



## Care Compare Five-Star Ratings of Nursing Homes Provider Rating Report for July 2022

Ratings for <b>Finger Lakes Center for Living (335785)</b> <b>Auburn, New York</b>			
Overall Quality	Health Inspection	Quality Measures	Staffing
★★★★★	★★★★★	★★★★	★★★

*The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around July 27, 2022. The health inspection rating incorporates data reported through June 30, 2022. 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 rating is based on payroll-based journal (PBJ) staffing data reported through the first calendar quarter of 2022.*

### Helpline

The Five-Star Helpline will operate Monday - Friday **July 25 - August 5, 2022**. 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 **August 29 - September 2, 2022**. During other times, direct inquiries to [BetterCare@cms.hhs.gov](mailto:BetterCare@cms.hhs.gov) as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.

### Important News

#### Staffing Rating Changes

Beginning with the July 2022 refresh, six staffing measures will be used to calculate the staffing rating:

- Adjusted total nurse staffing hours per resident per day (7 day)
- Adjusted RN staffing hours per resident per day (7 day)
- Adjusted total nurse staffing hours per resident per day (weekends)
- Total nursing turnover (%)
- RN turnover (%)
- Number of administrator departures

Points are assigned to each staffing measure and then summed to derive a single staffing star rating (a separate RN staffing rating will no longer be calculated or posted on the Nursing Home Care Compare website). The specific measure values and points used to calculate the staffing rating for your facility can be found in the staffing section of this report. Detailed information about the staffing rating methodology can be found in the Five-Star Quality Rating Technical Users' Guide (link on the References page of this report).