



Nursing Home Compare Five-Star Ratings of Nursing Homes

Provider Rating Report Incorporating data reported through 02/29/2020

Ratings for Veterans Victory House (425386) Walterboro, South Carolina				
Overall Quality	Health Inspection	Quality Measures	Staffing	RN Staffing
★★	★	★★★★★	★★★★	★★★★

The March 2020 Five-Star ratings provided above will be displayed for your nursing home on the Nursing Home Compare (NHC) website on or around March 25, 2020. 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 staffing data reported for the third calendar quarter of 2019.

Your facility has been cited for abuse at harm or higher in the last survey cycle, or at least once at potential harm or higher in each of the last two survey cycles. NHC displays an icon for nursing homes with instances of non-compliance related to abuse and their health inspection rating is capped at two stars. For more details, please see the Five-Star Quality Rating Technical Users' Guide that is available at the link in the References section of this report.

**** IMPORTANT MESSAGE: Your health inspection score makes you a candidate for the Special Focus Facility (SFF) program. Please note that being a SFF candidate does not necessarily mean that your nursing home will be selected for the SFF program. For more information about the program, please go to: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/downloads/SFFList.pdf>*

Helpline

The Five-Star Helpline will operate Monday - Friday, **March 23, 2020 - March 27, 2020**. 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 **April 27, 2020 - May 1, 2020**. 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

As of the January 2020 refresh of NHC, the timeframe covered by the short stay (SNF) pressure ulcer QM has been adjusted to match the timeframe for the other MDS-based QMs. Only the four quarter average is reported: the individual quarters on this preview report display NR (not reported) for every facility. Additionally, for the purposes of the downloadable files on Data.Medicare.Gov, the measure code for this QM has changed from 002 to 476, and the measure is found in the MDS Quality Measures downloadable file. The measure specifications have not changed with the new measure code.

On the CASPER Facility Level Quality Measure (QM) Reports, the long-stay pressure ulcer QM has been updated with the High Risk/Unstageable Pressure Ulcer measure. Additionally, the short-stay QM, Percentage of SNF Residents with Pressure Ulcers that are New or Worsened, can also be viewed on the CASPER reports.

Health Inspections

The Five-Star health inspection rating listed on the first page is based on 3 cycles of survey data and 3 years of complaint inspections.

Your Health Inspection Rating

Provided below are the survey dates included in the calculation of the Five-Star health inspection rating for your facility. For more detailed information about the deficiencies cited on each survey, please visit: <https://data.medicare.gov/data/nursing-home-compare>. This website updates on the same day as the Nursing Home Compare website. Any additional revisit points can be found in the 'Provider Info' table at the link provided above.

Health Inspection Rating Cycle 1 Survey Dates:

March 22, 2019

May 31, 2019

Health Inspection Rating Cycle 2 Survey Dates:

March 2, 2018

December 14, 2018

Health Inspection Rating Cycle 3 Survey Dates:

November 17, 2016

Total weighted health inspection score for your facility: 338.0

State-level Health Inspection Cut Points for South Carolina				
1 Star	2 Stars	3 Stars	4 Stars	5 Stars
>79.33	44.01-79.33	27.34-44.00	10.01-27.33	0.00-10.00

Please note that the state cut points are recalculated each month, but the total weighted health inspection score for your facility is compared to the cut points only if there is a change in your score.

Long-Stay Quality Measures that are Included in the QM Rating

	Provider 425386					Rating Points	SC	US
	2018Q4	2019Q1	2019Q2	2019Q3	4Q avg		4Q avg	4Q avg
MDS Long-Stay Measures								
<i>Lower percentages are better.</i>								
Percentage of residents experiencing one or more falls with major injury	2.8%	3.4%	5.3%	5.7%	4.3%	40	3.2%	3.4%
Percentage of high-risk residents with pressure sores	6.4%	6.5%	4.5%	2.1%	4.8%	80	8.9%	7.3%
Percentage of residents with a urinary tract infection	0.5%	3.4%	1.4%	1.0%	1.6%	80	3.7%	2.7%
Percentage of residents with a catheter inserted and left in their bladder ¹	1.7%	1.6%	1.0%	2.5%	1.7%	60	1.7%	1.9%
Percentage of residents whose need for help with daily activities has increased	4.6%	7.1%	7.8%	11.5%	7.8%	135	14.4%	14.5%
Percentage of residents who received an antipsychotic medication	9.4%	10.3%	10.7%	12.4%	10.7%	105	13.7%	14.4%
Percentage of residents whose ability to move independently worsened ¹	8.6%	9.4%	6.1%	5.7%	7.5%	150	19.1%	17.5%

¹These measures are risk adjusted.

²This measure includes some imputed data because there are fewer than 20 resident assessments or stays across the four quarters. This value is used in calculating the QM points and used in the QM rating calculation but will not be displayed on Nursing Home Compare.

	Provider 425386				Risk-Adjusted Rate	US	
	Observed Rate ³	Expected Rate ³	Risk-Adjusted Rate ³	Rating Points		Observed Rate	Risk-Adjusted Rate
Claims-Based Long-Stay Measures							
<i>Lower rates are better. The time period for data used in reporting is 7/1/2018 through 6/30/2019.</i>							
Number of hospitalizations per 1,000 long-stay resident days ¹	0.95	1.34	1.25	120	1.89	1.767	1.70
Number of emergency department visits per 1,000 long-stay resident days ¹	0.59	3.07	0.28	150	1.03	1.453	0.94

¹These measures are risk adjusted.

²This measure includes some imputed data because there are fewer than 20 resident assessments or stays across the four quarters. This value is used in calculating the QM points and used in the QM rating calculation but will not be displayed on NHC.

³The observed rate is the actual rate observed for the facility without any risk-adjustment; the expected rate is the rate that would be expected for the facility given the risk-adjustment profile of the facility; and the risk-adjusted rate is adjusted for the expected rate of the outcome and is calculated as (observed rate for facility / expected rate for facility) * US observed rate. Only the risk-adjusted rate will appear on NHC.

Total Long-Stay Quality Measure Score	920
Long-Stay Quality Measure Star Rating	★★★★★

Short-Stay Quality Measures that are Included in the QM Rating

	Provider 425386					SC	US	
	2018Q4	2019Q1	2019Q2	2019Q3	4Q avg	Rating Points	4Q avg	4Q avg
MDS Short-Stay Measures								
<i>Higher percentages are better.</i>								
Percentage of residents who made improvements in function ¹	d<20	d<20	d<20	d<20	NA	NA	68.7%	67.4%
<i>Lower percentages are better.</i>								
Percentage of residents who newly received an antipsychotic medication	d<20	d<20	d<20	d<20	NA	NA	2.0%	1.8%
Percentage of SNF residents with pressure ulcers that are new or worsened ¹	NR	NR	NR	NR	NA	NA	1.7%	1.5%

NR = Not Reported. This measure is not calculated for individual quarters.

	Provider 425386				SC	US	
	Observed Rate ³	Expected Rate ³	Risk-Adjusted Rate ³	Rating Points	Risk-Adjusted Rate	Observed Rate	Risk-Adjusted Rate
Claims-Based Short-Stay Measures							
<i>Higher percentages are better. The time period for data used in reporting is 10/1/2016 through 9/30/2018.</i>							
Rate of successful return to home and community from a SNF ¹	NA	NR	NA	NA	50.3%	49.2%	49.5% ⁴
<i>Lower percentages are better. The time period for data used in reporting is 7/1/2018 through 6/30/2019.</i>							
Percentage of residents who were re-hospitalized after a nursing home admission ¹	NA	NA	NA	NA	23.1%	22.8%	22.3%
Percentage of residents who had an outpatient emergency department visit ¹	NA	NA	NA	NA	11.8%	10.2%	10.7%

¹These measures are risk adjusted.

²This measure includes some imputed data because there are fewer than 20 resident assessments or stays across the four quarters. This value is used in calculating the QM points and used in the QM rating calculation but will not be displayed on NHC.

³The observed rate is the actual rate observed for the facility without any risk-adjustment; the expected rate is the rate that would be expected for the facility given the risk-adjustment profile of the facility. For successful community discharge, the risk-adjusted rate is calculated as (predicted rate / expected rate) * US Observed rate and is referred to as the risk-standardized rate. For rehospitalization and emergency department visits, the risk-adjusted rate is calculated as (observed rate / expected rate) * US observed rate. Only the risk-adjusted or risk-standardized rate will appear on NHC.

⁴For this measure, this value is the National Benchmark, rather than the national average of the risk-adjusted rate.

NR = Not Reported. The expected rate is not reported for this measure.

Unadjusted Short-Stay Quality Measure Score	NA
Total Short-Stay Quality Measure Score (unadjusted short-stay QM score*1150/800) ¹	NA
Short-Stay Quality Measure Star Rating	Data Not Available
Total Quality Measure Score ²	NA
Overall Quality Measure Star Rating	★★★★★

¹An adjustment factor of 1150/800 is applied to the unadjusted total short-stay score to allow the long- and short-stay QMs to count equally in the total QM score.

²The total quality measure score is the sum of the total long-stay score and the total short-stay score. If a provider has only a long-stay score or only a short-stay score, then no total score is calculated and their overall QM rating is the same as the long-stay or short-stay QM rating, depending on which is available.

Quality Measures that are Not Included in the QM Rating

	Provider 425386					SC	US
	2018Q4	2019Q1	2019Q2	2019Q3	4Q avg	4Q avg	4Q avg
MDS Long-Stay Measures							
<i>Higher percentages are better.</i>							
Percentage of residents assessed and appropriately given the seasonal influenza vaccine	99.1%	100%	100%	100%	99.8%	94.1%	95.9%
Percentage of residents assessed and appropriately given the pneumococcal vaccine	98.6%	100%	100%	100%	99.6%	93.4%	93.7%
<i>Lower percentages are better.</i>							
Percentage of residents who were physically restrained	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.2%
Percentage of low-risk residents who lose control of their bowels or bladder	47.9%	42.9%	52.8%	55.0%	49.7%	59.1%	48.4%
Percentage of residents who lose too much weight	4.5%	6.9%	5.8%	5.6%	5.7%	7.1%	5.5%
Percentage of residents who have depressive symptoms	1.0%	1.0%	0.0%	1.5%	0.9%	1.3%	4.7%
Percentage of residents who received an antianxiety or hypnotic medication	14.1%	13.8%	12.8%	11.7%	13.1%	21.2%	19.9%
MDS Short-Stay Measures							
<i>Higher percentages are better.</i>							
Percentage of residents assessed and appropriately given the seasonal influenza vaccine	96.7%	97.0%	97.0%	97.0%	96.9%	83.0%	82.7%
Percentage of residents assessed and appropriately given the pneumococcal vaccine	92.5%	100%	100%	97.3%	97.4%	83.4%	83.7%

Additional Notes Regarding the Quality Measure Tables

"d<20". For individual quarters for the MDS-based QMs, d<20 means the denominator for the measure (the number of eligible resident assessments) is too small to report. A four quarter average may be displayed if there are at least 20 eligible resident assessments summed across the four quarters.

"NA". "NA" will be reported for quality measures not included in the QM Rating: 1) for which data are not available or 2) for which the total number of eligible resident assessments summed across the four quarters is less than 20.

SNF Quality Reporting Program (QRP) Measures:

One of the short-stay QMs used in the Five-Star QM rating calculation is a SNF QRP measure: Rate of successful return to home and community from a SNF. There are additional SNF QRP measures that are not included in the Five-Star ratings but are displayed on NHC. Information about these measures can be found on separate provider preview reports that are located in the QIES mailbox. Please watch for communication from CMS on the availability of these reports. Additional information about the SNF QRP measures can be found in the Quality of Resident Care section under References at the end of this report.

Staffing Information

Summary of Reported Staffing for October 1, 2019 to December 31, 2019

The data listed below include the reported staffing for your facility, state and for the US, utilizing the PBJ data for **October 1, 2019 to December 31, 2019** (submitted by the **February 14, 2020** deadline) and the average MDS-based resident census for your facility, state and for the US. **These data will be reported on Nursing Home Compare for three months, starting with the April 2020 update to the website, and will also be used for determining staffing ratings during that time.**

PBJ Nurse Staffing Information for October 1, 2019 to December 31, 2019 for Provider Number 425386				
	Provider 425386	Provider 425386 (Decimal)	South Carolina average	US average
Total number of licensed nurse staff hours per resident per day	1 hour and 22 minutes	1.37341	1 hour and 47 minutes	1 hour and 34 minutes
RN hours per resident per day	30 minutes	0.50138	44 minutes	41 minutes
LPN/LVN hours per resident per day	52 minutes	0.87203	1 hour and 2 minutes	52 minutes
Nurse aide hours per resident per day	2 hours and 33 minutes	2.55356	2 hours and 21 minutes	2 hours and 18 minutes
Physical therapist ¹ hours per resident per day	1 minute	0.01804	6 minutes	5 minutes

¹Physical therapist staffing is not included in the staffing rating calculation.

Resident Census	Provider 425386	Provider 425386 (Decimal)	South Carolina average	US average
Average number of residents	217.1	217.1304	88.8	85.8

Availability of Reported Staffing Data

Some providers will see 'Not Available' for the reported hours per resident per day in the table above and a staffing rating may not be displayed for these facilities for **April through June 2020**. There are several reasons this could occur:

1. No MDS census data were available for the facility.
2. No on-time PBJ staffing data were submitted for the facility. As a result, the staffing ratings will be set to one star (unless the facility is listed as 'Too New to Rate').
3. *Criterion no longer used.*
4. The total reported staffing hours per resident per day (HRD) were excessively low (<1.5 HRD).
5. The total reported staffing HRD were excessively high (>12.0 HRD).
6. The total reported nurse aide HRD were excessively high (>5.25 HRD).
7. A CMS audit identified significant discrepancies between the hours reported and the hours verified, or the nursing home failed to respond to an audit request.
8. Other reason.

Your facility's PBJ staffing data report for October 1, 2019 to December 31, 2019

The following table summarizes the information that your facility reported for nurse staffing only (PBJ Job codes 5-10 and 12) as listed in the PBJ nurse staffing summary for **October 1, 2019 to December 31, 2019**. We believe these are indicators of the completeness of the data submitted by your facility and the plausibility of the values reported. Indicators 1 and 2 show whether or not a facility has reported nurse staffing information for each day in the quarter. If a facility did not report hours for nursing staff for each day, we believe that may indicate that the facility has not submitted complete data.

For days that no nursing or RN staff hours were reported (indicators 1 and 2), we have included a list of those dates in listings 1 and 2, located at the end of this report.

Indicator	Description	Number
1	Number of days in quarter (out of 92) on which your facility reported no nursing hours (i.e. no aide ¹ , LPN, or RN) but on which there were residents in the facility	0
2	Number of days in quarter (out of 92) on which your facility reported no Registered Nurse (RN) ² hours but on which there were residents in the facility	0

¹Includes the following job codes: Certified nurse aide (job code 10) and medication aide/technician (job code 12). Aides in training are not included.

²Includes the following job codes: RN DON (5), RN with administrative duties (6), and RN (7).

Your facility's PBJ nurse and physical therapist staffing summary for October 1, 2019 to December 31, 2019

The following table summarizes the nurse and physical staffing data that your facility reported to the PBJ system for the quarter. The data include both exempt and non-exempt employees, as well as agency staff. Please note that values for hours are rounded to the nearest integer. As with the other information, facilities should review this information to ensure they are reporting complete and accurate data for future submissions.

Nurse Staffing Category	Job Code(s)	Total number of hours that your facility reported for the quarter	Number of days in the quarter on which your facility reported ANY hours
<i>RN Director of Nursing</i>	5	960	66
<i>RN with administrative duties</i>	6	4,949	92
<i>RN</i>	7	4,107	88
Total RN	5-7	10,016	92
<i>LPN/LVN with administrative duties</i>	8	1,495	71
<i>LPN/LVN</i>	9	15,925	92
Total LPN/LVN	8-9	17,420	92
<i>Certified Nurse Aide</i>	10	46,881	92
<i>Nurse Aide in Training</i>	11	4,129	89
<i>Medication Aide/Technician</i>	12	0	0
Total Aide	10-12	51,010	92
Total Nurse Staffing	5-12	78,445	92
Physical Therapist Staffing	21	360	55

MDS Census Calendars for October 1, 2019 to December 31, 2019

On the following page are calendars with the daily census values for your facility, based on the assessments submitted (for all payer types) and calculated using the method described in the Five-Star Quality Rating System Technical Users' Guide. Days of the month are shown in black in the upper left hand corner, while the daily census value is shown in blue in the lower center of each day.

Daily MDS Census for October 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 219	2 219	3 219	4 218	5 217
6 217	7 217	8 217	9 219	10 219	11 218	12 217
13 217	14 216	15 217	16 216	17 217	18 217	19 216
20 216	21 217	22 217	23 218	24 218	25 218	26 215
27 215	28 215	29 216	30 216	31 216		

Daily MDS Census for November 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 215	2 215
3 215	4 216	5 217	6 218	7 218	8 217	9 216
10 216	11 216	12 218	13 217	14 217	15 218	16 217
17 217	18 217	19 218	20 219	21 220	22 220	23 220
24 220	25 219	26 218	27 219	28 219	29 218	30 217

Daily MDS Census for December 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 217	2 217	3 217	4 217	5 216	6 215	7 215
8 214	9 216	10 216	11 215	12 216	13 216	14 216
15 216	16 216	17 217	18 218	19 219	20 220	21 220
22 220	23 220	24 219	25 218	26 218	27 216	28 215
29 215	30 215	31 215				

References

Technical Details on Nursing Home Compare and the Five-Star Rating System

The Five-Star Quality Rating System Technical Users' Guide includes detailed methodology for all domains of the rating system and can be found at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/downloads/usersguide.pdf>

All of the data posted on the Nursing Home Compare Website as well as additional details on some domains and measures are available for download on the data.medicare.gov website.

<https://data.medicare.gov/data/nursing-home-compare>

April 2019 Revisions to the Five-Star Rating System

More detailed information on the April 2019 changes can be found in the CMS memorandum:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/QSO19-08-NH.pdf>

Staffing

For information on recent Payroll Based Journal (PBJ) Policy Manual Updates, Notification to States regarding staffing levels and New Minimum Data Set (MDS) Census Reports see Memorandum QSO-19-02-NH, at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/QSO19-02-NH.pdf>

More information about the use of PBJ staffing data in the Five-Star Rating system is in the Quality, Safety and Oversight memorandum, QSO-18-17-NH, at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/QSO18-17-NH.pdf>

Information about staffing data submission is available on the CMS website at:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/Staffing-Data-Submission-PBJ.html>

For additional assistance with or questions related to the PBJ registration process, please contact the QTSO Help Desk at 877-201-4721 or via email at help@qtso.com.

More information on the Staffing PUF can be found in a CMS survey and certification memo at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Cert-Letter-17-45.pdf>

Health Inspections

More information about Phase 2 of the Requirements for Participation is in the S&C memorandum 18-04-NH at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Policy-and-Memos-to-States-and-Regions.html>

Quality of Resident Care

Detailed specifications (including risk-adjustment) for the MDS-based QMs, claims-based QMs and SNF QRP measures can be found under 'User Manuals' in the downloads section at:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/NHQIQualityMeasures.html>

Additional information about the SNF QRP measures can be found in the SNF Quality Reporting Program (IMPACT Act 2014) section at:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits>

For questions about the SNF QRP measures please contact:

SNFQualityQuestions@cms.hhs.gov

PBJ Deadlines

Submission Deadline	PBJ Reporting Period	Posted on NHC and used for Staffing Ratings
May 15, 2020	January 1, 2020 - March 31, 2020	July 2020 - September 2020
August 14, 2020	April 1, 2020 - June 30, 2020	October 2020 - December 2020
November 14, 2020	July 1, 2020 - September 30, 2020	January 2021 - March 2021
February 14, 2021	October 1, 2020 - December 31, 2020	April 2021 - June 2021

Listing for Indicator #1: Days in quarter for which no nursing staff hours were reported

Your facility reported nursing staff hours for all days in the quarter.

Listing for Indicator #2: Days in quarter for which no RN staff hours were reported

Your facility reported RN staff hours for all days in the quarter.