

+ About the Long Term Care Community Coalition?

- **LTCCC:** Nonprofit, nonpartisan organization dedicated to improving care & quality of life for the elderly & adult disabled in long-term care (LTC). Home to two local LTC Ombudsman Programs in NY.
- **Our focus:** People who live in nursing homes & assisted living.
- **What we do:**
 - State and national policy analysis and systems advocacy;
 - Education of consumers and families, LTC Ombudsmen, and other stakeholders.
- **Resources:**
 - www.nursinghome411.org: News, resources, data... all free to use and share;
 - nursinghome411.org/join/: Sign-up for news and alerts;
 - Monthly webinars that you can use to offer one-hour LTCO trainings. Email sara@ltccc.org to sign-up your Program.

+ Why are nursing home data useful?

■ To Support Advocacy in a Nursing Home

- Data can support advocacy about concerns such as antipsychotic drugging, pressure ulcers, falls, etc...
- Data enable comparisons between a facility and others in the community or state or nation.
- Data can indicate low staffing and support advocacy for improvement.

■ To Support Broader and Systemic Advocacy

- Highlight and substantiate concerns, such as low staffing or high drugging or pressure ulcer rates, with state and federal politicians, news reporters, etc...
- Demonstrate and substantiate concerns for state enforcement agencies, Medicaid Fraud Control Units, state auditors, and the public.
- Support requests for funding by showing the need of the work you do.





Webinar Agenda

- **Care Compare**: The NEW federal website for nursing home information
- Digging Deeper on...
 - ProPublica's **Nursing Home Inspect**
 - LTCCC's website, **nursinghome411.org**
 - Federal databases: **data.medicare.gov** & **data.cms.gov**



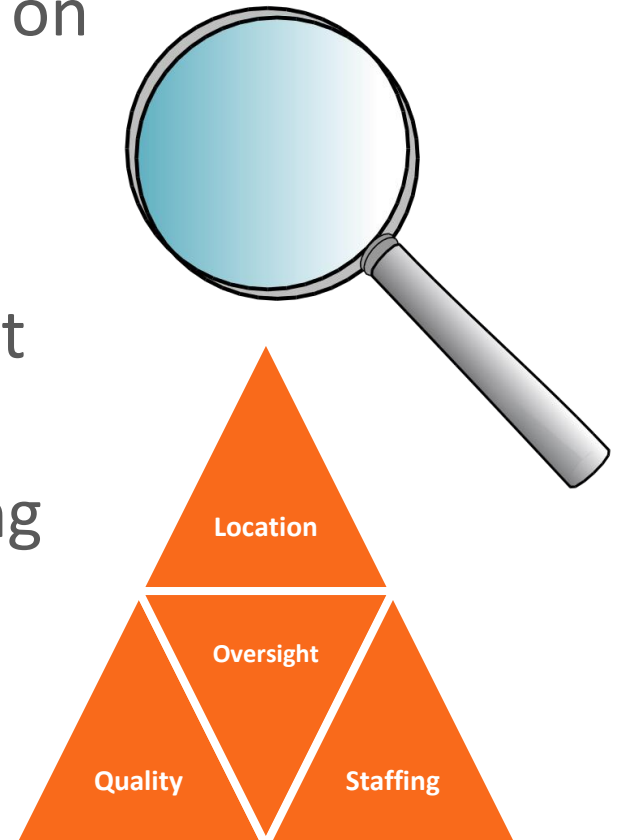
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Intro to Care Compare

+ Care Compare & the Five-Star Rating System: www.medicare.gov/care-compare/

Background

- Care Compare provides information on every licensed nursing home in the U.S.
- While it is not perfect, we consider it to be the most reliable and useful resource for information on a nursing home's quality.



+ Important to Keep in Mind...

Where Should Momma Go?

Study found that rating systems “are better at identifying problem facilities than potentially good homes.”

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1920506/>



Care Compare: www.medicare.gov/care-compare/

Search by ...

- Nearest town/city
- Zip code

Medicare.gov

Login About Glossary Español

Find & compare nursing homes, hospitals & other providers near you.

[Learn more about the types of providers listed here](#)

Feedback

MY LOCATION PROVIDER TYPE KEYWORDS (optional)

ZIP code or city Select one

Search

Or, select a provider type to learn more:

Doctors & clinicians Hospitals Nursing homes including rehab services Home health

What's New?

+ Care Compare Profile

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Find Healthcare Providers: Compare Care Near You | Medicare

Find Healthcare Providers: Compare Care Near You | Medicare

DictionaryThesaurusPercent CalcNH411EveryActioneCFR - SNFsNYTimesWorkPersonalViolation Tracker | ...NYCCR - Residential...Email & OfficeVancouver Aquarium

Majestic Care of Columbus LLC

Overall rating:
★☆☆☆☆

LOCATION

44 S Souder Ave
Columbus, OH 43222

PHONE NUMBER

(614) 228-5900

Add to Favorites

RatingsQualityDetailsLocation

RATINGS

Overall rating

★☆☆☆☆

Much below average

The overall rating is based on a nursing home's performance on 3 sources: health inspections, staffing, and quality of resident care measures.

Learn how Medicare calculates this rating

Health inspections

★☆☆☆☆

Much below average

Staffing

★★☆☆☆

Below average

Quality of resident care

★★★★☆

Above average

+ Care Compare Profile

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Find Healthcare Providers: Compare Care Near You | Medicare

Find Healthcare Providers: Compare Care Near You | Medicare

DictionaryThesaurusPercent CalcNH411EveryActioneCFR - SNFsiNYTimesWorkPersonalViolation Tracker | ...NYCCR - Residential...Email & OfficeVancouver Aquarium

Majestic Care of Columbus LLC

Health inspections

Print

State inspectors conduct yearly health and safety inspections of nursing homes for compliance with Medicare and Medicaid regulations. A nursing home may also be inspected based on a complaint submitted by a resident (or other individual), or based on a facility's self-reported incident.

[Learn more about health inspections](#)

Health inspections rating

★☆☆☆☆

Much below average

The health inspection star rating is based on each nursing home's current health inspection survey and the 2 prior surveys, as well as findings from the most recent 3 years of complaints information and inspection revisits.

Most recent health inspection

Date of most recent inspection

01/16/2020

[View full report](#)

Total number of health citations

↓ Lower is better

25

Average number of health citations in the U.S.: 8.3

Average number of health citations in Ohio: 9

Feedback

+ Care Compare Profile

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Find Healthcare Providers: Compare Care Near You | Medicare

Find Healthcare Providers: Compare Care Near You | Medicare

DictionaryThesaurusPercent CalcNH411EveryActioneCFR - SNFsNYTimesWorkPersonalViolation Tracker | ...NYCCR - Residential...Email & OfficeVancouver Aquarium

Majestic Care of Columbus LLC

Staffing

Print

Higher staffing levels in a nursing home may mean higher quality of care for residents. Staffing hours of different types of staff are reported by nursing homes, and are used to calculate a ratio of staffing hours per resident per day.

[Learn more about staffing](#)

Staffing rating

★★★★☆

Below average

The staffing rating is based on these measures: 1) Registered Nurse (RN) hours per resident per day; and 2) total nurse staffing (including RN, licensed practical nurse (LPN), and nurse aide) hours per resident per day.

Average number of residents per day

104.3

National average: 77.5
Ohio average: 69.4

Total number of licensed nurse staff hours per resident per day

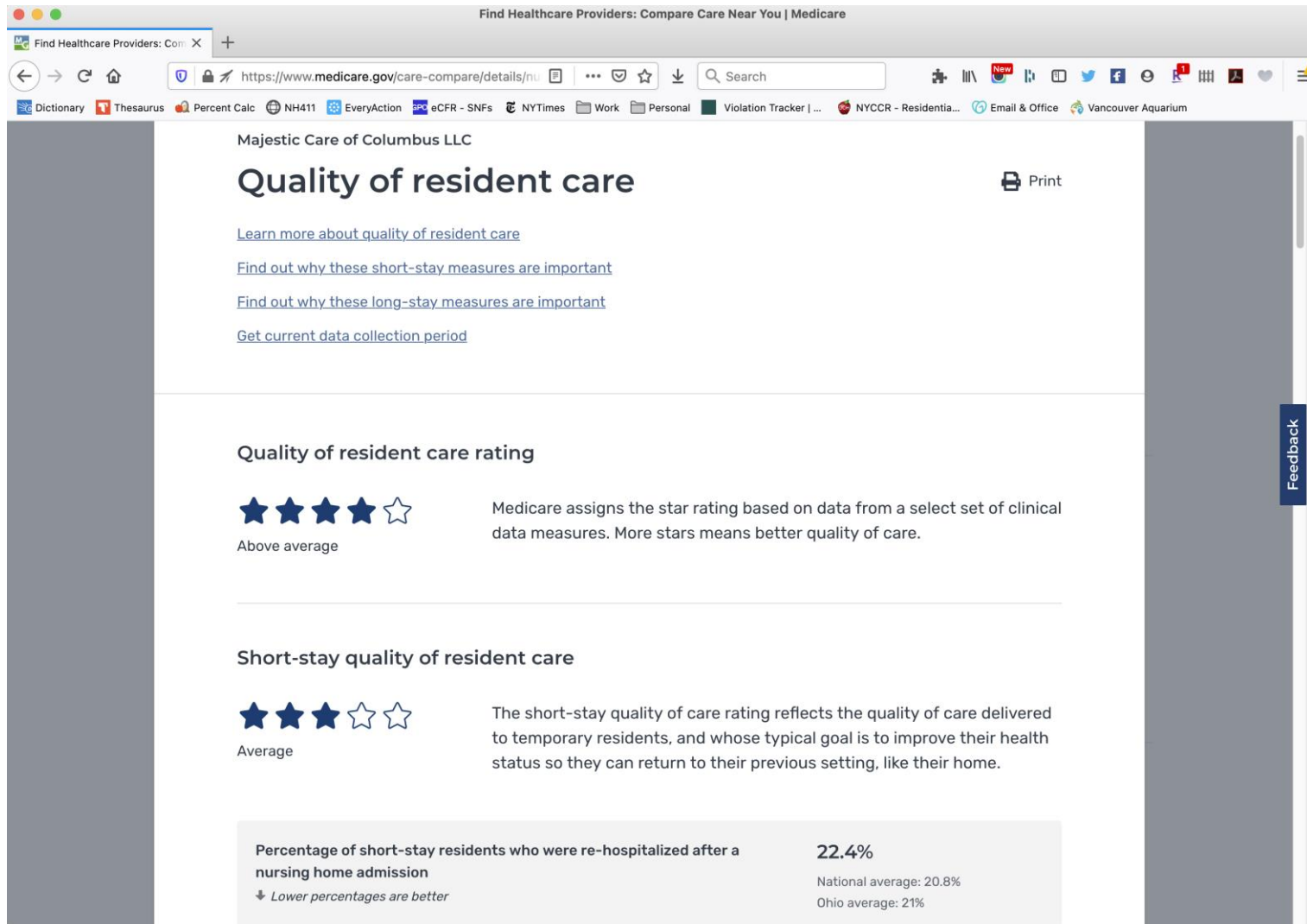
1 hour and 15 minutes

National average: 1 hour and 40 minutes
Ohio average: 1 hour and 40 minutes

Registered Nurse hours per resident per day

26 minutes

Feedback



+ Care Compare Profile

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Find Healthcare Providers: Compare Care Near You | Medicare

Find Healthcare Providers: Compare Care Near You | Medicare

Long-stay quality of resident care

★★★★★
Much above average

The long-stay quality of care rating reflects the quality of care delivered to long-term residents, and whose typical goal is to maintain or attain their highest possible well-being while residing in the facility.

Number of hospitalizations per 1,000 long-stay resident days ↓ Lower numbers are better	1.49 National average: 1.70 Ohio average: 1.50
Number of outpatient emergency department visits per 1,000 long-stay resident days ↓ Lower numbers are better	0.24 National average: 0.96 Ohio average: 0.93
Percentage of long-stay residents who got an antipsychotic medication ↓ Lower percentages are better	13.4% National average: 14.2% Ohio average: 13.9%
Percentage of long-stay residents experiencing one or more falls with major injury ↓ Lower percentages are better	1.7% National average: 3.4% Ohio average: 3.5%
Percentage of long-stay high-risk residents with pressure ulcers ↓ Lower percentages are better	8.1% National average: 7.3% Ohio average: 6.8%
Percentage of long-stay residents with a urinary tract infection	0.9%

Feedback

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+ Care Compare Profile

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Statements of Deficiencies.

Important Note: Both state nursing home websites and the federal Care Compare website post Statements of Deficiencies. However, Only the state websites are required to post plans of correction.

Department of Health & Human Services Centers for Medicare & Medicaid Services		Printed: 01/17/2021 Form Approved OMB No. 0938-0391	
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 365754	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED
NAME OF PROVIDER OR SUPPLIER Majestic Care of Columbus LLC		STREET ADDRESS, CITY, STATE, ZIP CODE 44 S Souder Ave Columbus, OH 43222	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
F 0550 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on medical record review, observations, resident and staff interviews, and review of the facility policy, the facility failed to ensure a resident was afforded dignity and respect regarding the administration of pain medications. This affected one (#7) of three residents reviewed for dignity. The census was 111. Findings include: Review of Resident #7's medical record revealed an admission date of [DATE] with [DIAGNOSES REDACTED]. Review of Resident #7's physician orders revealed a treatment order dated 12/07/19 to clean the left inner ankle with soap and water, then apply [MEDICATION NAME] to the wound bed and cover with a dry dressing every day on day shift. Review of Resident #7's minimum data set (MDS) dated [DATE] revealed Resident #7 had a Brief Interview of Mental Status (BIMS) score of fourteen out of fifteen and was cognitively intact. The MDS further documented Resident #7 required the supervision of one person for bed mobility, transfer, hygiene, bathing, eating, dressing and toileting needs. Review of Resident #7's care plan dated 12/17/19 revealed the resident was at risk for pain due to [MEDICAL CONDITION], depression, recent surgery and new trachea with interventions to administer medications as ordered and notify the doctor of unrelieved or worsening pain. Review of Resident #7's physician orders dated 12/26/19 revealed an order to administer [MEDICATION NAME] five milligrams (mg) every four hours as needed for pain as needed (PRN). Review of Resident #7's physician order dated 01/11/20 to administer [MEDICATION NAME] ten mg every six hours around the clock for the treatment of [REDACTED]. Review of Resident #7's physician orders revealed an order dated 01/12/20 to make an appointment each day at the palliative care center for the treatment of [REDACTED]. Review of the Medication Administration Record [REDACTED]. Further review of the (MONTH) MAR indicated [REDACTED]. (continued on next page)		
Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.			
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(X6) DATE
FORM CMS-2567 (02/99) Previous Versions Obsolete		Event ID:	Facility ID: 365754
			If continuation sheet Page 1 of 24



Digging Deeper

Accessing Data on ProPublica's Nursing Home Inspect

Nursing Home Inspect

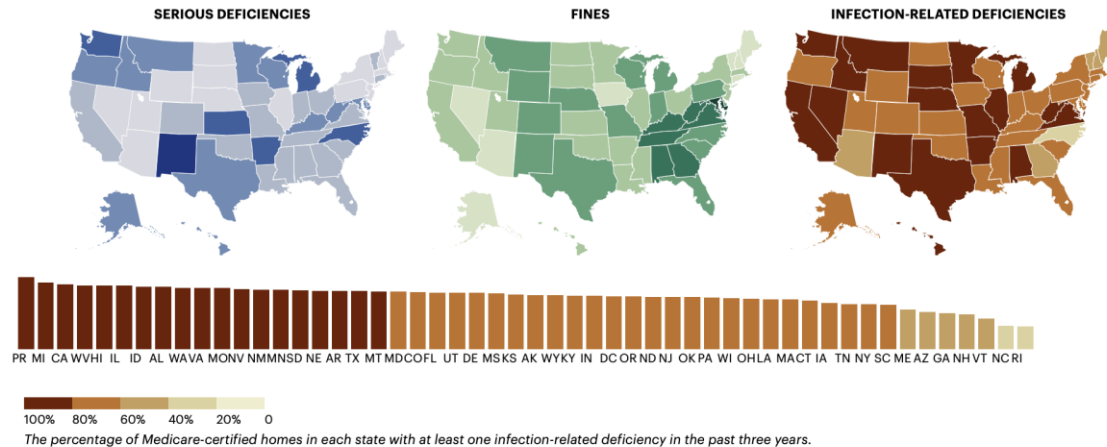
By [Lena V. Groeger](#) and [Charles Ornstein](#), ProPublica. Updated December 2020.

Use this database to compare nursing homes based on the deficiencies cited by regulators and the penalties imposed in the past three years. This database will allow you to: search nearly 80,000 nursing home inspection reports to look for trends or patterns; evaluate nursing homes near me; and find nursing homes that have been cited for deficiencies in infection control. [Here's our guide](#) to making the most of this database.

[See our newly added coronavirus data →](#)

Inconsistent Deficiencies Across the Country

Click on a state to see all homes in that state



Search for Terms Inside Nursing Home Deficiency Reports

A keyword, city, or nursing home name

Search

All States

All Severities

Get Updates

Sign up to be notified when Nursing Home Inspect is updated, and get more of ProPublica's stories in your inbox.

Visit

<https://projects.propublica.org/nursing-homes/>



Digging Deeper

Accessing Federal Nursing Home Data

What are the PBJ data and why are they so important?

- Historically, nursing homes only reported their staffing levels once a year, for the two weeks prior to their annual survey. These data were not audited by either the states or federal government.
- Due to concerns that many nursing homes were inflating their staffing numbers (surprise!), the 2010 Affordable Care Act required that nursing homes report their staffing numbers every day of the year, based on their **auditable payroll records**.
- This requirement was implemented in 2016. Public reporting began in 2017.
- Data are provided for every facility for every day, in quarterly (3 month) files.
- They include daily hours for: RN, LPN, CNA, nursing staff assigned to provide care or administrative work, nursing staff who are permanent or contract, plus medical directors, pharmacist, activities, and therapy staff.

+ PBJ Staffing: www.data.cms.gov

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The screenshot shows the homepage of Data.CMS.gov. At the top, the logo "Data.CMS.gov" is on the left, and "Get Started", "Developers", and "Sign In" links are on the right. The main banner features the title "COVID-19 Nursing Home Data" with a description: "The Nursing Home COVID-19 Public File includes data reported by nursing homes to the CDC's National Health Safety Network (NHSN) system COVID-19 Long Term Care Facility Module, including Resident Impact, Facility Capacity, Staff & Personnel, and Supplies & Personal Protective Equipment, and Ventilator Capacity and Supplies Data Elements." Below this is a yellow "VIEW SITE" button. A red arrow points from the top right towards the banner area.

Below the banner are three categories, each with an icon, title, description, and a blue "GO" button:

- MEDICARE**: Data that relates to traditional Medicare Fee-For-Service.
- SPECIAL PROGRAMS/INITIATIVES**: Data that relates to special programs under Medicare such as, the Shared Savings Program.
- MARKETPLACE**: Data that relates to the Health Insurance Marketplace under the Affordable Care Act.

Below these is a "SEARCH DATASETS" section with a search bar labeled "Enter search term" and a blue "GO" button. A red arrow points from the bottom right towards the search bar.

Below the search bar are three dataset cards:

- COVID-19 Nursing Home Data**: The Nursing Home COVID-19 Public File includes data reported by nursing homes to the CDC's National Health Safety Network (NHSN) system COVID-19 Long Term Care Facility Module, including Resident Impact, Facility Capacity, Staff & Personnel, and Supplies & Personal Protective Equipment, and Ventilator Capacity and Supplies Data Elements. A red arrow points to this card.
- Medicare IPPS Hospital Lookup Tool**: Look up an inpatient hospital facility to find payment information in the Inpatient Prospective Payment System (IPPS) discharges for Medicare.
- Part D Prescriber Look-up**: Search data from the Medicare Part D Prescriber Public Use File to find information on drugs prescribed by providers for Medicare beneficiaries. Information available include drug

The screenshot shows the Data.CMS.gov website interface. At the top, the logo "Data.CMS.gov" is on the left, and "Get Started" and "Developers" links are on the right. A search bar contains the text "pbj". Below the search bar, a sidebar on the left lists categories and view types. The main content area displays 31 results, sorted by "Recently Added". Three results are visible, all related to "Special Programs/Initiatives - Long Term Care Facility Staffing Payroll-Based Journal".

Category	View Type	Dataset Name	Description	Created	Views	Tags	API Docs
Special Programs/Initiatives	Calendars	PBJ Daily Non-Nurse Staffing CY 2020Q3	Payroll-Based Journal staffing data submitted by long term care facilities. Data are presented as one row per work day, for each facility.	January 4, 2021	80	No tags assigned	API Docs
Special Programs/Initiatives	Calendars	PBJ Daily Nurse Staffing CY 2020Q3	Payroll-Based Journal staffing data submitted by long term care facilities. Data are presented as one row per work day, for each facility.	January 4, 2021	195	No tags assigned	API Docs
Special Programs/Initiatives	Calendars	PBJ Daily Nurse Staffing CY 2020Q2	Payroll-Based Journal staffing data submitted by long term care facilities. Data are presented as one row per work day, for each facility.	October 15, 2020	1,081	No tags assigned	API Docs

Visit

[Data.cms.gov](https://data.cms.gov)

+ Other Nursing Home Info: data.medicare.gov

■ **Datasets include information for every nursing home. Topics include:**

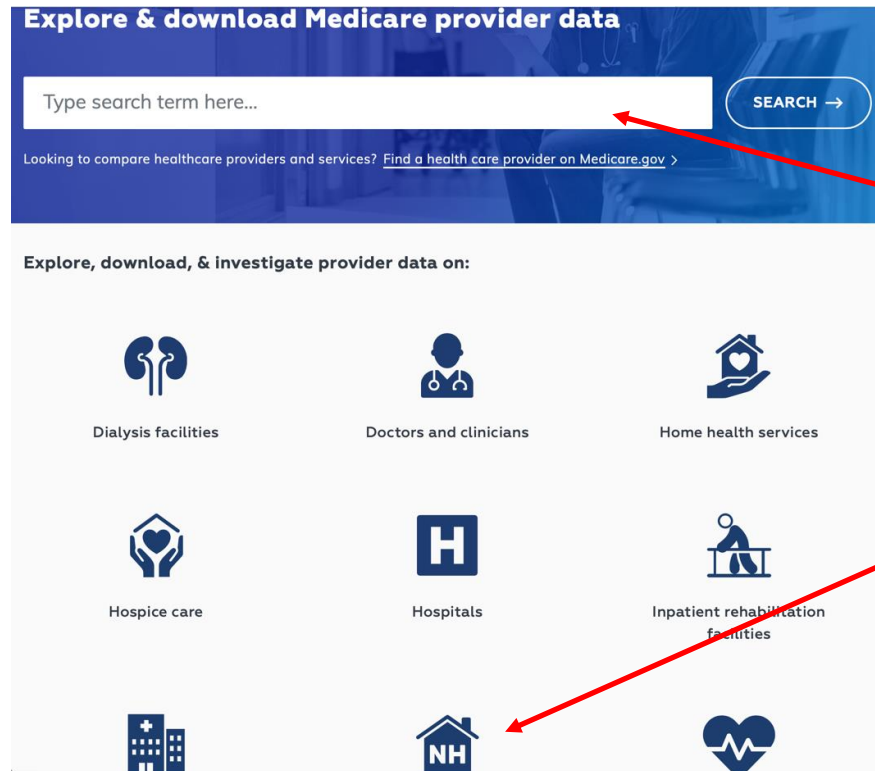
- Health deficiencies
- MDS Quality Measures (like antipsychotic drugging rates, pressure ulcers, falls, etc...)
- Ownership
- Penalty counts
- Staffing (risk-adjusted)
- Star ratings

■ **Each dataset includes searchable identifying information, such as:**

- Nursing home name
- State
- City
- County
- Address

+ Other Nursing Home Info: www.data.medicare.gov

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Visit

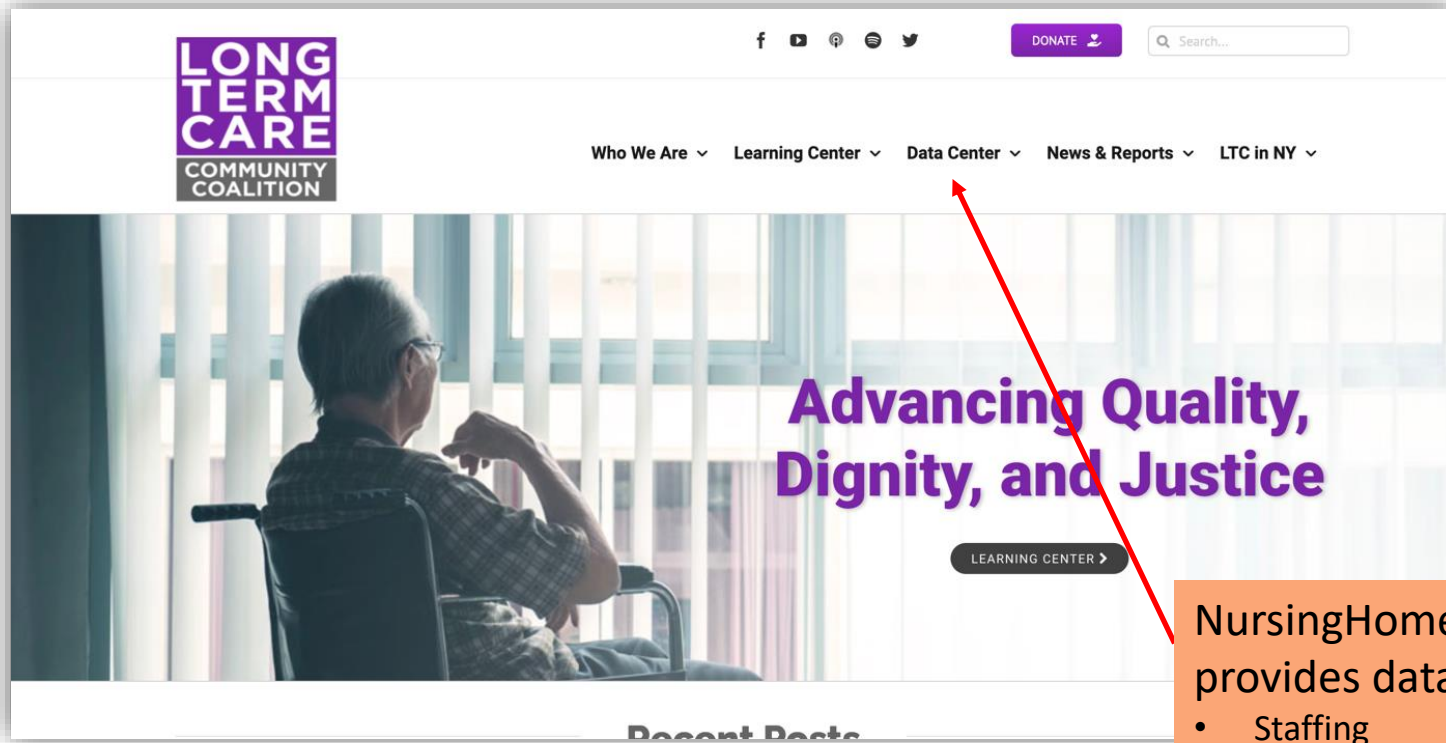
www.data.medicare.gov



Digging Deeper

Accessing Data on www.nursinghome411.org

+ Accessing data on www.nursinghome411.org



NursingHome411.org
provides data on:

- Staffing
- Enforcement
- Dementia Care
- Antipsychotic Drugging

+ Citation data on www.nursinghome411.org

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The screenshot shows a web browser window with the URL <https://nursinghome411.org/us-nursing-home-citations-9/1/16-8/31/19>. The page title is "US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)". The left sidebar features the "LONG TERM CARE COMMUNITY COALITION" logo and a navigation menu with items: Learning Center, Nursing Home Info & Data, Action Center, News & Reports, Assisted Living, LTC in NY State, HV Ombudsman Program, About LTCCC, and Upcoming Events. The main content area has a purple header with the title "US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)". Below this, it states: "Following are files for all nursing home citations published on Nursing Home Compare as of November 20, 2019. Nursing Home Compare provides three years of data. Thus, the files include enforcement information from (approximately) September 1, 2016 to August 31, 2019." It then lists "Important notes on the data provided:" with three points: 1. Files are provided for each state as well as a file for the country as a whole. 2. Each file includes a tab with all of the citations and a tab with just the citations identified as causing harm to one or more residents. It is important to note that states only identify resident harm about 5% of the time that they cite a facility for a healthcare deficiency. LTCCC and other studies have indicated that states often fail to properly identify resident harm when they cite a facility. This is a serious issue for residents, families, and policymakers since, when harm is not properly identified facilities are rarely held accountable. For more information, see our [Elder Justice Newsletters](#). 3. The files are easily searchable and sortable so that one can search for a facility by name or sort by city, survey date, or deficiency F-tag. Below the notes is a grid of state links: Alabama, Alaska, Arizona, Arkansas, California, Colorado, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, and South Carolina.

US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)

Home / Nursing Home Information / Enforcement / All Nursing Home Citations / US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)

< Previous Next >

US Nursing Home Citations: 9/1/16 – 8/31/19 (November 2019)

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Alabama	Louisiana	Ohio
Alaska	Maine	Oklahoma
Arizona	Maryland	Oregon
Arkansas	Massachusetts	Pennsylvania
California	Michigan	Rhode Island
Colorado	Minnesota	South Carolina

+ Citation data on www.nursinghome411.org

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Provider State	Provider Name	City	Survey Date	Deficiency Prefix	Deficiency Tag Num	Inspection Cycle	Scope Severity Code	Processing Date
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	10/14/16	F	309	3	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	10/14/16	F	323	3	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	11/29/16	F	431	3	E	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	11/29/16	F	253	3	E	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	12/8/16	F	223	3	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	4/6/17	F	323	3	E	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	4/6/17	F	278	3	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	4/6/17	F	465	3	E	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	4/6/17	F	371	3	F	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	6/29/17	F	224	3	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	6/28/18	F	677	2	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	6/28/18	F	657	2	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	6/28/18	F	757	2	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	6/28/18	F	812	2	F	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	6/28/18	F	804	2	F	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	1/28/19	F	580	1	E	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	1/28/19	F	880	1	E	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	656	1	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	756	1	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	744	1	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	692	1	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	842	1	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	690	1	D	10/1/16
OH	ABBYSHIRE PLACE SKILLED NSG & REHAB CTR	BIDWELL	8/9/19	F	803	1	E	10/1/16
OH	ACCORD CARE COMMUNITY MIDDLEBURG HEIGHTS	MIDDLEBU	12/1/17	F	684	2	D	10/1/16
OH	ACCORD CARE COMMUNITY MIDDLEBURG HEIGHTS	MIDDLEBU	12/1/17	F	688	2	D	10/1/16
OH	ACCORD CARE COMMUNITY MIDDLEBURG HEIGHTS	MIDDLEBU	12/1/17	F	692	2	D	10/1/16
OH	ACCORD CARE COMMUNITY MIDDLEBURG HEIGHTS	MIDDLEBU	8/27/18	F	697	2	D	10/1/19
OH	ACCORD CARE COMMUNITY MIDDLEBURG HEIGHTS	MIDDLEBU	11/7/18	F	842	1	D	10/1/19

Note: Separate tabs for all citations and citations at harm or immediate jeopardy.

Every file has a *Notes* tab with information on what data are provided and their original source.

+ Staffing data on www.nursinghome411.org

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ALL U.S. NURSING HOME
DAILY CARE STAFF

ALL U.S. NURSING HOME
NON-CARE STAFFING

ALL U.S. NURSING HOME USE
OF CONTRACT STAFF

COMPARE AVERAGE STAFFING
LEVELS FOR EACH STATE

Show 51 entries

Search:

State	Abbreviation	Avg Total Care Staff HPRD	Total Care Rank	Avg RN Care Staff HPRD	RN Care Rank
ALASKA	AK	5.93	1	1.36	1
ALABAMA	AL	3.56	26	0.37	42
ARKANSAS	AR	3.74	14	0.20	49
ARIZONA	AZ	3.90	11	0.54	22
CALIFORNIA	CA	4.02	6	0.44	35
COLORADO	CO	3.60	22	0.69	10
CONNECTICUT	CT	3.65	20	0.46	34
D.C.	DC	3.68	19	0.79	4
DELAWARE	DE	3.94	10	0.70	8
FLORIDA	FL	3.99	8	0.54	20
GEORGIA	GA	3.27	43	0.23	48
HAWAII	HI	4.09	4	1.13	2
IOWA	IA	3.33	35	0.51	28
IDAHO	ID	3.99	7	0.64	14

! Download state files by selecting
state links in first column.

State and national staffing (Total and RN) averages for Q2 2020 were determined by dividing a given sample's aggregate of facility staffing by its aggregate of facility MDS census, thus accounting for variations in facility size. LTCCC staffing reports prior to Q3 2019 used different methodology by averaging all facility HPRDs in a sample (without adjusting for facility size) to determine state and national staffing averages.

+ Staffing data on www.nursinghome411.org

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Sortable facility-level data on staffing based on auditable PBJ data.

NH411 posts new data every quarter, when they are released by CMS, and maintains the historical data files (since 2017) for your reference.

*View
Excel file
examples
of
State Staffing
Data.*

Nurse Staff

**Contract
Staff**

**Non-Nurse
Staff**



Additional Resources

Fact sheets, reports, podcasts, etc... to support your advocacy

+ Learning Center

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The screenshot shows the LTCCC Learning Center website. At the top is the LTCCC logo and a navigation bar with links: Who We Are, Learning Center (highlighted), Data Center, News & Reports, LTC in NY, and a purple DONATE button. Social media icons for Facebook, YouTube, Instagram, and Twitter are in the top right. Below the navigation bar is a header section with the title 'Learning Center' and a breadcrumb 'Home / Learning Center'. The main content area features a welcome message and a list of resources. On the left, there is a featured article titled 'Webinar: Residents' Rights to Voting, Self-Determination, & Quality Care' with an image of an 'OFFICIAL ELECTION MAIL' envelope. Below this is a link to 'Learning Center, LTCCC Webinars' and a 'Read More >' button. On the right, there is a vertical stack of purple buttons for various resources: REGISTER FOR LTC NEWS & UPDATES, ZOOM MEETING REQUEST FOR FAMILY COUNCILS, FACT SHEETS, HANDOUTS, WEBINARS & EVENTS, FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY, DEMENTIA CARE ADVOCACY TOOLKIT, and VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER. At the bottom left, there is a blue banner with icons (cloud, magnifying glass, equals sign, gear) and the text 'LTCCC Webinar: Nursing Home 411 Tech Support'.

LONG TERM CARE COMMUNITY COALITION

Who We Are ▾ **Learning Center ▾** Data Center ▾ News & Reports ▾ LTC in NY ▾ **DONATE**

Learning Center
Home / Learning Center

Welcome to LTCCC's Learning Center. Below are our latest updates and materials. Click on the purple buttons to find fact sheets, webinars and other resources to support good care and resident-centered advocacy.

Webinar: Residents' Rights to Voting, Self-Determination, & Quality Care

Learning Center, LTCCC Webinars [Read More >](#)

LTCCC Webinar: Nursing Home 411 Tech Support

- REGISTER FOR LTC NEWS & UPDATES
- ZOOM MEETING REQUEST FOR FAMILY COUNCILS
- FACT SHEETS
- HANDOUTS
- WEBINARS & EVENTS
- FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY
- DEMENTIA CARE ADVOCACY TOOLKIT
- VISIT THE FAMILY & OMBUDSMAN RESOURCE CENTER

www.nursinghome411.org/learning-center/

+ LTCCC Factsheet: Informed Consent

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACTSHEET: INFORMED CONSENT

The right to informed consent is an important one for residents and families to know about. It is hard to exercise informed consent if you don't know you have a right to it. It is also one of the most important standards related to dementia care and the widespread problem of inappropriate antipsychotic drugging.

Please note: (1) Text in italics is directly from the federal regulations. (2) Numbers in brackets refer to the federal regulations (42 CFR 83.xx) and if a designation used by surveyors when a facility is cited. (3) These standards are applicable to all residents in licensed nursing homes in the United States, whether they are short-term or long-term, private pay, Medicaid, Medicare or have another type of insurance. (4) Where the resident lacks capacity to make decisions and/or has assigned decision-making to someone else, that person takes the place of the resident in exercising these rights.

WHAT IS INFORMED CONSENT?

"Informed consent is an ethical concept—that all patients should understand and agree to the potential consequences of their care—that has become codified in the law and in daily practice at every medical institution." (From [A Practical Guide to Informed Consent](#).)

THE LAW

I. Right to be Informed of & Participate in Treatment Plan [42 CFR 83.10(c) & 552]

The resident has the right to be informed of, and participate in, his or her treatment, including:

- The right to be fully informed in language that he or she can understand of his or her total health status, including but not limited to, his or her medical condition.
- The right to be informed, in advance, of the care to be furnished and the type of care given or professional that will furnish care.
- The right to be informed in advance, by the physician or other practitioner or professional, of the risks and benefits of proposed care, of treatment and treatment alternatives or treatment options and to choose the alternative or option he or she prefers.

II. Right to Participate in Development & Implementation of Care Plan [42 CFR 483.10(c) & 553]

- The right to participate in the planning process, including the right to identify individuals or roles to be included in the planning process, the right to request meetings and the right to request revisions to the person-centered plan of care.

- The right to participate in establishing the expected goals and outcomes of care, the type, amount, frequency, and duration of care, and any other factors related to the effectiveness of the plan of care.
- The right to be informed, in advance, of changes to the plan of care.
- The right to receive the services and/or items included in the plan of care.
- The right to see the care plan, including the right to sign after significant changes to the plan of care.

III. Facility Must Inform Resident of the Right to Participate & Support the Resident in This Right [42 CFR 483.10(c)]

The planning process must—

- Facilitate the inclusion of the resident and/or resident representative.
- Include an assessment of the resident's strengths and needs.
- Incorporate the resident's personal and cultural preferences in developing goals of care.

CHECKLIST FOR RESIDENTS, FAMILIES & OMBUDSMEN

The physician (not a delegated representative) should disclose and discuss:

- ✓ The diagnosis, if known
- ✓ The nature and purpose of a proposed treatment or procedure
- ✓ The risks and benefits of proposed treatment or procedures
- ✓ Alternatives (regardless of costs or extent covered by insurance)
- ✓ The risks and benefits of alternatives
- ✓ The risks and benefits of not receiving treatments or undergoing procedures

RESOURCES

- WWW.NURSINGHOME411.ORG. LTCCC's website includes materials on the relevant standards for nursing home care, a listing of antipsychotic drug names and other resources.
- WWW.THECONSUMERVOICE.ORG. The Consumer Voice has numerous materials and resources for residents, family members and LTC Ombudsmen.
- [A PRACTICAL GUIDE TO INFORMED CONSENT](#). Temple Health has a very useful resource from which the above checklist and definition of informed consent are taken. It is available at <http://www.templehealth.org/ICTOOLKIT/html/ictoolkitpage1.html>.

+ Family & Ombudsman Resource Center

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The screenshot shows a web browser window with the address <https://nursinghome411.org/families-ombudsmen/>. The page has a purple header with the LTCCC logo and navigation links: Who We Are, Learning Center, Data Center, News & Reports, and LTC in NY. Below the header, the title "Family & Ombudsman Resource Center" is displayed. The main content area includes a welcome message, contact information, and a section for family council zoom meeting requests. A red circle highlights the "FAMILY COUNCIL ZOOM MEETING REQUEST" button.

Family & Ombudsman Resource Center – Nursing Home 411 - (Private Browsing)

Family & Ombudsman Resource Center

LONG TERM CARE COMMUNITY COALITION

Who We Are Learning Center Data Center News & Reports LTC in NY

Family & Ombudsman Resource Center

Home / Action Center / Family & Ombudsman Resource Center / Family & Ombudsman Resource Center

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Family & Ombudsman Resource Center

Welcome to our dedicated Family & LTC Ombudsman page. We will be updating it frequently with resources and tools that you can use to support your resident-centered advocacy.

You can sign up for updates by emailing info@ltccc.org or calling 212-385-0355.

You may also use LTCCC's Zoom video conference room to host family councils or family members meetings. [Click here to request an appointment.](#)

We would love to include you and support your efforts to improve care!

Joint Recommendations for Resident Visitation (September 2020)

FACT SHEETS ON CARE STANDARDS & RESIDENT RIGHTS

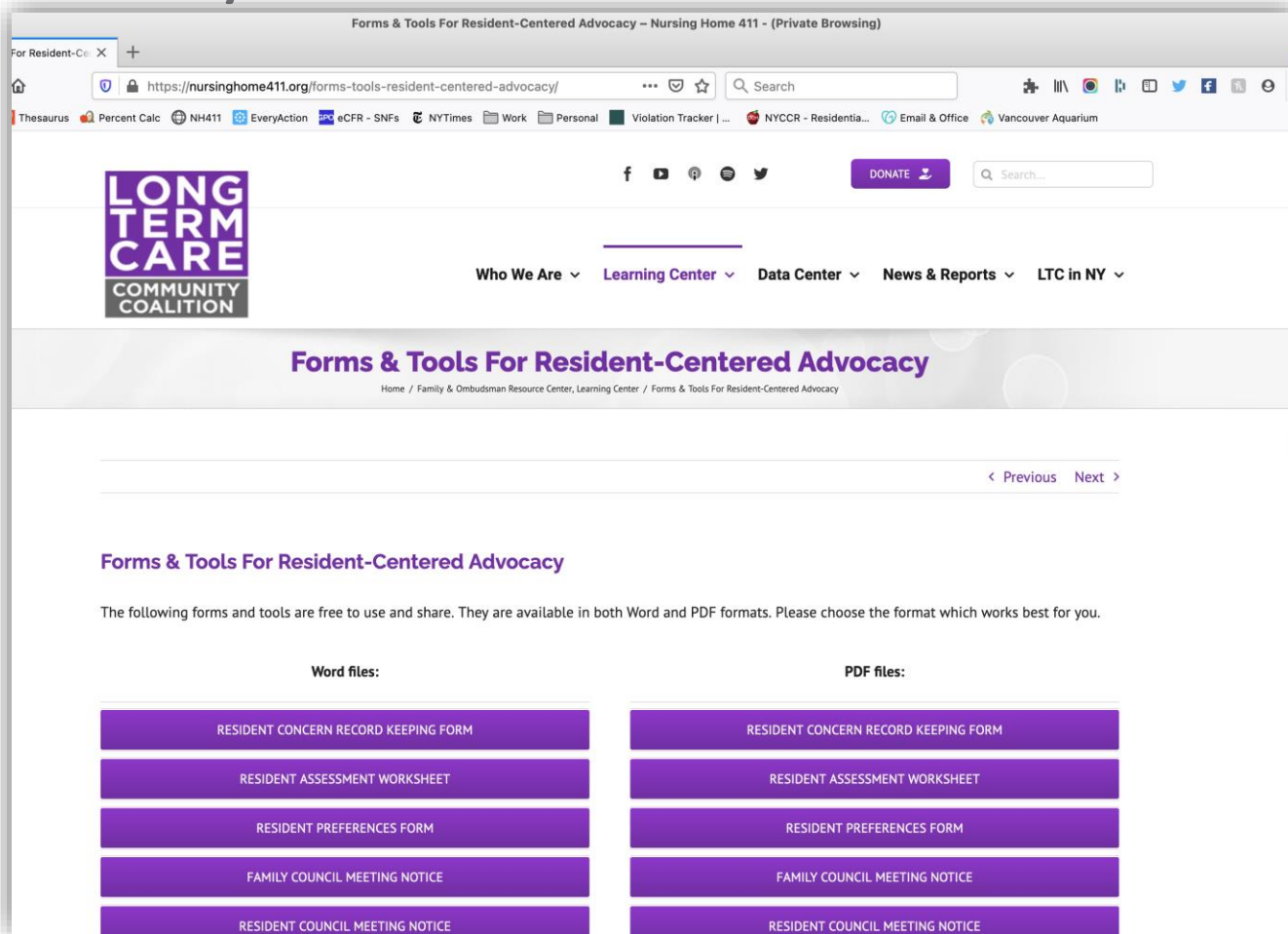
FAMILY COUNCIL ZOOM MEETING REQUEST

FORMS & TOOLS FOR RESIDENT-CENTERED ADVOCACY

Sign-up for
LTCCC's Family
Council Zoom
Meeting
Room!

www.nursinghome411.org/families-ombudsmen/

+ Forms & Tools for Resident-Centered Advocacy



<https://nursinghome411.org/forms-tools-resident-centered-advocacy/>



Podcasts

Available on Spotify, Apple Podcasts, and nursinghome411.org/podcast/.

- How Ombudsmen Are a Conduit for Nursing Home Residents
- ‘It takes a team. A family’: How a Baltimore nursing home has kept out the coronavirus
- ‘The Eyes, Ears, and Voice’: Why Nursing Home Visitation Saves Lives
- Mice, Mold, and Mystery Debris: Journalist Marjie Lundstrom on the Rampant Food Safety Violations in Nursing Homes

Webinars

LTCCC holds monthly webinars on the 3rd Tuesday of the month @1pm Eastern. All programs are free and we welcome LTCOPs to use these programs for trainings. Email sara@ltccc.org for more info.

To register for a webinar, visit nursinghome411.org/learning-center/webinars-events/.

Coming up on 2/16/21: The Inappropriate Institutionalization of People with Mental Illness



Thank You!

Visit <https://nursinghome411.org/join/> or call **212-385-0355** if you would like to...

- Receive alerts for future programs or
- Sign up for our newsletter and alerts.

You can also...

- Join us on **Facebook** at www.facebook.com/ltccc
- Follow us on **Twitter** at www.twitter.com/LTCconsumer
- Visit us on the **Web** at www.nursinghome411.org.



Questions?

Comments?