

Fact Sheet for Medicare Beneficiaries or Consumers: Nursing Home Choices and Quality of Care

Nursing Home Choices

Where can I find information about nursing homes?

You can get information by

- visiting the Medicare website at www.medicare.gov and clicking on Nursing Home Compare
- calling 1-800-MEDICARE (1-800-633-4227)

What is Nursing Home Compare?

It is an online site providing information about the performance of nearly 17,000 Medicare- and Medicaid-certified nursing homes in the United States and territories.

What information can I find on Nursing Home Compare?

You can get information that will help evaluate a nursing home, including

- nursing home characteristics, such as number of beds and type of ownership
- quality measures, such as the percent of residents who have bed sores, infections or pain
- state inspection results
- average number of hours worked by the nursing home staff per resident per day

Evaluating Quality of Care

What are nursing home quality measures?

Quality measures provide a way to monitor potentially good or poor care practices. They reflect the difference between what is expected of the nursing home and the nursing home's actual performance. Quality measure information is routinely collected and reported by nursing homes.

(For more information about the quality measures, turn page.)

How can I or my caregiver use quality measure information provided on Nursing Home Compare?

Nursing Home Compare can be used as a way to monitor, evaluate and question the care a resident is or will be receiving. You can use this information to talk to nursing home administrators and staff about how they are addressing quality measures in their nursing homes.

PRONJ

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Quality Measures Used in Nursing Home Compare		
Measure	What Does It Mean?	What Does The Rate Mean?
For Short Stay Residents		
Residents with Pain	Percentage of residents with moderate or very bad pain every day	Your nursing home should have a low rate in this measure.
Residents with Delirium	Percentage of residents with symptoms of delirium, such as confusion, difficulty paying attention, inability to speak coherently	Your nursing home should have a low rate in this measure.
Residents Improved in Walking	Percentage of residents whose ability to walk has been maintained or improved in the nursing home	Your nursing home should have a high rate in this measure.
For Long Term or Permanent Residents		
Residents with Loss of Ability in Basic Daily Tasks	Percentage of residents who need more help doing basic activities of living, such as eating, moving from one place to another, and using the toilet	Your nursing home should encourage residents to perform daily tasks. A high rate in this measure may not indicate lack of sufficient care.
Residents with Infection	Percentage of residents with an infectious disease, such as pneumonia, respiratory or bladder infection	A high percentage of infections is not ideal. If you are concerned about a high rate, speak with the nursing home administrator.
Residents with Pain	Percentage of residents with moderate or very bad pain every day	A high percentage of residents in pain is not ideal. If you are concerned about a high rate, speak with the nursing home administrator.
Residents with Pressure (Bed) Sores	Percentage of residents who have pressure sores at any stage from mild to severe	A high rate could mean a nursing home has a good reputation for noting and treating pressure sores. It could also mean the nursing home is not taking appropriate preventive measures. If you are concerned about this measure, speak with the nursing home administrator.
Residents with Physical Restraints	Percentage of residents restrained daily with any device	Your nursing home should have a low rate in this measure.

Use the Internet to Access Nursing Home Compare

- Go to www.medicare.gov
- Click on Nursing Home Compare (next to one of the blue stars)
- Follow the three steps provided on the site
 - Step 1: Select A Geographic Area (by state or territory)
 - Step 2: Narrow Your Search (by state, county, city, ZIP, or nursing home name)
 - Step 3: Select A Nursing Home

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