



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

Ratings for Whittier Hospital Medical Ctr D/P SNF (555589) Whittier, California			
Overall Quality	Health Inspection	Quality Measures	Staffing
★★★★★	★★★★	★★★★★	★★★★

The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around July 27, 2022. The health inspection rating incorporates data reported through June 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 first calendar quarter of 2022.

Helpline

The Five-Star Helpline will operate Monday - Friday **July 25 - August 5, 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 **August 29 - September 2, 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

Staffing Rating Changes

Beginning with the July 2022 refresh, six staffing measures will be used to calculate the staffing rating:

- Adjusted total nurse staffing hours per resident per day (7 day)
- Adjusted RN staffing hours per resident per day (7 day)
- Adjusted total nurse staffing hours per resident per day (weekends)
- Total nursing turnover (%)
- RN turnover (%)
- Number of administrator departures

Points are assigned to each staffing measure and then summed to derive a single staffing star rating (a separate RN staffing rating will no longer be calculated or posted on the Nursing Home Care Compare website). The specific measure values and points used to calculate the staffing rating for your facility can be found in the staffing section of this report. Detailed information about the staffing rating methodology can be found in the Five-Star Quality Rating Technical Users' Guide (link on the References page of this report).

Important News (continued)

With the change in the staffing rating methodology, a change was also made to the overall rating calculation. An additional star will be added to the overall rating if the staffing rating is five stars (previously an additional star was added if the staffing rating was four or five stars and greater than the health inspection rating).

Reminder for Nursing Homes to Link Employee Identifiers when they are changed due to changes in the facility's staffing data systems. Facilities **must** To view the instructions and templates for linking employee identifiers, please see the PBJ Provider Users' Guide (link in the References section of this report). Find the technical submission file template to submit linked identifiers titled "PBJ XSD Admin file V1.00.0 (ZIP)" in the downloads section of the CMS PBJ webpage (link provided on the References page).

Please see the Five-Star Quality Rating Technical Users' Guide or the CMS Memorandum QSO-22-08-NH for additional information about the items listed above. Links to these resources are on the References page.

Quality Measure Updates

The SNF Quality Reporting Program (QRP) measure, rate of successful return to home or community from a SNF, will be updated with the July 2022 refresh. The measure will have a split reporting period. With the July refresh it will include data from 7/1/2019-12/31/2019 and 7/1/2020-6/30/2021. This measure will next be updated in October 2023. For questions about the SNF QRP measures please email: SNFQualityQuestions@cms.hhs.gov.

Health Inspections

The Five-Star health inspection rating listed on the first page of this report is based on three cycles of survey data and three years of complaint and focused infection control inspections and incorporates data reported through June 30, 2022.

Your Health Inspection Rating

Provided below are the survey dates included in the calculation of the health inspection rating for your facility. The dates listed include standard survey dates as well as dates of complaint inspections and focused infection control inspections that resulted in deficiencies. For more detailed information about the deficiencies cited on each survey, please visit: <https://data.cms.gov/provider-data/>. This website updates on the same day as the Care Compare website. Any additional revisit points can be found in the 'Provider Information' table at the link provided above.

Health Inspection Rating Cycle 1 Survey Dates:

August 3, 2019

Health Inspection Rating Cycle 2 Survey Dates:

September 1, 2018

March 24, 2021

Health Inspection Rating Cycle 3 Survey Dates:

August 12, 2017

Total weighted health inspection score for your facility: 48.7

State-level Health Inspection Cut Points for California				
1 Star	2 Stars	3 Stars	4 Stars	5 Stars
>140.17	86.68-140.17	57.34-86.67	30.01-57.33	0.00-30.00

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

MDS Long-Stay Measures	Provider 555589					Rating Points	CA	US
	2021Q2	2021Q3	2021Q4	2022Q1	4Q avg		4Q avg	4Q avg
<i>Lower percentages are better.</i>								
Percentage of residents experiencing one or more falls with major injury	0.0%	0.0%	0.0%	0.0%	0.0%	100	1.7%	3.4%
Percentage of high-risk residents with pressure sores	0.0%	0.0%	0.0%	0.0%	0.0%	100	7.4%	8.1%
Percentage of residents with a urinary tract infection	9.5%	0.0%	0.0%	0.0%	2.4%	60	1.2%	2.4%
Percentage of residents with a catheter inserted and left in their bladder ¹	0.0%	d<20	0.0%	d<20	0.0%	100	1.5%	1.6%
Percentage of residents whose need for help with daily activities has increased	d<20	d<20	d<20	d<20	8.6% ²	135	7.9%	14.6%
Percentage of residents who received an antipsychotic medication	0.0%	0.0%	0.0%	0.0%	0.0%	150	10.0%	14.5%
Percentage of residents whose ability to move independently worsened ¹	d<20	d<20	d<20	d<20	12.5% ²	120	12.5%	18.1%

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 Care Compare.

Claims-Based Long-Stay Measures	Provider 555589				CA	US	
	Observed Rate ³	Expected Rate ³	Risk-Adjusted Rate ³	Rating Points	Risk-Adjusted Rate	Observed Rate	Risk-Adjusted Rate
<i>Lower rates are better. The time period for data used in reporting is 1/1/2021 through 12/31/2021.</i>							
Number of hospitalizations per 1,000 long-stay resident days ¹	NA	NA	1.61 ²	90	1.61	1.529	1.48
Number of emergency department visits per 1,000 long-stay resident days ¹	NA	NA	0.74 ²	90	0.74	1.383	0.90

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 Care Compare.

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 Care Compare.

Total Long-Stay Quality Measure Score	945
Long-Stay Quality Measure Star Rating	★★★★★

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

	Provider 555589					Rating Points	CA	US
	2021Q2	2021Q3	2021Q4	2022Q1	4Q avg		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	79.8%	74.1%
<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	1.4%	1.7%
<i>The time period for data used in reporting is 10/1/2020 through 9/30/2021.</i>								
Percentage of SNF residents with pressure ulcers/pressure injuries that are new or worsened ¹					NA	NA	1.7%	3.2%

	Provider 555589				CA	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 7/1/2019-12/31/2019 and 7/1/2020-6/30/2021.</i>							
Rate of successful return to home or community from a SNF ¹	NA	NR	NA	NA	52.6%	52.7%	52.7% ⁴
<i>Lower percentages are better. The time period for data used in reporting is 1/1/2021 through 12/31/2021.</i>							
Percentage of residents who were re-hospitalized after a nursing home admission ¹	NA	NA	NA	NA	21.9%	22.5%	22.1%
Percentage of residents who had an outpatient emergency department visit ¹	NA	NA	NA	NA	9.8%	10.5%	11.1%

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 Care Compare.

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 Care Compare.

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	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 555589					CA	US
	2021Q2	2021Q3	2021Q4	2022Q1	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	100%	100%	100%	100%	100%	98.5%	95.4%
Percentage of residents assessed and appropriately given the pneumococcal vaccine	66.7%	80.0%	90.0%	90.9%	81.9%	98.0%	92.7%
<i>Lower percentages are better.</i>							
Percentage of residents who were physically restrained	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%
Percentage of low-risk residents who lose control of their bowels or bladder	d<20	d<20	d<20	d<20	NA	32.5%	47.0%
Percentage of residents who lose too much weight	4.8%	15.0%	0.0%	0.0%	4.8%	5.1%	6.0%
Percentage of residents who have depressive symptoms	d<20	d<20	d<20	d<20	0.0%	4.6%	7.5%
Percentage of residents who received an antianxiety or hypnotic medication	76.2%	75.0%	75.0%	63.6%	72.3%	13.9%	19.5%
MDS Short-Stay Measures							
<i>Higher percentages are better.</i>							
Percentage of residents assessed and appropriately given the seasonal influenza vaccine	d<20	d<20	d<20	d<20	NA	92.0%	76.7%
Percentage of residents assessed and appropriately given the pneumococcal vaccine	d<20	d<20	d<20	d<20	NA	93.2%	79.4%

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:

Two of the short-stay QMs used in the Five-Star QM rating calculation are SNF QRP measures: "Percentage of SNF residents with pressure ulcers/pressure injuries that are new or worsened" and "Rate of successful return to home or community from a SNF." There are additional SNF QRP measures that are not included in the Five-Star ratings but are displayed on Care Compare. Information about these measures can be found on separate provider preview reports 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 on the References page of this report.

Staffing Hours per Resident Day

PBJ data for **January 1 - March 31, 2022** (submitted and accepted by the May 15, 2022 deadline) are being used to calculate the staffing ratings for three months starting with the **July 2022** Care Compare website update. The table below includes the reported, case-mix and adjusted staffing levels for your facility, using the PBJ data for **January 1 - March 31, 2022**. The case-mix staffing values are based on resident acuity levels using RUG-IV data. The Five-Star Rating Technical Users' Guide contains a detailed explanation of the staffing rating and the case-mix adjustment methodology. The table also shows the weekend staffing levels (total nurse and RN) for your facility. Below the table is the average resident census for your facility.

Staffing Levels for January 1 - March 31, 2022 for Provider Number 555589				
	Reported Hours per Resident per Day (HRD)	Reported Hours per Resident per Day (HRD) (Decimal)	Case-Mix HRD	Case-Mix Adjusted HRD
All days				
Total nurse (RN, LPN, LVN, and Nurse Aide) hours	9 hours and 24 minutes	9.404	5.251	5.671
RN hours	1 hour and 46 minutes	1.765	1.641	0.423
LPN/LVN hours	4 hours and 11 minutes	4.187	1.119	2.753
Nurse aide hours	3 hours and 27 minutes	3.453	2.491	2.824
Physical therapist ¹ hours	10 minutes			
Weekend (Saturday and Sunday)				
Total nurse (RN, LPN, LVN, and Nurse Aide) hours	8 hours and 45 minutes	8.752	5.251	5.278
RN hours	1 hour and 31 minutes	1.521		

¹Physical therapist hours are not included in the staffing rating calculation.

The average number of residents for your facility (based on MDS census) for January 1 - March 31, 2022 is [22.3](#).

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. 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.
 4. No nursing hours were reported (0 HRD).
 5. Total reported nurse staffing was excessively high (>12.0 HRD).
 6. Total reported nurse aide staffing was 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.
 14. No nursing hours were reported on weekends (0 HRD).
 15. Total reported nurse staffing on weekends was excessively high (>12.0 HRD).
 16. The total reported nurse aide staffing on weekends was excessively high (>5.25 HRD).
 18. Other reason.
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Scoring Exceptions for the Staffing Rating

The following criteria have been added to the usual scoring rules for assigning the staffing rating.

1. Providers that fail to submit any staffing data by the required deadline will receive a one-star staffing for the quarter.
2. Providers that submit staffing data indicating that there were four or more days in the quarter with no RN staffing hours (job codes 5-7) on days when there were one or more residents in the facility, regardless of reported staffing levels, will receive a one-star staffing rating for the quarter.
3. CMS conducts audits of nursing homes to verify the data submitted and to ensure accuracy. Facilities for which the audit identifies significant discrepancies between the hours reported and the hours verified or those who fail to respond to an audit request will receive a one-star staffing rating.

Staffing Turnover

PBJ data from October 1, 2020 to March 31, 2022 are used to calculate annual nursing staff and RN turnover measures and to report the number of administrator turnovers among eligible administrators in the 12-month reporting period between January 1, 2021 to December 31, 2021. PBJ does not collect information on employee termination dates; instead a turnover is identified based on gaps in days worked. The turnover measures include employees and agency staff that have worked at least 120 hours at your facility in a 90-day period since the first observed workday between October 1, 2020 to June 30, 2021. Individuals no longer associated with a nursing home are defined as eligible employees who have a period of 60 or more days during which they do not work at all. The data listed below report the nursing, RN, and administrator turnover measures for your facility January 1, 2021 to December 31, 2021. (Note that data from 2020Q4 - 2021Q2 are used to identify individuals who are eligible for the turnover measure, while data from 2022Q1 are used to identify individuals who had a 60-day or more gap in days worked that started within the last 60 days of 2021Q4.)

These turnover measures will be posted on Nursing Home Care Compare starting with the July 2022 update. The turnover measures are updated quarterly using a rolling 12-month period. Detailed information on how turnover is calculated is available in the Technical Users' Guide. Find the link on the References Page of this report.

PBJ Nurse Staffing Turnover for January 1, 2021 to December 31, 2021 for Provider Number 555589				
	Turnover Rate	Number of Eligible Staff¹	Number of Eligible Staff Identified as Turned over	Displayed on Care Compare²
Nursing staff turnover	28.3%	53	15	Yes
RN turnover	30.0%	10	3	Yes
Administrator turnover		N.A.	N.A.	No - code 2

N.A. = Not Available. N.A. in the table above indicates that the value could not be calculated based on the data submitted.

¹The number of eligible staff is based on a count of the number of eligible 'employment spells.' For more details on the methodology used to calculate nursing staff turnover, please see the measure specifications, available at the location listed in the references below.

²Some providers will see "Not Available" on the Care Compare website for one or more turnover measures if there is a "No" along with a code listed in this column of the table.

Availability of Turnover Data

Some providers will see 'Not Available' for one or more of the turnover measures in the table above or on Care Compare. There are several reasons this could occur:

Nursing Staff and RN Turnover Exclusion Codes

1. No or invalid PBJ data submitted for one of more quarters between October 1, 2020 to March 31, 2022. See the table below for the quarters with missing or invalid PBJ data.
2. Fewer than 5 eligible nurse (or RN) employees or agency staff.
3. 100% nurse (or RN) turnover on a single day. If you see this code in the table above, up to two dates on which it appears your nursing home had 100% turnover on a single day are listed below. In this case, you may need to submit data to link employee identifiers. See additional information in the Important News section and on the References page of this report.
18. Other reason

Days with 100% turnover for all nursing staff

No Dates with 100% nurse turnover

Availability of Turnover Data (continued)

Administrator Turnover Exclusion Codes

1. No or invalid PBJ data submitted for one of more quarters between October 1, 2020 to March 31, 2022. See the table below for the quarters with missing or invalid PBJ data.
2. No administrator hours were submitted for one or more quarters between October 1, 2020 to March 31, 2022. See the table below for the quarters with no administrator hours.
3. No eligible administrator employees or agency staff.
4. Too many administrators: there are 12 or more days between October 1, 2020 to June 30, 2021 with five or more different people reported under job code 1 (administrator) on the same day.
18. Other reason

Your facility's submission of valid PBJ nursing data and administrator hours for quarters used by turnover measures						
	2020Q4	2021Q1	2021Q2	2021Q3	2021Q4	2022Q1
Valid PBJ data submitted	Yes	Yes	Yes	Yes	Yes	Yes
Administrator hours submitted	No	No	No	No	No	No

Note that in rare cases, turnover data may be reported on Care Compare even if one or more of the indicators of valid PBJ data in the table above is "No". This may occur if the data were later verified by a CMS audit.

Staffing Measures that are Used in the Staffing Rating

The table below shows the six specific staffing measures that are used to calculate the staffing rating, along with the measure values and the points assigned for each measure for your facility as well as the maximum number of points possible for each measure. The raw point total is the sum of the points for the individual measures. If any of the six measures are not available, then the total score is rescaled so the maximum possible score for your facility is still 380 points. The rescaled score is used to assign the staffing rating; however, in most cases no rating will be assigned if adjusted total nurse staffing is not available. Please see the Technical Users' Guide for additional details including the cut point tables for each of the measures and for the total rescaled score.

Staffing Measure	Data for Provider 555589		Maximum Possible Points
	Measure Value	Points	
Adjusted Total nurse staffing (7 day)	5.671	100	100
Adjusted RN staffing (7 day)	0.423	30	100
Adjusted Total nurse staffing (weekends)	5.278	50	50
Total nursing turnover (%)	28.302	50	50
RN turnover (%)	30.000	45	50
Number of administrator departures	N.A.	N.A.	30
Raw point total		275	
Total points after rescaling (if any)		299	380
Staffing rating	★★★★		

N.A. = 'Not Available'. Points for individual measures may show as N.A. if the measure value is Not Available. Point values will show as N.A. for all measures for special focus facilities, providers that are too new for a valid rating to be calculated, providers for which nurse staffing levels are not available, and providers that have had their staffing rating reduced to one star (see availability of reported staffing and scoring exceptions above).

References

Technical Details on the Five-Star Quality 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>

Provider Data Catalog

All of the data posted on the Care Compare website as well as additional details on some domains and measures are available for download on the Provider Data Catalog at:

<https://data.cms.gov/provider-data/>

Staffing

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 QIES Help Desk at 888-477-7876 or via email at iQIES@cms.hhs.gov.

CMS Memorandum QSO-22-08-NH regarding weekend staffing, staff turnover, and information about linking employee identifiers can be found at:

<https://www.cms.gov/files/document/qso-22-08-nh.pdf>

Instructions and templates for linking employee identifiers can be found in the **PBJ Provider User's Guide** at: <https://qtso.cms.gov/providers/nursing-home-mdswing-bed-providers/reference-manuals>

Detailed Employee level staffing data can be found at:

<https://data.cms.gov/quality-of-care/payroll-based-journal-daily-nurse-staffing>

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 "MDS_QM_Users_Manual_V15_Effective_01-01-2022" in the downloads section at:

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

SNF QRP COVID-19 Public Reporting Tip Sheet can be found at:

<https://www.cms.gov/files/document/snfqrp-covid19prtipsheet-october2020.pdf>

SNF Quality Reporting Training page can be found at:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/Skilled-Nursing-Facility-Quality-Reporting-Program/SNF-Quality-Reporting-Program-Training>

FY 2022 SNF Final Rule can be found at:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/SNFPFS/List-of-SNF-Federal-Regulations>

CMS Skilled Nursing Facility Center website can be found at:

<https://www.cms.gov/Center/Provider-Type/Skilled-Nursing-Facility-Center>

Additional information about Public Reporting of the SNF QRP Quality Measures can be found at:

<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/Skilled-Nursing-Facility-Quality-Reporting-Program/SNF-Quality-Reporting-Program-Overview>

For questions about the SNF QRP measures please contact:

SNFQualityQuestions@cms.hhs.gov

PBJ Deadlines

Submission Deadline	PBJ Reporting Period	Posted on Care Compare and used for Staffing Ratings
May 15, 2022	January 1, 2022 - March 31, 2022	July 2022 - September 2022
August 14, 2022	April 1, 2022 - June 30, 2022	October 2022 - December 2022
November 14, 2022	July 1, 2022 - September 30, 2022	January 2023 - March 2023
February 14, 2023	October 1, 2022 - December 31, 2022	April 2023 - June 2023