

METHODOLOGY

America's Best Nursing Homes 2024



Methodology – America’s Best Nursing Homes 2024

Summary of the project

- The 5th edition of **America’s Best Nursing Homes 2024** ranking awards the nation’s leading nursing homes.
- Included are single branches of nursing homes with at least 100 certified beds that meet the pre-defined selection criteria:
 - The nursing home had to achieve a threshold score for performance data and had to meet defined selection criteria based on their officially reported COVID-19 data.
 - Nursing homes that are included in the Specialty Focus Facility (SFF) program were not considered.
- Nursing homes in the 25 states with the highest number of facilities, according to the Centers for Medicare & Medicaid Services (CMS), were included in the study⁽¹⁾.
- The evaluation is based **on five data sources**:
 - Centers for Medicare and Medicaid Services (CMS) data were used to determine the **performance** of nursing homes
 - **National online survey**: From June to July 2023, thousands of medical professionals (registered nurses, nursing home managers and administrators, licensed practical nurses / licensed vocational nurses, nursing assistants, therapists and physicians) were invited to an online survey in cooperation with Newsweek.
 - **Management of the Covid-19 situation**: A Covid-19 score for each facility was calculated, with the objective to award nursing homes which have had the best possible response and protocols during the pandemic.
 - **Resident satisfaction** data: National Patient Safety Goals from the Joint Commission and Google reviews were included.
 - **Accreditation** data on nursing homes provided by **The Joint Commission (TJC)** and **Commission on Accreditation of Rehabilitation Facilities (CARF)**.

New features and changes in the 2024 edition

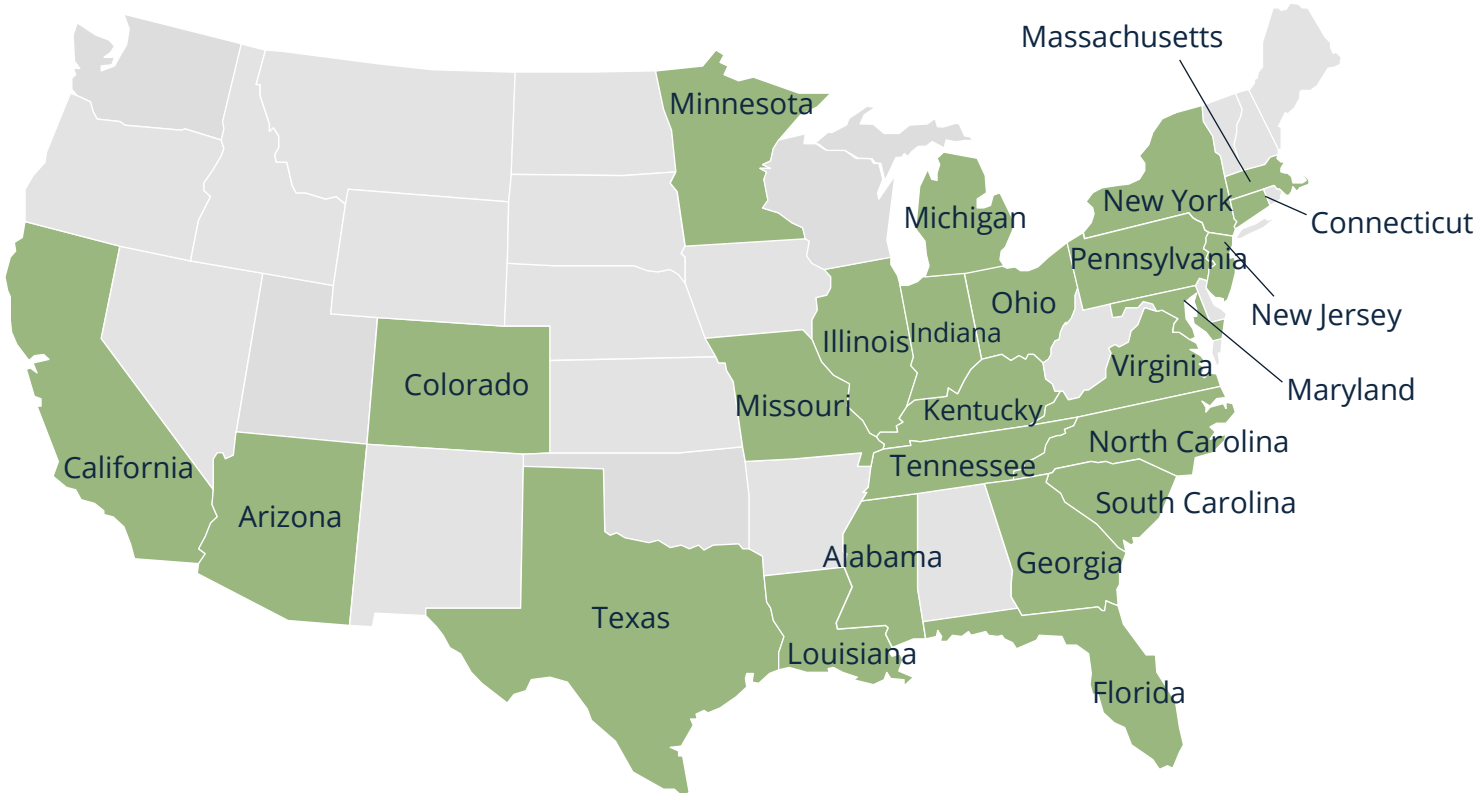
- The following list provides a brief overview of all **major changes in this year's edition** compared to the America's Best Nursing Homes 2023 ranking:
 - **Expansion** of the ranking: For the first time, a list of the top 250 Nursing Homes with **100 to 149 certified beds** according to CMS⁽¹⁾ will be featured.
 - **Resident satisfaction** data: For the first time, **National Patient Safety Goals** from the Joint Commission and **Google reviews** were included in the scoring model.
 - **Addition of metrics:** CMS metrics on **staff turnover rates** and **resident Covid-19 vaccination** rates have been added to the scoring model.
 - **Addition of new accreditations:** Accreditations from **CARF International** have been added to the scoring model.

Nursing homes from 25 US states were eligible for the ranking

Geographical distribution

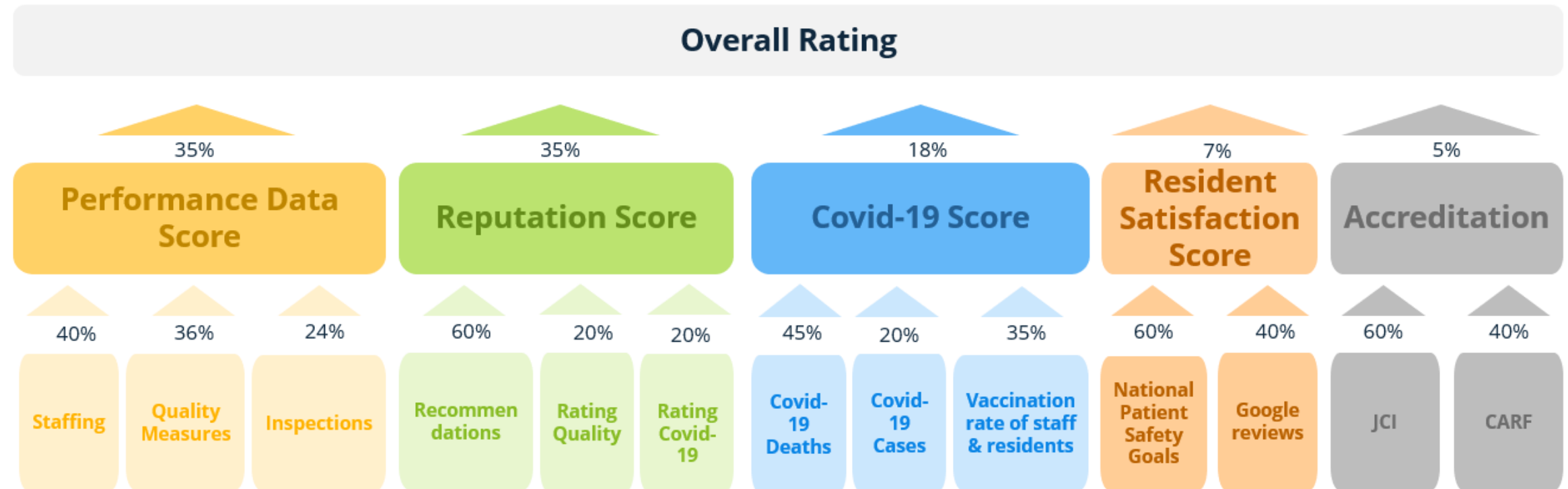
The following **25 states with the highest number of facilities** were included in the survey:

- Alabama
- Arizona
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Illinois
- Indiana
- Kentucky
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Missouri
- New York
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- South Carolina
- Tennessee
- Texas
- Virginia
- Wisconsin



A score was calculated for each nursing home

Scoring model



Three performance data dimensions were evaluated to identify leading nursing homes: Staffing, Quality Measures, and Health Inspections

Performance data score

PERFORMANCE DATA

- CMS data was considered for the following three domains:
 - **Staffing**
 - Registered nurse (RN) hours per resident per day
 - Total staffing hours per resident per day
 - Turnover rates for registered nurse and total staff (new)
 - **Quality Measures**
 - Long and short stay measures (e.g. number of hospitalizations, discharge to community rate, etc.)
 - **Health Inspections**

ELIGIBILITY CRITERIA

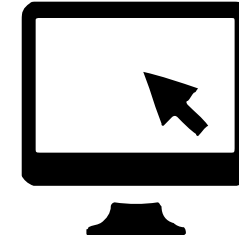
- Only nursing homes with a CMS star rating of **at least 2 stars** were considered
- Awarded nursing home with at least **150 beds** must have an **average of 5.5** out of a maximum of 10 points across all three measures
- Awarded nursing homes with **100 – 149 beds** must have an **average of 6** out of a maximum of 10 points across all three measures

PERFORMANCE DATA CONSTITUTES 35% OF THE OVERALL SCORE SCORE

Medical professionals with knowledge about nursing homes were surveyed about the best facilities

National online survey by state

- From June to July 2023, thousands of medical professionals (registered nurses, nursing home managers and administrators, licensed practical nurses / licensed vocational nurses, nursing assistants, therapists and physicians) were invited to an online survey.
- The survey was available to medical professionals to participate on Newsweek.com. Additionally, participants were invited via e-mail.



Online survey by state among medical professionals and managers/administrators working in nursing homes.

Participants were asked to recommend the leading nursing homes **from their respective state and in one of the other 25 US states included in the survey** by considering the quality of care offered, staff training level and the number of on-duty personnel. Recommendations for own employer were not allowed.

The number of state and national recommendations were weighted equally. A **score was assigned to each nursing home based on the number of recommendations**. Additionally, the professional experience of the participant was taken into account.

RECOMMENDATIONS CONSTITUTE 60% OF THE REPUTATION SCORE

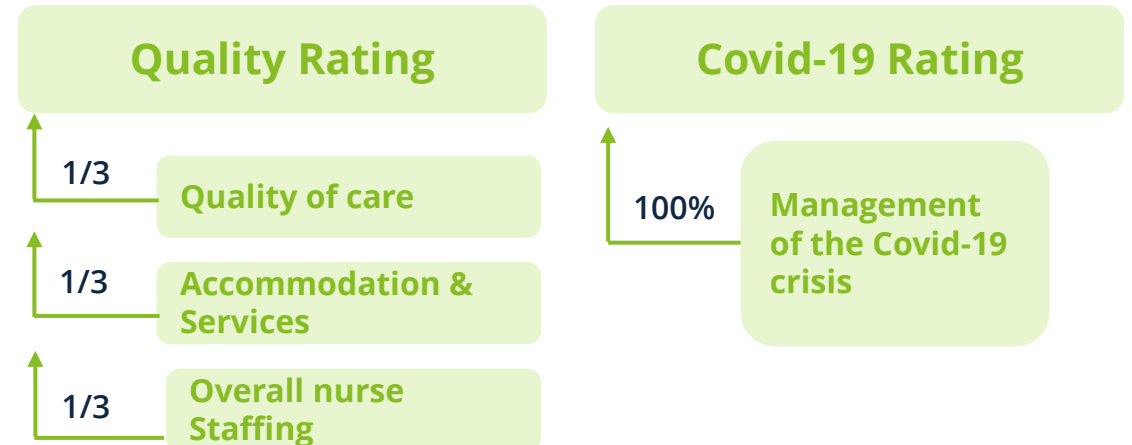
Quality rating and Covid-19 rating were included based on recommendations for each nursing home

Quality assessment as part of the reputation score

CALCULATION OF THE RATINGS

- For each recommended nursing home in their own state, participants were asked to assess the quality of:
 - **Management of the Covid-19 crisis** (e.g., safety of residents, communication, hygiene measures)
 - **Quality of care** (e.g., treatments/therapies, consultation with doctor/therapist)
 - **Accommodation & Service** (e.g., size of room, quality of furnishing, leisure, activities)
 - **Overall nurse staffing** (e.g., qualifications, experience, number of courses)
- The quality scale ranged from 1 ("Poor") to 10 ("Excellent").
- A **quality score** was assigned to each facility based on the weighted average of these ratings.

WEIGHTS OF QUALITY DIMENSIONS



QUALITY AND COVID-19 RATING EACH CONSTITUTE 20% OF THE REPUTATION SCORE

Nursing homes which met the Covid-19 criteria were eligible for the ranking

COVID-19 score

CALCULATION OF COVID-19 SCORE

- Following variables were used to calculate the Covid-19 score:
 - **Total resident confirmed Covid-19 cases**
 - **Total resident Covid-19 deaths**
 - **Vaccination rate of staffing and residents**
- To ensure nursing homes who fail to do a high amount of testing are excluded due to number of deaths, a **two step process** was implemented:
 - The difference in the number of cases and deaths between January and July 2023 in time was calculated.
 - These differences were divided by the number of occupied beds and multiplied by 1000.

COVID-19 ELIGIBILITY CRITERIA

- Only nursing homes which are **actively reporting** Covid data were eligible for the ranking.
- The number of confirmed Covid-19 cases had to be **less than 500** per 1000 residents (at least 150 beds).
- The number of confirmed Covid-19 cases had to be **less than 400** per 1000 residents (100 - 149 beds).
- The number of Covid-19 related deaths had to be **less than 25** per 1000 residents.

COVID-19 SCORE CONTRIBUTES 18% TOWARDS OVERALL SCORE

Resident satisfaction and accreditations were used as additional elements of the scoring model

Resident satisfaction score & accreditation score

NATIONAL SAFETY GOALS

- **The Joint Commission (TJC)**⁽¹⁾ is the largest standards-setting and accrediting body in health care.
- Nursing homes that implemented the **National Safety Goals** receive a score based on the year of the implementation.
- Safety Goals account for **60%** of the resident satisfaction score.

GOOGLE SCORES

- **Evaluations from Google** were researched for each nursing home.
- Nursing homes receive ratings between **0 and 5 stars**.
- The Google score accounts for **40%** to the resident satisfaction score.

TJC ACCREDITATION

- An accreditation reflects a range of structural and/or quality requirements which are relevant to the nursing homes ranking.
- **The Joint Commission**⁽²⁾ nursing care center accreditation accounts for **60%** of the accreditation score.

CARF ACCREDITATION

- **CARF International**⁽²⁾ (Commission on Accreditation of Rehabilitation Facilities) is an independent, nonprofit accreditor of health and human services.
- The following specialty programs were included in the scoring model: **Aging Services** and **Medical Rehabilitation**.
- Each specialty program accounts for **20%** to the accreditation score.

RESIDENT SATISFACTION & ACCREDITATION CONTRIBUTE 5% / 7% TOWARDS OVERALL SCORE

(1) Additional information about the National Patient Safety Goals is available at: <https://www.jointcommission.org/standards/national-patient-safety-goals/>

(2) Additional information about The Joint Commission accreditation is available at: <https://www.jointcommission.org/what-we-offer/accreditation/health-care-settings/nursing-care-center/>

(3) Additional information about the CARF accreditation is available here: <https://www.carf.org/Programs/>

As a result, the 750 nursing homes with the highest total score were awarded

Final nursing homes score

California

Rank	Nursing home	City
1	Compass Health - Mission View Health Center	San Luis Obispo
2	Ararat Nursing Facility - Mission Hills	Mission Hills
3	Edgemoor DP SNF	Santee
4	Mission de la Casa Nursing & Rehabilitation Center	San Jose
5	Alden Terrace Convalescent Hospital	Los Angeles

[...]

Texas

Rank	Nursing homes	City
1	Texhoma Christian Care Center	Wichita Falls
2	Alfredo Gonzalez Texas State Veterans Home - McAllen	McAllen
3	Beacon Harbor Healthcare & Rehabilitation	Rockwall
4	Ambrosio Guillen Texas State Veterans Home	El Paso
5	Pearsall Nursing and Rehabilitation Center	Pearsall

[...]

LEADING NURSING HOMES WERE AWARDED BY STATE

America's Best Nursing Homes partner network

Overview of involved parties

Newsweek

About Newsweek

Newsweek is a premier news magazine and website that has been bringing high-quality journalism to readers around the globe for over 80 years.

Newsweek provides the latest news, in-depth analysis and ideas about international issues, technology, business, culture and politics. In addition to its online and mobile presence, Newsweek publishes weekly English print editions in the United States, Europe/Middle East/Africa and Asia as well as editions in Japanese, Korean, Polish, Serbian and Spanish.

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Disclaimer

The rankings are comprised exclusively of nursing homes that are eligible regarding the scope described in this document. A mention in the ranking is a positive recognition based on peer recommendations. The ranking is the result of an elaborate process which, due to the interval of data collection and analysis, is a reflection of the last 12 months only. Furthermore, any events preceding and following the period August 21st, 2022 – August 21st, 2023, and/or pertaining to individual persons affiliated/associated to the facilities were not considered in the metrics. As such, the results of this ranking should not be used as the sole source of information for future deliberations.

The information provided in this ranking should be considered in conjunction with other available information nursing homes or, if possible, accompanied by a visit to the facility. The quality of nursing homes that are not included in the rankings is not disputed.