



**Care Compare Five-Star Ratings of Nursing Homes
Provider Rating Report for April 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 April 27, 2022. The health inspection rating incorporates data reported through March 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 **April 25-29, 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 **May 23-27, 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

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 was 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 would be raised 1%. Similar to setting new thresholds, this action also aims to incentivize continuous quality improvement. Additionally, it will reduce the need to have larger adjustments to the thresholds in the future. The initial threshold changes were scheduled to occur in April 2020 but were put on hold due to the COVID-19 Public Health Emergency. CMS will implement the QM 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.

