PERSPECTIVES OF STAKEHOLDERS & STATE POLICYMAKERS ON THE FIVE STAR QUALITY RATING SYSTEM FOR NURSING HOMES

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BACKGROUND

- Centers for Medicare and Medicaid (CMS) created a web-based rating system called Nursing Home Compare (NHC) in 1998
- CMS introduced the Five-Star Quality Rating System (FSQRS) in 2008, which was published on the NHC website
- FSQRS uses three domains to rate NHS; health inspections, staffing, and quality measures

RESEARCH QUESTIONS

What are the general perceptions among different stakeholders and national policymakers about the CMS’s Five Star Quality Rating System and its current use?

What role do these stakeholders perceive the CMS Five Star Quality Rating System play in consumer choice?

METHODOLOGY

- Secondary qualitative analysis on existing data collected by T. Shippee & Team
- Inductive & deductive analysis
- Coded 18 transcribed interviews which included 32 respondents across 3 states
- 18 sub-themes were organized into 6 main themes

TABLE 1. KEY THEMES FROM QUALITATIVE INTERVIEWS

| STATE & REGIONAL DIFFERENCES | IL, MN, & PA approach surveys with different attitudes |
| Possibility for Gaming | MDS Coordinator training isn’t regulated Gaming makes up roughly 10% of facilities |
| Staffing | Temporary staff is detrimental to quality outcomes Who provides the care is important |
| Role of Survey | Survey is too heavily weighted in overall FSQRS Quality improvement is hard to measure due to weight |
| Quality Domains | Many vital measures of quality are unaddressed How quality is measured is unfair based on population being served |

CONCLUSIONS / RECOMMENDATIONS

PROVIDERS

- Providers seem frustrated by the system; it’s lack of clarity, non-uniformity in calculations, weight of survey
- Need to develop support for training, root cause analysis on how to improve quality

CONSUMERS

- FSQRS provides insight but not a full picture of quality of care
- Supplement by visiting the space, talking with loved ones, and reviewing organizational changes in response to their rating

STAKEHOLDERS

- Advocate for defining “quality” in FSQRS; revolve measures around the term
- Center FSQRS on all aspects of quality

FUNDING

Data used was funded by the Agency for Healthcare Research and Quality (Grant No. R01HS024967)

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