



**Care Compare Five-Star Ratings of Nursing Homes
Provider Rating Report for June 2022**

Ratings for Carmel Richmond Healthcare and Rehab Center (335455) Staten Island, New York				
Overall Quality	Health Inspection	Quality Measures	Staffing	RN Staffing
★★★★★	★★★★	★★★★★	★★	★★★

The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around June 22, 2022. The health inspection rating incorporates data reported through May 31, 2022. The time periods for each of the quality measures that contribute to the Quality Measure (QM) rating can be found in the QM tables located later in this report. The staffing and RN staffing ratings are based on payroll-based journal (PBJ) staffing data reported for the fourth calendar quarter of 2021.

Helpline

The Five-Star Helpline will operate Monday - Friday **June 20-24, 2022**. Hours of operation will be from 9 am - 5 pm ET, 8 am - 4 pm CT, 7 am - 3 pm MT, and 6 am - 2 pm PT. The Helpline number is 1-800-839-9290. The Helpline will be available again **July 25 - August 5, 2022**. During other times, direct inquiries to BetterCare@cms.hhs.gov as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.

Important News

Quality Measure Threshold Changes with the April 2022 Refresh

CMS implemented Quality Measure (QM) rating threshold changes with the April 2022 refresh and a new Five-Star Quality Rating System Technical Users' Guide has been released with the updated QM rating thresholds. Changes were made to Table 6, Point Ranges for the QM Ratings. The point thresholds for individual QMs did not change.

Important News (continued)

Weekend staffing and staff turnover

Weekend staffing and staff turnover data were added to the Nursing Home Care Compare website with the January 2022 refresh.

Weekend Staffing: the level of total nurse and registered nurse (RN) staffing on weekends provided by each nursing home over a quarter. This is reported in terms of the average number of RN and total nurse hours worked per resident per day on weekends (Saturdays and Sundays).

Staff Turnover: the following staff turnover measures are reported on Care Compare:

- The percent of RN staff that left the facility over the last year.
- The percent of total nurse staff that have left the facility over the last year.
- The number of administrators that have left the facility over the last year.

These measures will be incorporated into the Five-Star staffing rating with the July 2022 Care Compare refresh.

The facility-level measures for turnover and weekend staffing were added to the Provider Information file posted in the Provider Data Catalog (PDC) in the section for "Nursing homes including rehab services".

Reminder for Nursing Homes to Link Employee Identifiers when they are changed due to changes in the facility's staffing data systems. Facilities **must** link employee identifiers to ensure their turnover measures are accurate. To view the instructions and templates for linking employee identifiers, please see the PBJ Provider Users' Guide (link in the References section of this report). Find the technical submission file template to submit linked identifiers titled "PBJ XSD Admin file V1.00.0 (ZIP)" in the downloads section of the CMS PBJ webpage (link provided on the References page).

Please see the Five-Star Quality Rating Technical Users' Guide or the CMS Memorandum QSO-22-08-NH for additional information about the items listed above. Links to these resources are on the References page.

Skilled Nursing Facility Quality Reporting Program (SNF QRP) Measures

As of the April 2022 refresh, the MDS-based SNF QRP measures are being calculated using a full year of MDS assessment data (7/1/2020 – 6/30/2021). The SNF QRP claims-based measures will be updated with the July 2022 refresh to Care Compare.