



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
PO Box 45600, Olympia, WA 98504-5600

July 21, 2025

NH #2025-041

QSO-25-20-NH, UPDATES TO NURSING HOME (NH) CARE COMPARE

Dear Nursing Facility/Home Administrator:

Residential Care Services (RCS) is writing to inform providers of changes to the Five Star Rating System Quality Measures for NHs.

In 2008, the Centers for Medicare and Medicaid Services (CMS) added the Five-Star Quality Rating System to the CMS NH Compare website (now known as [Care Compare](#)). A set of staffing quality rating measures were developed from Payroll-Based Journal (PBJ) data to describe the staffing provided in NHs and quality measures were developed to describe the quality of care provided in NHs. CMS has continued to update and make improvements to this system.

On June 18, 2025, CMS released [QSO-25-20-NH](#) which includes the following updates to NH Care Compare:

- **Post Performance Data for NH Chains.** “Chains” refers to groups of Medicare-certified nursing homes that are connected through common owners, and operators.
 - Starting on July 30, 2025, CMS will release performance data that includes the average overall 5-star ratings, health inspection ratings, staffing levels, and quality measure ratings for each NH chain. This combined performance information will be made available on NH Care Compare in a format that is more accessible to consumers. This data can be found on CMS’s [data webpage](#).
- **Drop Third Cycle Standard Surveys from the NH Care Compare Health Inspection Rating:**
 - Beginning in July 2025, the NH Care Compare health inspection rating will more accurately represent the current performance in NHs. CMS will no longer use the three most recent standard surveys and will instead utilize the two most recent standard surveys to determine the rating calculation.
- **Incorporate Updated Long Stay Antipsychotic Measure on NH Care Compare:**
 - Effective October 29, 2025, CMS will revise the quality measure that assesses the number of long-stay residents receiving antipsychotic medications. This update will include Medicare and Medicaid claims and encounter data, in addition to Minimum Data Set (MDS) data currently used in the existing measure.
- **Removing COVID-19 vaccination measures**
 - Starting July 30, 2025, CMS is removing the COVID-19 vaccination section from the main profile page of each NH on Care Compare.

Dear NH Administrator: QSO-25-20-NH, UPDATES TO NURSING HOME CARE

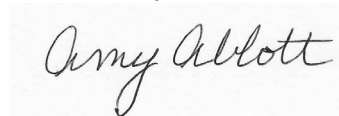
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For more information on the updated changes and how CMS calculates star ratings, please refer to the [Nursing Home Care Compare Five Star Technical Users' Guide](#).

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact Tiffany Meyers, Nursing Home Policy Program Manager, at rcspolicy@dshs.wa.gov or (360) 464-0373.

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott". The signature is written in a cursive, flowing style.

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*

Related References: [Care Compare](#), [QSO-25-20-NH](#), [CMS's data webpage](#), [Nursing Home Care Compare Five Star Technical Users' Guide](#)