



**Care Compare Five-Star Ratings of Nursing Homes
Provider Rating Report for August 2021**

Ratings for Presidential Oaks (305063) Concord, New Hampshire				
Overall Quality	Health Inspection	Quality Measures	Staffing	RN Staffing
★★★★	★★★	★★★★	★★★★★	★★★★★

The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around August 25, 2021. The health inspection rating incorporates data reported through July 31, 2021. 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 and RN staffing ratings are based on payroll-based journal (PBJ) staffing data reported for the first calendar quarter of 2021.

Helpline

The Five-Star Helpline will operate Monday - Friday **August 23 - 27, 2021**. 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 **September 27 - October 1, 2021**. 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

Quality Measures (QMs)

For the August 2021 refresh of Care Compare, the MDS-based QMs use data from Q2, Q3, and Q4 of 2020, and Q1 of 2021. Four of the claims-based QMs use data based on the data collection period ending December 31, 2020. The two QMs that are part of the Skilled Nursing Facility Quality Reporting Program (SNF QRP), "Percentage of SNF residents with pressure ulcers/pressure injuries that are new or worsened" and "Rate of successful return to home and community from a SNF," will continue to be held constant at this time.