



HERITAGE POINTE

WARREN • FORT WAYNE • HUNTINGTON

Rated 5-Star by CMS ★★★★★

Understanding CMS Star Ratings

Since 2008, the Centers for Medicare and Medicaid Services (CMS) has instituted what they refer to as the Five-Star Overall Rating System to help consumers, their families and caregivers compare health care centers.

How Is The Star Rating Determined?

Three sources of information impact the CMS Five-Star Overall Rating.

1. Health Inspections.

CMS inspectors make onsite assessments, typically every 12 months, and issue a rating based on quality of care per Medicare and Medicaid conditions of participation.

2. Clinical Staffing Levels.

The overall star rating system captures the number of hours of care provided on average to each resident at each healthcare center.

3. Quality Measures.

Different quality measures for residents are factored in to identify how the healthcare community is caring for each resident's physical and clinical needs. A specific star rating of one to five is assigned based on measured results in each of the three categories of information, then weighted and combined to form the CMS overall star rating.

How Did Recent Changes Impact The Star Rating?

In April 2019, the CMS made changes to how the overall star rating is calculated by updating the thresholds for assigning stars. In effect, the CMS moved the goal posts for both the clinical staffing levels and quality measures, causing significant changes to the overall star rating for many previously high-rated healthcare communities, including Heritage Pointe Communities.

Although there have been no changes to the staffing or quality of care provided, the abrupt threshold changes made it appear that communities like ours became worse overnight. Quality care is still being practiced and delivered every day.

What's Not Included The Star Rating?

The CMS Five-Star Overall Rating System can be a helpful tool, but industry experts suggest it shouldn't be the only consideration when choosing a healthcare community.

There's also no better way to judge a community than to see it for yourself. Ask for a tour. Inspect the living, dining and common spaces. Do they appear clean, well-kept and odor-free? Are temperature, lighting and noise level satisfactory? Does the staff appear to be warm, polite and respectful? Don't underestimate the value of an in-person visit.

What Do The Changes Mean For Heritage Pointe?

Although the recent changes to the CMS overall star rating impact the score for Heritage Pointe Communities, our community is as committed as always to providing the quality care that has been a hallmark of Heritage Pointe Communities for over 100 years.

For more information about Heritage Pointe Communities, call 888-780-8664.

LifeAtHeritage.org

