



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

March 16, 2022

**ALTA: NH #2022-019**  
**CMS RELEASED QSO-22-08-NH MEMO NOTIFYING THE UPDATE OF NURSING HOME**  
**COMPARE WEBSITE CRITERIA**

Dear Nursing Facility/Home Administrator:

The Centers for Medicare and Medicaid Services (CMS) provides the Nursing Home Compare website and Five Star Quality Rating System as resources to help consumers evaluate nursing home care. Staffing in nursing homes has a substantial impact on the quality of care and outcomes on resident experience. CMS posts information on facility staffing measures on the Medicare.gov [Care Compare](#) website. These staffing measures are used to calculate each nursing home's star rating for staffing as part of the Nursing Home Five Star Quality Rating System.

CMS acknowledged the concerns raised by the Office of Inspector General (OIG) that consumers may not have a clear understanding of how nursing homes' staffing levels as they may change daily, including weekends. The OIG analyzed nursing home staffing levels and raised concerns about the impacts on resident care based on nurse staffing ratios and turnover rates. Furthermore, in [April 2021](#), the OIG noted the impact that COVID-19 has had on CMS' oversight of nursing homes and recommended that CMS report measures of nurse turnover. Nursing home staffing level data is now available to consumers so they can compare nursing homes.

**Care Compare / Five Star Quality Rating System Updates**

CMS began posting the following information for each nursing home on the Medicare.gov [Care Compare](#) website January 2022:

- **Weekend Staffing:** Data on the level of weekend Registered Nurse (RN) and total nurse staffing (RN, Licensed Practical Nurse, and Certified Nursing Assistant staff) provided by each nursing home.
- **Staff Turnover:** The percent of RN and total nurse staff that left the nursing home and the number of administrators that left the nursing home over a 12-month period.

CMS began posting the employee-level staffing data for all nursing homes January 2022.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact Molly McClintock, Nursing Home Policy Program Manager, at (360) 742-6966 or [molly.mcclintock@dshs.wa.gov](mailto:molly.mcclintock@dshs.wa.gov).

Sincerely,

Handwritten signature of Mike Anbesse in black ink.

Mike Anbesse, Director  
Residential Care Services

*DSHS: "Transforming Lives"*