



Augustana Chapel View's Five-Star Rating Points to Quality

Augustana Chapel View is celebrating a five star rating status! Five stars were awarded by the Center for Medicare and Medicaid (CMS) in several categories as well as overall. The CMS created the Five-Star Quality Rating System to help consumers, their families, and caregivers compare skilled nursing communities more easily and help identify areas where questions need to be answered.

Staff members at Augustana Chapel View have worked hard to overcome challenges we are all facing due to the Coronavirus. "Our new star rating would not have been possible without the high caliber of staff here," says Administrator Paula Sparling. "They are really willing to dig in and work on things." Paula also praises team members for their willingness to collaborate. "Everyone pitches in and no one ever says, "That's not my job," she points out.

The Nursing Home Compare Web site features a quality rating system that gives each care community a rating between one and five stars. Skilled nursing communities with five stars are considered to have much above average quality. There is one overall five-star rating for each skilled nursing community, and a separate rating for each of the following three sources of information:

Health Inspections – The health inspection rating contains the three most recent health inspections. This information is gathered by trained, objective inspectors who go onsite to skilled nursing communities. Inspectors follow a specific process to determine the extent to which a skilled care center meets Medicaid and Medicare's minimum quality requirements. The most recent survey findings are weighted more than the prior year. **Chapel View currently has four stars in health inspections.**



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Staffing – The staffing rating has information about the number of hours of care provided on average to each resident each day by nursing staff. This rating considers differences in the levels of residents' care need in each care community. For example, a care community with residents who had more severe needs would be expected to have more staff than a community where the resident needs were not as high. Chapel View has five stars in staffing.

Quality Measures (QMs) – The quality measure rating has information on seventeen different physical and clinical measures for skilled nursing residents. Quality measures offer information about how well nursing communities are caring for their residents' physical and clinical needs. Chapel View has five stars in quality measures.

It is important to note that no rating system can address all of the important considerations that go into a decision about which skilled nursing community may be best for a particular person. Examples include the extent to which specialty care is provided (such as specialized rehabilitation or dementia care) or how easy it will be for family members to visit a loved one. As such visits can improve both the residents' quality of life and quality of care, it may often be better to select a community that is very close over one that may be more highly rated but farther away.

Consumers may therefore want to use the CMS website together with other sources of information (including a visit to the skilled nursing community). If you have any questions about this rating system or Chapel View's scores, feel free to contact us at 952-697-3815.



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