The Health Care Association of Michigan (HCAM) has represented Michigan’s long-term care providers since 1948. Membership includes skilled nursing and rehabilitation facilities, county medical care facilities, and hospital long-term care units. HCAM currently represents 356 of the 440 nursing facilities in the state. This report highlights the profession’s dedication to providing quality care to our state’s most vulnerable population.

Nursing facilities are meeting the needs of Michigan’s growing senior population, ensuring they are able to age comfortably, with dignity and respect, and with the ability to continue to carry out fulfilling lives. Today’s facilities provide both long-term comprehensive care and short-term rehabilitation services, much of which was previously delivered in a hospital. Thousands of positive actions and outcomes occur on a daily basis in today’s nursing facilities – we are proud of the care nursing facilities provide for Michigan residents.

HCAM invites you to visit your local facility and see for yourself the amazing care provided to seniors by so many selfless Michiganders.
LEADING THE NATION IN 5-STAR RATING

The Centers for Medicare and Medicaid Services (CMS) Nursing Home Compare website features a quality rating system that gives each nursing facility a rating from 1 to 5 stars. Nursing homes with 5 stars are considered to have much above average. There is one Overall 5-star rating for each nursing home, and a separate rating for the following three sources of information:

- **Health Inspections** – The health inspection rating contains the 3 most recent health inspections and investigations due to complaints. The most recent survey findings are weighted more than the prior year.

- **Staffing: Direct Care Staffing & RN Staffing** - The staffing ratings offer information about the number of hours of care provided on average to each resident each day. The ratings reflect both Direct Care Staff, which includes all nurses and nurse aides; and RN Staff which reflects the number of RN hours provided per resident per day. The higher the number of hours of care provided, the higher the star ratings.

- **Quality Measures (QMs)** – The quality measure rating has information on 15 different physical and clinical measures for nursing home residents. The QMs offer information about how well nursing homes are caring for their residents’ physical and clinical needs.

<table>
<thead>
<tr>
<th></th>
<th>HCAM MEMBERS</th>
<th>NATIONAL AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OVERALL 5 STAR RATING</strong></td>
<td>3.49</td>
<td>3.28</td>
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<tr>
<td><strong>HEALTH INSPECTION RATING</strong></td>
<td>2.75</td>
<td>2.82</td>
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<tr>
<td><strong>DIRECT CARE STAFFING RATING</strong></td>
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<tr>
<td><strong>RN STAFFING RATING</strong></td>
<td>3.94</td>
<td>3.21</td>
</tr>
<tr>
<td><strong>QUALITY MEASURES RATING</strong></td>
<td>4.09</td>
<td>3.73</td>
</tr>
</tbody>
</table>
CMS measures data indicating quality of care in facilities across the nation and posts scores to help consumers compare facilities to find the best fit for their loved one. Michigan facilities outrank the national average in 12 of the 15 indicators of quality. HCAM and its members are dedicated to ensuring quality care and improving outcomes for our state's seniors.

The CMS data is clear – Michigan facilities excel in providing care to their residents, outranking the national average in these important indicators of quality.

| 🌟 Lower use of antipsychotic medication for short-stay residents |
| 🌟 More residents improved their ability to move around on their own |
| 🌟 Lower use of antipsychotic medication for long-stay residents |
| 🌟 Percentage of long-stay residents with pressure ulcers - 0.10% above national average |
| 🌟 Fewer long-stay residents with symptoms of depression |
| 🌟 Lower use of antianxiety and hypnotic (sleeping pill) medication by long-stay residents |
| 🌟 Fewer instances of falls resulting in injury |
| 🌟 Percentage of long-stay residents who lose too much weight - 0.10% above national average |
| 🌟 Fewer residents needing more help with activities of daily living (i.e. eating, bathing, etc.) |
| 🌟 Fewer residents needing more help moving around on their own |
| 🌟 Residents with urinary tract infections - equal to national average |
| 🌟 Percentage of short-stay residents re-hospitalized after admission - 0.20% above national average |
| 🌟 Fewer short-stay residents with an outpatient emergency department visit |
| 🌟 Lower number of hospitalizations for long-stay residents |
| 🌟 More short-stay residents returning back to the community |
OUTSTANDING ACHIEVEMENT IN QUALITY

The American Health Care Association (AHCA), HCAM’s national association, has a National Quality Award Program offering a pathway for providers of long-term care and post-acute care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldridge Performance Excellence Program.

While only 35 facilities nationwide have received the gold award over the past 10 years, many Michigan facilities are working to achieve this prestigious goal. We are proud of the Michigan facilities that have received awards for their commitment to and achievement in quality care!

### 2020 SILVER AWARD RECIPIENTS

- Four Chaplains Nursing Care Center
- LakePointe Senior Care and Rehab Center
- Metron of Forest Hills
- Sunrise at North Farmington Hills
- Sunrise of Bloomfield
- Sunrise of Rochester
- Sunrise of Shelby Township
- Sunrise on Vernier

### 2020 BRONZE AWARD RECIPIENTS

- Advantage Living Center Armada
- Beaumont Rehabilitation & Continuing Care, Dearborn
- Clinton-Aire Healthcare Center
- Durand Senior Care & Rehab Center
- Faith Haven Senior Care Centre
- HealthBridge Post-Acute Rehabilitation
- Heartland Health Care Center-Canton
- Heartland Health Care Center-Hampton
- Island City Assisted Living
- MediLodge of Monroe
- MediLodge of Plymouth
- Rivergate Health Care Center
- Spectrum Health, Kelsey Hospital Rehab and Nursing Center
- Spectrum Health, United Hospital Rehab and Nursing Center
- West Woods of Niles
INVESTING IN OUR SENIORS

$36.5 Million Was Recently Invested by Ciena Healthcare to Create Two New Buildings in Metro Detroit: Regency at St. Clair Shores and Regency at Westland

MODERN, STATE OF THE ART FACILITIES FOR SENIORS TO CALL HOME

Facilities are safe havens where seniors find security and protection, social support and companionship, wellness and rehabilitation. Michigan is a leader nationally in building new facilities and renovating existing ones. There have been 44 new facilities built since 2010, with 9 more expected in the near future. There are a large number of renovation projects under way making improvements to existing buildings. These improvements provide residents with state of the art amenities such as private rooms, physical therapy gyms, and flexible dining experiences. Residents have never had more choice and more involvement in their care making decisions.
Michigan is aging faster than the nation. Between 2020 and 2040, the proportion of people aged 65 and older in Michigan is expected to grow by 3.2 percent compared to 2.5 percent nationally. This demographic will make up more than one fifth of Michigan’s population.

By 2030, the “oldest old” (residents 85 and over) are projected to make up 2.5 percent of the state’s population, and by 2045 they will make up nearly 4 percent of the population.

NURSING FACILITIES ARE ESSENTIAL PARTNERS IN THE LONG-TERM CARE CONTINUUM

As Michigan ages, the demand for long-term care will continue to increase. Long-term care today is a continuum of services – a range of options that have evolved over the last decade to reflect consumer demand and public policy change. The continuum includes skilled nursing and rehab, assisted living, adult foster care and homes for the aged, home health and home and community based services.

Each plays a unique and essential role to meet the varied needs of individuals – one is not a substitute for the other. Nursing facilities are a vital part of the continuum and will play a critical role in Michigan’s comprehensive long-term care program.

WORKFORCE CHALLENGES

Facilities today are facing significant workforce challenges – finding qualified individuals for both professional nursing and paraprofessional staff has proven difficult in the current economy. With the demand for long-term care expected to increase with an aging population, these challenges will only become more severe.

In an effort to address the shortage, providers across the state have increased wages, offered competitive benefits, signing bonuses and student loan reimbursement, and have instituted programs to pay for the education and training of both professional and paraprofessional health care employees.

Nearly 75 percent of facility costs go to the wages and benefits of employees, and with more than 60 percent of nursing facility residents receiving Medicaid, it is vital that Michigan’s Medicaid program is adequately funded moving forward.
Sixty-four percent of all the Medicare and Medicaid beneficiaries residing in a nursing facility have dementia. This translates to 25,000 Michigan citizens living with dementia in skilled nursing facilities (SNFs) today, and nearly 19,000 of these people are in the moderate and advanced stages of their conditions.

People living with dementia may lose their ability to communicate, solve problems, and cope with stressors. They may also experience fear, confusion, sadness, and agitation.

All this necessitates that nursing facility residents living with dementia require specialized services and supports, that vary based on the individual’s abilities and challenges related to their condition. Providing care for residents living with dementia is an integral part of the person-centered environment, which is necessary to support a high quality of life with meaningful relationships and engagement.

HCAM received a $2.1M Nursing Facility Enrichment Program Grant through the Michigan Department of Health and Human Services for Core Dementia Care Training. The project will offer in-person advanced training of nursing facility staff to effectively modify care strategies, with the primary aim to discover what contributes to helping a resident with dementia feel content, engaged, and enriched in everyday life. This approach further encourages staff to take active steps to prevent or avoid unnecessary pain and suffering for the person with dementia.
EXCEEDING EXPECTATIONS

1000S OF POSITIVE ACTIONS & OUTCOMES OCCUR IN TODAY'S SKILLED NURSING FACILITIES

MELILODGE OF MUNISING

Our family thanks you for your compassion and care of our dear mom. We were blessed to have her in our lives for so long – you were lucky enough to have her reside at MediLodge for a while. Our hope is that you remember what a great, funny, caring, beautiful lady she was :) She came to truly love it there! Thank each of you for making her days a little brighter & happier! God Bless You

COURTNEY MANOR

The family of Tom would like to thank you for the amazing care you provided while he was at your facility. You gave so much more than excellent healthcare. Everyone was compassionate, kind, caring and understanding not only to Tom but to us also. Words cannot express how grateful we are that you took care of Tom at the end of his life.

HOLT SENIOR CARE AND REHAB

You all are incredible. Thank you for being so kind, caring & loving with our family. We will never forget the way you treated our mom & all of us. You ALL have made an enormous impact on our lives. We will never forget that. Remember what you do matters. You have showed us such compassion & love. We love you & you will forever be a part of our family.

SKLD+ PLYMOUTH

I cannot say enough about this facility! My father is in the later states of Alzheimer’s disease, and having him placed in a facility was an extremely difficult decision for my mother. The employees at this facility TRULY CARE and it shows, as my father is extremely relaxed, comfortable and clean. SMILES and politeness are the norm not the exception! "Rita" (Transitional Care Liaison) and "Tara" (Admissions Director) were very involved in placing my father, and they were unbelievably caring and diligent in making sure that this would be a good fit for my father and our family. From the bottom of my heart, I cannot thank them enough. It is obvious that this facility has instilled both ethics and integrity and blended this with care and concern. We are very grateful and blessed to have our loved one in this facility. Give them a try, you will not be sorry.

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Health Care Association of Michigan
Quality Care is at Our Core
www.hcam.org