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-----www.alohanursing.com-----

To Our Residents, Families, and Dedicated Staff,

We are writing to share information about our current rating in the Centers for Medicare & Medicaid Services (CMS) 5-Star Quality Rating System and to reaffirm our unwavering dedication to continuous improvement and high-quality care.

The CMS 5-Star Rating System is a tool designed to help families, caregivers, and residents compare nursing homes more easily. It evaluates facilities on three key areas: Health Inspections, Staffing, and Quality Measures, and assigns an overall rating from one to five stars. While this system provides a useful snapshot, it does not always capture the full picture of the compassionate care and daily efforts of our staff.

At Aloha Nursing Rehab Centre, we are committed to transparency, accountability, and—most importantly—our mission of offering peace of mind to those we serve. We believe in being open and honest with our residents, families, and community. You may have noticed that our current CMS staffing rating is below 5 stars. We want to clarify that this rating is not a reflection of our actual staffing levels or the quality of care we provide. The current star rating resulted from a clerical error that triggered an automatic audit by CMS. According to CMS policy, any discrepancy found during an audit—no matter how minor—automatically results in a decreased star rating, regardless of actual staffing adequacy.

We want to reassure you that our staffing ratios remain strong and fully meet the care needs of our residents. In fact, we encourage you to come visit us in person. Tour our facility, meet our team, and see firsthand the compassion, attentiveness, and professionalism that define our care. We are proud of our dedicated team, who work with professionalism and heart to care for our residents. Every member of our staff remains focused on upholding the values that define our values: Safety, World Class Service and a Nurturing Environment for all who call our community home.

We welcome your input and invite open dialogue as we move forward. Your trust is deeply valued, and we are committed to earning and sustaining it—today and into the future.

Mahalo,

Sandy Richey

Sandy Richey
Chief Operations Officer