

2020 Annual Report

Quality Measurement Program Report for Oregon Community-Based Care Facilities



**Quality Measurement Program Report for
Oregon Community-Based Care Facilities
2020 Annual Report**

Contents

A Message from the Quality Measurement Council 3

Executive Summary of Quality Metrics Report 5

Quality Metrics Data Must Be Reported by Facilities 5

Regulatory Compliance Data Must Be Reported by the Department..... 7

Lessons Learned from the First Year of Reporting 7

Effects of COVID-19 9

COMMUNITY-BASED CARE IN OREGON..... 10

Residential Care Facilities and Assisted Living Facilities 10

Endorsed Memory Care Communities 11

Geographic Regions..... 12

Regulation of Facilities 14

QUALITY MEASUREMENT PROGRAM 15

Elements of the Program 15

Quality Measurement Council 16

Elements of the Report 17

 Quality Metrics Data 17

 Compliance Data 17

Lessons Learned from the First Year of Reporting 18

Quality Metric #1 – Retention of Direct Care Staff 19

 Why Measure This Metric? 19

Data Related to Metric 1	19
Lessons Learned from Metric 1	20
Quality Metric #2 – Compliance with Staff Training	21
Why Measure This Metric?	21
Data Related to Metric 2	21
Lessons Learned for Metric 2	22
Quality Metric #3 – Resident Falls with Injury	23
Why Measure this Metric?	23
Data Related to Metric 3	23
Lessons Learned for Metric 3	24
Quality Metric #4 – Nonstandard Use of Antipsychotic Medications	25
Why Measure This Metric?	25
Data Related to Metric 4	26
Lessons Learned from Metric 4	27
Quality Metric #5 – Resident Satisfaction Survey	28
Why Measure This Metric?	28
Data Related to Metric 5	28
Lessons Learned from Metric 5	30
Appendix A: Quality Measurement Council Membership	32
Appendix B: Metrics Reported by Facilities	34
Appendix C: List of Facilities for Which No Data was Received	61
Appendix D: Facilities Opened or Closed in 2020	67
Appendix E: Presentations on Quality Metrics:	68
Appendix F: Resources for Consumers	70



Oregon

Kate Brown, Governor

Department of Human Services

Safety, Oversight & Quality

PO Box 14530, Salem, OR 97309

3406 Cherry Ave NE, Salem, OR 97303

Phone: (503) 373-2227

Fax (503) 378-8966

A Message from the Quality Measurement Council

ORS 443.447 established the Quality Measurement Council to manage the Quality Measurement Program. This governor-appointed council is tasked with developing metrics to measure the quality of care provided by facilities. Initially, the council is responsible for ensuring the measurement program won't be burdensome to facilities.

The Quality Measurement Council is pleased to share the first annual report presenting quality data collected by the Quality Measurement Program (QMP) for 2020, *Quality Measurement Program Report for Oregon Community-Based Care Facilities*.

The goal of any quality measurement program is to establish benchmarks, describe quality of care and direct improvement efforts. There are currently few quality measurement and public reporting requirements for community-based care (CBC) facilities in the United States. The non-regulatory Quality Measurement Program is intended to support transparent sharing of quality data with the public and to give direction to CBC facilities' quality measurement efforts. The Quality Measurement Council was tasked with defining five quality measures: retention rate for direct care staff, staff training compliance, resident falls that result in physical injury, antipsychotics prescribed for non-standard reasons, and resident satisfaction.

The first year of QMP data collection was complicated by the onset of the COVID-19 pandemic. The impact of COVID-19 on the Oregonians who reside in CBC facilities and the facility staff who care for them cannot be overestimated. Long-term care residents were disproportionately impacted by COVID-19, accounting

for more than half of all COVID-19 deaths as of February 2021. Oregon's CBC facilities have had to contend with the ever-changing logistics of personal protective equipment (PPE) availability, COVID testing and appropriate physical distancing. Oregonians living in CBC facilities have experienced the trauma of being isolated from their families for a year. Part of our responsibility as the Quality Measurement Council is to consider whether the data is too burdensome for CBC facilities to collect. While we believe data collection for these five measures is reasonable under normal circumstances, we decided on a simpler reporting format for 2020 and 2021 in recognition of the enormous strain the pandemic has put on our healthcare system. For 2020 and 2021, we have asked facilities to report on whether they are, in some way, tracking each of these five measures internally.

This year, we hope that readers of this report will use it to understand the five QMP measures and why they are important. We hope that this first year's data will provide insight into the proportion of facilities that were able to collect and track QMP data despite the difficulties of 2020 and to suggest ways in which the Oregon Department of Human Services can improve their guidance to facilities for 2021. In the future, we hope that this report will be used by facilities, policymakers, and the public to evaluate the quality of care provided by Oregon's CBC facilities, identify trends and patterns, and help prioritize quality improvement work.

We are pleased to share the *2020 Quality Measurement Program Report for Oregon Community-Based Care Facilities* for your consideration.

Quality Measurement Council Members:

Sydney Edlund, MS, Chair

Paula Carder, Ph D

Mauro Hernandez, Ph D

Sara Kofman

Sudha Landman, (December 2020 - present)

Carolyn Mendez-Luck, Ph D

Ann McQueen, Ph D (July 18 – July 2020)

Maureen Nash, MD

Fred Steele, JD, MPH, Vice Chair

Executive Summary of Quality Metrics Report

Quality Metrics Data Must Be Reported by Facilities

The purpose of the Quality Metrics Program is to provide information residential care and assisted living facilities can use to track and compare their performance in select areas, or metrics. Facilities will be able to compare their quality metrics with other facilities using various parameters such as statewide, within their geographic region or their own corporate family.

This data will also provide consumers (people who live in or are searching for a facility) with information on the quality of services of specific facilities. In future years, as annual data compiles, the metrics will increasingly offer a more in-depth picture of facilities' performance measures.

HB 3359, passed by the Oregon Legislative Assembly in 2017, required the Oregon Department of Human Services (ODHS) to establish a Quality Measurement Council to develop the methods facilities should use to track:

1. Retention of direct care staff.
2. Facility compliance with staff training requirements.
3. Falls resulting in physical injury.
4. Use of antipsychotic medication for nonstandard uses.
5. Results of an annual resident satisfaction survey conducted by an independent entity, including measurement of the quality of the resident experience

These metrics were selected because they involve common issues facing all facilities, and, by understanding these metrics, facilities will better understand how well their systems identify areas for needed improvement so they can proactively adjust their systems to provide better outcomes for residents.

The Council developed methods for tracking each metric and completed training to facilities on how to track each measure. The year 2020 was intended to be the first year this new tracking and reporting program was launched. Facilities were

required to track for the duration of 2020 and then report to the Department in early 2021.

The projected timeline was disrupted by the COVID-19 pandemic in early 2020. COVID-19 seriously impacted the ability of facilities to adopt new systems and track quality metrics, and dramatically changed how the Department tracked compliance data through the year. Recognizing these challenges, and the enormous strain on RCFs and ALFs to keep residents and staff safe throughout the pandemic, the Council opted to simplify the reporting process for 2020 and 2021.

For 2020 and 2021, facilities were required only to report with a simple “yes” or “no” on whether they had tracked each metric in any manner. This met the legislative requirement to report and introduced facilities to the new online reporting application but involved dramatically less effort on the part of facilities. Although specific data will not be reported, the law requires that the names of facilities that failed to report altogether be posted.

Of the 549 total facilities required to report for 2020, the following chart shows how many facilities reported on each of the five metrics. Facilities were to indicate “yes” if they tracked a given metric in some way, and “no” if they did not.

Number and Percentage of Facilities That Tracked Metrics in 2020

	Metric 1		Metric 2		Metric 3		Metric 4		Metric 5	
Responded “Yes”	459	83%	461	84%	458	83%	446	81%	333	60%
Responded “No”	4	1%	3	<1%	6	1%	16	3%	130	24%
No data reported	88	16%	87	16%	87	16%	89	16%	88	16%

Data indicates that for most of the metrics, at least 80% of facilities tracked those metrics in some manner. The exception was Metric #5, which requires a third-party survey determine resident satisfaction. Understandably, substantially fewer facilities hired consultants and conducted resident surveys during the pandemic.

There were 87 facilities that did not report. The names of these facilities will be listed on the state’s licensing web page and in the Quality Metrics Report.

Regulatory Compliance Data Must Be Reported by the Department

This law also requires the Department report compliance data related to community-based care facilities. This data is collected from the Department's licensing survey inspections, from investigations into complaints of abuse, and investigations into complaints of violation of licensing requirements.

A summary of the annual compliance data for 2020 can be found in a separate report, the *Compliance Data Report for Oregon's Community-Based Care Facilities 2020*.

Lessons Learned from the First Year of Reporting

In this first year of reporting, these are the top three important lessons that were learned:

- 1. 16% of Oregon's CBC facilities did not have data reported in the Quality Metrics Application (QMA).** The Department contacted all facilities for which there was no reported data. About one third responded back to the Department. A few of the facilities mentioned that they did not report. However, approximately 25% of the facilities asserted they had reported their metrics in the QMA.
- 2. Most CBC facilities are tracking three of the metrics: direct staff retention, staff training compliance, and resident falls with physical injury.** Even with the added challenges of the pandemic and historic wildfires, most CBCs were able to track this data in some way in 2020.
- 3. About a quarter of Oregon's CBC facilities didn't contract with a third-party vendor to perform a resident satisfaction survey in 2020 (Metric 5).** It is not known for sure why there was such a high incidence of facilities not tracking this metric, but it should be noted that 42% of the facilities that did not contract with a third-party vendor were memory care communities (MCCs).

INTRODUCTION

In 2017, the Oregon Legislative Assembly passed House Bill 3359. This bill established the Quality Measurement Program (codified as ORS 443.446 and ORS 443.447 and OAR 411-054-0320) to allow residential care facilities, assisted living facilities (also known as community-based care settings) and the public (consumers) to compare performance on six quality metrics. Facilities with quality improvement programs like this are better able to identify issues with their internal operations and make changes to constructively address identified issues. Oregon is only one of a handful of states with quality improvement programs for community-based care programs.

The authors of HB 3359 selected common issues found in most facilities as priorities for measurement and improvement. By collecting data on these metrics, facilities can determine if their systems are working as expected. If not, the data can help identify areas for improvement so these systems can be adjusted to provide better outcomes for residents.

Making the results of the data collection publicly available provides Oregonians valuable information concerning the performance of Oregon's community-based care facilities. It provides consumers (people who live in or are searching for a facility) with more information on the quality of services of individual facilities and allows for comparison among facilities and regions. Over time, as years of data are compiled, facilities and consumers will be able to see how individual facilities have changed over time and will be able to compare quality metrics among facilities.

There are many challenges facing all long-term care settings, including community-based care facilities. These include staffing resources, administrator turnover, adequate training for staff, reimbursement for services, and many others. All of these issues impact the quality of care residents receive. Tracking metrics is one method for facilities to measure the care they provide. All facilities will likely appreciate the benefits of tracking metrics, and many have already tracked some of these metrics. However, most facilities will not have tracked all of the identified metrics in the detailed manner that will now be required.

The first year of reporting was expected to be a challenge even outside of a disease pandemic, given that facilities would be learning both how to collect specific data and how to use the Quality Metrics Application (QMA), which is the web-based portal facilities are required to use for reporting.

No one predicted the extreme challenges that 2020 would bring. Facilities were faced with unprecedented catastrophes such as the COVID-19 pandemic and the wildfires across the state. Understanding the impact these emergency situations had on facilities, the Quality Measurement Council made the decision to simplify the reporting format for 2020 and 20201 to lessen the burden on facilities.

However, this will still be a very useful reporting year and in fact, there is a real benefit to allowing facilities to “ease” into the program and start with a simplified reporting process. It was expected that the first couple years of this new program would involve growing pains. Hopefully, this transition period will allow facilities to more easily launch the full metrics tracking program in 2022.

This report satisfies ODHS’s statutory reporting requirement and presents the data collected in the first year of the program. Additionally, statute requires the Department to present regulatory compliance data, not collected as part of the Quality Measurement Program. Compliance data is another means for facilities to measure and compare their performance; it provides information on deficiencies found during a survey or complaint investigation. The combination of quality measurement data and compliance data offers a more comprehensive picture of the quality of care provided by facilities. To see the compliance data report for 2020, please see *Compliance Data Report for Oregon Community-Based Care Facilities 2020*. This new quality measurement effort and the annual publishing of results should allow Oregon’s facilities to more clearly understand necessary steps to improve the quality of the care they provide to residents.

Effects of COVID-19

In March 2020, the insidious COVID-19 virus found its way into Oregon’s long-term care settings. No one was prepared for this virus and the devastating impact it would have on residents, staff, and families. There was a shortage of protective personal equipment, constant changes in direction on infection control policies

and practices, and challenges obtaining and securing adequate staffing. Facilities had to make changes to daily routines such as dining and activities and had to separate residents with COVID-19 from residents who were not infected. Residents were prevented from having family visits except in very limited circumstances. Also, since many staff had been exposed to or tested positive for COVID-19, residents didn't always see their regular, familiar caregivers.

The Quality Measurement Council (QMC) recognized the impact of COVID-19 on facilities. However, the QMC was also aware of the statutory requirement that facilities begin the first year of metrics reporting during 2020. For these reasons, the QMC made the decision to modify the reporting on quality metrics to a much simpler "yes" or "no" format during the initial two years of the program. This means that each facility is required to report "yes" or "no" if they tracked each of the metrics in some way during 2020. Therefore, readers will not see the actual results of tracking, but will only see "yes" or "no" indicating that a facility tracked each metric. As the pandemic wore on, the Council decided to require the same reporting format for 2021. It is anticipated facilities will return to the original metrics data collection in 2022.

COMMUNITY-BASED CARE IN OREGON

Residential Care Facilities and Assisted Living Facilities

Oregon is a pioneer and leader in providing home and community-based care options to seniors who need long-term care services. Key facility types regulated in Oregon are residential care facilities (RCFs) and assisted living facilities (ALF), collectively referred to as community-based care (CBC) facilities. These two facility types are very similar, both providing services to six or more adults or people with disabilities living in home-like settings. Services are available on a 24-hour basis to meet the daily physical and social needs of the people who live there. ALF and RCF settings provide person-centered care which values personal choice, dignity, privacy, individuality, and independence. Residents are encouraged to direct their own care and participate in any care-planning decisions.

RCFs and ALFs are governed by very similar licensing regulations for services and staffing. The difference between the two involve physical space requirements. ALF residents have individual apartments with a small kitchen area and a private bathroom, while RCF residents share bedrooms and bathrooms and do not by rule have kitchenettes, although some RCFs do offer private rooms or apartments.

Oregon had a total of 564 licensed community-based care facilities in 2020; 549 of those facilities were licensed for the entire year, with 15 facilities either closing or opening during the year. Each facility is licensed to accommodate a specific number of beds, which dictates the maximum number of residents that may live in the facility. In Oregon, ALFs typically have more beds per facility than RCFs. About three quarters of Oregon’s ALFs have more than 50 beds while about three quarters of Oregon’s RCFs have fewer than 50 beds (Table 1).

Table 1. Facilities by Number of Beds

License Type	25 or Fewer Beds	25-50 Beds	51-75 Beds	76-100 Beds	100 or More Beds	Total
RCF	115	119	49	13	15	311
ALF	11	52	96	59	20	238
Total	126	171	145	72	35	549

Endorsed Memory Care Communities

Some RCFs and ALFs are also endorsed memory care communities (MCC) and provide specialized services for individuals with dementia. These facilities must be licensed as a RCF, ALF, or nursing facility; the memory care endorsement is in addition to the primary license. Endorsed memory care communities must follow the standard rules related to their underlying license and must also follow an additional set of rules specific to memory care communities (OAR chapter 411, division 057).

The MCC regulations address dementia care training for staff, enhanced physical plant requirements and resident services to better support residents who have dementia. Care and services are provided using a person-centered approach, which includes knowing and understanding the resident’s individual routine and

preferences. All staff in endorsed memory care communities must receive training in dementia care prior to working in the facility. Direct care staff must also receive six hours of dementia training annually.

Table 2. Number of Facilities by MCC Endorsement Status & Number of Beds

MCC Endorsement	25 or Fewer Beds	25-50 Beds	51-75 Beds	76-100 Beds	100 or More Beds	Total
MCC Endorsement	67	79	42	11	12	211
No MCC Endorsement	59	92	103	61	23	338
Total	126	171	145	72	35	549

In 2020, 212 of Oregon’s CBC’s were endorsed memory care communities (MCCs). Most MCCs have fewer residents than RCFs and ALFs as a whole (Table 2). This allows for more focused resident care in a smaller setting.

Geographic Regions

HB 3359 requires the report include data on facilities broken down by geographic region. This allows for the identification of patterns or trends occurring in specific regions. For purposes of this report, there are four regions identified as Eastern, Portland Metro, Southern and Willamette Valley/ Northern Coast. Below is a breakdown of counties within the four regions.

1. **Eastern Region** – Eighteen counties that include Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, and Wasco.
2. **Portland Metro Region** – Four counties that include Clackamas, Columbia, Multnomah, and Washington.
3. **Southern Region** – Five counties that include Coos, Curry, Douglas, Jackson, and Josephine.
4. **Willamette and Northern Coast** – Nine counties including Clatsop, Benton, Lane, Lincoln, Linn, Marion, Polk, Tillamook and Yamhill.

Map of Geographic Regions

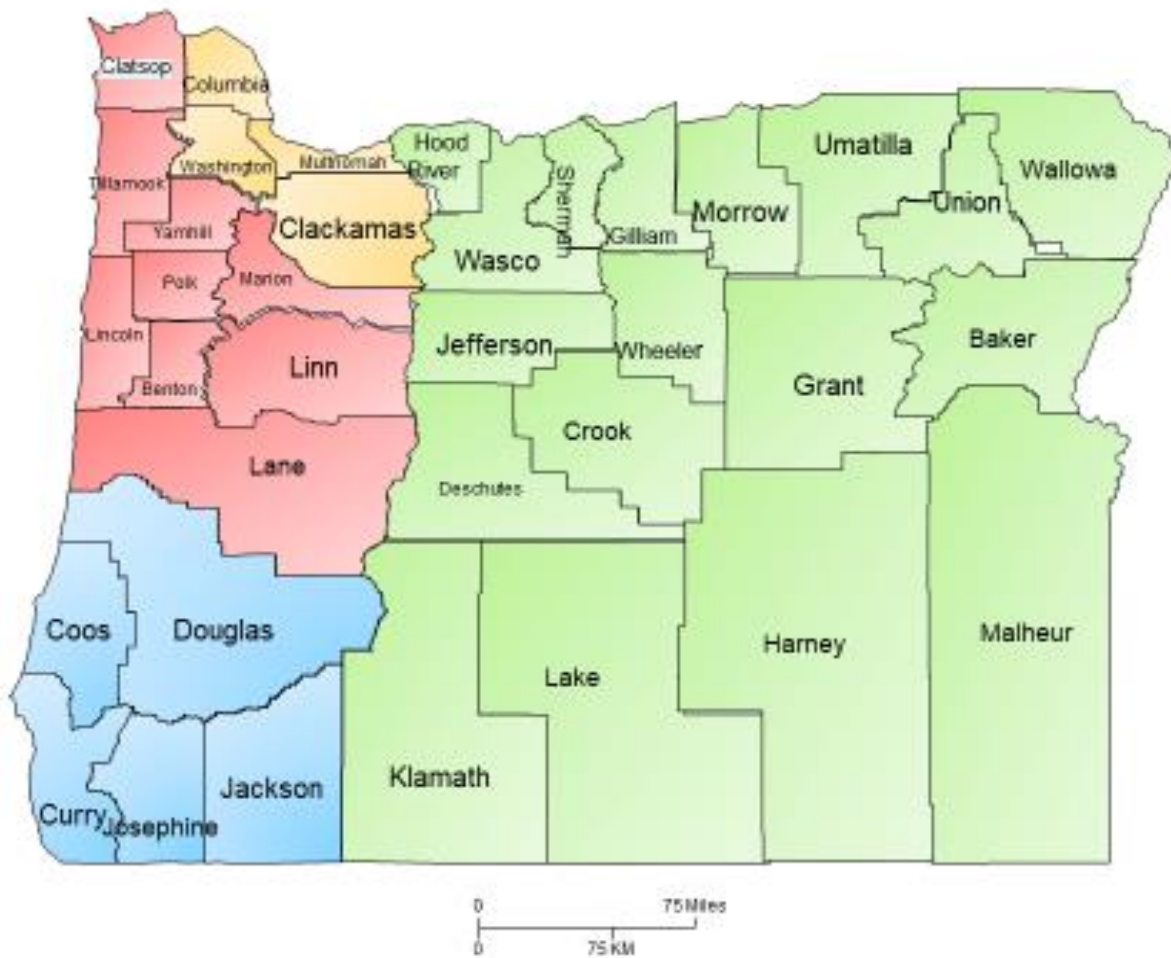


Table 3. Breakdown of Facilities in Each Geographic Region

Region	Number of Facilities	Percentage
Eastern	93	16.9
Portland Metro	212	38.5
Southern	79	14.7
W V & No. Coast	165	30.0
Total	549	100

Regulation of Facilities

Community-based care facilities are regulated by the Safety, Oversight and Quality Unit (SOQ) of the Oregon Department of Human Services Aging and Disabilities Program (APD). Regulating facilities involves issuing and renewing licenses and conducting surveys or inspections to determine if the facility is in compliance with Oregon Administrative Rules¹ that govern community-based care facilities. The *2020 Compliance Data Report for Oregon Community-Based Care Facilities* provides information concerning compliance data.

¹ Oregon Administrative Rules, Chapter 411, Division 54

QUALITY MEASUREMENT PROGRAM

Elements of the Program

There are very few states that require community-based care facilities to report quality data. Oregon's Quality Measurement Program (QMP) is the first quality metric reporting program for community-based care facilities in the State. Its founding legislation (ORS 443.446) established a governor-appointed council², staffed by ODHS, to define six required measures (Box 1). The statute requires CBC facilities to report on those six measures annually using a web-based tool provided by ODHS. It also requires ODHS to publish an annual report on the previous year's data.

Box 1. Quality Metrics Required by ORS 443.446(2)

1. The residential care facility's retention of direct care staff
2. The number of resident falls in the residential care facility that result in physical injury
3. The incidence in the residential care facility of the use of antipsychotic medications for nonstandard purposes
4. The residential care facility's compliance with staff training requirements
5. The results of an annual resident satisfaction survey conducted by an independent entity that meets the requirements established by the Quality Measurement Council
6. A quality metric recommended by the Quality Measurement Council that measures the quality of the resident experience

Due to their similarity, the Council decided to combine metrics 5 and 6 into a single metric. Starting in 2022, the Council may update, by rule, the quality metrics to be reported by facilities.

² See Appendix A for a list of the members of the Quality Measurement Council

Quality Measurement Council

The role of the eight-member Council is to decide what should be measured for each metric and to establish a uniform reporting system. The statute also directs the Council to consider how the data will be used and ensure that collecting the required metrics is not overly burdensome on facilities. A list of council members can be found in Appendix A.

From their first meeting in July 2018 through the middle of 2019, the Council drafted and finalized detailed definitions for the five quality metrics. Starting in early 2019, ODHS's software development team began work on the web-based portal, the QMA (Quality Metrics Application). The QMA was released for sandbox testing in late 2019. ODHS staff then developed instructions for facilities to use when tracking metrics data and entering that data into the QMA; these instructions can be found the [Provider Instruction Guide](#).

By early Spring of 2020 it was evident that facilities were facing tremendous challenges in responding to the COVID-19 pandemic, challenges that were unlikely to resolve before the end of the year. The Council considered how to simplify data collection for the duration of the pandemic. The statute gives the Council authority to decide how measures are defined and collected, but not to suspend data collection entirely. The Council decided to amend reporting requirements during the pandemic to require facilities to report only if they were tracking each metric in some way over the previous 12 months.

The Provider Instruction Guide was revised to include the new temporary format. The original methods for tracking and reporting on each metric remain in the guide. Throughout the metric definition and web-application development processes, ODHS staff kept in constant communication with facilities through Administrator Alerts to make sure facilities had plenty of time to register users and prepare to submit data. ODHS offered training webinars in 2019, 2020 and early 2021 to provide as much scheduling flexibility as possible for facility reporters. A complete list of conference and webinar dates is available in Appendix F.

Elements of the Report

Quality Metrics Data

These metrics were selected because they represent clinical, staffing and quality of life quality indicators that are universal to all facilities. Extensive review of regulations, regulatory compliance and HCSB published reports and studies were all considered in the development of the six measures. By collecting data on these metrics, facilities may better understand how well their systems work and identify areas for needed improvement in order to proactively adjust systems to provide better care and services for residents.

Most important, tracking these metrics helps facilities focus on evaluating and enhancing person-centered care strategies for individual residents. Two measures related to staff include staff retention and training. Experienced, well-trained staff are more knowledgeable about the residents they support and can better anticipate individual needs, which translates into higher quality resident care, person-centered approach and satisfaction.

The quality metrics data will also be valuable for the public because these data provide information concerning the performance of each facility and, over time, will measure improvement in these key areas. Since this is the first year for reporting, the public will not be able to see comparative data for each building in 2020. To review metrics reported by each facility, see Appendix B, Reported Metrics by Facility, for a list of facilities where no data was reported, see Appendix C.

Compliance Data

Compliance data is the information collected from licensing survey inspections completed by Community Based Care Survey staff, investigations conducted by SOQ Licensing Complaint Unit (LCU), and investigations performed by Adult Protective Services (APS). This data is useful because it provides the public with a snapshot of the deficient practices of facilities during a survey or an investigation. Identifying these deficient practices also provides each facility the opportunity to make improvements in their systems.

Lessons Learned from the First Year of Reporting

Although we didn't receive the data we expected when writing definitions in 2018, there was a lot that was learned in 2020. These are the top three important things learned from the first year's data reporting:

4. **16% of Oregon's CBC facilities did not have data reported in the Quality Metrics Application (QMA).** The Department contacted all facilities for which there was no reported data. About one third responded back to the Department. A few of the facilities mentioned that they did not report. However, approximately 25% of the facilities asserted they had reported their metrics in the QMA. This feedback was shared with the software technicians who developed the system. Based on this, the Department intends to ensure that future trainings for facilities emphasize how to correctly enter and save data.
5. **Most CBC facilities are tracking three of the metrics: direct staff retention, staff training compliance, and resident falls with physical injury.** Even with the added challenges of the pandemic and historic wildfires, most CBCs were able to track this data in some way in 2020.
6. **About a quarter of Oregon's CBC facilities didn't contract with a third-party vendor to perform a resident satisfaction survey in 2020 (Metric 5).** It is not known for sure why there was such a high incidence of facilities not tracking this metric, but it should be noted that 42% of the facilities that did not contract with a third-party vendor were memory care communities (MCCs). This is likely due to the requirement that residents are to be individually interviewed by third party vendors. Residents in MCCs can be more difficult to interview due issues with cognitive impairment. It is also expected that facilities did not track this due to issues related to the pandemic. This metric will be monitored in future years to see if there will be an increase with tracking.

Quality Metric #1 – Retention of Direct Care Staff

Why Measure This Metric?

Research indicates that retention of staff directly results in better care for residents. Experienced staff seem more effective at providing quality care, given their familiarity with residents. As staff become more knowledgeable about residents' preferences, health status and behaviors, they are better able to build caring and trusting relationships with residents and better anticipate and meet residents' needs. Experienced staff also know and understand the practices, policies, and routines of the facility.

Direct care staff are those staff that provide personal care services to residents, such as assistance with bathing, dressing, assisting to the bathroom, medications, resident focused activities, meal preparation and much more.

With our simplified reporting for 2020, each facility was asked the following question:

Did your facility track data for retention of direct care staff in some way in 2020?

Data Related to Metric 1

459 out of 549 CBC facilities (83%) reported that they did track direct care staff retention in 2020. Four facilities (0.7%) reported that they did not track direct care staff retention. Eighty-eight facilities (16%) did not submit any data. A larger proportion of ALFs tracked staff retention (87%) than RCFs (80%).

Table 4. Facilities Tracking Quality Metric #1 by Facility Type

Facility Type	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
ALF	208	87%	1	0.4%	29	13%	238
RCF	251	80%	2	1%	58	19%	311
Total	459	83%	4	1%	88	16%	549

The region in which the largest proportion of CBCs tracked staff retention was Eastern Oregon, with 90% tracking.

Table 5. Facilities Tracking Quality Metric #1 by Region

Region	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
Eastern	84	90%	0	0%	9	10%	93
PDX Metro	169	80%	2	1%	41	19%	212
Southern	65	80%	0	1%	14	19%	79
WV&NC	141	85%	1	1%	23	14%	165
Total	459	83%	3	1%	87	16%	549

Regions are collections of counties. **Eastern:** Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler. **PDX Metro:** Clackamas, Columbia, Multnomah, Washington. **Southern:** Coos, Curry, Douglas, Jackson, Josephine. **Willamette Valley & North Coast (WV&NC):** Benton, Clatsop, Lane, Lincoln, Linn, Marion, Polk, Tillamook, Yamhill.

Lessons Learned from Metric 1

Most CBCs are tracking staff retention in some way, even during a pandemic. This will provide good baseline information for next year.

It is understood that the pandemic has put a lot of pressure on caregivers, leading to increased rates of burnout. In addition, residents have also suffered trauma from being isolated from their families plus the distress of residents not always having their regular caregivers who know them best due to their being exposed to or having COVID-19. It is hoped that facility management recognizes that the pandemic caused significant emotional burdens on caregiving staff. The guide [The Conversation and Action Guide to Support Staff Well-being and Joy in Work During and After the COVID-19 Pandemic](#) may be useful for facility management to use and implement strategies to better support staff.

Quality Metric #2 – Compliance with Staff Training

Why Measure This Metric?

For the health and safety of residents, it is essential to have trained staff caring for residents. Staff who are well-trained provide residents better care and services and experience greater satisfaction with their jobs. Oregon Administrative Rules outline an extensive list of training topics and requirements for staff, as well as the number of hours of training needed in each topic. Rules also require facilities to have a system for documenting training of staff.

This metric includes all staff hired by a facility and working at some point in 2020, including direct care staff, food service, maintenance, activities, health services, administration, and any other staff. This metric also includes both full-time and part-time workers.

With our simplified reporting for 2020, each facility was asked the following question: **Did your facility track compliance with staff training in some way in 2020?**

Data Related to Metric 2

460 out of 549 CBC facilities (84%) reported that they did track compliance with staff training in 2020. Three facilities (0.5%) reported that they did not track compliance with staff training. Eighty-seven facilities (16%) did not submit any data. A larger proportion of ALFs tracked compliance with staff training (87%) than RCFs (81%).

Table 6. Facilities Tracking Quality Metric #2 by Facility Type

Facility Type	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
ALF	207	87%	2	1%	29	13%	238
RCF	253	81%	1	0.3%	57	18%	311
Total	460	84%	3	1%	86	16%	549

The region in which the largest proportion of CBCs tracked staff training compliance was Eastern Oregon, with 90% tracking.

Table 7. Facilities Tracking Quality Metric #2 by Region

Region	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
Eastern	84	90%	0	0%	9	10%	93
PDX Metro	170	80%	2	1%	40	19%	212
Southern	65	81%	0	0%	14	19%	79
WV&NC	141	85%	1	1%	23	14%	165
Total	460	84%	3	1%	86	16%	549

Regions are collections of counties. **Eastern:** Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler. **PDX Metro:** Clackamas, Columbia, Multnomah, Washington. **Southern:** Coos, Curry, Douglas, Jackson, Josephine. **Willamette Valley & North Coast (WV&NC):** Benton, Clatsop, Lane, Lincoln, Linn, Marion, Polk, Tillamook, Yamhill.

Lessons Learned for Metric 2

Even with the added challenges of the pandemic and historic wildfires, most community-based care facilities were able to track this data in some way in 2020. Facilities have always been required to provide and document staff training as described in administrative rule. However, it is not uncommon for facilities to be cited for lack of documentation related to staff training. By having this as a quality metric, it has highlighted the importance of training staff and the need for ensuring documentation.

This first year of data suggest many facilities may have taken steps to tracking training compliance, although there are still opportunities for improvement. Over time, we hope to see the percent tracking stay high, but see the frequency of training documentation citations decrease.

ODHS developed a training tracker spreadsheet to help facilities collect this data in the way it needs to be reported. If a facility needs help tracking their training, they can click on the [Quality Measurement Program Provider Resource](#) page and scroll down to *Training Tracker*.

Quality Metric #3 – Resident Falls with Injury

Why Measure this Metric?

Falls are a primary cause of resident injury and can lead to adverse event or death. It is important to note that not all falls are preventable, and not all falls are serious enough to cause injury. Facilities with more residents at risk for falls will likely have consistently higher numbers for this metric, whereas facilities with lower numbers of residents at risk for falls would have lower numbers for this metric. This is to be expected.

For all facilities, it is crucial for staff to learn as much as possible about why falls are occurring and to determine what may be done to lessen the impact and severity of falls as much as possible.

For purposes of this metric, a fall is defined as an unintended descent to the floor or other object (sink, table or other furniture) that results in injury. This includes falls witnessed by staff or reported by a resident. A physical injury is defined as a bruise, abrasion or wound requiring simple intervention such as dressing, limb elevation, topical medications, oral pain medications etc. They also include more serious injuries can such as dislocation, fracture, intracranial injury or laceration that may require splints, sutures, surgery etc. Depending on the injury it may be treated within the facility or the resident may need to leave the facility for treatment.

Facilities were asked: **Did your facility track falls with injury in some way in 2020?**

Data Related to Metric 3

457 out of 549 CBC facilities (83%) reported that they did track resident falls with physical injury in 2020. Six facilities (1%) reported that they did not track resident falls with physical injury. Eighty-seven facilities (16%) did not submit any data. A larger proportion of ALFs tracked resident falls with physical injury (87%) than RCFs (80%).

Table 8. Facilities Tracking Quality Metric #3 by Facility Type

Facility Type	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
ALF	208	87%	1	0.4%	29	13%	238
RCF	249	80%	5	2%	57	18%	311
Total	457	83%	6	1%	86	16%	549

The region in which the largest proportion of CBCs tracked resident falls with physical injury was Eastern Oregon, with 90% tracking.

Table 9. Facilities Tracking Quality Metric #3 by Region

Region	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
Eastern	84	90%	0	0%	9	10%	93
PDX Metro	166	78%	6	3%	40	19%	212
Southern	65	81%	0	0%	14	19%	79
WV&NC	142	86%	0	0%	23	14%	165
Total	457	83%	6	1%	86	16%	549

Regions are collections of counties. **Eastern:** Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler. **PDX Metro:** Clackamas, Columbia, Multnomah, Washington. **Southern:** Coos, Curry, Douglas, Jackson, Josephine. **Willamette Valley & North Coast (WV&NC):** Benton, Clatsop, Lane, Lincoln, Linn, Marion, Polk, Tillamook, Yamhill.

Lessons Learned for Metric 3

Even with the added challenges of the pandemic and wildfires, most CBC facilities (83%) tracked resident falls with physical injury in some way during 2020. As noted, falls can lead to injury and premature death. It is also noted that not all falls can be prevented nor do all falls cause injury. However, it is important for facilities to investigate why a resident is falling and to take steps to prevent falls or minimize their effect. For more information concerning falls, see the Oregon Patient Safety Commissions [Fall Investigation Toolkit](#)

Quality Metric #4 – Nonstandard Use of Antipsychotic Medications

Why Measure This Metric?

Antipsychotic medications were designed to treat symptoms of psychosis due to a variety of causes. Antipsychotics have helped numerous people live more productive lives by treating psychotic symptoms.

Antipsychotics can be a standard treatment when a resident with dementia has psychosis, physical aggression, or a psychiatric illness. Neuropsychiatric symptoms (also known as behavioral psychological symptoms of dementia) are common and can be distressing; however, they are usually not dangerous and are best addressed through person-centered planning and care routines. Thorough assessment, knowledge about each resident's history and current preferences, and adequate staffing and staff training related to behaviors are all crucial elements in providing person-centered care. Medications including antidepressants, antianxiety, and antipsychotics can also be part of a person-centered plan.

There is concern antipsychotic medications are being overused in facilities to calm undesirable behavioral and psychological symptoms of residents with dementia. Thus, the goal is for facilities to ensure antipsychotics are only prescribed following a person-centered assessment and careful consideration of the specific needs of each individual resident, as well as ensuring these medications are used in conjunction with ongoing non-pharmacological approaches (such as activities).

The purpose of this metric is to encourage the appropriate use of antipsychotics, not to discourage all use of antipsychotic medications. It is recognized there are evidence-based reasons for prescribing antipsychotic medications for residents. Data is needed to determine the prevalence of nonstandard antipsychotic medication use and to encourage facilities to examine their use of these medications.

With our simplified reporting for 2020, each facility was asked the following question: **Did your facility track antipsychotic medications prescribed for nonstandard uses in some way during 2020?**

Data Related to Metric 4

445 out of 549 CBC facilities (81%) reported that they did track antipsychotic medications prescribed for nonstandard uses in 2020. Sixteen facilities (3%) reported that they did not track antipsychotic medications prescribed for nonstandard uses. Eighty-nine facilities (16%) did not submit any data. A larger proportion of ALFs tracked antipsychotic medications prescribed for nonstandard uses (84%) than RCFs (79%).

Table 10. Facilities Tracking Quality Metric #4 by Facility Type

Facility Type	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
ALF	200	84%	9	4%	29	13%	238
RCF	245	79%	7	2%	59	19%	311
Total	445	81%	16	3%	88	16%	549

The region in which the largest proportion of CBCs tracked antipsychotic medications prescribed for non-standard uses was Eastern Oregon, with 87% tracking.

Table 11. Facilities Tracking Quality Metric #4 by Region

Region	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
Eastern	81	87%	3	3%	9	10%	93
PDX Metro	159	75%	11	5%	42	20%	212
Southern	65	81%	0	0%	14	19%	79
WV&NC	140	85%	2	1%	23	14%	165
Total	445	81%	16	3%	88	16%	549

*Regions are collections of counties. **Eastern:** Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler. **PDX Metro:** Clackamas, Columbia, Multnomah, Washington. **Southern:** Coos, Curry, Douglas, Jackson, Josephine. **Willamette Valley & North Coast (WV&NC):** Benton, Clatsop, Lane, Lincoln, Linn, Marion, Polk, Tillamook, Yamhill.*

Lessons Learned from Metric 4

Even during the pandemic, 81% of facilities reported that they had tracked the Nonstandard use of Antipsychotics in some way during 2020. The goal of this metric is to ensure appropriate use of antipsychotics. Antipsychotics should be prescribed only following a thorough process which includes a person-centered assessment. Facilities are also reminded that non-pharmacological approaches (such as meaningful activities) are to be used in conjunction with medication.

It is recommended that facilities review their policies and practices on the use of antipsychotic medications. There are many resources available that will help facilities support residents. [The CMS National Partnership to Improve Dementia Care](#) for nursing homes provides great resources on this topic.

Quality Metric #5 – Resident Satisfaction Survey

Why Measure This Metric?

Research suggests that high customer satisfaction is directly linked to residents' experiences and quality of care. Conducting a resident survey is an effective way of determining how satisfied residents are with facility care and services.

Prior to the COVID-19 pandemic, the Quality Measurement Council chose to adopt the CoreQ questions for assisted living (AL) to measure satisfaction for this metric. CoreQ is a set of four questions that ask residents to rate the overall quality of care, staff and food.

These questions were developed by a team including Nicholas Castle, Ph.D., the American Health Care Association/National Center for Assisted Living (AHCA/NCAL), and providers, with input from customer satisfaction vendors and residents. Based on a core set of customer satisfaction questions to allow consistent measurement across long term and post-acute care settings, CoreQ has been independently tested as valid and reliable.

Facilities didn't need to perform any measurement for this metric during 2020 and 2021; however, even in 2020 (and 2021) facilities were to contract with a third-party vendor to have these surveys conducted. Facilities were instructed as required by law to have these surveys conducted only with residents. Family should not be used as a proxy for any resident, including residents who have cognitive impairment. Surveys could be conducted in various ways such as by mail, by phone or in-person.

With our simplified reporting for 2020, each facility was asked the following question: **Did your facility have a resident satisfaction survey conducted sometime in 2020?**

Data Related to Metric 5

333 out of 549 CBC facilities (60%) reported that they did have a resident satisfaction survey conducted by a third-party vendor sometime in 2020. One hundred and thirty facilities (24%) reported that they did not have a resident satisfaction survey conducted. Eighty-eight facilities (16%) did not submit any

data. A larger proportion of ALFs did have a resident satisfaction survey conducted (68%) than RCFs (55%).

Table 12. Facilities Tracking Quality Metric #5 by Facility Type

Facility Type	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
ALF	162	68%	47	20%	29	13%	238
RCF	171	55%	82	27%	58	19%	311
Total	333	60%	129	24%	87	16%	549

The region in which the largest proportion of CBCs that conducted a resident satisfaction survey sometime in 2020 was Eastern Oregon, with 63%.

Table 13. Facilities Tracking Quality Metric #5 by Region

Region	Tracked		Did Not Track		No Data Reported		Total
	Number	Percent	Number	Percent	Number	Percent	
Eastern	59	63%	25	27%	9	10%	93
PDX Metro	124	58%	47	22%	41	19%	212
Southern	48	59%	17	22%	14	19%	79
WV&NC	102	62%	40	24%	23	14%	165
Total	333	60%	130	24%	88	16%	549

*Regions are collections of counties. **Eastern:** Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Klamath, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Willamette, Wasco, Wheeler. **PDX Metro:** Clackamas, Columbia, Multnomah, Washington. **Southern:** Coos, Curry, Douglas, Jackson, Josephine. **Willamette Valley & North Coast (WV&NC):** Benton, Clatsop, Lane, Lincoln, Linn, Marion, Polk, Tillamook, Yamhill.*

Lessons Learned from Metric 5

About a quarter of Oregon's CBC facilities did not contract with a third-party vendor to perform a resident satisfaction survey in 2020. 42% of these facilities were memory care facilities (MCCs). Since most residents who reside in MCCs have significant cognitive impairment and the metric requires that residents be interviewed individually, this can be difficult to complete.

It was required that residents be interviewed concerning their satisfaction with the facility. It is likely that facilities decided not to engage with a third-party vendor, given the difficulty interviewing residents with cognitive impairment. It is also possible facilities were overwhelmed with the pandemic and wildfires and therefore chose not to contract with a third-party vendor. It is hoped that in 2021 more facilities will contract with a third-party vendor to conduct resident satisfaction surveys.

APPENDICES

Appendix A: Quality Measurement Council Membership.....	32
Appendix B: Metrics Reported by Facilities.....	34
Appendix C: List of Facilities for Which No Data Was Received	61
Appendix D: Facilities Opened or Closed in 2020.....	67
Appendix E: Presentations on Quality Metrics.....	68
Appendix F: Resources for Consumers	70

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Department of Human Services' Community Based Care Program, Safety, Oversight & Quality at 503-373-2227 or email CBC.TEAM@dhsosha.state.or.us. We accept all relay calls or you can dial 711.

Appendix A: Quality Measurement Council Membership

According to ORS 442.447, the Quality Measurement Council must consist of the following members:

- One individual representing the Oregon Patient Safety Commission.
- One individual representing residential care facilities or assisted living facilities.
- One consumer representative from an Alzheimer’s advocacy organization.
- One licensed health care practitioner with experience in geriatrics.
- Two individuals associated with academic institutions who have expertise in research data and analytics and community-based care and quality reporting.
- The Long-Term Care Ombudsman or designee.
- One individual representing the Department.

Council Members

Sydney E. Edlund, MS Chair

Oregon Patient Safety Commission

Oregon Patient Safety Commission representative

Mauro Hernandez, PhD

ita Partners

Residential care facilities representative

Sara E. Kofman

Alzheimer’s Association, Oregon, and SW Washington

Alzheimer’s advocacy organization representative

Maureen Nash, MD, MS, FAPA, FACP (May 2019 onward)

Providence ElderPlace, Oregon

Practitioner with geriatric experience

Paula Carder, PhD

Portland State University

Academic institution representative with expertise in research, community-based care and quality reporting

Carolyn A. Mendez-Luck, PhD, MPH

Oregon State University

Academic institution representative with expertise in research, community-based care and quality reporting

Fred Steele, JD, MPH Vice-Chair

State LTC Ombudsman

Long Term Care Ombudsman

Ann McQueen, PhD, MS (July 2018 – July 2020)

Oregon Department of Human Services

Oregon Department of Human Services representative

Sudha Landman (December 2020 onward)

Oregon Department of Human Services

Oregon Department of Human Services representative

Appendix B: Metrics Reported by Facilities

Yes: facility tracked this measure in some way in 2020

No: facility did not track this measure in some way in 2020

NDR: No data reported by this facility for this measure in 2020

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Aaren Brooke Place	Ontario	RCF	Yes	Yes	Yes	Yes	Yes
Ackerly at Sherwood, The	Sherwood	ALF	Yes	Yes	Yes	Yes	Yes
Ackerly at Sherwood Memory Care, The	Sherwood	MCC	Yes	Yes	Yes	Yes	Yes
Ackerly at Timberland, The	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Ackerly Memory Care, The	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Alderwood Assisted Living	Central Point	ALF	Yes	Yes	Yes	Yes	Yes
Amber Assisted Living, The	Clatskanie	ALF	Yes	Yes	Yes	Yes	No
Applegate House Of Grants Pass	Grants Pass	MCC	Yes	Yes	Yes	Yes	No
Applegate Place	Sutherlin	ALF	Yes	Yes	Yes	Yes	No
Arbor at Avamere Court, The	Keizer	MCC	Yes	Yes	Yes	Yes	Yes
Arbor House of Grants Pass	Grants Pass	MCC	Yes	Yes	Yes	Yes	No
Arbor Oaks Terrace Memory Care Residence	Newberg	MCC	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Alameda	Ontario	RCF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Ashley Manor – Anique	Ontario	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Arrowhead	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Athens	Pendleton	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Brookhurst	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Conners	Bend	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor - Heidi Lane	Grants Pass	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Homedale	Klamath Falls	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor - Lund Lane	Baker City	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor - Meadow Lakes	Prineville	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Oak	Madras	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor - Pacific Heights	Hood River	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Rimrock	Redmond	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor - Roseburg	Roseburg	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Sage	Hermiston	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor – Shasta	Burns	RCF	Yes	Yes	Yes	Yes	Yes
Ashley Manor - Well Springs	Ontario	RCF	Yes	Yes	Yes	Yes	Yes
Aspen Ridge Memory Care	Bend	MCC	Yes	Yes	Yes	Yes	Yes
Aspen Ridge Retirement Community	Bend	ALF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Aspens, The	Hines	ALF	Yes	Yes	Yes	Yes	No
Astor Place	Astoria	ALF	Yes	Yes	Yes	No	Yes
Atrium at Mcloughlin Place, The	Oregon City	MCC	Yes	Yes	Yes	Yes	Yes
Autumn House of Grants Pass	Grants Pass	MCC	Yes	Yes	Yes	Yes	No
Avamere at Albany	Albany	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Bethany	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Avamere at Bethany Assisted Living Facility	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Cascadia Village	Sandy	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Chestnut Lane	Gresham	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Hermiston	Hermiston	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Hillsboro	Hillsboro	MCC	Yes	Yes	Yes	Yes	Yes
Avamere at Hillsboro Assisted Living Facility	Hillsboro	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Newberg	Newberg	MCC	Yes	Yes	Yes	Yes	Yes
Avamere at Oak Park	Roseburg	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Park Place	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Sandy	Sandy	MCC	Yes	Yes	Yes	Yes	Yes
Avamere at Sandy Assisted Living Facility	Sandy	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Sherwood	Sherwood	MCC	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Avamere at Sherwood Assisted Living Facility	Sherwood	ALF	Yes	Yes	Yes	Yes	Yes
Avamere at Waterford Assisted Living Facility	Medford	ALF	Yes	Yes	Yes	Yes	Yes
Avamere Court at Keizer RCF	Keizer	RCF	Yes	Yes	Yes	Yes	Yes
Avamere Living at Newberg	Newberg	ALF	Yes	Yes	Yes	Yes	Yes
Avamere Living at St Helens	St. Helens	ALF	Yes	Yes	Yes	Yes	Yes
Awbrey Place	Bend	ALF	Yes	Yes	Yes	Yes	No
Azalea Gardens Senior Living	Brookings	ALF	Yes	Yes	Yes	Yes	Yes
Battle Creek Memory Care	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Bayside Terrace Assisted Living	Coos Bay	ALF	Yes	Yes	Yes	Yes	Yes
Bayside Memory Care	Coos Bay	MCC	Yes	Yes	Yes	Yes	Yes
Blue Diamond Estates	Bandon	RCF	Yes	Yes	Yes	Yes	No
Blue Haven Memory Care - Dallas	Dallas	MCC	Yes	Yes	Yes	Yes	Yes
Blue Haven Memory Care – Independence	Independence	MCC	Yes	Yes	Yes	Yes	Yes
Bonaventure Of Albany Assisted Living	Albany	ALF	Yes	Yes	Yes	Yes	No
Bonaventure Of Albany Memory Care	Albany	MCC	Yes	Yes	Yes	Yes	No
Bonaventure Of Keizer Assisted Living	Keizer	ALF	Yes	Yes	Yes	Yes	No
Bonaventure Of Keizer Memory Care	Keizer	MCC	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Bonaventure Of Medford Assisted Living,	Medford	ALF	Yes	Yes	Yes	Yes	No
Bonaventure Of Medford Memory Care	Medford	MCC	Yes	Yes	Yes	Yes	No
Bonaventure Of Salem Assisted Living	Salem	ALF	Yes	No	Yes	Yes	Yes
Bonaventure Of Salem Memory Care	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Bonaventure Of Tigard Memory Care	Tigard	MCC	Yes	No	Yes	Yes	Yes
Bridge Assisted Living, The	Grants Pass	ALF	Yes	Yes	Yes	Yes	Yes
Bridgecreek Memory Care	Lebanon	MCC	No	Yes	Yes	Yes	No
Bridgewood Rivers Assisted Living	Roseburg	ALF	Yes	Yes	Yes	Yes	Yes
Brightcreek At Sea View	Brookings	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Beaverton	Beaverton	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Bend	Bend	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Forest Grove	Forest Grove	RCF	Yes	Yes	Yes	Yes	Yes
Brookdale McMinnville City Center	McMinnville	ALF	Yes	Yes	Yes	Yes	Yes
Brookdale McMinnville City Center Memory Care	McMinnville	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale McMinnville Town Center	McMinnville	RCF	Yes	Yes	Yes	Yes	Yes
Brookdale Medford	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Brookdale Mt Hood	Mt. Hood	RCF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Brookdale Newberg	Newberg	ALF	Yes	Yes	Yes	Yes	Yes
Brookdale Oswego Springs	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Brookdale Redmond Assisted Living	Redmond	ALF	Yes	Yes	Yes	Yes	Yes
Brookdale River Valley	Tualatin	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Rose Valley	Scappoose	ALF	Yes	Yes	Yes	Yes	Yes
Brookdale Roseburg	Roseburg	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Salem	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Troutdale	Troutdale	MCC	Yes	Yes	Yes	Yes	Yes
Brookdale Wilsonville	Wilsonville	RCF	Yes	Yes	Yes	Yes	Yes
Brookside Place	Redmond	ALF	Yes	Yes	Yes	Yes	No
Brookstone Alzheimer's Special Care Center	Salem	SMCC	Yes	Yes	Yes	Yes	No
Callahan Court Memory Care Com	Rosburg	MCC	Yes	Yes	Yes	Yes	Yes
Callahan Village Assisted Living, Roseburg	Roseburg	ALF	Yes	Yes	Yes	Yes	Yes
Canyon Rim Manor, Maupin	Maupin	ALF	Yes	Yes	Yes	Yes	Yes
Capital Manor Retirement Community	Salem	RCF & MCC	Yes	Yes	Yes	Yes	No
Carriage Place	Prineville	ALF	Yes	Yes	Yes	Yes	No
Cascade Park Retirement Center	Woodburn	RCF	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Cascade Valley Assisted Living,	Milton-Freewater	ALF	Yes	Yes	Yes	Yes	Yes
Cascade Valley Memory Care	Milton-Freewater	MCC	Yes	Yes	Yes	Yes	Yes
Cascades of Bend Retirement Community	Bend	RCF	Yes	Yes	Yes	Yes	Yes
Cascades of Grants Pass - The Pointe	Grants Pass	MCC	Yes	Yes	Yes	Yes	Yes
Cascades of Grants Pass - The Village	Grants Pass	ALF	Yes	Yes	Yes	Yes	Yes
Cedar Crest Alzheimer Special Care Center	Tualatin	MCC	NDR	Yes	Yes	NDR	NDR
Cedar Village Assisted Living Community	Salem	ALF	Yes	Yes	Yes	Yes	Yes
Cedar Village Memory Care Community	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Celia's House in Holmes Park	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Chantele's Loving Touch Memory Care	Sutherlin	MCC	Yes	Yes	Yes	Yes	Yes
Chateau Gardens Memory Care Community	Springfield	MCC	Yes	Yes	Yes	Yes	Yes
Cherry Blossom Cottage	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Cherry Park Plaza	Troutdale	MCC	Yes	Yes	Yes	No	No
Cherrywood Memory Care - Revere Court	McMinnville	MCC	Yes	Yes	Yes	Yes	Yes
Chinook Place	Madras	ALF	Yes	Yes	Yes	Yes	No
Churchill Estates Assisted Living	Eugene	ALF	Yes	Yes	Yes	Yes	Yes
Churchill Retirement Assisted Living	Eugene	MCC	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Clatsop Care Memory Community	Astoria	MCC	Yes	Yes	Yes	Yes	Yes
Clatsop Care Retirement Village	Astoria	ALF	Yes	Yes	Yes	Yes	Yes
Comfort Care	Klamath Falls	RCF	Yes	Yes	Yes	Yes	Yes
Conifer House Residential Care & Memory Care	Corvallis	MCC	Yes	Yes	Yes	Yes	Yes
Coral Springs Residential Care	Salem	RCF	Yes	Yes	Yes	Yes	No
Cornell Estates Retirement & Asst Living Residence	Hillsboro	ALF	Yes	Yes	Yes	Yes	No
Cornerstone Residential Option	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Corvallis Caring Place Assisted Living,	Corvallis	ALF	Yes	Yes	Yes	Yes	Yes
Country Meadows Village	Woodburn	ALF	Yes	Yes	Yes	Yes	Yes
Countryside Living of Redmond	Redmond	MCC	Yes	Yes	Yes	Yes	No
Countryside Village	Grants Pass	ALF	Yes	Yes	Yes	Yes	Yes
Courtyard at Hillside Memory Care	McMinnville	MCC	Yes	Yes	Yes	Yes	Yes
Courtyard at Mt Tabor	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Courtyard at Mt Tabor Garden House	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Courtyard at Mt Tabor Pavilion	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Courtyard Fountains Assisted Living Community	Gresham	ALF	Yes	Yes	Yes	Yes	No
Crystal Terrace	Klamath Falls	RCF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Crystal Terrace Memory Care	Klamath Falls	MCC	Yes	Yes	Yes	Yes	Yes
Curry Manor	Roseburg	MCC	Yes	Yes	Yes	Yes	No
Dallas Retirement Village Assisted Living,	Dallas	ALF	Yes	Yes	Yes	Yes	No
Dallas Retirement Village Assisted Living HUD	Dallas	ALF	Yes	Yes	Yes	Yes	No
Dallas Retirement Village Memory Care Center	Dallas	MCC	Yes	Yes	Yes	Yes	No
Davenport Place	Silverton	ALF	Yes	Yes	Yes	Yes	Yes
Deerfield Village Assisted Living	Milwaukie	ALF	Yes	Yes	Yes	Yes	Yes
Desire for Healing, Inc	Pendleton	RCF	Yes	Yes	Yes	Yes	No
Dorian Place Assisted Living, Ontario	Ontario	ALF	Yes	Yes	Yes	Yes	Yes
East Cascade Memory Care Community	Madras	MCC	Yes	Yes	Yes	Yes	Yes
East Cascade Retirement Community	Madras	ALF	Yes	Yes	Yes	Yes	Yes
Edgewood Arbor Memory Care	Beaverton	MCC	Yes	Yes	Yes	Yes	Yes
Edgewood Point Assisted Living	Beaverton	ALF	Yes	Yes	Yes	Yes	Yes
Elderly Care Home	Tigard	RCF	Yes	Yes	Yes	Yes	No
Elite Care Adams – Hood	Milwaukie	RCF	Yes	Yes	No	No	No
Elite Care Jefferson – Ashland	Milwaukie	RCF	Yes	Yes	No	No	No
Elite Care Larch – Tabor	Milwaukie	RCF	Yes	Yes	No	No	No
Elite Care Rainier – Helens	Milwaukie	RCF	Yes	Yes	No	No	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Elliott Residence	Sublimity	ALF	Yes	Yes	Yes	Yes	No
Emerald Gardens	Woodburn	MCC	Yes	Yes	Yes	Yes	No
Emerald Valley Assisted Living	Woodburn	ALF	Yes	Yes	Yes	Yes	Yes
Emerson House	Portland	MCC	Yes	Yes	Yes	Yes	No
Evergreen Senior Living	Eugene	ALF	Yes	Yes	Yes	Yes	Yes
Expressions at Summerplace	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Fanno Creek by Elite Care	Tigard	RCF	Yes	Yes	No	No	No
Farmington Square Beaverton	Beaverton	MCC	Yes	Yes	Yes	Yes	No
Farmington Square Eugene	Eugene	MCC	Yes	Yes	Yes	Yes	Yes
Farmington Square Gresham	Gresham	MCC	Yes	Yes	Yes	Yes	No
Farmington Square Medford	Medford	MCC	Yes	Yes	Yes	Yes	No
Farmington Square Salem	Salem	MCC	Yes	Yes	Yes	Yes	No
Farmington Square Tualatin	Tualatin	MCC	Yes	Yes	Yes	Yes	No
Fieldstone Cornell Landing	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Fieldstone Cornell Landing Mc	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Fircrest Assisted Living	McMinnville	ALF	Yes	Yes	Yes	Yes	Yes
Fircrest Senior Living	McMinnville	MCC	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Firwood Gardens RCF	Portland	RCF & MCC	Yes	Yes	Yes	Yes	Yes
Footsteps at Carman Oaks	Lake Oswego	MCC	Yes	Yes	Yes	Yes	Yes
Footsteps at Clackamas Woods	Milwaukie	MCC	Yes	Yes	Yes	Yes	Yes
Footsteps at Greer Gardens	Eugene	MCC	Yes	Yes	Yes	Yes	Yes
Footsteps at Sherwood	Sherwood	MCC	Yes	Yes	Yes	Yes	Yes
Footsteps at Tanasbourne	Hillsboro	MCC	Yes	Yes	Yes	Yes	Yes
Footsteps at Wilsonville	Wilsonville	MCC	Yes	Yes	Yes	Yes	Yes
Forest Grove Beehive	Forest Grove	ALF	Yes	Yes	Yes	Yes	Yes
Forum at Town Center, The	Happy Valley	ALF	Yes	Yes	Yes	Yes	Yes
Fountain Plaza	Medford	RCF	Yes	Yes	Yes	Yes	No
Fox Hollow Independent & Assisted Living Community	Bend	ALF	Yes	Yes	Yes	Yes	Yes
Friendsview Retirement Community	Newberg	RCF	Yes	Yes	Yes	Yes	Yes
Gardens The	Lincoln City	MCC	Yes	Yes	Yes	Yes	Yes
Gardens at Laurelhurst Village, The	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Gateway 2 Healthier Living	Springfield	RCF	Yes	Yes	Yes	Yes	Yes
Gateway Gardens	Eugene	RCF	Yes	Yes	Yes	Yes	Yes
Gateway Living	Springfield	RCF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Gibson Creek Retirement & Assisted Living Residence	Salem	ALF	Yes	Yes	Yes	Yes	No
Gilman Park Assisted Living	Oregon City	ALF	Yes	Yes	Yes	Yes	No
Golden Age Living LLC	Milwaukie		Yes	Yes	Yes	Yes	No
Grace Manor Residential Care Community	Eugene	RCF	Yes	Yes	Yes	Yes	Yes
Grande Ronde Retirement Residence	La Grande	ALF	Yes	Yes	Yes	Yes	Yes
Greenridge Estates	Lake Oswego	ALF	Yes	Yes	No	No	No
Guardian Angel Homes	Hermiston	ALF	Yes	Yes	Yes	Yes	Yes
Guardian Angel Homes Memory Care	Hermiston	MCC	Yes	Yes	Yes	Yes	Yes
Harmony House of Salem	Salem	MCC	Yes	Yes	Yes	Yes	No
Harmony Living, Inc	McMinnville	RCF	Yes	Yes	Yes	Yes	No
Harvest Homes, Inc	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Harvest Homes RCF	Portland	MCC	Yes	Yes	Yes	Yes	No
Haven House Retirement Center	Fossil	RCF	Yes	Yes	Yes	Yes	No
Hawthorne Gardens Memory Care Community	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Hawthorne Gardens Senior Living Community	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Hawthorne House, The	Forest Grove	MCC	Yes	Yes	Yes	Yes	Yes
Hawthorne House Of Salem	Salem	MCC	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Hearthstone at Murrayhill	Beaverton	MCC	Yes	Yes	Yes	Yes	Yes
Hearthstone at Murrayhill Assisted Living	Beaverton	ALF	Yes	Yes	Yes	Yes	Yes
Hearthstone of Beaverton	Beaverton	ALF	Yes	Yes	Yes	Yes	Yes
Heartwood Place	Woodburn	MCC	Yes	Yes	Yes	Yes	Yes
Heritage House of Woodburn	Woodburn	MCC	Yes	Yes	Yes	Yes	No
High Lookie Lodge	Warm Springs	ALF	Yes	Yes	Yes	No	No
Hillside Place	Lincoln City	RCF	Yes	Yes	Yes	Yes	Yes
Holladay Park Plaza	Portland	RCF	Yes	Yes	Yes	NDR	Yes
Holly Residential Care Center	Eugene	RCF	Yes	Yes	Yes	Yes	No
Homewood Heights Assisted Living	Milwaukie	ALF	Yes	Yes	Yes	Yes	No
Hope N Care	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Horton Plaza	Medford	RCF	Yes	Yes	Yes	Yes	No
Inland Point Retirement Community	North Bend	ALF	Yes	Yes	Yes	Yes	Yes
Ivy Court Senior Living	Milwaukie	RCF	Yes	Yes	Yes	Yes	No
Jefferson Lodge Memory Care Community	Dallas	MCC	Yes	Yes	Yes	Yes	Yes
Jennings McCall Center	Forest Grove	ALF	Yes	Yes	Yes	Yes	Yes
Juniper House	Pendleton	ALF	Yes	Yes	Yes	Yes	No
Juniper House Memory Care	Pendleton	MCC	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Juniper Springs Senior Living	Redmond	ALF	Yes	Yes	Yes	Yes	Yes
Kellogg Assisted Living at Mary's Woods	Lake Oswego	ALF	Yes	Yes	Yes	Yes	Yes
Kinsington Place	Grants Pass	RCF	Yes	Yes	Yes	Yes	No
Lakeland Senior Living	Eagle Point	ALF	Yes	Yes	Yes	Yes	Yes
Lakeview Gardens Assisted Living Facility	Lakeview	ALF	Yes	Yes	Yes	Yes	Yes
Lakeview Senior Living	Lincoln City	ALF	Yes	Yes	Yes	Yes	Yes
Lancaster Village 1	Salem	ALF	Yes	Yes	Yes	Yes	Yes
Lancaster Village 2	Salem	ALF	Yes	Yes	Yes	Yes	Yes
Laurel Parc At Bethany	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Laurel Pines Retirement Lodge	White City	RCF	Yes	Yes	Yes	Yes	Yes
Laurelhurst House	Portland	ALF	Yes	Yes	Yes	Yes	No
Liberty Pointe	Gresham	MCC	Yes	Yes	Yes	Yes	Yes
Lodge in Sisters, The	Sisters	ALF	Yes	Yes	Yes	Yes	Yes
Lone Oak Assisted Living	Eugene	ALF	Yes	Yes	Yes	Yes	Yes
Lydia's House	Albany	MCC	Yes	Yes	Yes	Yes	Yes
Macdonald Residence, Portland	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Magnolia Gardens Memory Care	Cottage Grove	MCC	Yes	Yes	Yes	Yes	Yes
Magnolia Gardens Senior Living	Cottage Grove	ALF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Manor Terrace Care Suites	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Maple Valley Memory Care	McMinnville	MCC	Yes	Yes	Yes	Yes	Yes
Mapleview Manor, LLC	Milwaukie	MCC	Yes	Yes	Yes	Yes	No
Marie Rose Center Assisted Living	Lake Oswego	MCC	Yes	Yes	Yes	Yes	Yes
Marie Rose Residential Care	Lake Oswego	MCC	Yes	Yes	Yes	Yes	Yes
Marjorie House Memory Care Community	McMinnville	MCC	Yes	Yes	Yes	Yes	No
Marquis Autumn Hills Residential Memory Care	Portland	MCC	Yes	Yes	Yes	Yes	No
Marquis Forest Grove Assisted Living	Forest Grove	ALF	Yes	Yes	Yes	No	Yes
Marquis Hope Village ALF	Canby	ALF	Yes	Yes	Yes	Yes	Yes
Marquis Piedmont Assisted Living	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Marquis Tualatin Assisted Living	Tualatin	ALF	Yes	Yes	Yes	Yes	Yes
Marquis Wilsonville Assisted Living	Wilsonville	ALF	Yes	Yes	Yes	Yes	Yes
Maryville Memory Care	Beaverton	MCC	Yes	Yes	Yes	Yes	Yes
McKay Creek Estates	Pendleton	ALF	Yes	Yes	Yes	Yes	Yes
McKenzie Living	Springfield	RCF	Yes	Yes	Yes	Yes	Yes
McKenzie Living Eugene	Eugene	RCF	Yes	Yes	Yes	Yes	Yes
Mackillop Residence	Sublimity	ALF	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Mcloughlin Memory Care of Oregon	Oregon City	MCC	Yes	Yes	Yes	Yes	Yes
Mcloughlin Place Senior Living	Oregon city	ALF	Yes	Yes	Yes	Yes	Yes
Meadow at Mt Bachelor Memory Care, The	Bend	MCC	Yes	Yes	Yes	Yes	Yes
Meadow Creek Village Assisted Living	Salem	ALF	Yes	Yes	Yes	Yes	Yes
Meadowbrook Place	Baker City	ALF	Yes	Yes	Yes	Yes	No
Meadows Courtyard	Oregon City	MCC	Yes	Yes	Yes	Yes	Yes
Melody Court Memory Care Residence	Portland	MCC	No	Yes	Yes	Yes	No
Memory Support Center at Rogue Valley Manor	Medford	MCC	Yes	Yes	Yes	Yes	No
Middlefield Oaks Assisted Living Community	Cottage Grove	ALF	Yes	Yes	Yes	Yes	Yes
Middlefield Oaks Memory Care Community	Cottage Grove	MCC	Yes	Yes	Yes	Yes	Yes
Midway RCF	Portland	RCF	Yes	Yes	Yes	Yes	No
Milwaukie Care Center	Milwaukie	RCF	Yes	Yes	Yes	Yes	No
Mirabella At South Waterfront	Portland	ALF	Yes	Yes	Yes	Yes	No
Miramont Pointe	Happy Valley	RCF	Yes	Yes	Yes	Yes	Yes
Monarch Gardens Memory Care Community	Brookings	MCC	Yes	Yes	Yes	Yes	Yes
Monterey Court Memory Care, Happy Valley	Happy Valley	MCC	Yes	Yes	Yes	Yes	Yes
Morningstar Assisted Living of Beaverton	Beaverton	ALF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Morningstar Of Happy Valley Assisted Living	Happy Valley	ALF	Yes	Yes	Yes	Yes	Yes
Morningstar Of Happy Valley Memory Care	Happy Valley	MCC	Yes	Yes	Yes	Yes	Yes
Morrow Heights Retirement & Assisted Living Community	Rogue River	ALF	Yes	Yes	Yes	Yes	Yes
Mt Angel Towers	Mt. Angel	RCF	Yes	Yes	Yes	Yes	Yes
Mt Bachelor Assisted Living	Bend	ALF	Yes	Yes	Yes	Yes	Yes
Mt Bachelor Memory Care	Bend	MCC	Yes	Yes	Yes	Yes	Yes
Mt Scott Residential Care Home	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Neawanna By the Sea	Seaside	ALF	Yes	Yes	Yes	Yes	Yes
Nehalem Bay House	Nehalem	ALF	Yes	Yes	Yes	Yes	No
New Friends Memory and Residential Care of Florence	Florence	RCF & MCC	Yes	Yes	Yes	Yes	Yes
Northwest Memory Care	Florence	MCC	Yes	Yes	Yes	Yes	Yes
Nyssa Gardens Assisted Living Facility	Nyssa	ALF	Yes	Yes	Yes	Yes	No
Oak Lane Retirement	Grants Pass	MCC	Yes	Yes	Yes	Yes	No
Oaks at Lebanon, The	Lebanon	ALF	Yes	Yes	Yes	Yes	Yes
Ocean Ridge Retirement & Assisted Living Community	Coos Bay	ALF	Yes	Yes	Yes	Yes	Yes
Odd Fellows Home of Oregon, The	Portland	RCF	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
O'Hara's Manor, Inc	Gresham	RCF	Yes	Yes	Yes	Yes	Yes
Orchards Assisted Living, The	Medford	ALF	Yes	Yes	Yes	Yes	Yes
Oswego Grove	Lake Oswego	MCC	Yes	Yes	Yes	Yes	Yes
Oswego Place Assisted Living Community	Lake Oswego	ALF	Yes	Yes	Yes	Yes	No
Our House	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Pacific Gardens Alzheimer's Special Care Center	Portland	MCC	Yes	Yes	Yes	Yes	No
Pacific Grove Memory Care	Forest Grove	MCC	Yes	Yes	Yes	Yes	Yes
Pacific Grove Senior Living Community	Forest Grove	ALF	Yes	Yes	Yes	Yes	Yes
Pacific View Assisted Living Community	Bandon	ALF	Yes	Yes	Yes	Yes	Yes
Pacific View Memory Care Community	Bandon	MCC	Yes	Yes	Yes	Yes	Yes
Pacifica Senior Living Calaroga Terrace	Portland	RCF	Yes	Yes	Yes	Yes	No
Pacifica Senior Living Klamath Falls	Klamath Falls	ALF	Yes	Yes	Yes	Yes	No
Pacifica Senior Living McMinnville	McMinnville	MCC	Yes	Yes	Yes	Yes	No
Parkhurst Place	Hood river	ALF	Yes	Yes	Yes	No	Yes
Parkland Village Retirement Community	Parkland	ALF	Yes	Yes	Yes	Yes	Yes
Parkview Assisted Living	Roseburg	ALF	Yes	Yes	Yes	No	No
Parkview Memory Care at Cherrywood Village	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Pelican Pointe Assisted Living Community	Klamath Falls	ALF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Pelican Pointe Memory Care Community	Kamath Falls	MCC	Yes	Yes	Yes	Yes	Yes
Pheasant Pointe Assisted Living Community	Molalla	ALF	Yes	Yes	Yes	Yes	Yes
Pheasant Pointe Memory Care Community	Molalla	MCC	Yes	Yes	Yes	Yes	Yes
Pines at Juniper Springs, The	Redmond	MCC	Yes	Yes	Yes	Yes	Yes
Pioneer Place Assisted Living	Vale	ALF	Yes	Yes	Yes	Yes	No
Pioneer Village	Jacksonville	ALF	Yes	Yes	Yes	Yes	No
Powell Valley Assisted Living Community	Gresham	ALF	Yes	Yes	Yes	Yes	Yes
Powell Valley Memory Care Community	Gresham	MCC	Yes	Yes	Yes	Yes	Yes
Prairie House Assisted Living Community	La Pine	ALF	Yes	Yes	Yes	Yes	No
Prairie House Memory Care Community	La Pine	MCC	Yes	Yes	Yes	Yes	No
Premier Living Center	Portland	RCF	Yes	Yes	Yes	Yes	No
Prestige Senior Living Arbor Place	Medford	ALF	Yes	Yes	Yes	Yes	Yes
Prestige Senior Living Arbor Place Memory Care	Medford	MCC	Yes	Yes	Yes	Yes	Yes
Prestige Senior Living Beaverton Hills	Beaverton	ALF	Yes	Yes	Yes	Yes	Yes
Prestige Senior Living Five Rivers	Tillamook	ALF	Yes	Yes	Yes	Yes	Yes
Prestige Senior Living High Desert	Bend	ALF	Yes	Yes	Yes	Yes	No
Prestige Senior Living Huntington Terrace	Gresham	ALF	Yes	Yes	Yes	Yes	Yes
Prestige Senior Living Orchard Heights	Salem	ALF	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Prestige Senior Living Orchard Heights Memory Care	Salem	MCC	Yes	Yes	Yes	Yes	No
Prestige Senior Living Riverwood	Tualatin	ALF	Yes	No	Yes	No	Yes
Prestige Senior Living Southern Hills	Salem	ALF	Yes	Yes	Yes	Yes	Yes
Prestige Senior Living West Hills	Corvallis	ALF	Yes	Yes	Yes	Yes	Yes
Princeton Village Assisted Living Community	Clackamas	ALF	Yes	Yes	Yes	Yes	Yes
Providence Benedictine Orchard House	Mt. Angel	ALF	Yes	Yes	Yes	Yes	Yes
Providence Brookside Manor	Hood River	ALF	Yes	Yes	Yes	Yes	Yes
Providence Brookside Memory Care	Hood River	MCC	Yes	Yes	Yes	Yes	Yes
Providence ElderPlace in Cully	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Providence ElderPlace in Glendoveer	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Providence ElderPlace in Irvington Village	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Quail Crest Memory Care,	Eugene	MCC	Yes	Yes	Yes	Yes	Yes
Quail Run Assisted Living, Albany	Albany	ALF	Yes	Yes	Yes	No	Yes
Rackleff Place	Canby	ALF	Yes	Yes	Yes	Yes	No
Raleigh Hills Assisted Living	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Raleigh Hills Enhanced Care	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Rawlin At Riverbend, The	Springfield	MCC	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Redwood Heights Retirement & Assisted Living Community	Salem	ALF	Yes	Yes	Yes	Yes	Yes
Redwood Terrace	Salem	ALF	Yes	Yes	Yes	Yes	No
Reflections Memory Care	Salem	MCC	Yes	Yes	Yes	Yes	No
Regency Park Alzheimer's Care	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Regency Park Assisted Living	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Regency Park Place at Corvallis	Corvallis	ALF	Yes	Yes	Yes	Yes	Yes
Regency Village at Bend	Bend	ALF	Yes	Yes	Yes	Yes	Yes
Regency Village at Prineville	Prineville	ALF	Yes	Yes	Yes	Yes	Yes
Regency Village at Redmond	Redmond	ALF	Yes	Yes	Yes	Yes	Yes
Regency Woodland	Salem	RCF	Yes	Yes	Yes	Yes	Yes
Regent at Sheldon Park, Eugene	Eugene	MCC	Yes	Yes	Yes	Yes	No
Regent Court Senior Living	Corvallis	MCC	Yes	Yes	Yes	Yes	Yes
Ridgeview Assisted Living Facility	Medford	ALF	Yes	Yes	Yes	Yes	Yes
River Run Place	Eugene	ALF	Yes	Yes	Yes	Yes	Yes
River Terrace Memory Care	Oregon City	MCC	Yes	Yes	Yes	Yes	No
Rivera Mansions RCF	Portland	RCF	Yes	Yes	Yes	No	No
Riverside Living, Inc	Wood Village	RCF	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Riverview Terrace	Roseburg	RCF	Yes	Yes	Yes	Yes	Yes
RN Villa Senior Care, Portland	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Rock of Ages Mennonite Home	McMinnville	RCF/MC C	Yes	Yes	Yes	Yes	No
Rogue River Place	Klamath Falls	ALF	Yes	Yes	Yes	Yes	Yes
Rose Linn Vintage Place	West Linn	RCF/MC C	Yes	Yes	Yes	Yes	Yes
Rose Schnitzer Manor	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Rosewood Court Residential Care	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Rosewood Specialty Care	Hillsboro	MCC	Yes	Yes	Yes	Yes	Yes
Roxy Ann Memory Community	Medford	MCC	Yes	Yes	Yes	Yes	Yes
Royal Anne Assisted Living	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Royalton Place Assisted Living	Milwaukie	ALF	Yes	Yes	Yes	Yes	Yes
Royalton Place Memory Care	Milwaukie	MCC	Yes	Yes	Yes	Yes	Yes
Russellville Park West	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Russellville Park West Memory Care	Portland	MCC	Yes	Yes	Yes	Yes	No
Sea Aire Assisted Living	Yachats	ALF	Yes	Yes	Yes	Yes	No
Sea View Senior Living Community	Brookings	ALF	Yes	Yes	Yes	Yes	Yes
Settler's Park Assisted Living Community	Baker City	ALF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Sheldon Park Assisted Living	Eugene	ALF	Yes	Yes	Yes	Yes	No
Sherwood Pines Residential Care	Veneta	MCC	Yes	Yes	Yes	Yes	Yes
Silver Creek Assisted Living	Woodburn	ALF	Yes	Yes	Yes	Yes	Yes
Silver Creek Memory Care Community	Woodburn	MCC	Yes	Yes	Yes	Yes	Yes
Somerset Assisted Living	Gladstone	ALF	Yes	Yes	Yes	Yes	Yes
South Beach Manor	South Beach	MCC	Yes	Yes	Yes	Yes	No
Southtowne Living Center, Eugene	Eugene	MCC	Yes	Yes	Yes	Yes	No
Spring Meadows Assisted Living Facility	St. Helens	ALF	Yes	Yes	Yes	Yes	No
Spring Valley Assisted Living	Spring Valley	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Anna Maria, The	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Springs at Carman Oaks, The	Lake Oswego	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Clackamas Woods ALF	Milwaukie	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Greer Gardens, The	Eugene	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Lake Oswego, The	Lake Oswego	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Mill Creek, The	The Dalles	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Sherwood, The	Sherwood	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Tanasbourne	Hillsboro	ALF	Yes	Yes	Yes	Yes	Yes
Springs at Veranda Park, The	Medford	ALF	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Springs at Willowcreek, The	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Springs at Wilsonville, The	Wilsonville	ALF	Yes	Yes	Yes	Yes	Yes
St Andrews Memory Care	Portland	MCC	Yes	Yes	Yes	Yes	No
Stoneybrook Assisted Living	Corvallis	ALF	Yes	Yes	Yes	Yes	Yes
Suites Assisted Living Community, The	Grants Pass	ALF	Yes	Yes	Yes	Yes	Yes
Suites Memory Care Community, The	Grants Pass	MCC	Yes	Yes	Yes	Yes	Yes
Summerplace Assisted Living Community	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Summit Springs Village ALF	Condon	ALF	Yes	Yes	Yes	Yes	No
Summit Springs Village MCU	Condon	MCC	Yes	Yes	Yes	Yes	No
Sun Terrace Hermiston	Hermiston	ALF	Yes	Yes	Yes	Yes	Yes
Suncrest Place	Ontario	ALF	Yes	Yes	Yes	Yes	Yes
Sunnyside Meadows	Happy Valley	MCC	Yes	Yes	Yes	Yes	No
Sunset Estates	Ontario	MCC	Yes	Yes	Yes	Yes	Yes
Suttle Care & Retirement, Inc	Pendleton	RCF	Yes	Yes	Yes	Yes	Yes
Suzanne Elise Assisted Living	Seaside	ALF	Yes	Yes	Yes	Yes	Yes
Sweet Bye N Bye Memory Care - West	Salem	MCC	Yes	Yes	Yes	Yes	No
Sweet Bye N Bye Memory Care Facilities	Salem	MCC	Yes	Yes	Yes	Yes	No
Sweetbriar Villa	Eugene	MCC	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Table Rock Memory Care Community	Medford	MCC	Yes	Yes	Yes	Yes	Yes
Tabor Crest II Memory Care	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Tabor Crest Residential Care	Portland	MCC	Yes	Yes	Yes	Yes	No
Taft Home	Portland	RCF	Yes	Yes	Yes	Yes	No
Tanner Spring Assisted Living	West Linn	ALF	No	Yes	Yes	Yes	No
Terrace at Hillside Assisted Living	McMinnville	ALF	Yes	Yes	Yes	Yes	Yes
Terrace at Laurelhurst Village, The	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Terwilliger Plaza Metcalf Unit	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Terwilliger Terrace ALF	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Timber Pointe Senior Living	Springfield	ALF	Yes	Yes	Yes	Yes	Yes
Timber Town Living	Sutherlin	RCF	Yes	Yes	Yes	Yes	Yes
Timberhill Place	Corvallis	ALF	Yes	Yes	Yes	Yes	Yes
Timberwood Court Specialty CC	Albany	MCC	Yes	Yes	Yes	Yes	Yes
Touchmark at Mt Bachelor Village	Bend	RCF & MCC	Yes	Yes	Yes	Yes	No
Touchmark in The West Hills	Portland	RCF & MCC	Yes	Yes	Yes	Yes	No
TSL ElderHealth And Living Memory Village	Springfield	MCC	Yes	Yes	Yes	Yes	Yes
Turner Retirement Homes	Turner	RCF	Yes	Yes	Yes	Yes	No

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Valley View Memory Care Community	John Day	MCC	Yes	Yes	Yes	Yes	No
Valley View Residential Care Facility	Damascus	RCF	Yes	Yes	Yes	Yes	No
Valley View Senior Living	John Day	ALF	Yes	Yes	Yes	Yes	No
Village at Keizer Ridge, The	Keizer	ALF	Yes	Yes	Yes	Yes	Yes
Village at Keizer Ridge Memory Care, The	Keizer	MCC	Yes	Yes	Yes	Yes	Yes
Vineyard Heights AL & Retirement Cottages	McMinnville	ALF	Yes	Yes	Yes	Yes	Yes
Wallowa Valley Senior Living	Enterprise	ALF	Yes	Yes	Yes	Yes	Yes
Wallowa Valley Sr Living Memory Care	Enterprise	MCC	Yes	Yes	Yes	Yes	Yes
Washington Gardens Memory Care	Tigard	MCC	Yes	Yes	Yes	Yes	Yes
Waterford Grand Assisted Living	Eugene	ALF	Yes	Yes	Yes	Yes	Yes
Waterford Grand Memory Care	Eugene	MCC	Yes	Yes	Yes	Yes	Yes
Waverly Place Assisted Living	Albany	ALF	Yes	Yes	Yes	Yes	Yes
Waverly Place Memory Care	Albany	MCC	Yes	Yes	Yes	Yes	Yes
Wellsprings ALF	Ontario	ALF	Yes	Yes	Yes	Yes	Yes
West Hills Village Senior Residence	Portland	RCF	Yes	Yes	Yes	Yes	Yes
West Wind Court	Bandon	RCF	Yes	Yes	Yes	Yes	Yes
West Wind ECU	Medford	RCF	Yes	Yes	Yes	Yes	Yes
Wildflower Lodge	La Grande	MCC	Yes	Yes	Yes	Yes	Yes

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Wildflower Lodge Assisted Living Community	La Grande	ALF	Yes	Yes	Yes	Yes	Yes
Wiley Creek Community	Sweet Home	ALF	Yes	Yes	Yes	Yes	Yes
Willamette Manor, Inc	Lebanon	ALF	Yes	Yes	Yes	Yes	Yes
Willamette Springs Memory Care	Corvallis	MCC	Yes	Yes	Yes	Yes	Yes
Willamette View Memory Care Community	Portland	MCC	Yes	Yes	Yes	Yes	Yes
Willamette View Neighborhoods	Portland	ALF	Yes	Yes	Yes	Yes	Yes
Willamette View Terrace	Portland	RCF	Yes	Yes	Yes	Yes	Yes
Willow Creek Terrace	Heppner	ALF	Yes	Yes	Yes	No	No
Willow Place	Newberg	ALF	Yes	Yes	Yes	Yes	No
Willson House Residential Care Facility	Salem	RCF	Yes	Yes	Yes	Yes	No
Windsong at Eola Hills	Salem	MCC	Yes	Yes	Yes	Yes	Yes
Woodland Heights Assisted Living	Tigard	ALF	Yes	Yes	Yes	Yes	Yes
Woodside Senior Living	Springfield	ALF	Yes	Yes	Yes	Yes	Yes

Appendix C: List of Facilities for Which No Data was Received

According to the information received from the Quality Metrics Application (QMA), at least 87 facilities (15%) did not report any data. ODHS/SOQ staff followed-up with these facilities through email and heard back from several facilities. Responses from some facilities said that they did not submit data for various reasons, including the challenges of the COVID-19 pandemic or the impact of the 2020 wildfires. Approximately 25% of facilities responded that they had submitted data. This information was shared with the QMA software development team. This will also be addressed during the next round of training in the fall of 2021. This is a complete list of all facilities where no data was received.

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Adara Oaks Manor	Gresham	RCF	NDR	NDR	NDR	NDR	NDR
Advocate Care	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Arbor at Bend, The	Bend	MCC	NDR	NDR	NDR	NDR	NDR
Arcadia Senior Living	Portland	ALF	NDR	NDR	NDR	NDR	NDR
Assumption Village	Portland	ALF	NDR	NDR	NDR	NDR	NDR
Atrium at Flagstone, The	The Dalles	MCC	NDR	NDR	NDR	NDR	NDR
Autumn Garden Home RCF LLC	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Avamere At Seaside Residential Care Facility	Seaside	MCC	NDR	NDR	NDR	NDR	NDR
Avamere At St Helens	St. Helens	MCC	NDR	NDR	NDR	NDR	NDR

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Barbur Vista Residential Care	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Bartlett House Of Medford Memory Care Community	Medford	MCC	NDR	NDR	NDR	NDR	NDR
Bayberry Commons Assisted Living	Springfield	ALF	NDR	NDR	NDR	NDR	NDR
Bayberry Commons Memory Care	Springfield	MCC	NDR	NDR	NDR	NDR	NDR
Better Living RCF	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Bonaventure Of Gresham Assisted Living	Gresham	ALF	NDR	NDR	NDR	NDR	NDR
Bonaventure Of Gresham Memory Care	Gresham	MCC	NDR	NDR	NDR	NDR	NDR
Bonaventure Of Tigard Assisted Living	Tigard	ALF	NDR	NDR	NDR	NDR	NDR
Boone Ridge Memory Care	Salem	MCC	NDR	NDR	NDR	NDR	NDR
Boone Ridge Senior Living Community	Salem	ALF	NDR	NDR	NDR	NDR	NDR
Brookdale Geary Street	Albany	ALF	NDR	NDR	NDR	NDR	NDR
Brookdale Geary Street Memory Care	Albany	MCC	NDR	NDR	NDR	NDR	NDR
Brookdale Ontario	Ontario	RCF	NDR	NDR	NDR	NDR	NDR
Brookdale Redmond Clare Bridge	Redmond	MCC	NDR	NDR	NDR	NDR	NDR
Brookdale River Road	Keizer	ALF	NDR	NDR	NDR	NDR	NDR
Brookside Memory Care	Portland	MCC	NDR	NDR	NDR	NDR	NDR

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Canfield Place Retirement Community	Beaverton	ALF	NDR	NDR	NDR	NDR	NDR
Countryside Living – South	Canby	MCC	NDR	NDR	NDR	NDR	NDR
Countryside Living of Canby	Canby	MCC	NDR	NDR	NDR	NDR	NDR
Countryside Village Lodge	Grants Pass	MCC	NDR	NDR	NDR	NDR	NDR
Donham Place	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Elmcroft Of Sellwood	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Elmcroft Of Stayton	Stayton	RCF	NDR	NDR	NDR	NDR	NDR
Evergreen Memory Care	Eugene	MCC	NDR	NDR	NDR	NDR	NDR
Flagstone Retirement & Assisted Living	The Dalles	ALF	NDR	NDR	NDR	NDR	NDR
Footsteps at Mill Creek	The Dalles	MCC	NDR	NDR	NDR	NDR	NDR
Forest Glen Senior Living	Canyonville	RCF	NDR	NDR	NDR	NDR	NDR
Forest Meadows	Grants Pass	RCF	NDR	NDR	NDR	NDR	NDR
Fox Hollow Residential Care Community	Eugene	RCF	NDR	NDR	NDR	NDR	NDR
Golden Acres Retirement Center	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Griffin House LLC, The	Tillamook	RCF	NDR	NDR	NDR	NDR	NDR
Grove at Pear Valley Memory Care, The	Central Pointe	MCC	NDR	NDR	NDR	NDR	NDR

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Harmony Guest Home, Inc	Hillsboro	MCC	NDR	NDR	NDR	NDR	NDR
Hawks Ridge Senior Assisted Living Community	Hood River	ALF	NDR	NDR	NDR	NDR	NDR
Heron Pointe Senior Living	Monmouth	ALF	NDR	NDR	NDR	NDR	NDR
Hillside Care Manor	Portland	MCC	NDR	NDR	NDR	NDR	NDR
Jennings McCall RCF	Forest Grove	MCC	NDR	NDR	NDR	NDR	NDR
Junction City Retirement & Assisted Living	Junction City	ALF	NDR	NDR	NDR	NDR	NDR
Kellyville RCF	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Kilchis House	Tillamook	ALF	NDR	NDR	NDR	NDR	NDR
Kinsington At Redwood Park	Grants Pass	MCC	NDR	NDR	NDR	NDR	NDR
Maple Ridge Senior Living	Ashland	ALF	NDR	NDR	NDR	NDR	NDR
Markham House Retirement Comm	Portland	ALF	NDR	NDR	NDR	NDR	NDR
Meadowlark Senior Living	Lebanon	ALF	NDR	NDR	NDR	NDR	NDR
Memory Lane Homes of Baker	Baker City	RCF	NDR	NDR	NDR	NDR	NDR
Morningstar Memory Care of Beaverton	Beaverton	RCF	NDR	NDR	NDR	NDR	NDR
Mountain View Residential Care Facility	Gresham	RCF	NDR	NDR	NDR	NDR	NDR
Murray Highland	Beaverton	MCC	NDR	NDR	NDR	NDR	NDR

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Myrtle Point Care Center RCF	Myrtle Point	RCF	NDR	NDR	NDR	NDR	NDR
Oaktree Residential Living	Eugene	RCF	NDR	NDR	NDR	NDR	NDR
Oceanview Assisted Living Residence	Newport	ALF	NDR	NDR	NDR	NDR	NDR
Pear Valley Senior Living	Central Point	ALF	NDR	NDR	NDR	NDR	NDR
Revere Court of Portland	Portland	MCC	NDR	NDR	NDR	NDR	NDR
River Grove Memory Care	Eugene	MCC	NDR	NDR	NDR	NDR	NDR
River Park Senior Living	Eugene	ALF	NDR	NDR	NDR	NDR	NDR
Rosewood Park Retirement & Assist Living Residence	Hillsboro	ALF	NDR	NDR	NDR	NDR	NDR
Senior Haven RCF	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Settler's Park Memory Care Community	Baker City	MCC	NDR	NDR	NDR	NDR	NDR
Shore Pines Senior Living Community	Gold Beach	ALF	NDR	NDR	NDR	NDR	NDR
Silvia & John's Residential	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Skylark Assisted Living	Ashland	ALF	NDR	NDR	NDR	NDR	NDR
Skylark Memory Care	Ashland	MCC	NDR	NDR	NDR	NDR	NDR
Springridge Court Assisted Living	Wilsonville	ALF	NDR	NDR	NDR	NDR	NDR
Springridge Court Memory Care	Wilsonville	MCC	NDR	NDR	NDR	NDR	NDR
Spruce Point Assisted Living	Florence	ALF	NDR	NDR	NDR	NDR	NDR

Facility Name	City	License Type	Metric 1 Staff Retention	Metric 2 Staff Training	Metric 3 Falls with Injury	Metric 4 Nonstandard Use of Antipsychotics	Metric 5 Resident Satisfaction
Spruce Point Memory Care	Florence	MCC	NDR	NDR	NDR	NDR	NDR
St Anthony Village	Portland	ALF & MCC	NDR	NDR	NDR	NDR	NDR
Stafford Assisted Living Facility, The	Lake Oswego	ALF	NDR	NDR	NDR	NDR	NDR
Tanner Spring Memory Care	West Linn	MCC	NDR	NDR	NDR	NDR	NDR
Thanksgiving House	St. Helens	RCF	NDR	NDR	NDR	NDR	NDR
Touch of Grace, A	Medford	MCC	NDR	NDR	NDR	NDR	NDR
Village at Valley View	Ashland	MCC	NDR	NDR	NDR	NDR	NDR
Waterhouse Ridge Memory Care Community	Portland	MCC	NDR	NDR	NDR	NDR	NDR
Whitewood Gardens	Portland	RCF	NDR	NDR	NDR	NDR	NDR
Willamette Lutheran Retirement Community	Keizer	RCF	NDR	NDR	NDR	NDR	NDR

Appendix D: Facilities Opened or Closed in 2020

Facilities Opened in 2020

Facility Name	Facility Type	City	Date Opened
Footsteps at Lake Oswego	MCC	Lake Oswego	2/21/2020
Holi Senior Living	RCF/MCC	Hillsboro	11/2/2020
Kinsington Oak Grove	MCC	Medford	3/2/2020
Landing Senior Living, The	ALF	Roseburg	8/24/2020
Marquis Hope Village Memory Care	MCC	Canby	8/13/2020
Mountain Park Memory Care Community	MCC	Clackamas	1/24/2020
New Friends of Coos Bay LLC	MCC	Coos Bay	12/30/2020
Pines at The Landing, The	MCC	Roseburg	8/24/2020
Weatherly Court Memory Care, The	MCC	Medford	5/29/2020
Weatherly Court, The	ALF	Medford	5/29/2020

Facilities Closed in 2020

Facility Name	Facility Type	City	Date Closed
All Comfort Residential Care Facility	RCF	Portland	4/30/2020
Evergreen Court of Molalla	RCF/MCC	Molalla	8/11/2020
Northridge Center	ALF	Medford	9/8/2020
Oregon City Residential Care	RCF	Oregon City	1/3/2020
Vista View Mood & Memory Care	MCC	Central Point	11/3/2020

Appendix E: Presentations on Quality Metrics:

Conferences:

2019 Oregon Health Care Association Spring Summit
2019 Oregon Health Care Association Fall Conference
2019 Leading Age Conference
2020 Oregon Health Care Association Spring Summit

Webinars:

Introduction to Quality Metrics (Overview of each metric and what facilities needed to track and report to comply with the law)

December 10, 2019	January 14, 2020
December 12, 2019	January 16, 2020
December 13, 2019	

All About Metric #5 (Review of what is required and how third-party resident satisfaction surveys need to be conducted)

December 17, 2019
December 19, 2019
December 20, 2019

Quality Metric Application Login and Navigation (Review of how to register in the QMA and how to navigate through the application)

January 7, 2020
January 9, 2020
January 10, 2020

Quality Metrics Question & Answers (A question and answer session on tracking and reporting on the metrics)

January 28, 2020

Getting Started in Quality Metrics (Review of QMA registration and reporting and tracking quality metrics)

Scheduled for May 6, 2020 & May 8, 2020, was canceled due to the change to “yes” or “no” format

What Providers Need to Know for 2020 (Review of QMA registration and how to report in the “yes” or “no” format)

September 9, 2020	November 17, 2020
September 10, 2020	December 10, 2020
September 22, 2020	January 7, 2021
October 15, 2020	January 21, 2021

Appendix F: Resources for Consumers

1. [Adult Protective Services](#) (APS) Investigates allegations of abuse and suspected abuse in community-based care facilities, adult foster homes or in a private home. Call toll free 1-855-503-SAFE (**7233**) **if you suspect abuse of any vulnerable adult or child.**
2. [Aging and Disability Resource Connection](#) (ADRC) This program can help in finding needed services and supports in your local areas. You can also call toll free 1-855-673-2372.
3. Licensing Complaint Unit (LCU) – Investigates general licensing complaints within community-based care facilities. They can be contacted by calling **1-844-503-4773** or email at licensing.complaint@state.or.us.
4. [Licensed Long-Term Care Facility Search](#) - This website allows a person to search for a facility in their area and review their compliance history.
5. [Long-Term Care Ombudsman](#) – An independent state agency that serves long-term care facility residents through complaint investigation, resolution and advocacy for improvement in resident care. You can call toll free 1- 800-522-2602 or email at ltco.info@oregon.gov.
6. [Long-Term Care Referral Agency](#) – Oregon requires registration of referral agents and other individuals who are compensated for referrals to long-term care settings. This website provides a listing of referral agents throughout the state.

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Department of Human Services' Community Based Care Program, Safety, Oversight & Quality at 503-373-2227 or email CBC.TEAM@dhsosha.state.or.us. We accept all relay calls or you can dial 711.