

ISDH Long Term Care
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Consumer Reports



Health Care Facility Consumer Reports

Happy New Year from all of us at the Indiana State Department of Health (ISDH). We are excited to start the year off with the release of updates to the ISDH Health Care Facility Consumer Reports web site. The new Health Care Facility Consumer Report site was posted yesterday afternoon.

Indiana's first Health Care Facility Consumer Reports were the Nursing Home Consumer Report and Nursing Home Report Card created back in 2003. We have since added seven additional reports for other provider types. The ISDH currently has Consumer Reports for hospitals, ambulatory surgery centers, home health agencies, hospice agencies, end stage renal disease (ESRD) clinics, nursing homes, residential care facilities (licensed assisted living), and intermediate care facilities.

The Consumer Reports have not been significantly upgraded since their initial development. Technology has come a long way since 2003. We are now at a point where we can better utilize technology to provide more information and increased search capacity. This upgrade is intended to utilize new technology to improve the system infrastructure.

The ISDH has been working on this project for the past six months. Last summer CMS provided Indiana with one-time funding to update our Health Care Facility Consumer Reports. The Patient Protection and Affordable Care Act identified specific information that must be included in State consumer reports. Our goal was therefore to improve the search capacity of the Consumer Reports and upgrade the content of the reports.

We began working to design the concept of what we wanted to achieve. We then worked with our IT staff to develop the design. For the past couple of years, the ISDH has been implementing Business Intelligence (BI) software into some of our program areas. The updates utilize that technology along with GIS mapping technology.

The Consumer Reports may be accessed from the ISDH Home Page at <http://www.in.gov/isdh/>. In the center of the page is a "Consumers" group and the link to the Consumer Reports is there. There are also links on individual program pages.

The main updates to the system are in its search capacity. The following are a few of the improvements to the Consumer Reports:

1. Access to all Consumer Reports is now from one search page.
2. A search may now include multiple facility types. For instance, you could search for nursing homes and hospitals in Hendricks County. Before you would have to go into each report system.
3. Search results appear on an interactive GIS Map. The map includes zoom features. Hovering over the pins provides information about the facility and provides access to the Consumer Report.
4. Search results also appear as a list immediately below the map. Below the list is a link to print or download the search results. An organization wanting the search results in an Excel or Word format can do their search and download to the desired format.
5. The updated system allows a search by facility name and provider identification number. The previous system only allowed a search by city or county.
6. You may search nursing homes by the payor source (i.e. NF, SNF, or SNF/NF).
7. A person may search by services. Services included are burn units, emergency departments, and trauma centers 1 & 2 for hospitals and Alzheimer's units, ventilator unit, certified infection preventionist, and certified wound care specialist for nursing homes. A consumer needing an emergency room could therefore do a search for emergency departments in the state and then use the GIS features to drill down to a nearby location. A family hunting a nursing home with an Alzheimer's unit can now search by that criteria. We hope to continue to expand the services included as a search option.
8. The appearance of the pages were improved to add some color and improved organization.
9. For nursing homes, we previously had a Consumer Report and a separate Report Card. Those have been combined into one Report. For the State nursing home report card score, we now provide the State range of report card scores and a percentile rank so that a consumer can better compare facilities.

The ISDH thanks CMS for their support of this project. The funding was essential to the success of the project. Our goal was to create an interactive system that provides improved access to information and we are excited with the outcome.