



Nursing Home Compare Five-Star Ratings of Nursing Homes

Provider Rating Report Incorporating data reported through 04/30/2017

Ratings for New Hope Manor (675943) Cedar Park, Texas				
Overall Quality	Health Inspection	Quality Measures	Staffing	RN Staffing
★★★★★	★★★★	★★★★★	★★★	★★★

The May 2017 Five-Star ratings provided above will be displayed for your nursing home on the Nursing Home Compare website on May 24, 2017.

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

The Five-Star Helpline will operate Monday - Friday, from **May 22, 2017 - May 26, 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 **June 26 - June 30, 2017**. During other times, direct inquiries to BetterCare@cms.hhs.gov, as Helpline staff will respond to e-mail inquiries when the telephone Helpline is not operational.

***** Starting in June 2017, providers that have not submitted any data to CMS through the PBJ system for the two most recent deadlines (February 14, 2017 and May 15, 2017) will have their overall and staffing star ratings suppressed (i.e. removed) until data are received. If data are received after the most recent deadline, the suppression will be lifted with the update to Nursing Home Compare the following month. CMS intends to begin using PBJ data to calculate staffing measures for the Five Star Quality Rating System in 2018 and late submissions will not be used.**

Information about staffing data submission is available on the CMS website. Go to: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/Staffing-Data-Submission-PBJ.html>

For additional assistance with or questions related to the PBJ registration process, please contact the QTSO Help Desk at 877-201-4721 or via email at help@qtso.com.

MDS-Based Resident Census

This provider preview includes information on a daily resident census. The calendars below report the MDS-based daily census for January 1 – March 31, 2017. CMS is exploring the feasibility of using the MDS-based census as a replacement for the resident census information currently being reported through the PBJ system. This would allow CMS to collect information on daily census while eliminating the burden to facilities associated with reporting resident census information through PBJ. Note that at this time CMS is not using the MDS-census information either to determine regulatory compliance or in the calculation of the staffing measures posted on Nursing Home Compare and used in the Five-Star Quality Rating System. We are providing this information to help facilities improve their submissions for future reporting periods.