



MARK B HORTON, MD, MSPH
Director

State of California—Health and Human Services Agency
California Department of Public Health



ARNOLD SCHWARZENEGGER
Governor

January 24, 2008

AFL 08-03

TO: Long Term Care Facilities

SUBJECT: Health Facility Consumer Information System Website

This All Facilities Letter (AFL) is to advise long term care facilities that effective on January 23, 2008, the California Department of Public Health will be providing health facility profile and performance information on the internet for public access. The health facility profiles will include facility's ownership, licensing, beds, services and performance information. Beginning January 23, 2008 the health facilities consumer information system website can be accessed through the California Department of Public Health website (www.cdph.ca.gov) under the Health Information Page.

Specifically, the facility profile will include the following information:

- The name, address, and telephone number of the facility.
- The number of units or beds in the facility.
- Whether the facility accepts Medicare or Medi-Cal patients.
- Whether the facility participates in the voluntary disclosure program for special care units.
- Whether the facility is a for-profit or not-for-profit provider.
- Information regarding substantiated complaints and action taken and the date of the action.
- Information regarding state citations assessed and whether an appeal has been filed by the facility.
- Federal enforcement sanctions imposed.

The Department will be collecting additional information from health facilities that is not currently being collected such as services provided by the health facility. This additional information will be placed on the Health Facility Consumer Information System website.

Items such as whether the facility has a special care unit or program for people with Alzheimer's disease and other dementias will be included on the facility profile as the information is collected and the systems are enhanced.

The Department will continue its effort to allow facilities to electronically submit their plans of correction on 2567 survey documents. Once the technological problem has been solved, the 2567 with the accepted plan of correction will be posted on the website.

In addition, with the introduction of the Health Facility Consumer Information System, the Department has provided a service to the consumer where they may file an electronic complaint against a facility. Please note that this feature is for complainants ONLY and that facilities are not to use this feature for reporting "self reported incidents". Health facilities are to continue to report self reported incidents directly to the Licensing and Certification Program's district office.

Please review the website facility-specific ownership information for your facilities for accuracy. If facility-specific profile information is incorrect, please notify the Department by completing and resubmitting the appropriate form. If licensee, facility or property information is incorrect because the information has changed, resubmit the Licensing & Certification Application form (HS 200). If information on the health facility officers, directors, partners, managers or administrators is incorrect because the information has changed resubmit the Applicant Individual Information form (HS 215A). If you feel that the information is incorrect due to a data entry error, please submit a copy of the original HS 200 and/or HS 215A and identify the data that needs to be corrected. Submit these forms to the health facility's respective district office. Please note that HS 200 and HS 215A can be obtained at www.dhs.ca.gov/publications/forms/l%26C/index.htm.

For all other inaccurate information, pertaining to complaint/reported incident findings or final recertification survey results, please contact your respective Licensing and Certification district office. Our district offices will be addressing these discrepancies on a priority basis with the goal of providing accurate and up-to-date information on all health facilities as soon as possible.

Sincerely,

Original Signed by Pamela Dickfoss for Kathleen Billingsley, R.N.

Kathleen Billingsley, R.N.
Deputy Director
Center for Healthcare Quality