

May 29, 2019

To the family members, patients, referral partners, and friends of The Inn at Sarasota Bay Club,

The Center for Medicare and Medicaid Services (CMS) monitors staffing levels in skilled nursing centers through a program called Payroll Based Journal (PBJ). This program uses our time keeping system, Kronos, to count the number of hours each staff works daily to ensure appropriate staffing levels are met to provide proper care of our patients. Sarasota Bay Club believes that all “worked” hours should be “paid” hours. If a staff member chooses not to take a lunch and works through that lunch, they are paid for the time worked. When hours were submitted from Kronos to PBJ, all hours worked were counted. CMS included a rule in their reporting method which does not allow for lunch periods to be counted as hours worked, even if they are worked and paid.

During an audit of our hours, CMS concluded that The Inn at Sarasota Bay Club was incorrect in our reporting due to the fact we counted these paid/worked lunch hours in our total hours worked. CMS has therefore temporarily downgraded our star rating in the area of staffing. This also has the collateral effect of reducing our rating for the overall performance of The Inn. We have been proud of our 5-star rating which we have earned and continue to earn, over the last four years as a result of high quality care and staffing. As a matter of fact, our staffing is twice as much as the standard hours on a national level. Even though there has been no change in either care or staffing levels, our star rating has dropped due to this rule of downgrading ratings for “inaccurate reporting” (our inclusion of paid lunch hours). It is important to note that even with the reduction of hours due to lunch periods, we substantially exceeded all areas of staffing requirements.

We are putting this information out to assure you that our quality of service has not changed. This downgrade from CMS, for a reporting error, is a temporary reduction in star rating for a 3-month period. After that time, we will be reinstated to our well earned and deserved 5-star rating.

Please feel free to call or stop by my office if you have any questions.

Thank you,

Carol Thibeaut
Administrator
The Inn at Sarasota Bay Club