

**ISDH Long Term Care Newsletter**  
**Issue 2020-29**  
**April 28, 2020**

**Today's Issue:**

- **CMS – QSO-20-28-NH Nursing Home Five Star Quality Rating System Updates, Nursing Home Staff Counts, and Frequently Asked Questions**
- **LTC Update**
  - **COVID-19 Information**
  - **Family Outreach Email**
- **Indiana State Department of Health COVID-19 Resource Center**

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## **CMS Update**

Centers of Medicare & Medicaid Services (CMS) is committed to taking critical steps to ensure America's nursing homes are prepared to respond to the threat of the COVID-19.

- **Nursing Home Compare website & nursing Home Five Star Quality Rating System:** CMS is announcing that the inspection domain will be held constant temporarily due to the prioritization and suspension of certain surveys, to ensure the rating system reflects fair information for consumers.
- **Posting of surveys:** CMS will post a list of surveys conducted after the prioritization of certain surveys, and their findings, through a link on the Nursing Home Compare website.
- **Nursing Home Staff:** CMS is publishing a list of the average number of nursing and total staff that work onsite in each nursing home, each day. This information can be used to help direct adequate personal protective equipment (PPE) and testing to nursing homes.
- **Frequently Asked Questions (FAQ):** We are releasing a list of FAQs to clarify certain actions we have taken related to visitation, surveys, waivers, and other guidance.

Complete document: [QSO-20-28-NH Nursing Home Five Star Quality Rating System Updates, Nursing Home Staff Counts, and Frequently Asked Questions](#)

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## LTC Update

### COVID-19 Information

The following information has been added to the Professional Resources for long term care facilities. It is recommended that long term care facilities review this information.

- [Long-term Care Facility Communication Guidelines](#)
- [Strategies for dealing with COVID-19 in memory care units](#)

### Family Outreach

The Family Outreach email, [familyoutreach@isdh.in.gov](mailto:familyoutreach@isdh.in.gov), is now available on the COVID-19 Public Resource and Professional Resource websites. This email is for an individual to report any problems getting COVID-19 information about a loved one in a nursing home or residential facility. Information received in the email will be reviewed by a Long Term Care surveyor. The individual will be contacted and the facility, if necessary. If the situation cannot be resolved the information will be sent to the Indiana State Ombudsman for review and follow up.

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## Indiana State Department of Health COVID-19 Resource Center

Please consult the [Indiana State Department of Health COVID-19 webpage](#) for updated news and guidance on the COVID-19 outbreak. Updates will be made as new information becomes available. Please contact your healthcare provider if you experience symptoms such as fever, cough and shortness of breath and have a recent history of travel to areas affected by COVID-19 or contact with someone diagnosed with COVID-19.

General questions from the public or healthcare provider inquiries about COVID-19 may be directed to the ISDH COVID-19 Call Center at the **toll-free number 877-826-0011 (available 24/7)**.