



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

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

*The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around October 26, 2022. The health inspection rating incorporates data reported through September 30, 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 rating is based on payroll-based journal (PBJ) staffing data reported through the second calendar quarter of 2022.*

**Helpline**

The Five-Star Helpline will operate Monday - Friday **October 24 - 28, 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 **December 5 - 9, 2022**. During other times, direct inquiries to [BetterCare@cms.hhs.gov](mailto:BetterCare@cms.hhs.gov) as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.

**Important News**

**Quality Measure Rating Threshold Changes with the October 2022 Refresh**

In March 2019, CMS released memorandum QSO-19-08-NH, which outlined a plan to update the quality measure (QM) thresholds every six months. The plan is to increase the thresholds by 50% of the average rate of improvement in QM scores. For example, if there is an average rate of improvement of 2%, the QM rating thresholds will be raised 1%. Due to the COVID-19 Public Health Emergency, these updates were put on hold; however, CMS began implementing them in April 2022 and has updated them again with the October 2022 refresh. The cut points below were used with the October 2022 QM refresh. These values have been updated in the October 2022 Five-Star Quality Rating System Technical Users Guide.

<b>Point Ranges for the QM Ratings (as of October 2022)</b>			
<b>QM Rating</b>	<b>Long-Stay QM Rating Thresholds</b>	<b>Short-Stay QM Rating Thresholds</b>	<b>Overall QM Rating Thresholds</b>
<b>★</b>	155-483	144-491	299-975
<b>★★</b>	484-581	492-588	976-1,170
<b>★★★</b>	582-663	589-678	1,171-1,342
<b>★★★★</b>	664-755	679-766	1,343-1,522
<b>★★★★★</b>	756-1,150	767-1,150	1,523-2,300

*Note: the short-stay QM rating thresholds are based on the adjusted scores (after applying the factor of 1,150/800 to the unadjusted scores)*

