

## **Special Focus Facility (“SFF”) Program**

This webpage offers a list of nursing homes that have a history of serious quality issues or 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” program. 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 state agencies inspect nursing homes on a regular basis to determine if they are providing the quality of care that Medicare and Medicaid requires in order to protect and improve residents’ health and safety. When nursing homes do not meet CMS’ health care or fire safety standards, these instances are cited as deficiencies, and we require that the problems be corrected.

Most nursing homes have some deficiencies, with the average being 6-7 deficiencies per inspection. 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 may periodically institute enough improvements to correct problems identified on one inspection, significant problems would often re-surface by the time of the next inspection. Such facilities with a “yo-yo” or “in and out” compliance history rarely address underlying systemic problems that give rise to repeated cycles of serious deficiencies, which pose risks to residents’ health and safety. To address this problem CMS created the “Special Focus Facility” (SFF) program.

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

The methodology for identifying facilities for the SFF program is based on the same methodology used in the health inspection domain of the Five-Star Quality Rating System. Results from over three cycles (approximately three years) of inspections are converted into points based on the number of deficiencies cited and the scope and severity level of those citations. The more deficiencies that are cited, and the more cited at higher levels of scope and severity, the more points are assigned. More information about this methodology can be found at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/downloads/usersguide.pdf>.

The facilities with the most points in a state then become candidates for the SFF program. The number of nursing homes on the candidate list is based on five candidates for each SFF slot, with a minimum candidate pool of five nursing homes and a maximum of 30 per State. State agencies use

this list to select nursing homes to fill the SFF slot(s) in their state. See list of candidates in Table F below.

Once a state selects a facility as an SFF, the State Survey Agency, on CMS's behalf, conducts a full, onsite inspection of all Medicare health and safety requirements every six months and recommends progressive enforcement (e.g., fines, denial of Medicare payment) until the nursing home either (1) graduates from the SFF program; or (2) is terminated from the Medicare and/or Medicaid program(s).

Once an SFF graduates or is terminated, each State then selects a new SFF from a monthly list of candidates. CMS also informs candidate nursing homes of their inclusion on the SFF candidate list in the monthly preview of the Five-Star Quality Rating System.

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

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

- Visit the *Nursing Home Compare* website to view information about the nursing home's star ratings, staffing, quality measures, and inspection results (see <https://www.medicare.gov/nursinghomecompare/search.html>).
- Visit the nursing home. Talk to staff, residents, physicians, and other families. 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 (agency contact information is posted on *Nursing Home Compare*) to find out more about the nursing home.
- If the nursing home is an SFF, 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.

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 most of the nursing homes in the SFF program significantly improve their quality of care within 18-24 months after being selected, while about 10% tend to be terminated from Medicare and Medicaid.

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

Below we list nursing homes in six (6) different categories:

- A. **Table A – New Additions:** Nursing homes newly added to the SFF (which have not yet had a standard inspection since being added to the list).
- B. **Table B – Not Improved:** Nursing homes that have failed to show significant improvement despite being given the opportunity to show improvement in at least one inspection 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 inspection, and CMS is waiting to see if the improvement continues over time. If the improvement continues for about 12 months (through two standard inspections), these nursing homes will graduate from the SFF program. “Significant improvement” means that the most recent standard inspection (and any complaint investigations) found no deficiencies in which there was actual harm to any resident, and no deficiency in which there was widespread systemic potential for harm (i.e. no deficiency at or above an “F” level).
- D. **Table D – Recently Graduated:** These nursing homes not only improved, but they sustained significant improvement for about 12 months (through two standard inspections). CMS lists 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.
- F. **Table F – SFF Candidate list:** These are nursing homes that qualify to be selected as an SFF. The number of nursing homes on the candidate list is based on five candidates for each SFF slot, with a minimum candidate pool of five nursing homes and a maximum of 30 per State.

#### **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 an inspection 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.

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

Facility Name	Address	City	State	Zip	Phone Number	Months as an SFF
Terracina Post Acute	1618 Laurel Avenue	Redlands	CA	92373	909-792-6050	4
Brandywine Nursing & Rehabilitation Center	505 Greenbank Road	Wilmington	DE	19808	302-998-0101	0
Oak Haven Rehab And Nursing Center	919 Old Winter Haven Rd	Auburndale	FL	33823	863-967-4125	3
Winter Park Care & Rehabilitation Center	2970 Scarlett Rd	Winter Park	FL	32792	407-671-8030	6
Greentree Of Bradley Rehab	650 North Kinzie	Bradley	IL	60915	815-933-1666	2
Signature Healthcare Of Lafayette	300 Windy Hill Dr	Lafayette	IN	47905	765-477-7791	4
Simmons Loving Care Health Facility	700 E 21st Ave	Gary	IN	46407	219-882-2563	4
Moorhead Rehabilitation & Healthcare Center	2810 Second Avenue North	Moorhead	MN	56560	218-233-7578	1
Kansas City Center For Rehabilitation And Healthca	12942 Wornall Road	Kansas City	MO	64145	816-423-8500	2
Ms Care Center Of Greenville	1221 East Union Street	Greenville	MS	38703	662-335-5811	2
Greenbriar Healthcare	55 Harris Road	Nashua	NH	03062	603-888-1573	3
Cornell Hall Care & Rehabilitation Center	234 Chestnut Street	Union	NJ	07083	908-687-7800	5
Sierra Ridge Health And Wellness Suites	6225 Sharlands Avenue	Reno	NV	89523	410-773-1000	1
Crystal Care Of Coal Grove	813 1/2 Marion Pike	Coal Grove	OH	45638	740-532-0449	3
Hillcrest Nursing Center	2120 North Broadway	Moore	OK	73160	405-794-2428	1
Corner View Nursing And Rehabilitation Center	6655 Frankstown Avenue	Pittsburgh	PA	15206	412-665-3232	2
Kingston Center For Rehabilitation And Health Care	415 Gardner Road	West Kingston	RI	02892	401-295-8520	4
Bailey Park Clc	2400 Mitchell Street	Humboldt	TN	38343	731-784-5183	4
Shepherd Of The Valley Rehabilitation And Wellness	60 Magnolia	Casper	WY	82604	307-234-9381	0

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

Facility Name	Address	City	State	Zip	Phone Number	Most Recent Inspection	Months as an SFF
Diamond Cove, Llc	1203 S Bend Drive	Horseshoe Bend	AR	72512	870-670-5134	02/21/2019	9
Bethany Nursing & Rehab Center	5301 West First Ave	Lakewood	CO	80226	303-238-8333	05/16/2019	14
Pinehill Nursing Center	712 Patterson Street	Byromville	GA	31007	478-433-5711	07/31/2019	9
River Brook Healthcare Center	390 Sweat Street	Homerville	GA	31634	912-487-5328	07/24/2019	7
Aperion Care Cairo	2001 Cedar Street	Cairo	IL	62914	618-734-1700	04/12/2019	8
Aperion Care Capitol	555 West Carpenter	Springfield	IL	62702	217-525-1880	08/30/2019	8
Serenity Care And Rehab	5211 W 103rd Street	Overland Park	KS	66207	913-383-2569	07/11/2019	8
Sweet Brook Of Williamstown Rehabilitation & N Ctr	1561 Cold Spring Road	Williamstown	MA	01267	413-458-8127	06/18/2019	9
Medilodge Of Grand Blanc	11941 Belsay Rd	Grand Blanc	MI	48439	810-694-1970	05/16/2019	7
Green Park Senior Living Community	9350 Green Park Road	Saint Louis	MO	63123	314-845-0900	05/22/2019	9
St Johns Place	3333 Brown Road	Saint Louis	MO	63114	314-426-2211	09/13/2019	12
Crest Nursing Home	3131 Amherst Ave	Butte	MT	59701	406-494-7035	05/02/2019	28
Richmond Pines Healthcare And Rehabilitation Cente	Highway 177 S Box 1489	Hamlet	NC	28345	910-582-0021	04/04/2019	17
New Grove Manor	101 North Grove Street	East Orange	NJ	07017	973-672-1700	03/29/2019	19
Mission Arch Center	3200 Mission Arch Drive	Roswell	NM	88201	575-624-2583	04/09/2019	8
New Roc Nursing And Rehabilitation Center	1335 Portland Ave	Rochester	NY	14621	585-544-4000	05/30/2019	7
Saratoga Center For Rehab & Skilled Nursing Care	149 Ballston Avenue	Ballston Spa	NY	12020	518-885-2288	05/13/2019	7
Utica Rehabilitation & Nursing Center	2535 Genesee Street	Utica	NY	13501	315-797-1230	05/13/2019	9
Ambassador Manor Nursing Center	1340 East 61st Street	Tulsa	OK	74136	918-743-7884	09/18/2019	21
Prestige Post-Acute & Rehab Center - McMinnville	421 S. Evans Street	Mcminnville	OR	97128	503-472-3141	09/14/2018	24
Gardens At West Shore, The	770 Poplar Church Road	Camp Hill	PA	17011	717-763-7070	04/12/2019	18
Twin Lakes Rehabilitation And Healthcare Center	227 Sand Hill Road	Greensburg	PA	15601	724-837-6482	08/08/2019	14
Commander Nursing Center	4438 Pamlico Highway	Florence	SC	29505	843-669-3502	08/29/2019	5
Kennedy Health & Rehab	504 N John Redditt Dr	Lufkin	TX	75904	936-632-3331	09/17/2019	7
The Westbury Place	5201 S Willow Dr	Houston	TX	77035	713-721-0297	07/12/2019	10
Envoy Of Westover Hills	4403 Forest Hill Avenue	Richmond	VA	23225	804-231-0231	07/25/2019	15
Pines Rehab & Health Ctr	601 Red Village Road	Lyndonville	VT	05851	802-626-4304	10/02/2019	16
Paramount Rehabilitation And Nursing	2611 South Dearborn	Seattle	WA	98144	206-325-6700	10/18/2018	27
Bridges Of Milwaukee Rehab And Care Center (The)	6800 N 76th Street	Milwaukee	WI	53223	414-353-5000	07/23/2019	6



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

Facility Name	Address	City	State	Zip	Phone Number	Most Recent Inspection	Months as an SFF
Riverside Heights Healthcare Center, Llc	8951 Granite Hill Drive	Riverside	CA	92509	951-685-7474	04/11/2019	21
Westminster Village Health	1175 Mckee Road	Dover	DE	19904	302-744-3527	08/02/2019	27
Beneva Lakes Healthcare And Rehabilitation Center	741 South Beneva Road	Sarasota	FL	34232	941-957-0310	04/03/2019	11
Franklin Grove Living And Rehab	502 North State Street	Franklin Grove	IL	61031	815-456-2374	07/18/2019	10
Aperion Care Arbors Michigan City	1101 E Coolspring Ave	Michigan City	IN	46360	219-874-5211	05/20/2019	11
Lawrence Manor Healthcare Center	8935 E 46th St	Indianapolis	IN	46226	317-898-1515	04/29/2019	17
Twin Rivers Nursing And Rehab Center	2420 West Third Street	Owensboro	KY	42301	270-685-3141	03/26/2019	23
Belle Maison Nursing Home	15704 Medical Arts Plaza	Hammond	LA	70403	985-542-0110	04/10/2019	12
Rochester East Health Services	501 Eighth Avenue Southeast	Rochester	MN	55904	507-288-6514	08/29/2019	19
Hidden Lake Care Center	11400 Hidden Lake Drive	Raytown	MO	64133	816-737-1010	03/22/2019	27
Meridian Comm Living Center	517 33rd Street	Meridian	MS	39305	601-483-3916	06/13/2019	22
Trinity Homes	305 8th Ave Ne	Minot	ND	58703	701-857-5800	04/25/2019	18
Dover Center For Health & Rehabilitation	307 Plaza Drive	Dover	NH	03820	603-742-2676	05/13/2019	13
The Heights Of Summerlin, Llc	10550 Park Run Drive	Las Vegas	NV	89144	702-515-6200	08/09/2019	16
The Golden Rule Home	38801 Hardesty Road	Shawnee	OK	74801	405-273-7106	05/30/2019	8
Oak Hill Health & Rehabilitation Center	544 Pleasant Street	Pawtucket	RI	02860	401-725-8888	04/18/2019	24
Riverside Health And Rehab	2375 Baker Hosp Blvd	Charleston	SC	29405	843-744-2750	02/14/2019	25
Regional Health Care Center	1065 Montgomery St	Custer	SD	57730	605-673-2237	03/13/2019	17
Lauderdale Community Living Center	215 Lackey Lane	Ripley	TN	38063	731-635-5100	03/19/2019	17
Cheyenne Health Care Center	2700 E 12th Street	Cheyenne	WY	82001	307-634-7986	08/15/2019	17

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

Facility Name	Address	City	State	Zip	Phone Number	Most Recent Inspection	Months as an SFF
Premier Estates Of Fremont, Llc	2550 North Nye Avenue	Fremont	NE	68025	402-727-1710	04/01/2019	19
Fairlawn Rehab And Nursing Center	3558 Ridgewood Rd	Akron	OH	44313	330-666-3776	05/22/2019	6
Uptown Westerville Healthcare	140 Old County Line Road	Westerville	OH	43081	614-882-1511		3
Conner-Williams Nursing Home	105 Morton Avenue	Ridley Park	PA	19078	610-521-1331		4
Covington Care And Rehabilitation Center	3900 S Cathy Ave	Sioux Falls	SD	57106	605-361-8822		3
Karmenta Center	4502 Milwaukee St	Madison	WI	53714	608-249-2137	10/11/2018	18













**Table F: SFF Candidate List**

Facility Name	Address	City	State	Zip	Phone Number	Months as an SFF Candidate
CEDARBURG HEALTH SERVICES	N27 W5707 LINCOLN BLVD	CEDARBURG	WI	53012	262-376-7676	43
MAPLEWOOD CENTER	8615 W BELOIT RD	WEST ALLIS	WI	53227	414-607-4100	28
PINE VIEW CARE CENTER	400 COUNTY RD R	BLACK RIVER FALLS	WI	54615	715-284-5396	2
TOMAH NURSING AND REHAB	1505 BUTTS AVE	TOMAH	WI	54660	608-372-3241	5
DUNBAR CENTER	501 CALDWELL LANE	DUNBAR	WV	25064	304-744-4761	7
EASTBROOK CENTER	3819 CHESTERFIELD AVENUE	CHARLESTON	WV	25304	304-925-4771	2
HERITAGE CENTER	101-13TH STREET	HUNTINGTON	WV	25701	304-525-7622	7
MORGANTOWN HEALTH AND REHABILITATION CENTER	1379 VAN VOORHIS RD	MORGANTOWN	WV	26505	304-599-9480	7
SALEM CENTER	255 SUNBRIDGE DRIVE	SALEM	WV	26426	304-782-3000	1
GRANITE REHABILITATION AND WELLNESS	3128 BOXELDER DRIVE	CHEYENNE	WY	82001	307-634-7901	5
SHEPHERD OF THE VALLEY REHABILITATION AND WELLNESS	60 MAGNOLIA	CASPER	WY	82604	307-234-9381	45
SHERIDAN MANOR	1851 BIG HORN AVE	SHERIDAN	WY	82801	307-674-4416	7
THERMOPOLIS REHABILITATION AND WELLNESS	1210 CANYON HILLS RD	THERMOPOLIS	WY	82443	307-864-5591	3
WESTWARD HEIGHTS CARE CENTER	150 CARING WAY	LANDER	WY	82520	307-332-5560	26