



FACT SHEET

Nevada State Veterans Home Boulder City, Nevada

The Nevada State Veterans Home is the only veterans' home in Nevada, located 23 miles southeast of Las Vegas in Boulder City, Nevada. NSVH is a State-owned and State-operated facility receiving support from the U.S. Department of Veterans Affairs.

The Nevada State Veterans Home (NSVH) opened in 2002 with the first veterans admitted in August of that year. Within the 82,000 square foot facility, the Home is able to accommodate 180 residents in three living units called neighborhoods, including one unit with 24-beds providing two levels of secured care living for individuals suffering from advanced cognitive impairment. Each neighborhood has dedicated staff providing 24-hour skilled nursing care with a clinical team committed to "Caring for America's Heroes".

Services: In addition to long term nursing and residential care, the Nevada State Veterans Home provides respite care, hospice care, short term restorative and rehabilitative therapies, on-site social workers, activities for the unique interests of veterans; a full service kitchen and dining facilities and transportation to appointments.

Licensure and Quality Assurance: NSVH is Medicare/Medicaid certified and licensed by the State of Nevada. Periodic inspection surveys are conducted by the both the State representing the Centers for Medicare and Medicaid (CMS) as well as an independent survey inspection by the Veterans Administration. This dual-inspection process assures that high quality standards of care are provided to residents.

In January 2014, an Independent Review Panel (IRP) was established to provide advisors to the Nevada Department of Veterans Services and the Veterans Services Commission on the care of veterans and family living in State Veterans Homes. The IRP holds public meetings several times per year to review quality measures and customer satisfaction scores in addition to providing input on care practices and operational issues related to improving the quality of care and quality of life of all individuals residing at the Home.

Admission Requirements: The Veterans Administration has stringent criteria for placement of veterans in skilled nursing facilities. Potential residents must complete an admission application and provide documentation of state residency, status as a military veteran, veteran spouse or Gold Star parent; and a physician referral documenting the need for nursing care that is appropriately met within the parameters of the Home's services.

The average length of stay per resident is approximately 18 months. This includes both short term rehabilitative stays and long term residency. As of 2015, 90 residents had lived at the Home for three or more years.

Daily Cost of Basic Care:

\$125 for a veteran*

\$187 for a spouse or Gold Star parent*

Private rooms are an additional \$25 per day.

*Medication and ancillary charges are not included in the daily rates. There are some exceptions to the rates for veterans with service-connected disability ratings between 70%-100%, for recipients of Medicare Rehabilitation services and for recipients of State-funded Medicaid programs.

Five Star Quality Measure Rating: The Centers for Medicare and Medicaid (CMS) provide a quarterly rating program for participating nursing homes based on weighted facility performance measures. The system uses facility-provided resident data to score each area of performance as well as assigning an overall star rating. The highest possible rating is five-stars and the lowest possible rating is one-star. Additional information about the Five-Star Quality Rating System is available on the enclosed Nursing Home Compare State-Level Health Inspection Cut Point Table.

Pinnacle Quality Insight: Pinnacle is an organization providing customer satisfaction studies for skilled nursing facilities on a national basis. Structured telephone interviews are conducted monthly with residents and families to obtain feedback about a variety of topics important to quality, safety and resident care.

Both longitudinal data and national comparative data are provided to the Home each month. The data is used by the Home for continuous improvement initiatives and staff training; all designed to support and improve the resident experience. Pinnacle reports are also shared with the Home's Independent Review Panel for discussion and recommendations. A summary of the January 2016 report is enclosed.

Pinnacle Quality Insight has awarded the Nevada State Veterans Home the 2016 Customer Experience Award, demonstrating that the Home has scored resident satisfaction scores in the top 15% nationally during the past 12 month average.