+ Overall Direct Care Staffing Rating ⁽¹⁾	2.20	2.40	2.40	2.40	My Centers	More ...
(Hide ★ Rating)	3.20	3.35	3.36	3.35	My Peers	
+ ★★★★★ ⁽¹⁾	0.0%	0.0%	0.0%	0.0%	My Centers	More ...
	10.9%	10.7%	10.7%	10.7%	My Peers	
+ ★★★★☆ ⁽¹⁾	20.0%	20.0%	20.0%	20.0%	My Centers	More ...
	34.0%	36.8%	36.6%	36.5%	My Peers	
+ ★★★☆☆ ⁽¹⁾	0.0%	20.0%	20.0%	20.0%	My Centers	More ...
	30.0%	33.9%	34.4%	34.2%	My Peers	
+ ★★☆☆☆ ⁽¹⁾	60.0%	40.0%	40.0%	40.0%	My Centers	More ...
	14.3%	14.3%	14.3%	14.2%	My Peers	
+ ★☆☆☆☆ ⁽¹⁾	20.0%	20.0%	20.0%	20.0%	My Centers	More ...
	10.9%	4.2%	4.0%	4.5%	My Peers	

4. Graph your staffing HPRD and turnover over time and compare it to your peers by selecting “More..”

Five-Star Staffing Metrics	Q1 2022	Q4 2021	Q3 2021	Q2 2021 ... 1 Quarter Ending		
+ Total Nursing Adjusted HPRD ⁽²⁾	3.96 4.18	3.87 4.18	3.93 4.23	4.85 4.24	My Centers My Peers	More
+ Total Nursing Reported HPRD ⁽²⁾	3.90 4.08	3.83 4.10	3.91 4.16	4.86 4.16	My Centers My Peers	More ...
+ Total Nursing Adjusted Weekend HPRD ⁽²⁾	3.43 3.63	3.36 3.72	3.41 3.76	4.28 3.71	My Centers My Peers	More ...
+ Total Nursing Percent Agency Use ⁽²⁾	22.9% 11.2%	16.2% 9.8%	11.3% 9.5%	8.5% 6.5%	My Centers My Peers	More ...
+ RN Adjusted HPRD ⁽²⁾	0.49 0.75	0.49 0.74	0.62 0.77	0.79 0.81	My Centers My Peers	More ...
+ RN Reported HPRD ⁽²⁾	0.43 0.66	0.45 0.67	0.57 0.71	0.72 0.73	My Centers My Peers	More ...
+ Days with no Reported RN Hours ⁽²⁾	0.6 0.7	1.0 0.7	0.0 0.2	0.0 0.4	My Centers My Peers	More ...
+ Days with less than 8 RN Hours ⁽²⁾	0.8 1.1	1.2 1.2	0.4 0.6	0.6 0.8	My Centers My Peers	More ...
+ RN Adjusted Weekend HPRD ⁽²⁾	0.28 0.50	0.27 0.49	0.37 0.52	0.53 0.52	My Centers My Peers	More ...



Frequently Asked Questions (FAQ)

- **Do all six staffing measures contribute equally to my staffing rating?**
 - No, staffing hours per resident day (HPRD) is weighted more than turnover. The weights for the domains and individual measures are:
 - HPRD has up to 250 points total
 - Total HPRD has up to 100 points
 - RN HPRD has up to 100 points
 - Total HPRD on Weekend has up to 50 points
 - Turnover has up to 130 points total
 - Total Nurse Turnover has up to 50 points
 - RN Turnover has up to 50 points
 - Administrator Turnover has up to 30 points

- **If my center is missing one or more of the staffing measures, are those measures filled in with partial data, the state average, or imputed in some other manner?**
 - No substitute data or imputations are done. Instead, CMS will rescale a center's score based on what measures are available. The 2022-Q3 edition of Your Top Line provides your original and rescaled score as needed.
- **Am I able to see historical data of the staffing measures contributing to my staffing rating?**
 - Yes. When you run the SNF Staffing Measures Report, you can view historical data by clicking on the "More..." link located next to the measure.
- **What is the basis or rationale for the threshold used in the scoring of HPRD? How often will they be updated?**
 - CMS used decile percent rankings. In other words, they looked at the performance of the top 10% of centers to set the highest scoring band and went from there to have approximately 10% of facilities in every other scoring band.
 - CMS has not announced a specific plan on updating the thresholds, but they likely will be updated periodically like the thresholds of the quality measures in Five-Star. Staffing ratings will be updated quarterly on the first month of every quarter (i.e. Jan, Apr, Jul, Oct) alongside the release of newer PBJ data.
- **Why is my center's Staffing rating 1 star when I have a high HPRD and low turnover?**
 - Centers with 4 or more days with no RN hours will automatically be 1 star in Staffing regardless of HPRD or turnover rates. Centers that did not submit their PBJ data in a timely manner will also automatically be assigned 1 star. Special Focus Facilities will not have a staffing star rating. See Your Top Line (2022-Q3) to see if any of these special conditions apply to your center.
- **Will there still be an RN Star Rating?**
 - No, it has been removed starting July 2022.
- **How does this impact Overall Five-Star ratings? Where can I see the impact on Overall ratings?**
 - Under the new methodology only a 5 star Staffing rating can add a star to your Overall rating. Previously a 4 or 5 star Staffing rating could. It remains that a 1 star Staffing rating will reduce your Overall rating by one star.
 - In LTC Trend Tracker, run the "SNF Five-Star Measures Report" to see Overall rating averages and percent of buildings at each star rating for your centers and peers.
- **Where can I find more detailed information on the new measures and how Five-Star is calculated?**
 - See the [CMS Five-Star Manual](#).