

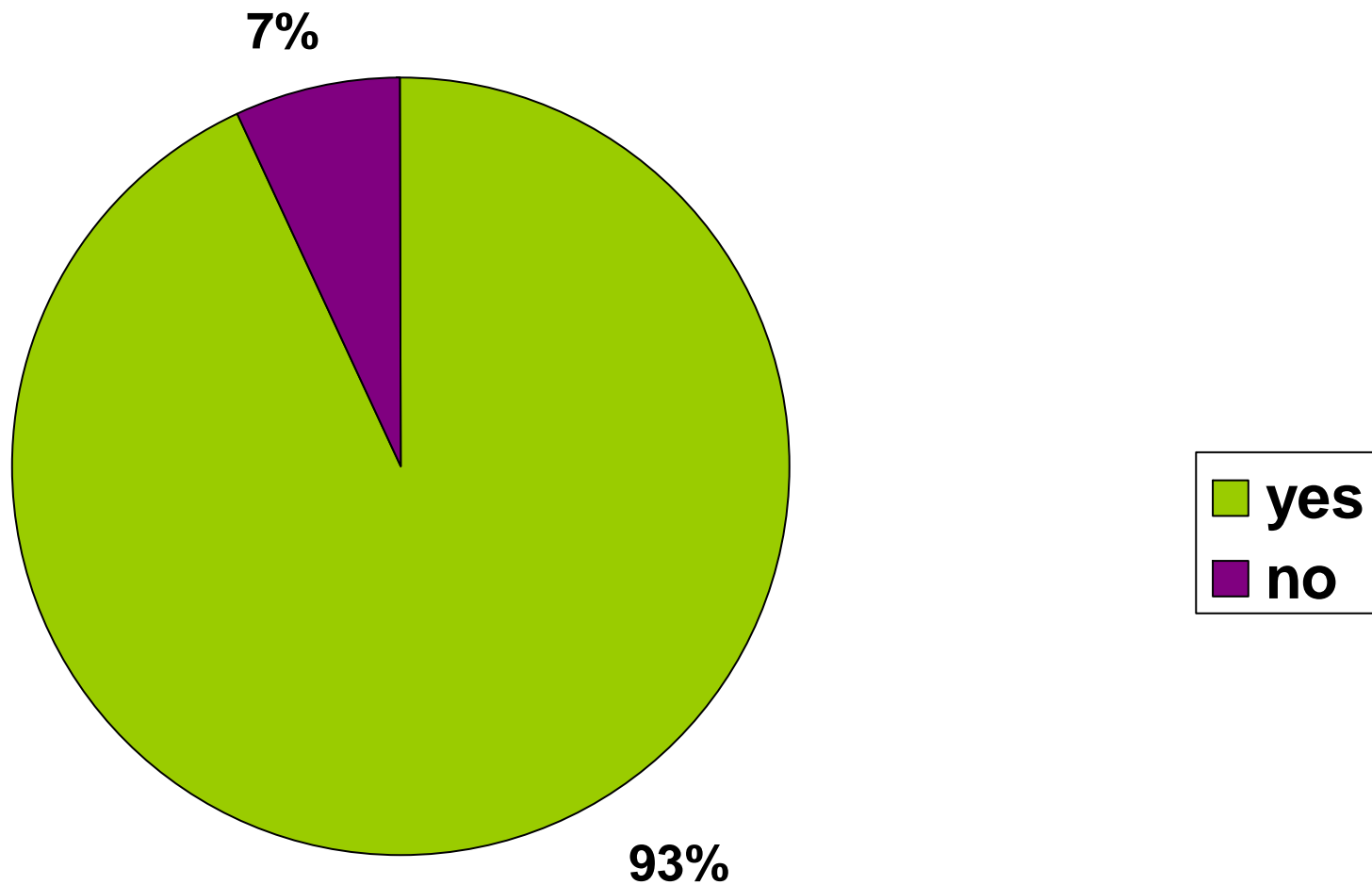
Assisted Living Forum Overview

Via Adobe Connect
September 13, 2011

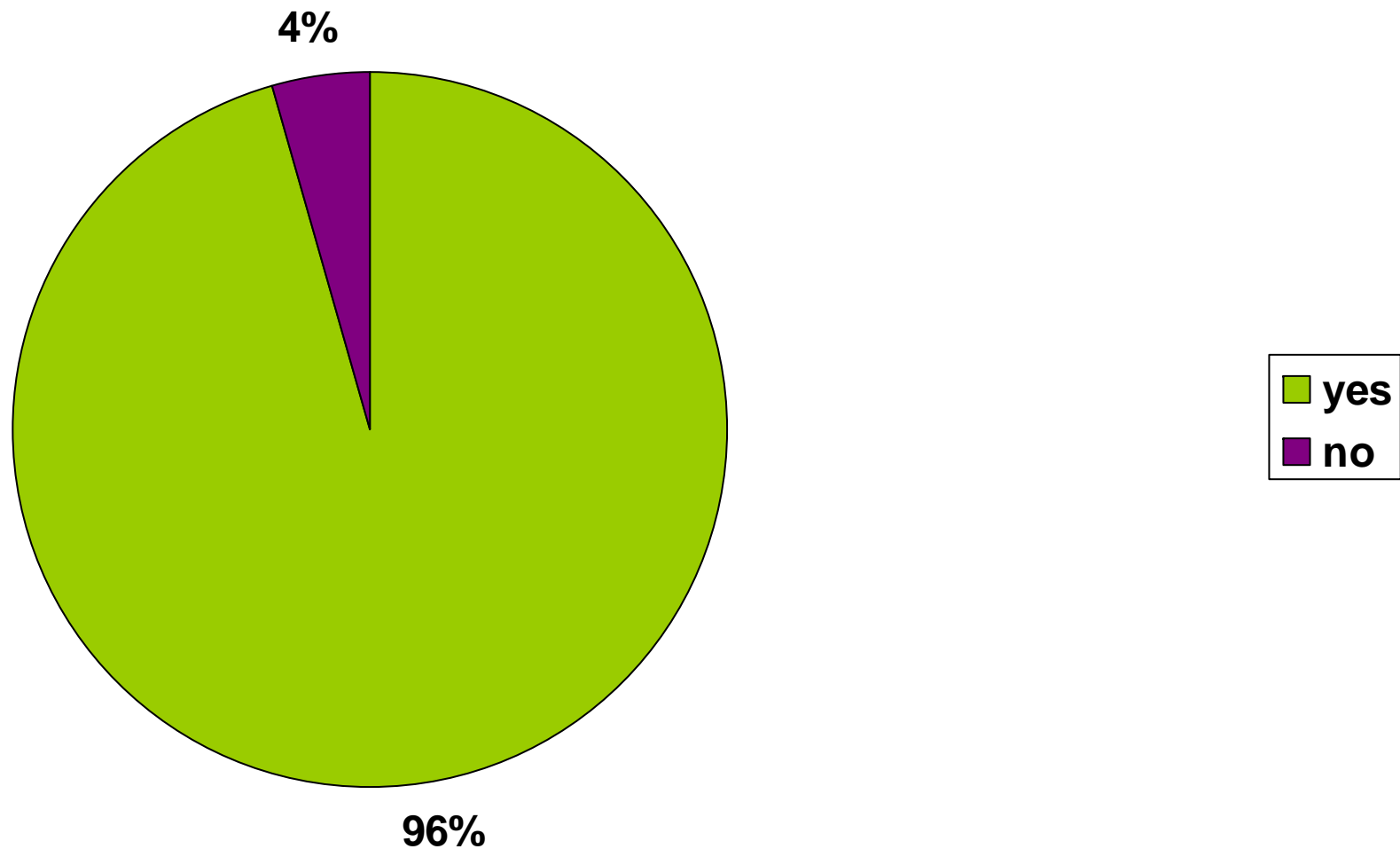
Highlights

- 213 different users logged into the presentation, with most staying for the entire presentation. Evaluation showed 13% of users had multiple staff viewing the AL Forum.
- Reached all four regions of the state with 52 different cities identified including Iowa and Illinois
- 16 questions submitted – answers posted to website
- 3 live questions asked during AL Forum
- AL Forum recorded for the first time
- 7 speakers from 5 different locations
- 14% first time attendees
- 53% would not have come if only offered in person in Madison
- 98% rated the AL Forum as average, very good or excellent
- Utilized video, polling feature, question feature, PowerPoint, shared website, shared documents and an evaluation

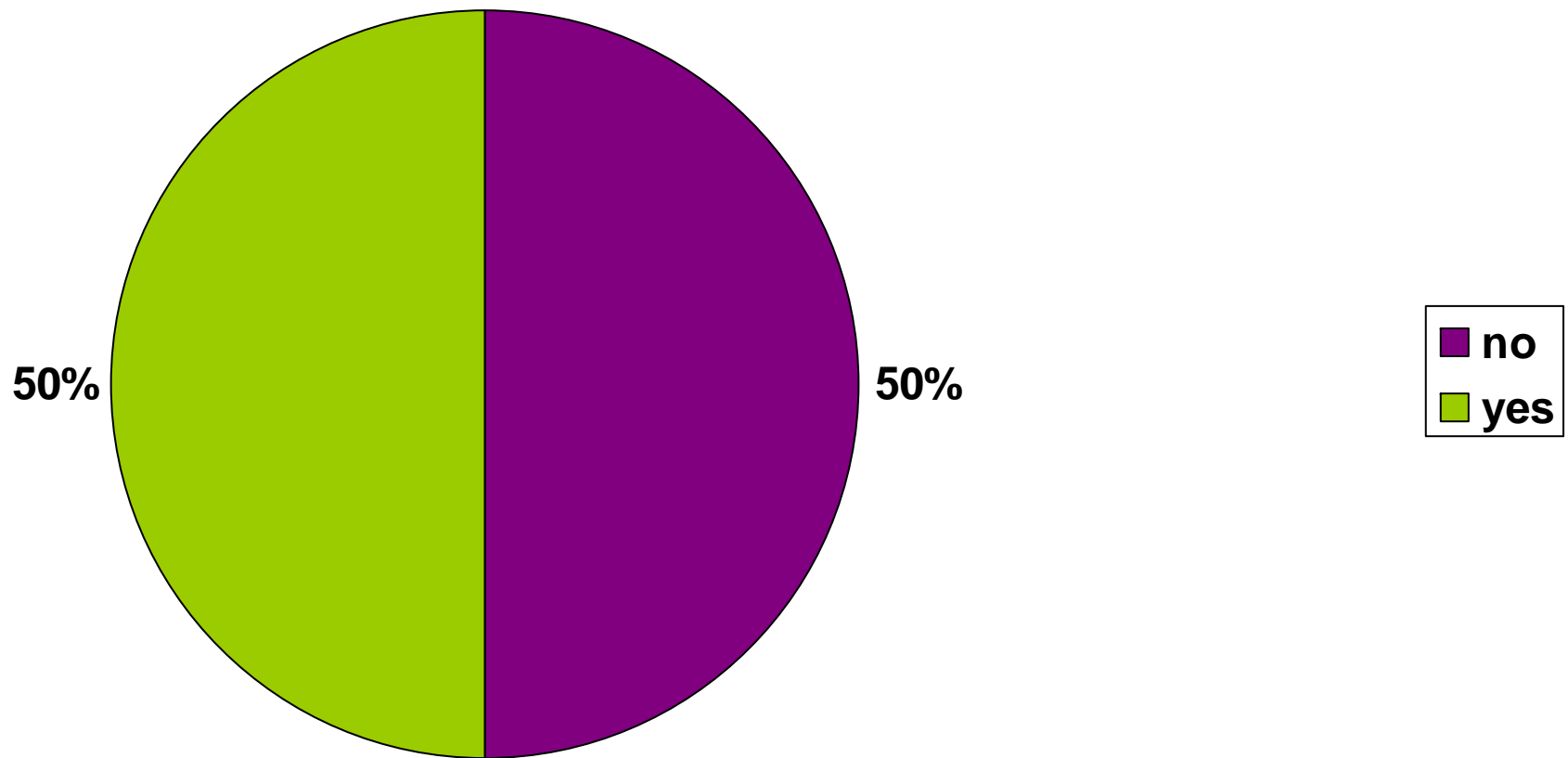
Poll – Would a resource website for falls management be beneficial to you?



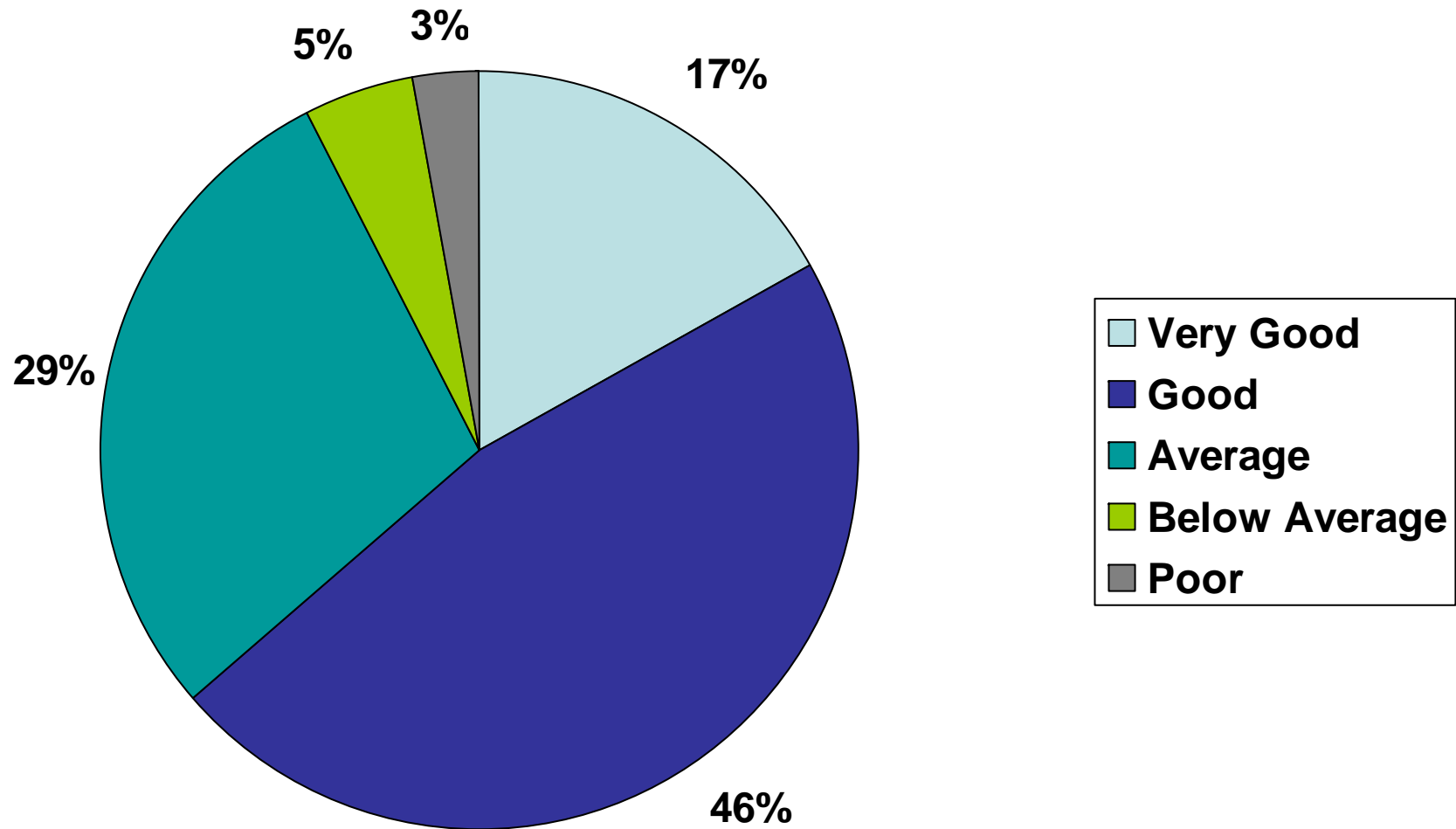
Poll – Would a resource website for infection prevention and control be beneficial to you?



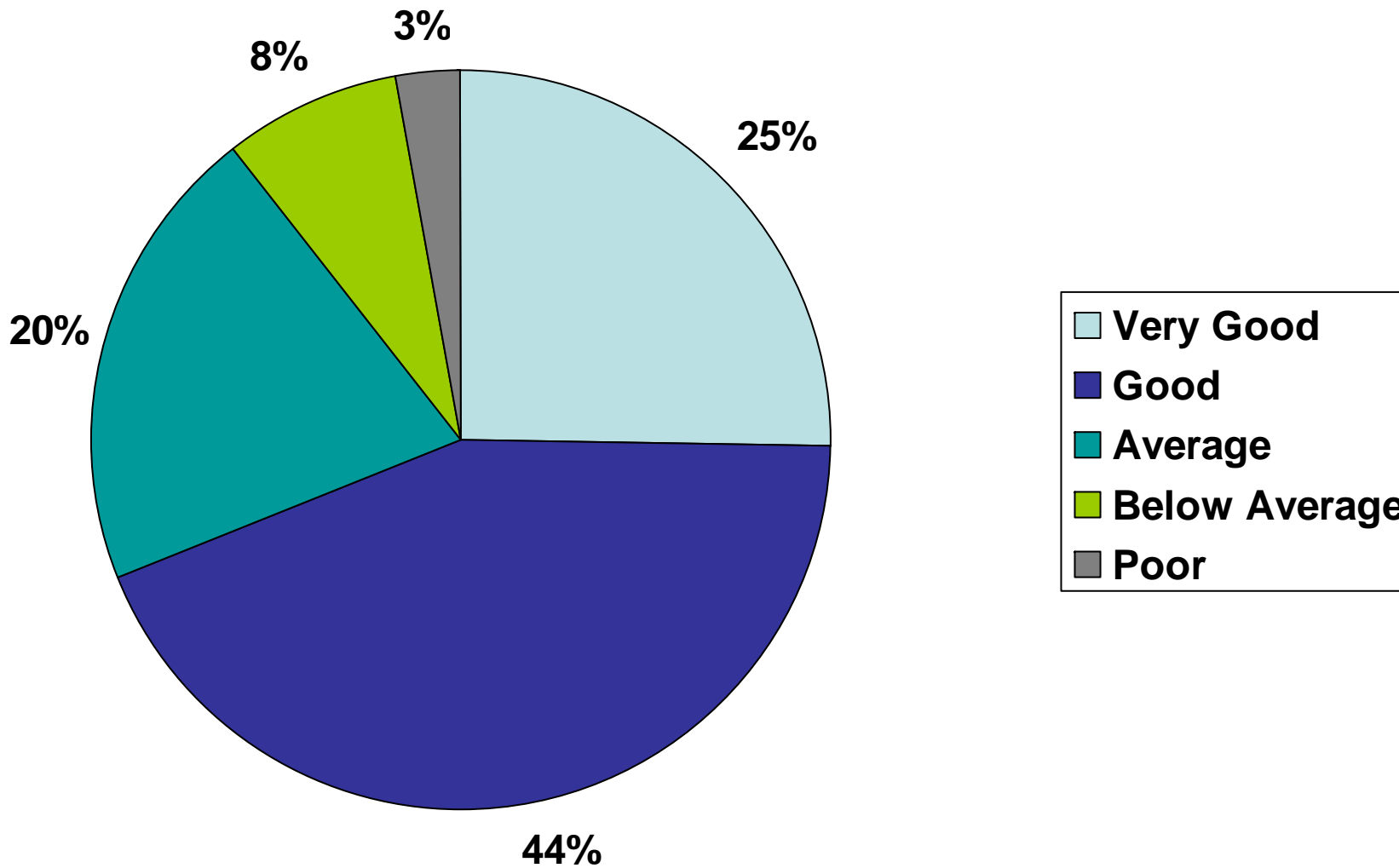
Poll – Would you submit materials for inclusion on either of the websites?



Poll – How was your video?



Poll – How was your audio?



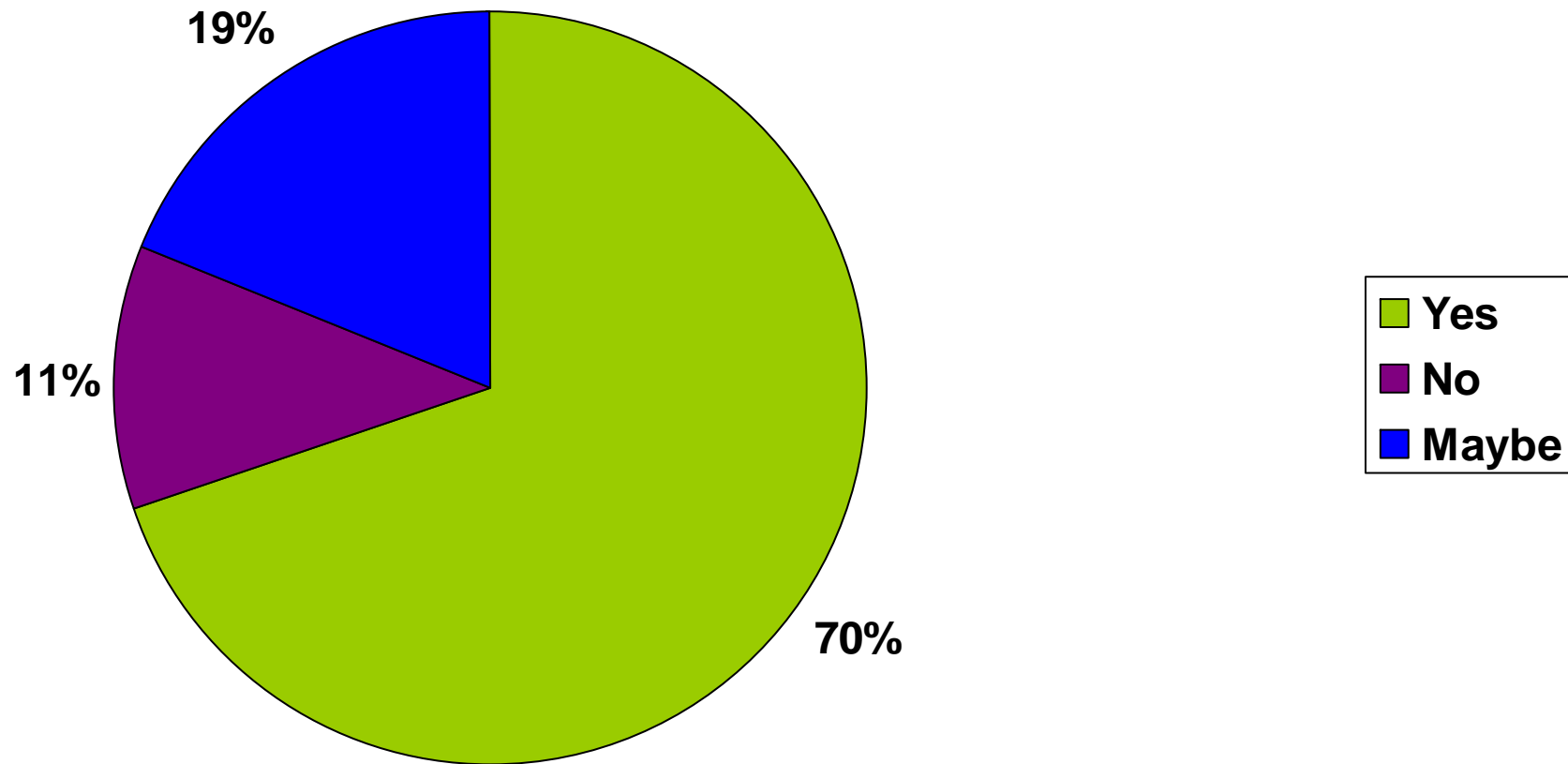
Live Questions

- Feature used for the first time
- 3 questions were asked live
- Utilized participants' live audio and video



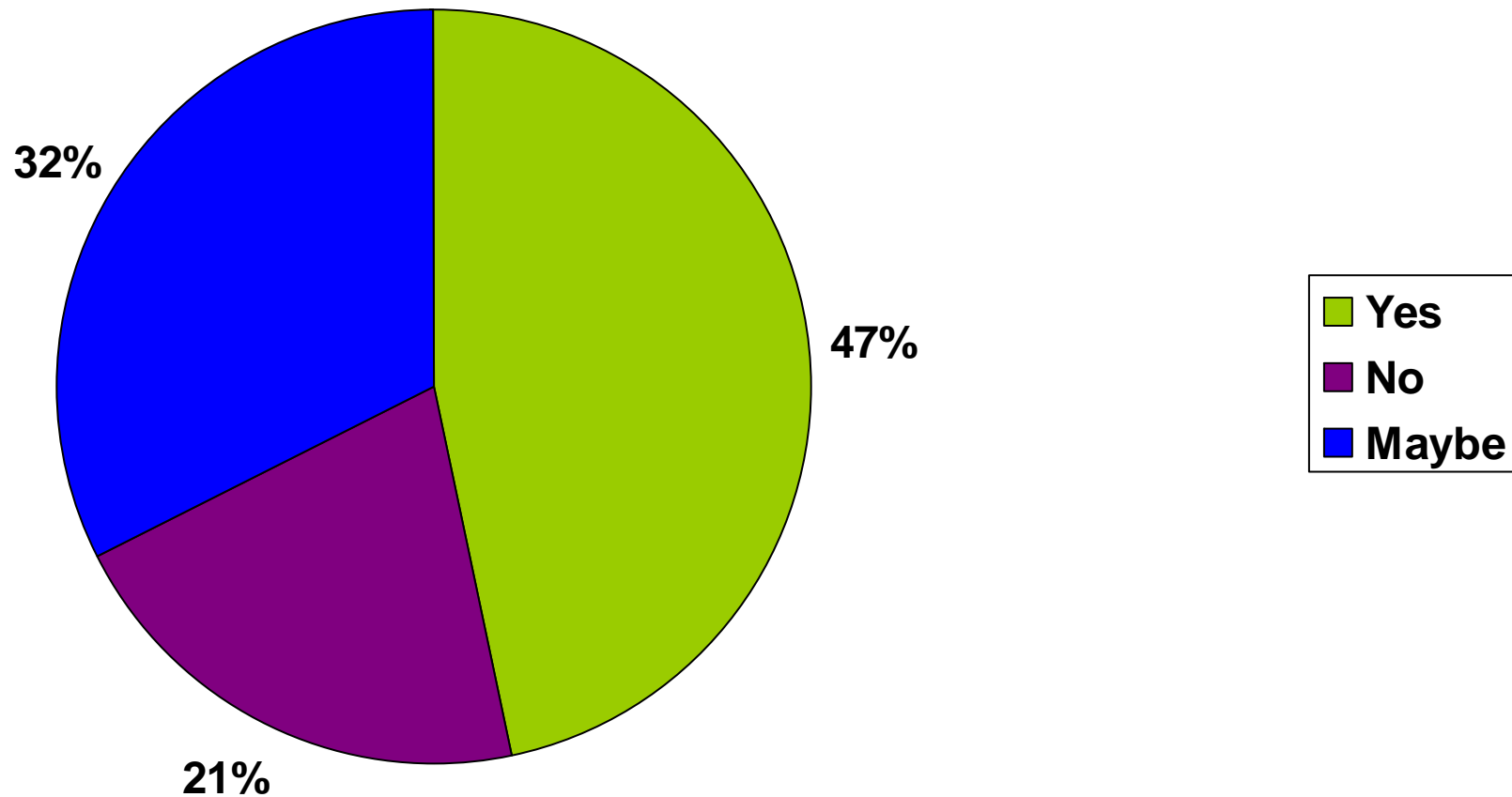
Poll – Should we use this option during the AL Forum?

(we would still allow for questions to be submitted in writing)



Poll – Would you participate in the Q&A with this option?

(we would still allow for questions to be submitted in writing)



Results of the Evaluation

- 96 participants responded
- Response rate based on the maximum attendees - 45%

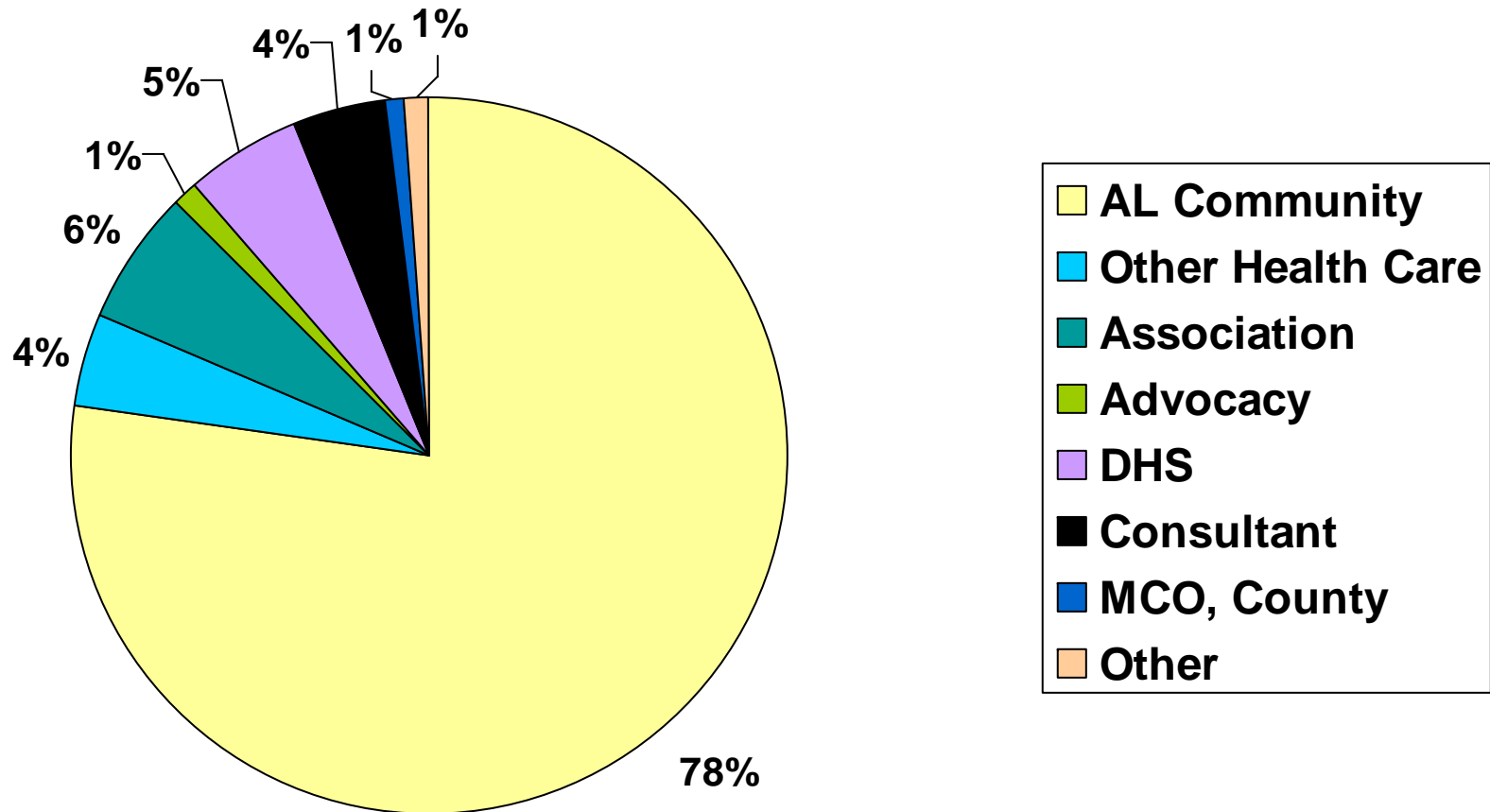


What city do you live in?

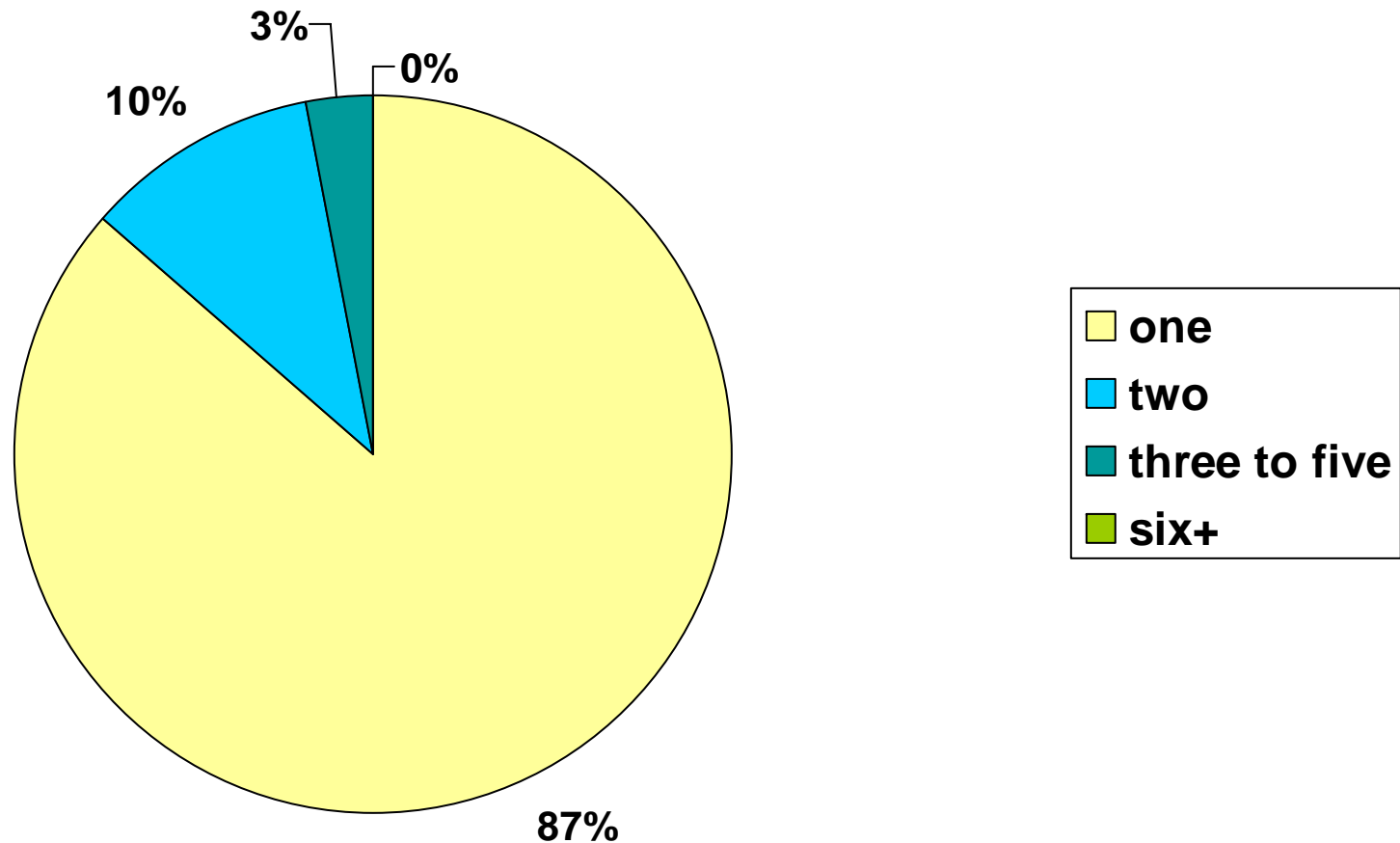
- 52 different cities identified
- One respondent from Iowa
- Two respondents from Illinois
- Cities from all 4 regions of the state



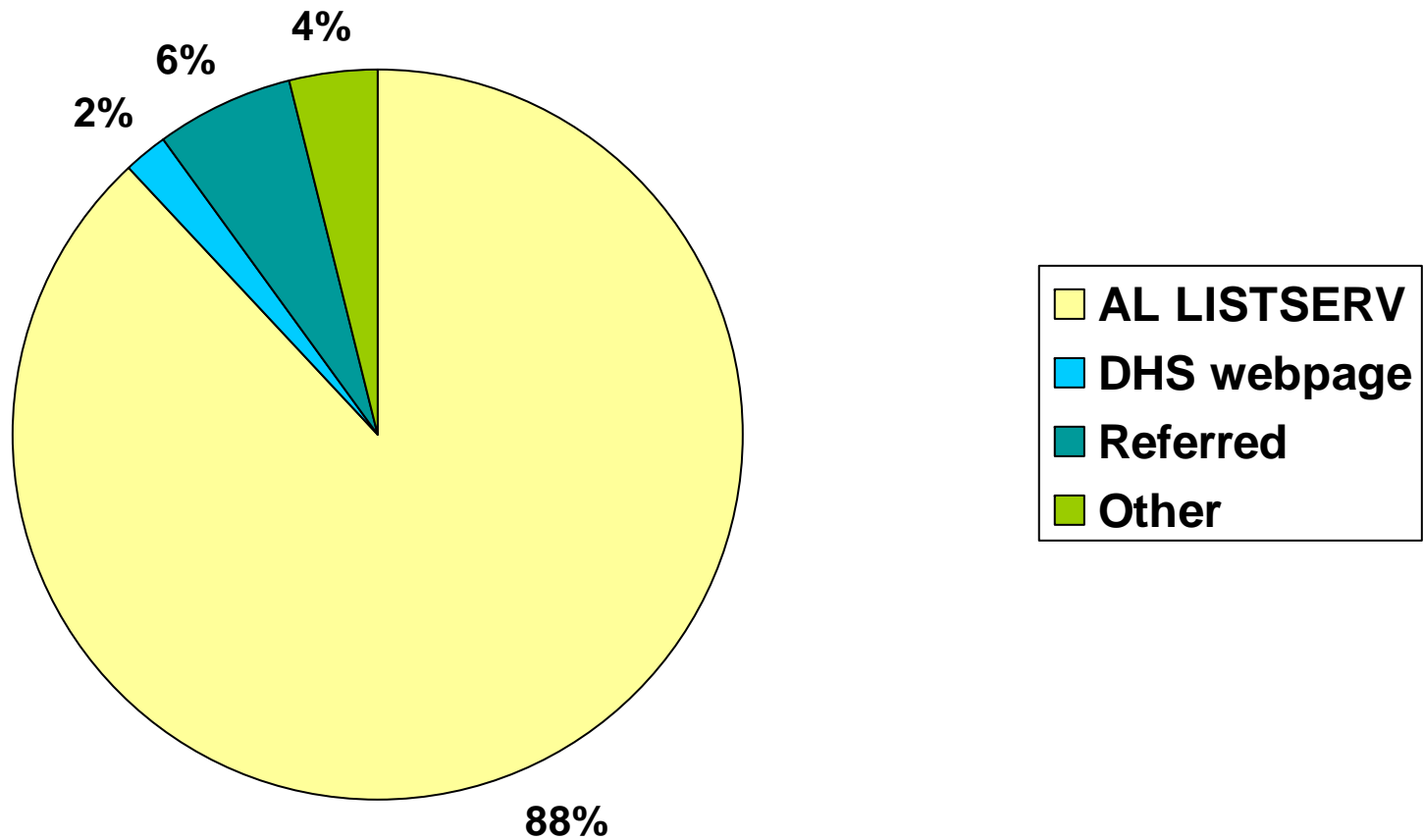
Where do you work?



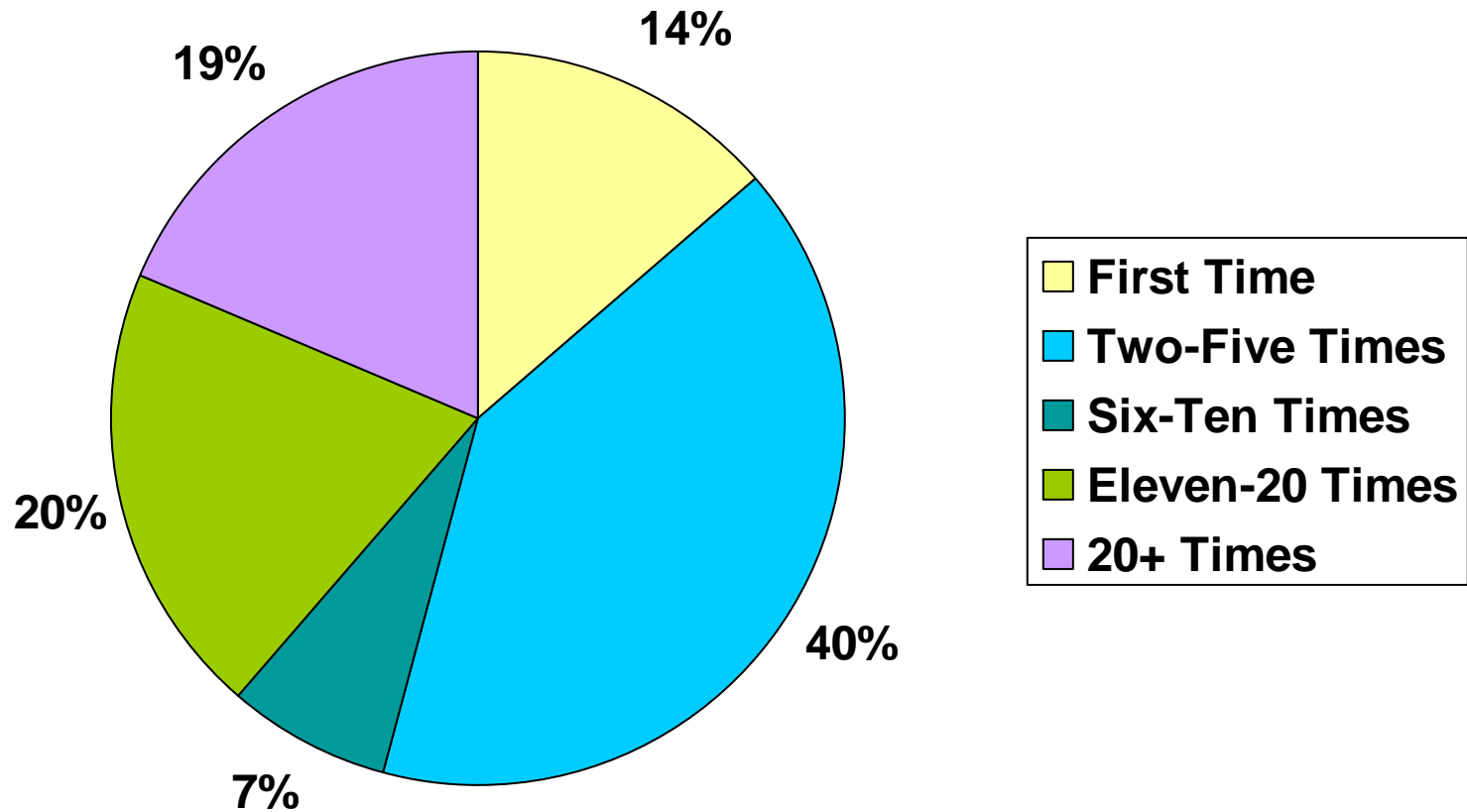
How many people were viewing this session from your computer?



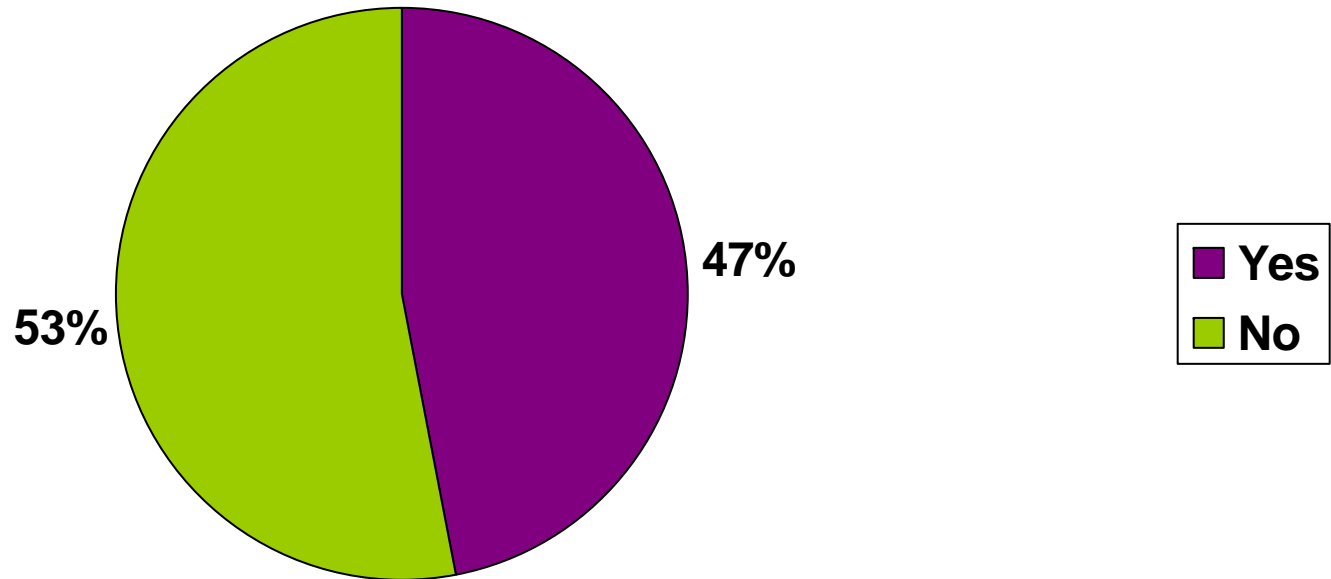
How did you hear about this AL Forum session?



How often do you attend the AL Forum?



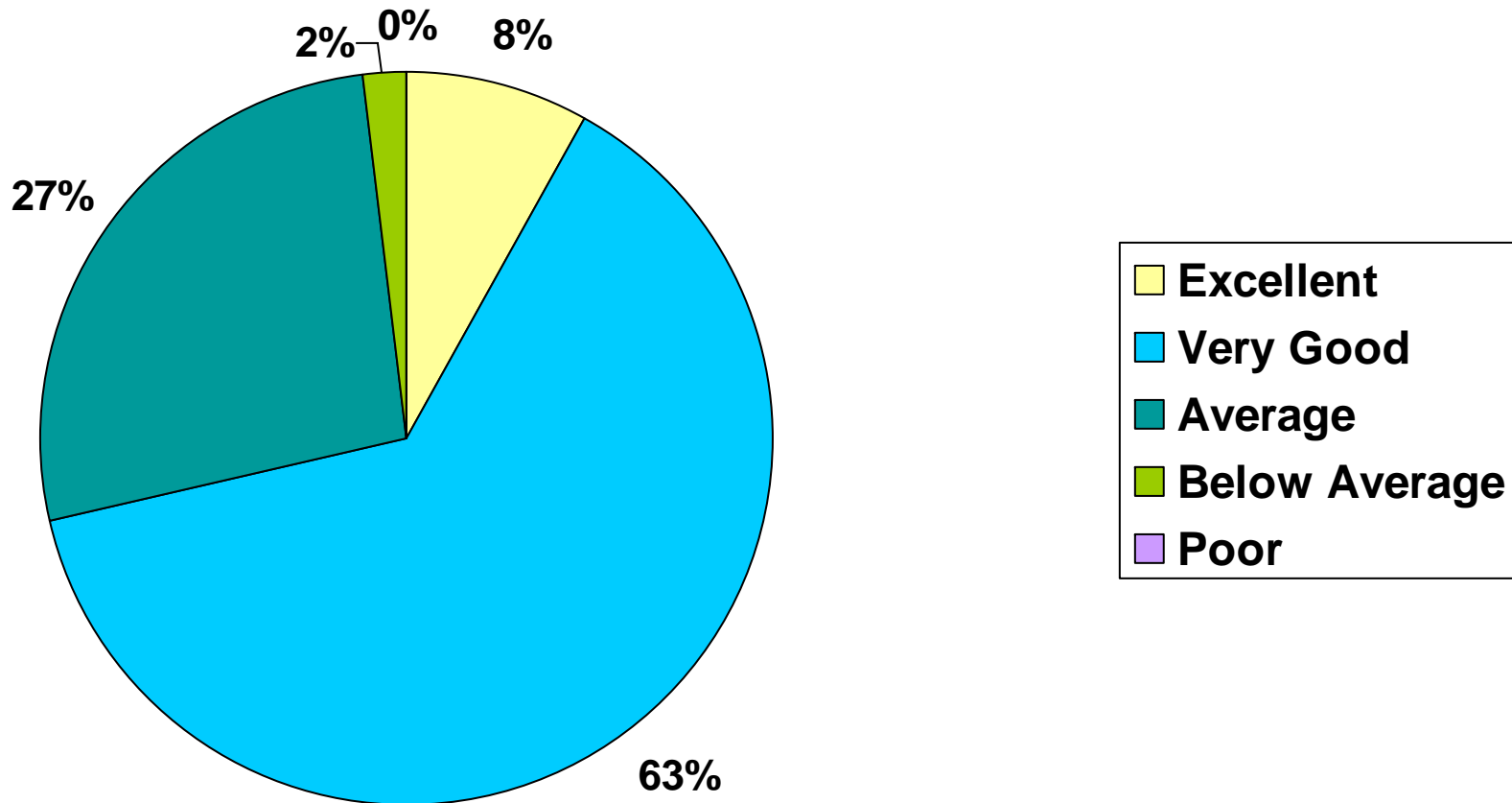
Would you have come if it were only offered “in person”, in Madison?



What parts of the agenda did you enjoy the most (ranked)?

1. Statistics: 6-month data
2. BAL Director updates
3. Question & Answers
4. Everything
5. Memos
6. CCDET Information
7. Technology - not having to travel; saving time and money

Rate this AL Forum session



How can we improve (ranked)?

1. Eliminate technical issues
2. More Q&A time, more dialogue instead of just updates
3. Expand more on the memos
4. Would like the breakout sessions incorporated somehow
5. More information from MCOs and Assisted Living Provider Associations

Response to Suggestions

Suggestion: Eliminate technical Issues

Response: We did have some significant problems as we tested the video/audio Q&A feature. We apologize for any inconvenience and hope to get it worked out. We did have some minor glitches on our part that contributed to some sound problems that we were able to correct quickly. It appears the technical problems were significantly reduced with 92% and 89% of the participants experiencing average, good or very good video and audio, respectively. People still experiencing major technical problems appear to be on the user end. Our information is also showing some users are signing in multiple times. If Adobe Connect is opened more than once there will be an echo effect with sound and other technical problems. It is also important that participants have a good speaker system and that they adjust the volume between the various speakers because each microphone may be different. It will also be important for participants to have a fast connection speed as we move to more video streaming.

Response to Suggestions

Suggestion: More time for Q&A as well as more dialogue instead of just updates

Response: Good suggestion. We will try to add more time for the Q&A and dialogue. With the success of the live Q&A (high response rate in the polls) we hope to expand this feature for all the participants.

Response to Suggestions

Suggestion: Expand more on the memos

Response: The memos are a standing item that includes any memos issued since the last AL Forum. There will also be “draft” memos discussed. It is during the presentation of draft memos that we will be expanding the dialogue and discussion as we try to collaborate for good policy making. Participants can always submit questions related to any of the memos issued.

Response to Suggestions

Suggestion: Incorporate break out sessions

Response: Response: We will be continuing the every other session to be “in person” at MATC so we can still have the personal networking and the provider specific breakout sessions. Adobe Connect is a powerful format. We hope to continue to evolve and improve so we can have breakout sessions, networking and more participant engagement. More to come....

Response to Suggestions

Suggestion: More information from MCOs and Assisted Living Provider Associations

Response: We are always looking for ideas and speakers to bring to the Assisted Living Forum. Please help us by sending suggestions through our Assisted Living Webpage:

http://www.dhs.wisconsin.gov/rl_dsl/Providers/asstdLvgForum.htm

Stakeholders may submit suggestions for issues to be discussed during an Assisted Living Forum by using the online [Assisted Living Forum Issues Submission Survey](#).

Thanks

The word "Thanks" is rendered in a bold, bubbly, purple font with a thick black outline. The letter 'h' is replaced by a tan-colored hand with fingers spread, pointing upwards. To the right of the hand, three bright green, jagged shapes resembling sparks or lightning bolts are positioned above the 'n' and 'k'. The entire graphic is set against a light blue, trapezoidal background that is slightly tilted.