Five-Star Rating System

The Story

Prior to Assurance conducting services for a Chicago-based general contractor, two The Centers for Medicare & Medicaid Services (CMS) created a Five-Star Rating System to help consumers compare the quality of care and services in nursing homes. The process includes one Overall 5-Star rating for each facility based on health inspections (onsite inspections, standard surveys and any complaint surveys), staffing and Quality Measures (QMs).

After a difficult survey outcome and low Quality Measures, a 156-bed nursing home in Southern Illinois had an overall rating of 1 star in 2012 and the beginning of 2013. This rating poorly reflected the family-owned and operated facility, which has a notable reputation in the community. Looking to improve their risk management techniques and ensure their employees understand the Five-Star rating process, the facility utilized Assurance’s Risk Management team.

Assurance conducted a loss control/risk safety assessment that focused on high-risk resident care areas for their facility in August of 2012 and July 2013. Recommendations were provided during each consultation. In addition, education and training on risk management was shared to help reduce negative survey outcomes and mitigate risk. Training was provided to members at all levels of the organization on survey preparation, Quality Measures, assessment practices and Five-Star performance guidelines.

The combination of risk management techniques and education resulted in the facility improving their Overall Five-Star rating from a 1 to a 3 after the next annual survey. The progress was due to improvement of their health inspections, staffing outcomes and Quality Measures. With Assurance’s direction, the facility is continuing to enhance their performance to achieve a 4 or 5-star overall rating in 2015.

Problem
A family-owned and operated facility experienced difficult survey outcomes and low Quality Measures that resulted in an Overall rating of 1 star. The rating was a poor reflection on a facility with a notable reputation in the community.

Solution
Assurance provided assessments, analyses and recommendations on risk management techniques. In addition, all employees were educated on the Five-Star rating process.

Results
- Increased Overall 5-Star rating from a 1 to a 3 in just one year

Get in Touch
Learn how Assurance’s Senior Living and Risk Management teams can help you obtain measurable results by contacting seniorlivingservices@assuranceagency.com or 847.463.7888