

Special Focus Facility (“SFF”) Initiative

This webpage offers a list of nursing homes that (a) have had a history of serious quality issues and (b) are included in a special program to stimulate improvements in their quality of care. Please take a minute to review this background information on our “Special Focus Facility” initiative. The background here will help you be as informed as possible when you discuss your long term care options with any nursing home that is listed here – and what they are doing to improve their quality of care.

Background

The Centers for Medicare & Medicaid Services (CMS) and States visit nursing homes on a regular basis to determine if the nursing homes are providing the quality of care that Medicare and Medicaid requires. These “survey” or “inspection” teams will identify deficiencies in the quality of care that is provided. They also identify any deficiencies in meeting CMS safety requirements (such as protection from fire hazards). When deficiencies are identified, we require that the problems be corrected. If serious problems are not corrected, we may terminate the nursing home’s participation in Medicare and Medicaid.

Most nursing homes have some deficiencies, with the average being 6-7 deficiencies per survey. Most nursing homes correct their problems within a reasonable period of time. However, we have found that a minority of nursing homes have:

- More problems than other nursing homes (about twice the average number of deficiencies),
- More serious problems than most other nursing homes (including harm or injury experienced by residents), and
- A pattern of serious problems that has persisted over a long period of time (as measured over the three years before the date the nursing home was first put on the SFF list).

Although such nursing homes would periodically institute enough improvements in the presenting problems that they would be in substantial compliance on one survey, significant problems would often re-surface by the time of the next survey. Such facilities with a “yo-yo” or “in and out” compliance history rarely addressed underlying systemic problems that were giving rise to repeated cycles of serious deficiencies. To address this problem CMS created the “Special Focus Facility” (SFF) initiative.

How the Special Focus Facility (SFF) Initiative Works

CMS requires that SFF nursing homes be visited in person by survey teams twice as frequently as other nursing homes (about twice per year). The longer the problems persist, the more stringent we are in the enforcement actions that will be taken. Examples of such enforcement actions are civil monetary penalties (“fines”) or termination from Medicare and Medicaid. Within about 18-24 months after a facility is identified by CMS as an SFF nursing home, we expect that there will be one of 3 possible outcomes:

- (a) **Improvement & Graduation:** The nursing home graduates from the SFF program because it has made significant improvements in quality of care - and those improvements are continued over time;

- (b) **Termination from Medicare:** The nursing home is terminated from participation in the Medicare and Medicaid programs. While such a nursing home may continue to operate (depending on State law), usually it will close once Medicare and Medicaid funding is discontinued. In such a case the State Medicaid Agency (and others) will assist all nursing home residents to transition to another residence that can provide a better and acceptable quality of care. This may include a variety of possibilities, such as another nursing home, a community-based setting, or apartment with good support services.
- (c) **Extension of Time:** The nursing home is provided with some additional time to continue in the SFF program because there has been very promising progress, such as the sale of the nursing home to another owner with a much better track record of providing quality care.

How Can You Use This Information

If you are considering admission to a nursing home included on this list you may want to:

- Above all, visit the nursing home. Talk to staff, residents, and other families. You may request to see the results from the last State or CMS survey (it should be in a place that is easily accessible.)
- Before your visit, look at the survey history of the nursing home on *Nursing Home Compare* to see what areas may be problematic.
- Ask the nursing home staff what they are doing to improve the quality of care for residents in the nursing home.
- Call the State survey agency (link to *Nursing Home Compare*) to find out more about the nursing home. Look at the length of time that a nursing home has been on the SFF list. This is particularly important if the nursing home has been an SFF nursing home for more than 18-24 months, since such nursing homes are closer to either graduating (due to improvements) or ending their participation in Medicare and Medicaid.
- Call your local State Ombudsman, Administration on Aging, and local groups to find out more about the nursing home.
- Use the Nursing Home Brochure found at <http://www.medicare.gov/Publications/Pubs/pdf/nursinghome.pdf> and “Guide to Choosing a Nursing Home” <http://www.medicare.gov/Publications/Pubs/pdf/02174.pdf> - both publications are available on *Nursing Home Compare*.

If you currently reside in a SFF nursing home, please know that this home is being closely monitored (it is inspected twice as often as other nursing homes). You may also direct any questions you have to the contacts above. The good news is that about 50% of the nursing homes in the SFF program significantly improve their quality of care within 24-30 months after being selected for the SFF initiative, while about 16% tend to be terminated from Medicare and Medicaid.

How to Interpret the Tables

Below we list nursing homes in five (5) different categories:

- A. **Table A – New Additions:** Nursing homes newly added to the SFF (which have not yet had a standard survey since being added to the list).

- B. **Table B – Not Improved:** Nursing homes that have failed to show significant improvement despite having had the opportunity to show improvement in at least one survey after being named as a SFF nursing home.
- C. **Table C – Improving:** Nursing homes that have shown significant improvement, as indicated by the most recent survey, and CMS is waiting to see if the improvement continues over time. If the improvement continues for about 12 months (through two standard surveys), these nursing homes will graduate from the SFF list. “Significant improvement” means that the most recent standard survey (and any later compliant investigations) found no deficiencies in which there was actual harm to any resident, and no deficiency in which there was systemic potential for harm (i.e. no deficiency above an “E” level).
- D. **Table D – Recently Graduated:** These nursing homes not only improved, but they sustained significant improvement for about 12 months (through two standard surveys). CMS congratulates these nursing homes and list their names as “graduates” for a few months after they graduate so that anyone who has been tracking their progress will be informed. “Graduation” does not mean that there may not be problems in quality of care, but does generally indicate an upward trend in quality improvement compared to the nursing home’s prior history of care.
- E. **Table E – No Longer in Medicare and Medicaid:** These are nursing homes that were either terminated by CMS from participation in Medicare and Medicaid within the past few months, or voluntarily chose not to continue such participation. In most cases the nursing homes will have closed, although some nursing homes that leave Medicare later seek to show better quality and re-enter the Medicare program after demonstrating their ability to comply with all Federal health and safety requirements.

Important Note about Information Delays

The State survey agencies are responsible for entering survey information into CMS’ databases and providing updates as needed. Every attempt is made to assure the accuracy and timeliness of the information on the list. However, data lags of up to several months can occur between completion of a survey and posting of data on this list. We advise interpreting this information cautiously and supplementing it with information from the ombudsman's office, the State survey agency, or other sources.

Continued Improvements in the Special Focus Facility Initiative

This website is the latest in a series of improvements CMS is making to address the problem of chronically under-performing nursing homes. In 2005, for example, we increased the number of SFF nursing homes by 30% and strengthened enforcement. In November 2007 we began publishing the names of SFF nursing homes that had failed to improve significantly. In February 2008 we added all other SFF nursing homes in a format that allows consumers to distinguish between nursing homes that were improving compared with those that are not. In April 2008 we added cross-links between the individual nursing home pages on our *NH Compare* website with the full SFF list. In August 2008 we announced methods by which SFF nursing homes may obtain additional technical assistance from the local Quality Improvement Organizations (QIOs)

to help them improve quality. In December 2008 we began rating all nursing homes using a Five-Star Quality Rating System on the website <https://www.medicare.gov/NHCompare>.

Table A - New Additions: These are nursing homes newly added to the SFF initiative (but which have not yet had a standard survey since being added to the list). If you wish to learn more about a specific home, please contact the State survey agency or the Ombudsman's office in your area which can be found in the [Helpful Contacts](#) section of *Nursing Home Compare*.

Table B – Not Improved: These are nursing homes that have failed to show significant improvement despite having had the opportunity to show improvement in at least one survey after being named a SFF nursing home.

Table C - Improving: These are nursing homes that have show significant improvement, as indicated by the most recent survey, and CMS is waiting to see if the improvement continues over time. If the improvement continues, these nursing homes will graduate from the SFF list.

Table D – Recently Graduated: These are nursing homes that not only improved, but they sustained significant improvement for about 12 months (through two surveys). We congratulate these nursing homes and list their names as “graduates” for a few months after they graduate so that anyone who has been tracking their progress will be informed.

Table E – No Longer in Medicare and Medicaid: These are nursing homes that were either terminated by CMS from participation in Medicare and Medicaid within the past few months, or voluntarily chose not to continue such participation. In most cases the nursing homes will have closed, although some nursing homes that leave Medicare later seek to show better quality and re-enter the Medicare program after demonstrating their ability to comply with all Federal health and safety requirements.

Table A: Facilities Newly Added to the SFF Program

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Grand Prairie Care And Rehabilitation Center	1010 Barnes Street	Lonoke	AR	72086	501-676-3103		2
Flagship Healthcare Center	466 Flagship Road	Newport Beach	CA	92663	949-642-8044		3
Riverside Heights Healthcare Center, Llc	8951 Granite Hill Drive	Riverside	CA	92509	951-685-7474		2
Legacy Hilo Rehabilitation & Nursing Center	563 Kaumana Drive	Hilo	HI	96720	808-498-0184		3
Aperion Care Jacksonville	1021 North Church Street	Jacksonville	IL	62650	217-245-4174		0
Wentworth Rehab & Hcc	201 West 69th Street	Chicago	IL	60621	773-487-1200		4
Twin Rivers Nursing And Rehab Center	2420 W. 3rd Street	Owensboro	KY	42301	270-685-3141		3
Basile Care Center	2907 East Chambers	Basile	LA	70515	337-432-6663		4
Braemoor Health Center	34 North Pearl Street	Brockton	MA	02301	508-586-3696		1
Orono Commons	117 Bennoch Rd	Orono	ME	04473	207-866-4914		3
Red Wing Health Center	1412 West Fourth Street	Red Wing	MN	55066	651-385-4800		1
Christian Care Home	800 Chambers Road	Ferguson	MO	63135	314-522-8100		2
Meridian Comm Living Center	517 33rd Street	Meridian	MS	39305	601-483-3916		0
Cooper River West	5101 North Park Drive	Pennsauken	NJ	08109	856-665-8844		3
Casa Real	1650 Galisteo Street	Santa Fe	NM	87505	505-984-8313		5
Valley Oaks Care Center	500 Selfridge Street	East Liverpool	OH	43920	330-385-5001		4
The Grove At Irwin	249 Maus Drive	North Huntingdon	PA	15642	724-863-4374		2
Willow Wood Care Center	1205 East 4725 South	Salt Lake City	UT	84117	801-262-2908		0
Fredericksburg Health And Rehab	3900 Plank Road	Fredericksburg	VA	22407	540-786-8351		5
Crescent Manor Care Ctrs	312 Crescent Blvd	Bennington	VT	05201	802-447-1501		4
Paramount Rehabilitation And Nursing	2611 South Dearborn	Seattle	WA	98144	206-325-6700		3

Table B: Facilities That Have Not Improved

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Woodley Manor Health & Rehabilitation	3312 Woodley Road	Montgomery	AL	36116	334-288-2780	04/27/2017	21
Ridgecrest Healthcare	16640 North 38th Street	Phoenix	AZ	85032	602-482-6671	03/09/2017	11
Eagle Crest	8336 Fair Oaks Boulevard	Carmichael	CA	95608	916-944-3100	01/11/2017	39
La Mariposa Care And Rehabilitation Center	1244 Travis Blvd	Fairfield	CA	94533	707-422-7750	09/18/2017	15
Belmont Lodge Health Care Center	1601 Constitution Road	Pueblo	CO	81001	719-562-7200	05/04/2017	11
Glen Haven Home	302 Sixth Avenue	Glenwood	IA	51534	712-527-3101	09/14/2017	8
Wellspring Health & Rehabilitation Of Cascadia	2105 12th Avenue Road	Nampa	ID	83686	208-467-5721	08/28/2017	4
Timbercreek Rehab & Healthcare Center	2220 State Street	Pekin	IL	61554	309-347-1110	07/20/2017	12
Kindred Transitional Care And Rehab-Columbus	2100 Midway St	Columbus	IN	47201	812-372-8447	07/28/2017	5
Trego Manor	320 South Avenue	Wakeeney	KS	67672	785-743-5787	03/09/2017	17
Ballenger Creek Center	347 Ballenger Drive	Frederick	MD	21701	301-663-5181	09/21/2017	3
Chalet Of Niles, Llc	911 S 3rd St	Niles	MI	49120	269-684-4320	04/19/2017	8
Law-Den Nursing Home	1640 Webb Ave	Detroit	MI	48206	313-867-1719	09/20/2017	18
Crest Nursing Home	3131 Amherst Ave	Butte	MT	59701	406-494-7035	09/07/2017	4
Good Samaritan Society - Alliance	P O Box 970, 1016 East 6th Street	Alliance	NE	69301	308-762-5675	05/23/2017	16
Pleasant Valley Nursing Center	8 Peabody Road	Derry	NH	03038	603-434-1566	03/08/2017	8
Meadowview Nursing & Respiratory Care	1420 South Black Horse Pike	Williamstown	NJ	08094	856-875-0100	06/16/2017	11
Arbors East Subacute And Rehab Ctr	5500 East Broad Street	Columbus	OH	43213	614-575-9003	07/26/2017	10
London Health & Rehab Center	218 Elm St	London	OH	43140	740-852-3100	05/10/2017	8
Purcell Care Center, Llc	801 North 6th Street	Purcell	OK	73080	405-527-7798	05/15/2017	5
Oak Hill Health & Rehabilitation Center	544 Pleasant Street	Pawtucket	RI	02860	401-725-8888	06/30/2017	4
Creekside Health And Rehabilitation Center	306 W Due West Ave	Madison	TN	37115	615-612-4499	04/26/2017	9
Jacinto City Healthcare Center	1405 Holland	Houston	TX	77029	713-455-1744	04/19/2017	7
The Lennwood Nursing And Rehabilitation	8017 W Virginia Dr	Dallas	TX	75237	972-709-1112	04/05/2017	13

Table C: Facilities That Have Shown Improvement

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Bakersfield Healthcare Center	730 34th Street	Bakersfield	CA	93301	661-327-7687	08/10/2017	26
Providence Mt Rubidoux	6401 33rd Street.	Riverside	CA	92509	951-681-2200	08/03/2017	11
Regalcare At Greenwich	1188 King Street	Greenwich	CT	06831	203-531-8300	09/21/2017	8
Westminster Village Health	1175 Mckee Road	Dover	DE	19904	302-744-3527	06/09/2017	5
Gracewood Rehabilitation And Nursing Care	8600 Us Hwy 19 N	Pinellas Park	FL	33782	727-541-7515	07/20/2017	4
Palm Garden Of Winter Haven	1120 Cypress Gardens Blvd	Winter Haven	FL	33884	863-293-3100	05/18/2017	14
Northeast Atlanta Health And Rehabilitation Center	1500 S Johnson Ferry Road	Atlanta	GA	30319	404-252-2002	05/18/2017	11
Windermere Health And Rehabilitation Center	3618 J Dewey Gray Circle	Augusta	GA	30909	706-860-7572	07/27/2017	6
Regency Care Center	815 High Road	Norwalk	IA	50211	515-981-4269	09/14/2017	8
Meadows Mennonite Home	24588 Church Street	Chenoa	IL	61726	309-747-2702	07/27/2017	17
Premier Healthcare Of Fort Wayne	7519 Winchester Rd	Fort Wayne	IN	46819	260-747-7435	05/26/2017	19
South Shore Health & Rehabilitation Center	353 Tyler St	Gary	IN	46402	219-886-7070	08/11/2017	25
Tanglewood Nursing & Rehabilitation	5015 Sw 28th Street	Topeka	KS	66614	785-273-0886	08/30/2017	28
Blue Hills Health And Rehabilitation Center	1044 Park Street	Stoughton	MA	02072	781-344-7300	09/07/2017	19
Good Samaritan Society - Warren	410 South McKinley Street	Warren	MN	56762	218-745-5282	07/06/2017	40
Diversicare Of St Joseph	3002 North 18th St	Saint Joseph	MO	64505	816-364-4200	09/15/2017	8
Kingswood Nursing Center	915 Pee Dee Road	Aberdeen	NC	28315	910-944-8999	09/21/2017	7
Lake Park Nursing And Rehabilitation Center	3315 Faith Church Road	Indian Trail	NC	28079	704-882-3420	09/28/2017	17
Highland Manor Of Fallon	550 North Sherman Street	Fallon	NV	89406	775-423-7800	09/15/2017	22
Focus Rehabilitation And Nursing Center At Otsego	128 Phoenix Mills Cross Road	Cooperstown	NY	13326	607-544-2600	09/22/2017	11
Medford Multicare Center For Living	3115 Horseblock Road	Medford	NY	11763	631-730-3000	05/02/2017	37
The Eleanor Nursing Care Center	419 North Quaker Lane	Hyde Park	NY	12538	845-229-9177	06/29/2017	18
Continuing Healthcare Of Gahanna	167 North Stygler Road	Gahanna	OH	43230	614-475-8778	08/24/2017	6
Manor At Whitehall The	4805 Langley Avenue	Whitehall	OH	43213	614-501-8271	06/15/2017	12
Kenwood Manor	502 West Pine	Enid	OK	73701	580-233-2722	09/14/2017	7
Molalla Manor Care Center	301 Ridings Avenue	Molalla	OR	97038	503-829-5591	07/13/2017	22
Manorcare Health Services-Chambersburg	1070 Stouffer Avenue	Chambersburg	PA	17201	717-263-0436	08/10/2017	7
Mountain Laurel Nrc	700 Leonard Street	Clearfield	PA	16830	814-765-7545	09/14/2017	14
Pembroke Health And Rehabilitation Center	1130 West Chester Pike	West Chester	PA	19380	610-692-3636	05/31/2017	16
Riverside Health And Rehab	2375 Baker Hosp Blvd	Charleston	SC	29405	843-744-2750	09/21/2017	6
Meadowbrook Care And Rehabilitation Center	2500 Arrowhead Dr	Rapid City	SD	57702	605-348-0285	03/30/2017	13
Brookhaven Manor	2035 Stonebrook Place	Kingsport	TN	37660	423-246-8934	09/13/2017	7
Immanuels Healthcare	4515 Village Creek Rd	Fort Worth	TX	76119	817-451-8704	09/08/2017	28
Pittsburg Nursing Center	123 Pecan Grove	Pittsburg	TX	75686	903-856-3633	09/21/2017	14
Trisun Care Center-Westwood	801 Cantwell Ln	Corpus Christi	TX	78408	361-882-4284	09/20/2017	2
West Houston Rehabilitation And Healthcare Center	13428 Bissonnet	Houston	TX	77083	713-351-4300	09/21/2017	12
Beloit Health And Rehab	1905 W Hart Rd	Beloit	WI	53511	608-365-2554	06/22/2017	24
Chi Franciscan Villa	3601 S Chicago Ave	South Milwaukee	WI	53172	414-764-4100	09/21/2017	4
Berkeley Springs Center	456 Autumn Acres Road	Berkeley Springs	WV	25411	304-258-3673	06/14/2017	6
Poplar Living Center	4305 S Poplar	Casper	WY	82601	307-237-2561	08/09/2017	19

Table D: Facilities That Have Recently Graduated from the SFF Program

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Sandalwood Healthcare, Llc	2600 Barrow Road	Little Rock	AR	72204	501-224-4173	06/15/2017	17
Dept Of State Hospitals - Metropolitan Snf	11401 South Bloomfield Avenue	Norwalk	CA	90650	562-863-7011	05/05/2017	35
Sky Harbor Care Center	57333 Joshua Lane	Yucca Valley	CA	92284	760-365-4870	05/04/2017	11
University Center East	991 E New York Ave	Deland	FL	32724	386-734-9083	05/04/2017	11
Nuuanu Hale	2900 Pali Highway	Honolulu	HI	96817	808-595-6311	03/24/2017	24
Coeur D'alene Of Cascadia	2514 North Seventh Street	Coeur D'alene	ID	83814	208-664-8128	03/23/2017	35
Autumn Meadows Of Cahokia	2 Annable Court	Cahokia	IL	62206	618-332-0114	05/22/2017	7
Gardenview Manor	14792 Catlin Tilton Road	Danville	IL	61834	217-443-6430	09/15/2017	5
Pyramid Point Post-Acute Rehabilitation Center	8530 Township Line Rd	Indianapolis	IN	46260	317-876-9955	03/30/2017	22
Barkley Center	4747 Alben Barkley Drive	Paducah	KY	42001	270-444-9661	05/18/2017	8
Olive Branch Senior Care Center (The)	32 Crothers Drive	Tallulah	LA	71282	318-574-8111	03/16/2017	21
Kindred Transitional Care & Rehabilitation-Avery	100 West Street	Needham	MA	02194	781-234-6300	07/13/2017	13
Seaport Village Healthcare	19 General Moore Way	Ellsworth	ME	04605	207-667-9336	05/04/2017	19
Chris Jensen Health & Rehabilitation Center	2501 Rice Lake Road	Duluth	MN	55811	218-625-6400	06/23/2017	10
Marshfield Care Center	800 South White Oak	Marshfield	MO	65706	417-859-3701	06/16/2017	11
Jefferson Davis Community Hospital Ecf	1320 Winfield Street	Prentiss	MS	39474	601-792-1172	07/26/2017	11
Apple Rehab Cooney	2555 E Broadway	Helena	MT	59601	406-447-1651	02/08/2017	26
Minot Health And Rehab, Llc	600 S Main St	Minot	ND	58701	701-852-1255	07/26/2017	13
Lake Pointe Rehabilitation And Nursing Center	22 Parrish Road	Conneaut	OH	44030	440-593-6266	05/25/2017	16
Maybrook Hills Rehabilitation And Healthcare Cente	301 Valley View Boulevard	Altoona	PA	16602	814-944-0845	06/23/2017	8
Brookdale - Smithfield	171 Pleasant View Avenue	Smithfield	RI	02917	401-232-5577	01/20/2017	23
Lomond Peak Nursing And Rehabilitation, Llc	524 East 800 North	Ogden	UT	84404	801-782-3740	04/27/2017	12
Berlin Health & Rehab Ctr	98 Hospitality Drive	Barre	VT	05641	802-229-0308	03/29/2017	12
Avamere Bellingham Health Care & Rehab Services	1200 Birchwood Avenue	Bellingham	WA	98225	360-734-9295	04/04/2017	25
Bridges Of Appleton (The)	2915 N Meade St	Appleton	WI	54911	920-993-6800	05/18/2017	27

Table E: Facilities No Longer Participating in the Medicare and Medicaid Program

Facility Name	Address	City	State	ZIP	Phone Number	Most Recent Survey	Months as an SFF
Nms Healthcare Of Hagerstown, Llc	14014 Marsh Pike	Hagerstown	MD	21742	301-733-8700		3
Mount Laurel Center For Rehab And Healthcare	3718 Church Road	Mount Laurel	NJ	08054	856-235-7100	05/09/2017	20
Hearne Healthcare Center	1101 W Brown St	Hearne	TX	77859	979-279-5361	01/25/2017	10