



**Care Compare Five-Star Ratings of Nursing Homes
Provider Rating Report for November/December 2023**

| Ratings for Bridge Care Suites (146160) Springfield, Illinois | | | |
|---|-------------------|------------------|----------|
| Overall Quality | Health Inspection | Quality Measures | Staffing |
| ★★★★★ | ★★★★ | ★★ | ★★★★★ |

The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around December 6, 2023. The health inspection rating incorporates data reported through October 31, 2023. The time periods for each of the quality measures that contribute to the Quality Measure (QM) rating can be found in the QM tables located later in this report. The staffing rating is based on payroll-based journal (PBJ) staffing data reported through the second calendar quarter of 2023.

Helpline

The Five-Star Helpline will operate Monday - Friday **December 4 - 8, 2023**. 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 29 - February 2, 2024**. During other times, direct inquiries to BetterCare@cms.hhs.gov as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.

Important News

Upcoming adjustments to staffing and quality measures.

In October 2023, items in the MDS (Section G) were eliminated and replaced by new (Section GG) items. This will necessitate changes to the staffing case-mix adjustment method and some of the QMs on Nursing Home Care Compare that currently use Section G items. This will not affect the data posted on Nursing Home Care Compare until April 2024. Please see [CMS memo QSO-23-21-NH](#) and the updated [Technical User's Guide](#) for details.

In addition to the changes related to MDS Section G/GG, CMS will implement a turnover penalty for providers that fail to submit accurate staffing data beginning in April 2024. Specifically, providers that fail to submit staffing data or submit erroneous data for one or more quarters used in the turnover calculation will receive the lowest score possible for corresponding staff turnover measures. Additional details can also be found in the memo and TUG linked above.