

Care Compare Transparency

At Sandalwood, we prioritize transparency and want to address our current star rating, which we believe does not accurately represent the quality of care we provide. Sandalwood has consistently earned a 4- or 5-star rating for Quality Measures—an objective metric based on claims data that cannot be influenced by external parties such as inspectors or auditors.

Recently, our overall rating was impacted by two technical issues:

1. **Health Department Citation:** This citation was issued due to a compliance matter related to how we document pharmacist recommendations during medication reviews. It was not related to any harm or substandard care. Our care providers routinely monitor medications during every visit, proactively addressing concerns before the pharmacist review process.
2. **CMS (Centers for Medicaid and Medicare) Audit:** A procedural error during a recent audit revealed that temporary staff identification numbers were inadvertently reused instead of assigning new ones for each staff. While each staff member had a unique name, this administrative oversight has affected our star rating and has created a misleading impression of our staffing levels.

Historically, Sandalwood has upheld high-quality standards, consistently achieving 4- or 5-star ratings in our overall score as well as in care and staffing categories. The recent drop to an overall 1-star rating is solely due to these technical issues and does not reflect the dedication or capability of our staff. Our current star rating is misleading and does not accurately represent our staffing practices and quality of care provided by our staff.

We remain committed to operational excellence and transparency.

Should you have any questions or require further information, please contact Sandalwood's administration at 303-422-1533.