

Red Hand FAQ

**In October 2019, the Federal agency that oversees nursing homes (The Centers for Medicare and Medicaid Services or CMS) added a Red Hand icon to their Care Compare website.**In addition to the icon appearing on Care Compare, facilities with this Abuse designation have their Survey Star Rating capped at 2 stars.

# **So, what does the Red Hand really tell you?**

**The facility received one of 5 possible citations** from the State Health Department during either:

* an annual recertification survey within the past year that showed a resident experienced actual harm

or

* any type of survey within the past 2 years that showed more than one of those citations at a potential for harm level or higher.

**The 5 citations that qualify** for a Red Hand designation cover protection from abuse of all types, by anyone, regardless of intention or blame. The definition of abuse includes physical, mental, sexual, neglect, involuntary seclusion, and misappropriation of belongings.

**A Red Hand does not tell you the whole story.** Do not be misguided. **The reporting standards cover a wide range** of incidents, from a family member misusing personal funds to a staff person causing a skin tear during a transfer to bed. The Red Hand will be applied based on reporting requirements, regardless of who initiated the harm-causing incident or whether the harm was intentional.

**There is a larger story of safety, quality of care, and resident satisfaction** that you will want to consider as you choose a place for your loved one. Ask questions, pay a visit, look at whether people are smiling, and use your best judgement.