

HIGHLANDS HEALTH AND REHABILITATION CENTER

Report ID: CCN 445165

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§ 1 Facility Identity

Facility	HIGHLANDS HEALTH AND REHABILITATION CENTER
CCN	445165
Location	3549 NORRISWOOD, MEMPHIS, TN, 38111
Ownership type	For profit - Corporation
Certified beds	180

§ 2 CMS Federal Record

Civil money penalties on file	\$0
Deficiency citations — current cycle	8 (up from 0 in the prior 24 months)
Deficiency citations — prior 24 months	0
Immediate Jeopardy — current cycle	1
Actual-harm (G+) citations — current cycle	0
Special Focus Facility status	Not listed
Abuse icon	No

§ 3 Federal Penalties in Context

This facility — penalties on file	\$0
TN state average	\$25,657 (this facility is 0.0× the TN average)
National average	\$31,239 (this facility is 0.0× the national average)

Averages are CMS-published per-facility fine amounts for the same snapshot. Figures and multiples are stated as published; no inference is drawn here.

§ 4 Current-Cycle Deficiencies

The current survey cycle records the following 8 federal deficiency citations (CMS F-tags). Scope/severity is CMS's own A–L grade; "Immediate Jeopardy" is CMS's most serious classification.

F-TAG	FINDING (CMS)	SCOPE/SEV.	SOURCE
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	J • Immediate Jeopardy	Complaint
F689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	E	Standard survey
F760	Ensure that residents are free from significant medication errors.	E	Standard survey
F880	Provide and implement an infection prevention and control program.	D	Complaint
F578	Honor the resident's right to request, refuse, and/or discontinue treatment, to participate in or refuse to participate in experimental research, and to formulate an advance directive.	D	Standard survey
F582	Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.	D	Standard survey
F694	Provide for the safe, appropriate administration of IV fluids for a resident when needed.	D	Standard survey
F880	Provide and implement an infection prevention and control program.	D	Standard survey

§ 5 Ownership & Chain Context

Ownership record	Chain: CHAMPION CARE (21 facilities); Owner on file: THE BAY AT HIGHLANDS HOLDCO LLC (organization)
Ownership chain	CHAMPION CARE (21 facilities)
Penalties vs chain average	\$0 vs \$53,424 (0.0× the chain average)
Current deficiencies vs chain average	8 vs 12.5 (0.6× the chain average)

§ 6 CMS Care Compare Star Ratings

Overall	2 / 5 (state avg 3 · US avg 3)
Health inspection	2 / 5 (state avg 2.9 · US avg 2.8)
Staffing	2 / 5 (state avg 2.4 · US avg 2.9)
Quality measures (QM)	3 / 5 (state avg 3.6 · US avg 3.7)

§ 7 Record Provenance

CMS data as of	Jun 2026
Independent verification	https://www.medicare.gov/care-compare/details/nursing-home/445165
Snapshot SHA-256	c76bef7dd9760124c889278f1801b52ba8dc1c31fb418740240fab1b04142ff5
Methodology & version	v1.0 — https://www.caregiverhelpnow.com/methodology

§ 8 For Your Attorney

1. The full survey file (Form 2567) for each inspection cited above is available from the state survey agency or by FOIA request.
 2. Quarterly staffing data: CMS Payroll-Based Journal (PBJ) public use files, CCN 445165.
 3. Cite this snapshot as “CMS Care Compare, as of Jun 2026” — integrity hash c76bef7dd976.
 4. Deficiency F-tags cited above are searchable in CMS QCOR (qcor.cms.gov).
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This snapshot is a frozen record of CMS Care Compare data as of Jun 2026. Independently verifiable at the URL above. Generated by CareSentinel under Nodal Logics LLC. Compiled under CareSentinel methodology v1.0, documented at <https://www.caregiverhelpnow.com/methodology>; the Snapshot SHA-256 above pins this record to that methodology version.

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