



## Nursing Home Compare Five-Star Ratings of Nursing Homes

### Provider Rating Report Incorporating data reported through 11/30/2017

Ratings for Western Hills Retirement Village (365693) Cincinnati, Ohio				
Overall Quality	Health Inspection	Quality Measures	Staffing	RN Staffing
★★★★★	★★★★★	★★★★★	★★★★★	★★★★★

The December 2017 Five-Star ratings provided above will be displayed for your nursing home on the Nursing Home Compare website on December 20, 2017.

The Quality Measure (QM) Rating that will be posted is based on MDS 3.0 quality measures using data from the third and fourth quarters of 2016 and first and second quarters of 2017, and claims-based quality measures using data from 7/1/2015 through 06/30/2016.

The Five-Star Helpline will operate Monday - Friday, from **December 18, 2017 - December 22, 2017**. Hours of operation will be from 9 am - 5 pm ET, 8 am - 4 pm CT, 7 am - 3 pm MT, and 6 am - 2 pm PT. The Helpline number is 1-800-839-9290. The Helpline will be available again **January 22 - January 26, 2018**. During other times, direct inquiries to [BetterCare@cms.hhs.gov](mailto:BetterCare@cms.hhs.gov), as Helpline staff will respond to e-mail inquiries when the telephone Helpline is not operational.

#### Important Information about the Health Inspection Rating

In February 2018 there will be changes to the Nursing Home Compare website and the Five Star Quality Rating System due to the implementation of the new long-term care survey process and Phase 2 of the Requirements for Participation. For more information, please see S&C memorandum 18-04-NH available at:

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Policy-and-Memos-to-States-and-Regions.html>

#### Important Information about PBJ Staffing

Providers that did not submit staffing data for the July 1 to September 30, 2017 reporting period by the **November 14, 2017** deadline will have their overall, staffing and RN staffing ratings suppressed for the December 2017 update of Nursing Home Compare. The overall, staffing and RN staffing ratings will appear as "Rating Not Displayed" in the ratings table above AND on the Nursing Home Compare website.

CMS intends to begin using PBJ data to calculate staffing measures for the Five Star Quality Rating System in spring 2018 and late submissions will not be used. Measure specifications are still being finalized but will be posted over the next several months.