

## Special Focus Facility (“SFF”) Initiative

This webpage offers a list of nursing homes that (a) have had a history of serious quality issues and (b) are included in a special program to stimulate improvements in their quality of care. Please take a minute to review this background information on our “Special Focus Facility” initiative. The background here will help you be as informed as possible when you discuss your long term care options with any nursing home that is listed here – and what they are doing to improve their quality of care.

### **Background**

The Centers for Medicare & Medicaid Services (CMS) and States visit nursing homes on a regular basis to determine if the nursing homes are providing the quality of care that Medicare and Medicaid requires. These “survey” or “inspection” teams will identify deficiencies in the quality of care that is provided. They also identify any deficiencies in meeting CMS safety requirements (such as protection from fire hazards). When deficiencies are identified, we require that the problems be corrected. If serious problems are not corrected, we may terminate the nursing home’s participation in Medicare and Medicaid.

Most nursing homes have some deficiencies, with the average being 6-7 deficiencies per survey. Most nursing homes correct their problems within a reasonable period of time. However, we have found that a minority of nursing homes have:

- More problems than other nursing homes (about twice the average number of deficiencies),
- More serious problems than most other nursing homes (including harm or injury experienced by residents), and
- A pattern of serious problems that has persisted over a long period of time (as measured over the three years before the date the nursing home was first put on the SFF list).

Although such nursing homes would periodically institute enough improvements in the presenting problems that they would be in substantial compliance on one survey, significant problems would often re-surface by the time of the next survey. Such facilities with a “yo-yo” or “in and out” compliance history rarely addressed underlying systemic problems that were giving rise to repeated cycles of serious deficiencies. To address this problem CMS created the “Special Focus Facility” (SFF) initiative.

### **How the Special Focus Facility (SFF) Initiative Works**

CMS requires that SFF nursing homes be visited in person by survey teams twice as frequently as other nursing homes (about twice per year). The longer the problems persist, the more stringent we are in the enforcement actions that will be taken. Examples of such enforcement actions are civil monetary penalties (“fines”) or termination from Medicare and Medicaid. Within about 18-24 months after a facility is identified by CMS as an SFF nursing home, we expect that there will be one of 3 possible outcomes:

- (a) **Improvement & Graduation:** The nursing home graduates from the SFF program because it has made significant improvements in quality of care - and those improvements are continued over time;

(b) **Termination from Medicare:** The nursing home is terminated from participation in the Medicare and Medicaid programs. While such a nursing home may continue to operate (depending on State law), usually it will close once Medicare and Medicaid funding is discontinued. In such a case the State Medicaid Agency (and others) will assist all nursing home residents to transition to another residence that can provide a better and acceptable quality of care. This may include a variety of possibilities, such as another nursing home, a community-based setting, or apartment with good support services.

(c) **Extension of Time:** The nursing home is provided with some additional time to continue in the SFF program because there has been very promising progress, such as the sale of the nursing home to another owner with a much better track record of providing quality care.

### **How Can You Use This Information**

If you are considering admission to a nursing home included on this list you may want to:

- Above all, visit the nursing home. Talk to staff, residents, and other families. You may request to see the results from the last State or CMS survey (it should be in a place that is easily accessible.)
- Before your visit, look at the survey history of the nursing home on *Nursing Home Compare* to see what areas may be problematic.
- Ask the nursing home staff what they are doing to improve the quality of care for residents in the nursing home.
- Call the State survey agency (link to *Nursing Home Compare*) to find out more about the nursing home. Look at the length of time that a nursing home has been on the SFF list. This is particularly important if the nursing home has been an SFF nursing home for more than 18-24 months, since such nursing homes are closer to either graduating (due to improvements) or ending their participation in Medicare and Medicaid.
- Call your local State Ombudsman, Administration on Aging, and local groups to find out more about the nursing home.
- Use the Nursing Home Brochure found at <http://www.medicare.gov/Publications/Pubs/pdf/nursinghome.pdf> and “Guide to Choosing a Nursing Home” <http://www.medicare.gov/Publications/Pubs/pdf/02174.pdf> - both publications are available on *Nursing Home Compare*.

If you currently reside in a SFF nursing home, please know that this home is being closely monitored (it is inspected twice as often as other nursing homes). You may also direct any questions you have to the contacts above. The good news is that about 50% of the nursing homes in the SFF program significantly improve their quality of care within 24-30 months after being selected for the SFF initiative, while about 16% tend to be terminated from Medicare and Medicaid.

### **How to Interpret the Tables**

Below we list nursing homes in five (5) different categories:

- A. **Table A – New Additions:** Nursing homes newly added to the SFF (which have not yet had a standard survey since being added to the list).

- B. **Table B – Not Improved:** Nursing homes that have failed to show significant improvement despite having had the opportunity to show improvement in at least one survey after being named as a SFF nursing home.
- C. **Table C – Improving:** Nursing homes that have shown significant improvement, as indicated by the most recent survey, and CMS is waiting to see if the improvement continues over time. If the improvement continues for about 12 months (through two standard surveys), these nursing homes will graduate from the SFF list. “Significant improvement” means that the most recent standard survey (and any later compliant investigations) found no deficiencies in which there was actual harm to any resident, and no deficiency in which there was systemic potential for harm (i.e. no deficiency above an “E” level).
- D. **Table D – Recently Graduated:** These nursing homes not only improved, but they sustained significant improvement for about 12 months (through two standard surveys). CMS congratulates these nursing homes and list their names as “graduates” for a few months after they graduate so that anyone who has been tracking their progress will be informed. “Graduation” does not mean that there may not be problems in quality of care, but does generally indicate an upward trend in quality improvement compared to the nursing home’s prior history of care.
- E. **Table E – No Longer in Medicare and Medicaid:** These are nursing homes that were either terminated by CMS from participation in Medicare and Medicaid within the past few months, or voluntarily chose not to continue such participation. In most cases the nursing homes will have closed, although some nursing homes that leave Medicare later seek to show better quality and re-enter the Medicare program after demonstrating their ability to comply with all Federal health and safety requirements.

### **Important Note about Information Delays**

The State survey agencies are responsible for entering survey information into CMS’ databases and providing updates as needed. Every attempt is made to assure the accuracy and timeliness of the information on the list. However, data lags of up to several months can occur between completion of a survey and posting of data on this list. We advise interpreting this information cautiously and supplementing it with information from the ombudsman's office, the State survey agency, or other sources.

### **Continued Improvements in the Special Focus Facility Initiative**

This website is the latest in a series of improvements CMS is making to address the problem of chronically under-performing nursing homes. In 2005, for example, we increased the number of SFF nursing homes by 30% and strengthened enforcement. In November 2007 we began publishing the names of SFF nursing homes that had failed to improve significantly. In February 2008 we added all other SFF nursing homes in a format that allows consumers to distinguish between nursing homes that were improving compared with those that are not. In April 2008 we added cross-links between the individual nursing home pages on our *NH Compare* website with the full SFF list. In August 2008 we announced methods by which SFF nursing homes may obtain additional technical assistance from the local Quality Improvement Organizations (QIOs)

to help them improve quality. In December 2008 we began rating all nursing homes using a Five-Star Quality Rating System on the website <https://www.medicare.gov/NHCompare>.

**Table A - New Additions:** These are nursing homes newly added to the SFF initiative (but which have not yet had a standard survey since being added to the list). If you wish to learn more about a specific home, please contact the State survey agency or the Ombudsman's office in your area which can be found in the [Helpful Contacts](#) section of *Nursing Home Compare*.

**Table B – Not Improved:** These are nursing homes that have failed to show significant improvement despite having had the opportunity to show improvement in at least one survey after being named a SFF nursing home.

**Table C - Improving:** These are nursing homes that have show significant improvement, as indicated by the most recent survey, and CMS is waiting to see if the improvement continues over time. If the improvement continues, these nursing homes will graduate from the SFF list.

**Table D – Recently Graduated:** These are nursing homes that not only improved, but they sustained significant improvement for about 12 months (through two surveys). We congratulate these nursing homes and list their names as “graduates” for a few months after they graduate so that anyone who has been tracking their progress will be informed.

**Table E – No Longer in Medicare and Medicaid:** These are nursing homes that were either terminated by CMS from participation in Medicare and Medicaid within the past few months, or voluntarily chose not to continue such participation. In most cases the nursing homes will have closed, although some nursing homes that leave Medicare later seek to show better quality and re-enter the Medicare program after demonstrating their ability to comply with all Federal health and safety requirements.

**Table A: Facilities Newly Added to the SFF Program**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Ridgecrest Healthcare	16640 North 38th Street	Phoenix	AZ	85032	602-482-6671		4
Belmont Lodge Health Care Center	1601 Constitution Road	Pueblo	CO	81001	719-562-7200		4
Regalcare At Greenwich	1188 King Street	Greenwich	CT	06831	203-531-8300		1
Glen Haven Home	302 Sixth Avenue	Glenwood	IA	51534	712-527-3101		1
Regency Care Center	815 High Road	Norwalk	IA	50211	515-981-4269		1
Chalet Of Niles, Llc	911 S 3rd St	Niles	MI	49120	269-684-4320		1
Diversicare Of St Joseph	3002 North 18th St	Saint Joseph	MO	64505	816-364-4200		1
Pleasant Valley Nursing Center	8 Peabody Road	Derry	NH	03038	603-434-1566		1
Meadowview Nursing & Respiratory Care	1420 South Black Horse Pike	Williamstown	NJ	08094	856-875-0100		4
Focus Rehabilitation And Nursing Center At Otsego	128 Phoenix Mills Cross Road	Cooperstown	NY	13326	607-544-2600		4
London Health & Rehab Center	218 Elm St	London	OH	43140	740-852-3100		1
Meadowbrook Care And Rehabilitation Center	2500 Arrowhead Dr	Rapid City	SD	57702	605-348-0285		6
Creekside Health And Rehabilitation Center	306 W Due West Ave	Madison	TN	37115	615-612-4499		2
Lomond Peak Nursing And Rehabilitation, Llc	524 East 800 North	Ogden	UT	84404	801-782-3740		5

**Table B: Facilities That Have Not Improved**

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Woodley Manor Health & Rehabilitation	3312 Woodley Road	Montgomery	AL	36116	334-288-2780	11/05/2016	14
Bakersfield Healthcare Center	730 34th Street	Bakersfield	CA	93301	661-327-7687	12/19/2016	19
La Mariposa Care And Rehabilitation Center	1244 Travis Blvd	Fairfield	CA	94533	707-422-7750	09/16/2016	8
Providence Mt Rubidoux	6401 33rd Street.	Riverside	CA	92509	951-681-2200	01/13/2017	4
Harbor Healthcare & Rehab Ctr	301 Ocean View Blvd	Lewes	DE	19958	302-645-4664	01/26/2017	12
Northeast Atlanta Health And Rehabilitation Center	1500 S Johnson Ferry Road	Atlanta	GA	30319	404-252-2002	11/09/2016	4
Timbercreek Rehab & Healthcare Center	2220 State Street	Pekin	IL	61554	309-347-1110	12/02/2016	5
Premier Healthcare Of Fort Wayne	7519 Winchester Rd	Fort Wayne	IN	46819	260-747-7435	12/15/2016	12
South Shore Health & Rehabilitation Center	353 Tyler St	Gary	IN	46402	219-886-7070	02/16/2017	18
Tanglewood Nursing & Rehabilitation	5015 Sw 28th St	Topeka	KS	66614	785-273-0886	02/23/2017	21
Trego Manor	320 South Ave	Wakeeney	KS	67672	785-743-5787	09/29/2016	10
Law-Den Nursing Home	1640 Webb Ave	Detroit	MI	48206	313-867-1719	09/15/2016	11
Good Samaritan Society - Warren	410 South Mckinley Street	Warren	MN	56762	218-745-5282	11/15/2016	33
Lake Park Nursing And Rehabilitation Center	3315 Faith Church Road	Indian Trail	NC	28079	704-882-3420	09/29/2016	10
Good Samaritan Society - Alliance	P O Box 970, 1016 East 6th Street	Alliance	NE	69301	308-762-5675	11/02/2016	9
Mount Laurel Center For Rehab And Healthcare	3718 Church Road	Mount Laurel	NJ	08054	856-235-7100	12/16/2016	16
Highland Manor Of Fallon	550 North Sherman Street	Fallon	NV	89406	775-423-7800	09/15/2016	15
Arbors East Subacute And Rehab Ctr	5500 East Broad Street	Columbus	OH	43213	614-575-9003	02/02/2017	3
Manor At Whitehall The	4805 Langley Avenue	Whitehall	OH	43213	614-501-8271	01/11/2017	5
Rehabilitation And Health Center Of Gahanna The	5151 North Hamilton Road	Columbus	OH	43230	614-337-1066	02/15/2017	22
Molalla Manor Care Center	301 Ridings Avenue	Molalla	OR	97038	503-829-5591	05/12/2016	15
Mountain Laurel Nrc	700 Leonard Street	Clearfield	PA	16830	814-765-7545	10/25/2016	7
Pembroke Health And Rehabilitation Center	1130 West Chester Pike	West Chester	PA	19380	610-692-3636	11/04/2016	9
Signature Healthcare At Saint Francis	6007 Park Ave	Memphis	TN	38119	901-765-3110	02/15/2017	8
Immanuels Healthcare	4515 Village Creek Rd	Fort Worth	TX	76119	817-451-8704	08/31/2016	21
Pittsburg Nursing Center	123 Pecan Grove	Pittsburg	TX	75686	903-856-3633	10/05/2016	7
The Lennwood Nursing And Rehabilitation	8017 W Virginia Dr	Dallas	TX	75237	972-709-1112	11/10/2016	6
Berlin Health & Rehab Ctr	98 Hospitality Drive	Barre	VT	05641	802-229-0308	10/19/2016	9
Beloit Health And Rehab	1905 W Hart Rd	Beloit	WI	53511	608-365-2554	09/19/2016	17
Bridges Of Appleton (The)	2915 N Meade St	Appleton	WI	54911	920-993-6800	01/11/2017	24
Poplar Living Center	4305 S Poplar	Casper	WY	82601	307-237-2561	02/09/2017	12

**Table C: Facilities That Have Shown Improvement**

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Sandalwood Healthcare, Llc	2600 John Barrow Road	Little Rock	AR	72204	501-224-4173	12/15/2016	12
Dept Of State Hospitals - Metropolitan Snf	11401 South Bloomfield Avenue	Norwalk	CA	90650	562-863-7011	12/09/2016	32
Eagle Crest	8336 Fair Oaks Boulevard	Carmichael	CA	95608	916-944-3100	01/11/2017	32
Sky Harbor Care Center	57333 Joshua Lane	Yucca Valley	CA	92284	760-365-4870	12/09/2016	7
Eden Springs Nursing And Rehab Center	4679 Crawfordville Hwy	Crawfordville	FL	32326	850-926-7181	08/19/2016	21
Palm Garden Of Winter Haven	1120 Cypress Gardens Blvd	Winter Haven	FL	33884	863-293-3100	12/02/2016	7
University Center East	991 E New York Ave	Deland	FL	32724	386-734-9083	11/17/2016	7
Orchard View Rehabilitation & Skilled Nursing Ctr	8414 Whitesville Road	Columbus	GA	31907	706-225-1100	01/20/2017	22
Nuuanu Hale	2900 Pali Highway	Honolulu	HI	96817	808-595-6311	09/01/2016	22
Coeur D'alene Of Cascadia	2514 North Seventh Street	Coeur D'alene	ID	83814	208-664-8128	09/08/2016	32
Cahokia Nursing & Rehab Center	2 Annable Court	Cahokia	IL	62206	618-332-0114	12/15/2016	5
St Anthony's Nrsng & Rehab Center	767 30th Street	Rock Island	IL	61201	309-788-7631	10/27/2016	18
Pyramid Point Post-Acute Rehabilitation Center	8530 Township Line Rd	Indianapolis	IN	46260	317-876-9955	10/11/2016	20
Barkley Center	4747 Alben Barkley Drive	Paducah	KY	42001	270-444-9661	12/15/2016	5
Olive Branch Senior Care Center (The)	32 Crothers Drive	Tallulah	LA	71282	318-574-8111	11/03/2016	19
Blue Hills Health And Rehabilitation Center	1044 Park Street	Stoughton	MA	02072	781-344-7300	09/13/2016	12
Kindred Transitional Care & Rehabilitation-Avery	100 West Street	Needham	MA	02194	781-234-6300	01/17/2017	8
Seaport Village Healthcare	19 General Moore Way	Ellsworth	ME	04605	207-667-9336	12/07/2016	15
Chris Jensen Health & Rehabilitation Center	2501 Rice Lake Road	Duluth	MN	55811	218-625-6400	12/01/2016	4
Estates Of St Louis, Llc, The	2115 Kappel Drive	Saint Louis	MO	63136	314-867-7474	01/20/2017	14
Marshfield Care Center	800 South White Oak	Marshfield	MO	65706	417-859-3701	01/12/2017	6
Jefferson Davis Community Hospital Ecf	1320 Winfield Street	Prentiss	MS	39474	601-792-1172	01/05/2017	4
Apple Rehab Cooney	2555 E Broadway	Helena	MT	59601	406-447-1651	02/08/2017	23
Asheville Nursing & Rehabilitation Center	91 Victoria Road	Asheville	NC	28801	828-255-0076	02/17/2017	25
Minot Health And Rehab, Llc	600 S Main St	Minot	ND	58701	701-852-1255	01/12/2017	7
Sagecrest Nursing And Rehabilitation	2029 Sagecrest Court	Las Cruces	NM	88011	575-522-7000	02/10/2017	28
Medford Multicare Center For Living	3115 Horseblock Road	Medford	NY	11763	631-730-3000	10/28/2016	30
The Eleanor Nursing Care Center	419 North Quaker Lane	Hyde Park	NY	12538	845-229-9177	12/22/2016	11
Lake Pointe Rehabilitation And Nursing Center	22 Parrish Road	Conneaut	OH	44030	440-593-6266	12/08/2016	13
Midwest City Nursing Center	8200 National Avenue	Midwest City	OK	73110	405-737-8200	06/23/2016	33
Washita Valley Living Center	105 Washington	Pauls Valley	OK	73075	405-238-5528	10/28/2016	12
Maybrook Hills Rehabilitation And Healthcare Cente	301 Valley View Boulevard	Altoona	PA	16602	814-944-0845	01/20/2017	3
Brookdale - Smithfield	171 Pleasant View Avenue	Smithfield	RI	02917	401-232-5577	01/20/2017	20
Fairfield Healthcare Center, Llc	117 Bellefield Road	Ridgeway	SC	29130	803-337-2257	02/09/2017	10
Hearne Healthcare Center	1101 W Brown St	Hearne	TX	77859	979-279-5361	01/25/2017	6
West Houston Rehabilitation And Healthcare Center	13428 Bissonnet	Houston	TX	77083	713-351-4300	02/17/2017	5
Community Memorial	125 Buena Vista Circle	South Hill	VA	23970	434-447-3151	10/06/2016	10
Avamere Bellingham Health Care & Rehab Services	1200 Birchwood Avenue	Bellingham	WA	98225	360-734-9295	09/19/2016	21
Dunbar Center	501 Caldwell Lane	Dunbar	WV	25064	304-744-4761	07/19/2016	32

**Table D: Facilities That Have Recently Graduated from the SFF Program**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
Solterra Subacute Services	1501 East Orangewood Avenue	Phoenix	AZ	85020	602-944-1574	09/15/2016	28
Shasta View Nursing Center	445 Park Street	Weed	CA	96094	530-938-4429	07/21/2016	27
Aspen Center	656 Dillon Way	Aurora	CO	80011	303-344-0636	08/16/2016	29
Regalcare At New Haven	181 Clifton Street	New Haven	CT	06513	203-467-1666	12/01/2016	13
Crestview Nursing & Rehab	2401 South Des Moines Street	Webster City	IA	50595	515-832-2727	12/15/2016	15
Midwest Rehab & Respiratory	727 North 17th Street	Belleville	IL	62226	618-234-3323	09/23/2016	14
Sterling Pavilion	105 East 23rd Street	Sterling	IL	61081	815-626-4264	09/16/2016	6
Reeders Memorial Home	141 South Main Street	Boonsboro	MD	21713	301-432-5457	02/03/2017	32
Mather Nursing Center	435 Stoneville Rd	Ishpeming	MI	49849	906-485-1073	10/27/2016	22
Lakeside Medical Center	129 East 6th Avenue	Pine City	MN	55063	320-629-2542	08/18/2016	13
Riverbend Heights Health & Rehabilitation	1221 Highway 13 South	Lexington	MO	64067	660-259-4695	11/16/2016	11
Hillcrest Nursing Center, Llc	1401 First Avenue Northeast	Magee	MS	39111	601-849-0384	08/25/2016	10
Hanover Terrace Health & Rehabilitation Center	49 Lyme Road	Hanover	NH	03755	603-643-2854	12/15/2016	14
Waters Edge Healthcare & Rehab	512 Union Street	Trenton	NJ	08611	609-393-8622	08/24/2016	27
Guilderland Center Rehabilitation And E C F	428 State Route 146	Altamont	NY	12009	518-861-5141	09/01/2016	16
Essex Healthcare Of Tallmadge	563 Colony Park Drive	Tallmadge	OH	44278	330-630-9780	11/17/2016	10
Greenbriar Center	8064 South Avenue	Boardman	OH	44512	330-726-3700	12/16/2016	16
Harrison Senior Living Of Christiana	41 Newport Avenue	Christiana	PA	17509	610-593-6901	10/20/2016	12
Whitestone Care Center	370 White Stone Corner Road	Stroudsburg	PA	18360	570-476-1600	01/12/2017	32
Oakwood Community Living Center	1636 Woodlawn	Dyersburg	TN	38024	731-285-6400	12/07/2016	20
Arbor Terrace Healthcare Center	609 Rio Concho Dr	San Angelo	TX	76903	325-653-1266	07/21/2016	15
Brookhollow Heights Transitional Care Center	1737 N Loop W	Houston	TX	77008	713-869-5551	01/24/2017	16
Emery County Care And Rehabilitation Center	455 West Mill Road	Ferron	UT	84523	435-384-2301	09/20/2016	17



**Table E: Facilities No Longer Participating in the Medicare and Medicaid Program**

<b>Facility Name</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Phone Number</b>	<b>Most Recent Survey</b>	<b>Months as an SFF</b>
The Abbey Of Lemars, Inc.	320 First Avenue Se	Le Mars	IA	51031	712-546-7844	07/28/2016	31