

HPMS E-Mail

Date: April 27, 2020

Subject: Now Available: Nursing Home Five Star Quality Rating System Updates,
Nursing Home Staff Counts, and Frequently Asked Questions

In a recent memo to State Survey Agencies, CMS announced that the inspection domain of the Nursing Home Compare website will be held constant temporarily due to the prioritization and suspension of certain surveys, to ensure the rating system reflects fair information for consumers. In addition, CMS is releasing information that shows the average number of staff each nursing home has onsite, each day (nursing staff and total staff), and aggregated by state and nationally. Along with these announcements CMS released a list of Frequently Asked Questions to clarify certain actions the agency has taken related to visitation, surveys, waivers, and other guidance.

[Memo](#)

[Five-Star Quality Rating Information](#)

