



North Carolina Adult Care Home Star Rated Certificate Program



**NC Division of Health Service Regulation
Adult Care Licensure Section**

North Carolina Star Rated Certificate Program

- Beginning January 1, 2009 adult care homes and family care homes receive star ratings based on inspections
- The program was initiated by the Study Commission on Aging in response to citizens of North Carolina who voiced the need for increased availability of public information regarding the care provided in adult care facilities.
- The Star Rating program is part of Senate Bill 56, and was passed in July 2007 by the NC General Assembly as GS 131D-10.
- NC Medical Care Commission developed rules for the rating program with input from residents and families in adult care homes, advocacy groups, providers, and others.



Ratings Are Based On...

- DHSR Annual Inspections
- DHSR Follow-up and Complaint Investigations
- DHSR Construction Inspections
- DHSR Licensure Actions
- County DSS Investigations



Calculating a Rating Score

- Rating scores are based on a 100 point scale that renews at each annual inspection.
- Facilities earn **demerit** points which are deducted from the base score for:
 - ✓ Citations and Violations
 - ✓ Licensure Actions
- Facilities earn **merit** points which are added to the rating score for:
 - ✓ Correcting citations and violations
 - ✓ Lifting of licensure actions
 - ✓ Meeting criteria of extra merit point opportunities







Extra Merit Point Opportunities



At each annual inspection, facilities have four opportunities to earn extra merit points. These are:

1. **Permanently Installed Emergency Power Backup System or Contract**
2. **Automatic Sprinkler System**
3. **NC NOVA Licensure Designation**
4. **Participation in a Quality Improvement Program** (approved by the Department)

Star Rating Scale

Four Stars		100 or greater points <i>on <u>two</u> consecutive annual surveys</i>
Three Stars		90.0-99.9 points, <i>*OR, for any facility whose score is 100 points or greater on one annual inspection</i>
Two Stars		80.0-89.9 points
One Star		70.0-79.9 points
Zero Stars		69.9 points or lower

- **Note: A facility must obtain 2 consecutive 100 point or greater annual surveys in order to earn a Four Star rating!**
- **There were no 4 Star ratings in the first year of the program.**



Certificates and Worksheets

- ★ A rating worksheet and certificate are sent to the facility within 45 days from the date the Statement of Deficiencies (SOD) report is mailed to the facility.
- ★ Facilities must post their rating in a location visible to the public.
 - Worksheet- Illustrates how scores are calculated
 - Certificate- Reflects number of stars earned
- A new worksheet and certificate are issued every time the rating score changes (annual, follow-up, complaints, DSS, construction, licensure actions)
- Star Ratings are posted on the DHSR/ACLS website and the rating history is maintained.



Potential Factors That May Affect Ratings

Type A & Unabated Type B Violations

- Points deducted for these types of violations affect the facility's rating score beyond the current year's rating.

Type A= 24 months from the date cited

Unabated Type B= 12 months from the date cited

Changes of Ownership

- The star rating stays with a facility through a change of ownership, until the next annual inspection.

Appealing the Rating

- Facilities may contest the rated certificate.
- Appeals are heard through the Office of Administrative Hearings.
- The rated certificate and any subsequent certificates remain in effect during any contested case hearing process.



Increasing Availability of Information to Consumers: Program Enhancements

- **Star Rating Website**

<http://www.ncdhhs.gov/dhsr/acls/star/index.html>

- Comprehensive explanation of the program
- Facility ratings (increased frequency of posting)
- Links to resources to assist consumers in their search for long term care options for placement

- **Facility Rating Search on Website**

<http://www.ncdhhs.gov/dhsr/acls/star/search.asp>

- New! Ability to search facility ratings by county, city and facility name

- **Star Rating E-Mail Address**

DSHR.AdultCare.Star@lists.ncmail.net

- Allows public to send questions regarding the star rating program and receive a quick response (providers, county DSS and advocates, too)



Star Rating Update



Based on Ratings Issued January 1, 2009 – December 31, 2009

Total Number of Ratings Issued **1261**

Total Number Ratings Issued based on Annual Inspections **1050**

Table 1.1
Star Ratings Issued (Annual Inspections Only)
1/1/09-12/31/09

Star Rating Scores	# Total Ratings	% Total Ratings	% ACH Ratings	% FCH Ratings
100.00 or greater points (4 Star Eligible)	684	65%	49%	51%
90 to 99.9 points	300	29%	60%	40%
80 to 89.9 points	37	4%	51%	49%
70 to 79.9 points	15	1%	73%	27%
69.9 or lower points	14	1%	57%	43%

Star Rating Update 2009 Continued

Table 1.2

**Merit Points Issued for Extra Merit Point Opportunities
1/1/09-12/31/09**

Merit Point Opportunity	# of Total Ratings	% of Total Ratings	% ACH Ratings	% FCH Ratings
Emergency Power Backup	239	23%	85%	15%
Automatic Sprinkler System	261	25%	97%	3%
NC NOVA Designation	1	<1%	100%	0%
Quality Improvement Program	388	37%	79%	21%



Questions?

