

# Assisted Living Forum Overview

Via Adobe Connect

January 10, 2012

# Highlights

- 188 different users logged into the presentation, with most staying for the entire presentation. Evaluation showed 17% of users had multiple staff viewing the AL Forum.
- Reached all four regions of the state with 41 different cities identified including Illinois
- 18 written questions submitted
- Technical problems with “raise your hand” feature. Results of evaluation shows significant interest if it works.
- AL Forum recorded
- 4 speakers from 2 different locations
- 23% first time attendees (of those responding to survey)
- 53% would not have come if only offered in person in Madison (of those responding to survey)
- 98% rated the AL Forum as average, very good or excellent
- Utilized video, question feature, PowerPoint, shared website, shared documents and an evaluation

# Results of the Evaluation

- 73 participants responded
- Response rate based on the maximum attendees - 39%

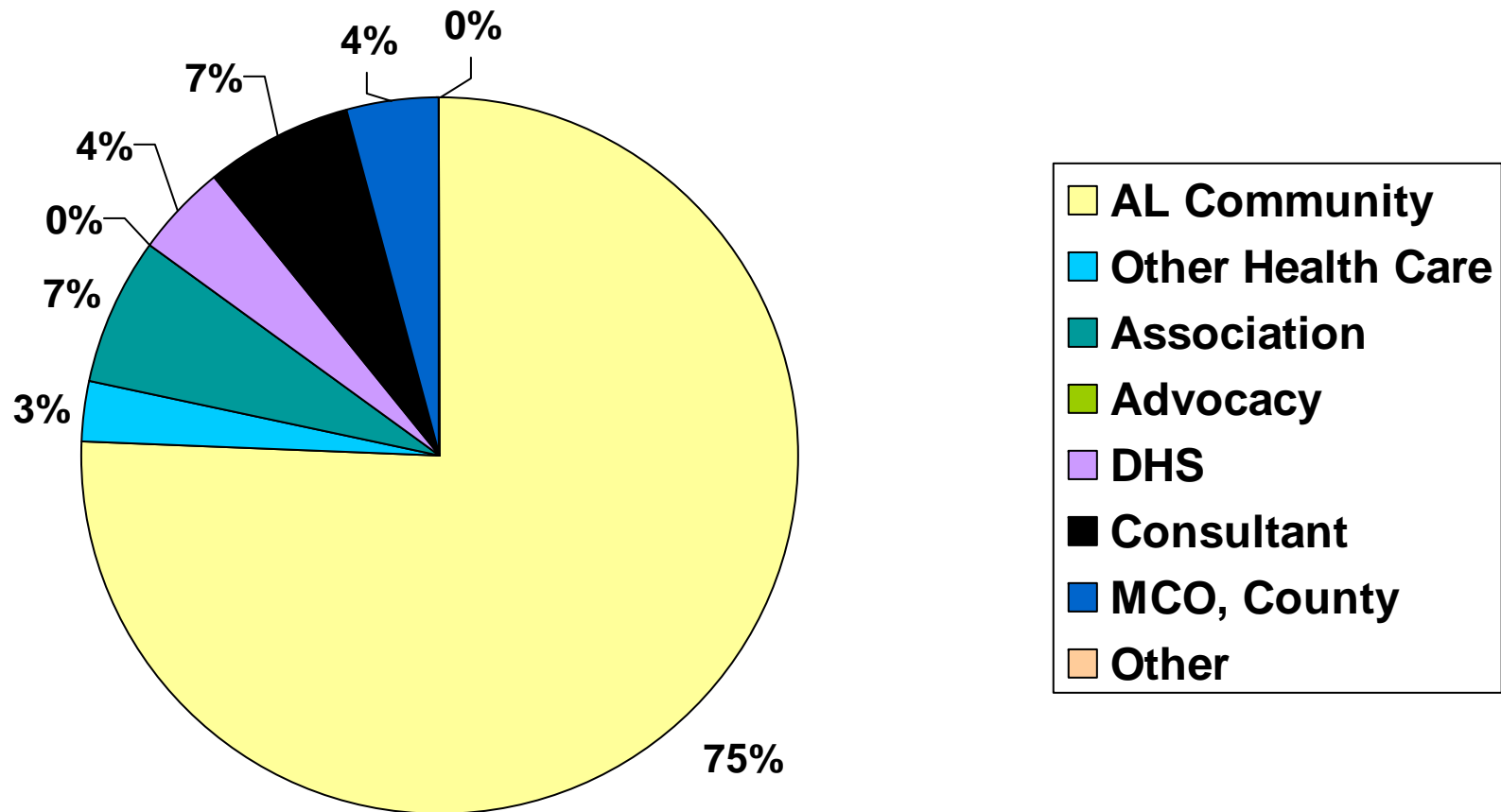


# What city do you live in?

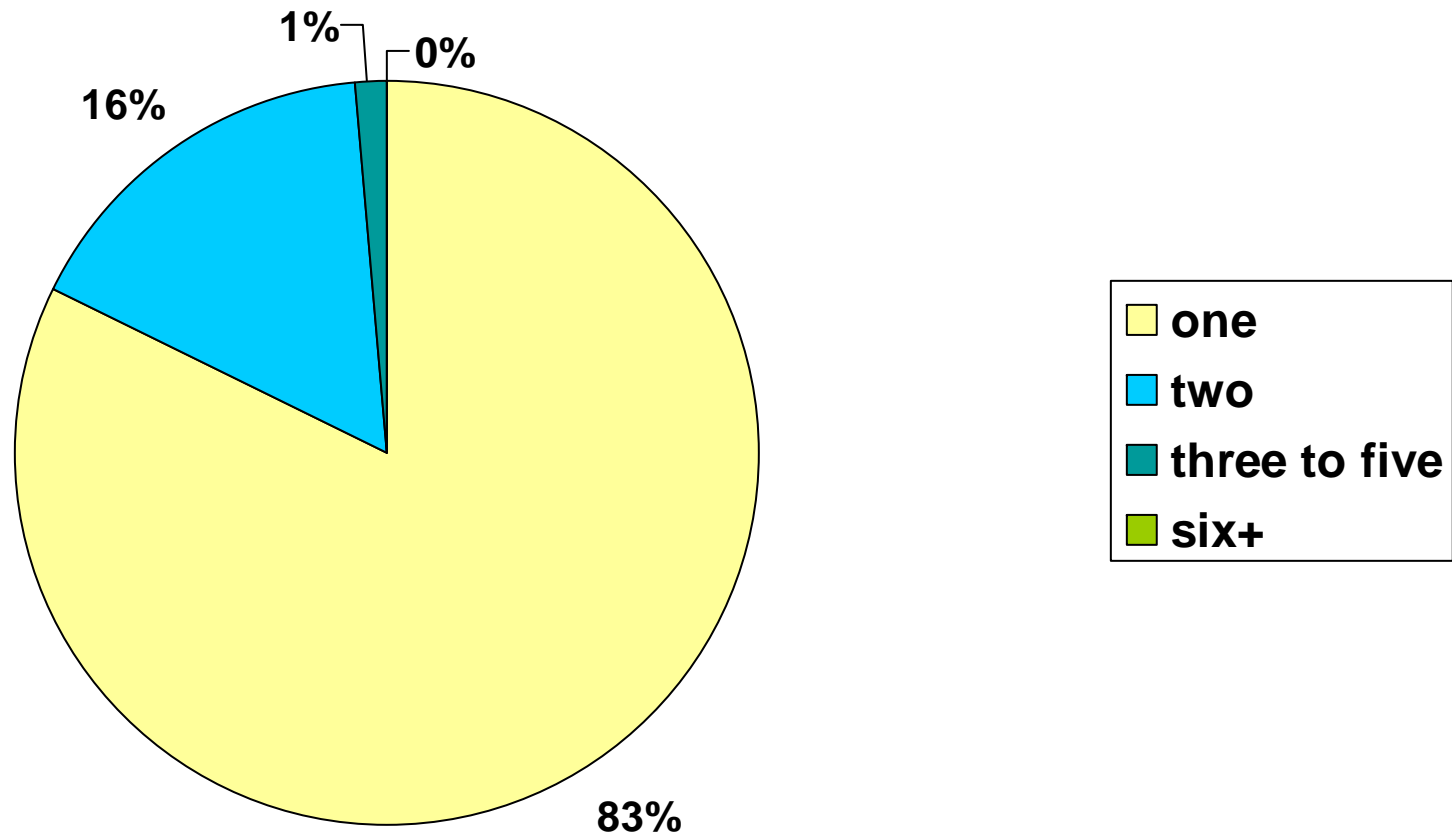
- 41 different cities identified
- One respondent from Illinois
- Cities from all 4 regions of the state



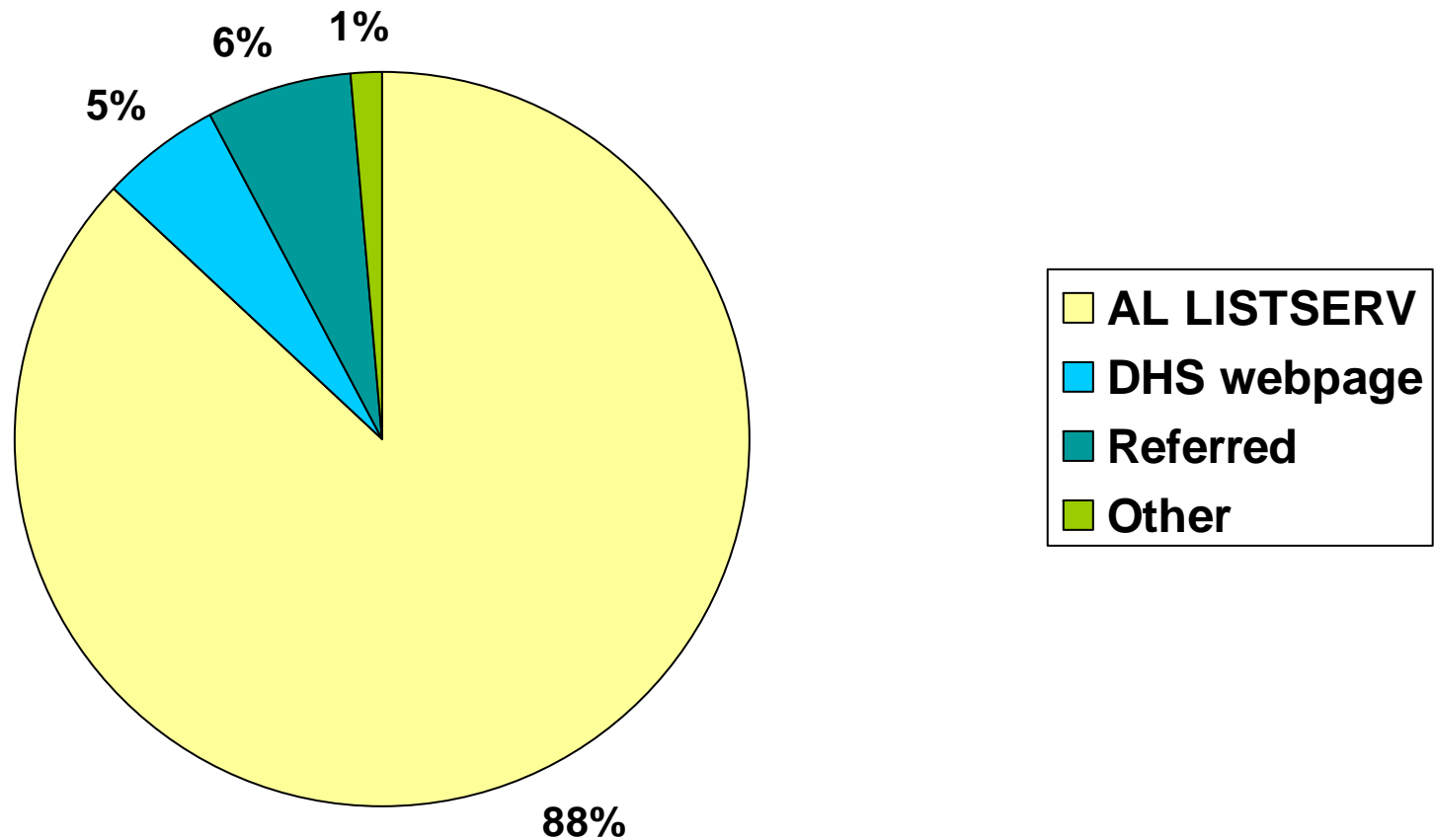
# Where do you work?



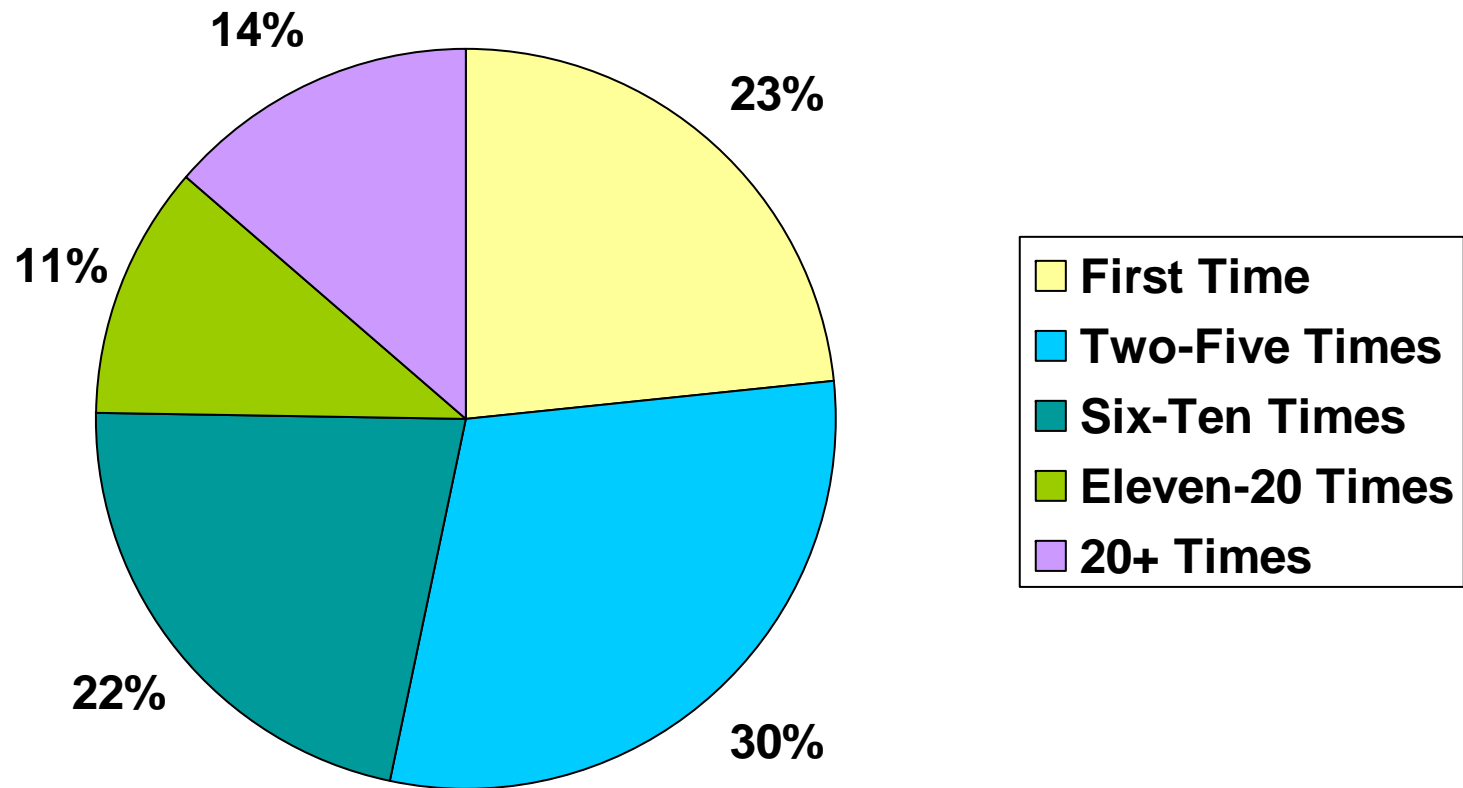
# How many people were viewing this session from your computer?



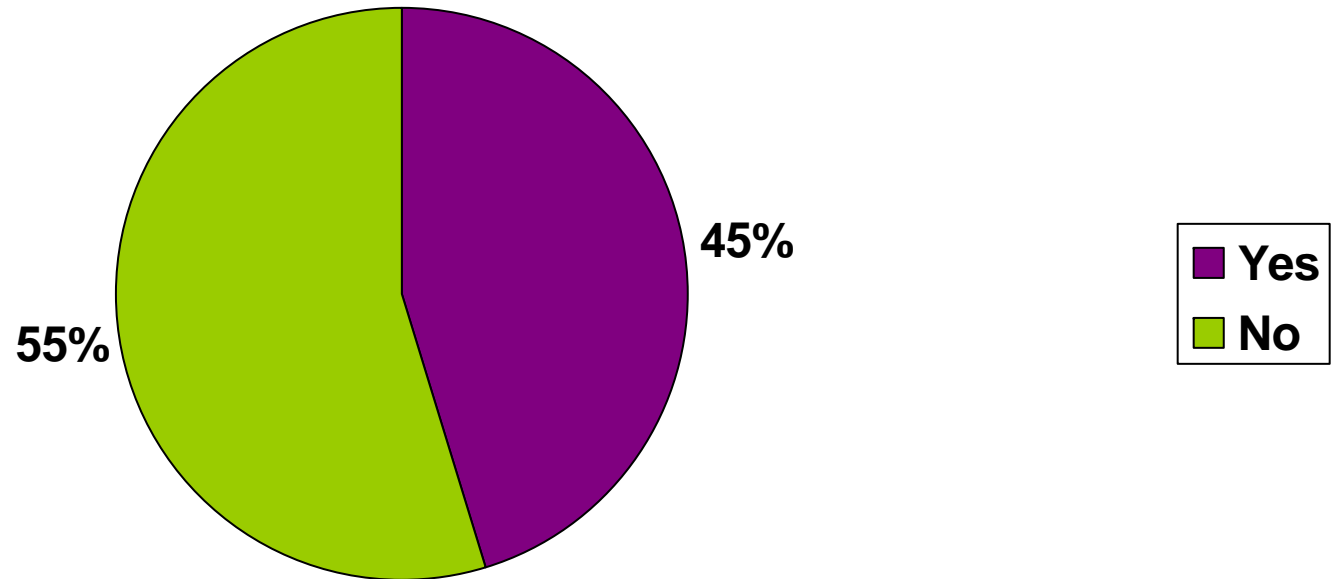
# How did you hear about this AL Forum session?



# How often do you attend the AL Forum?



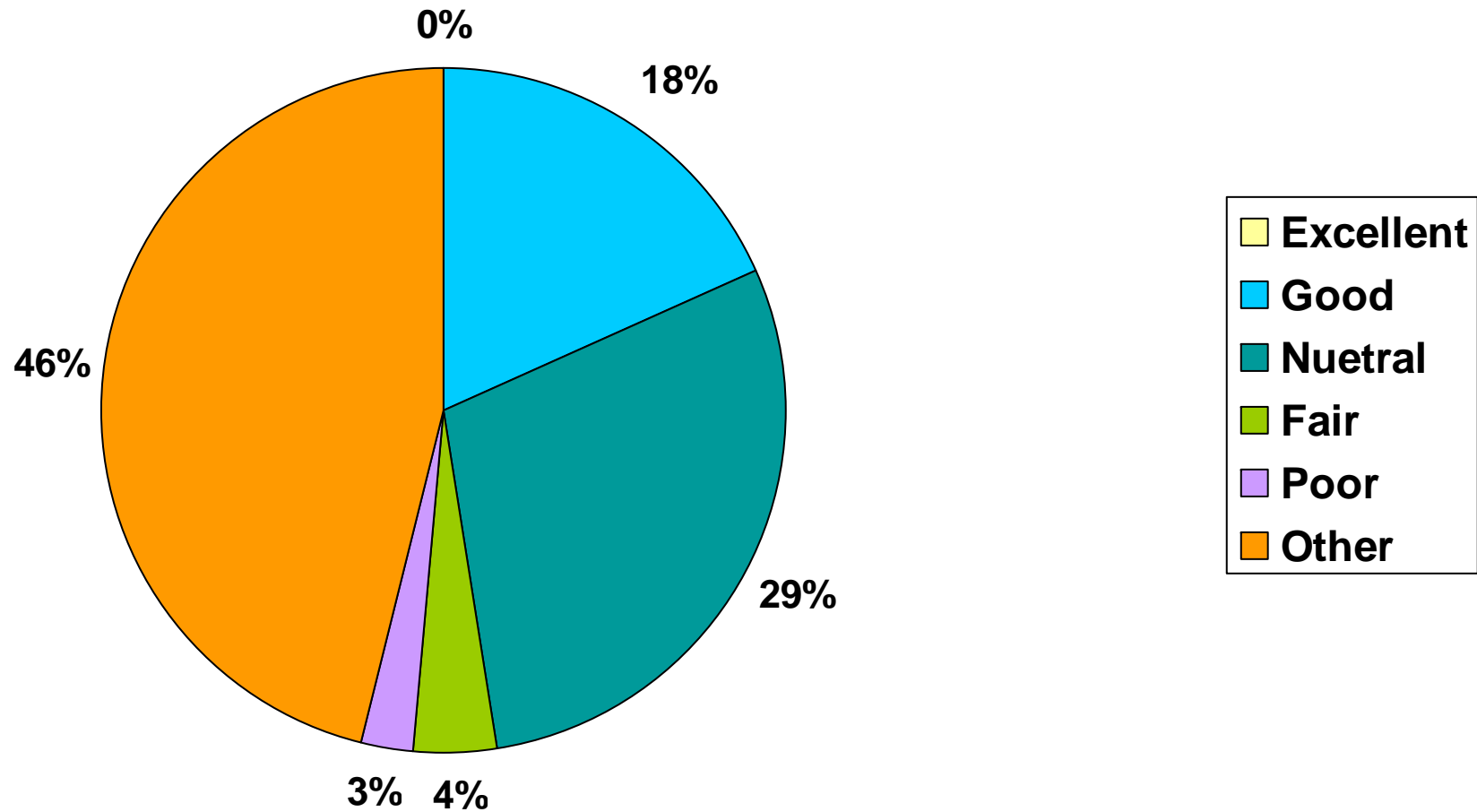
Would you have come if it were only offered “in person”, in Madison?



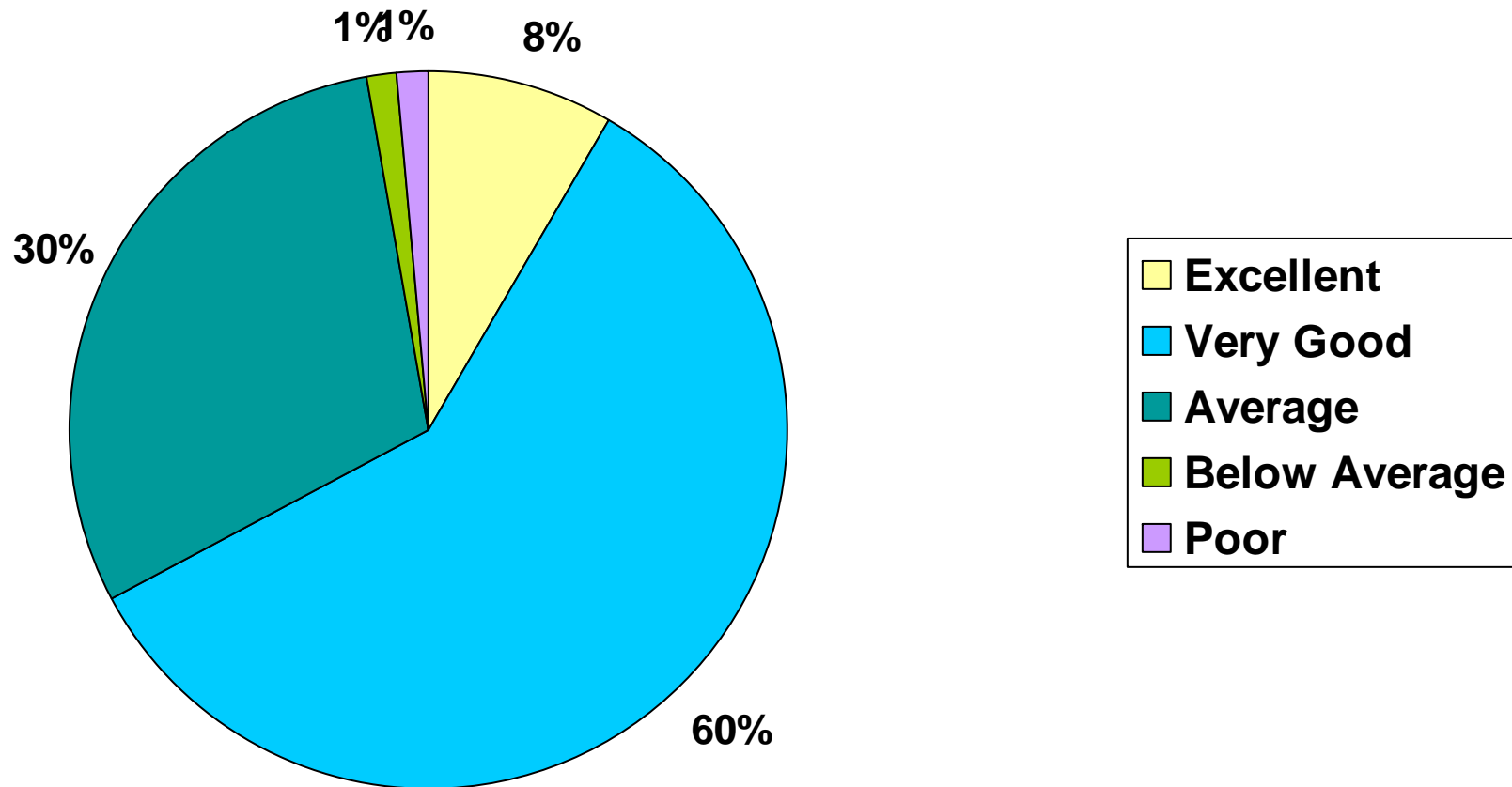
# What parts of the agenda did you enjoy the most (ranked)?

1. Memos
2. Updates
3. Format
4. DQA web portal
5. Serious Enforcement
6. Director's updates
7. All of it
8. National information

# Did you like the “raise your hand” feature?



# Rate this AL Forum session



# How can we improve (ranked)?

1. Technical problems especially the “raise your hand” feature
2. More time on issues effecting assisted living (regulations, oversight, citations)
3. More ability to interact
4. All handouts ahead of time

# Response to Suggestions

Suggestion: Technical problems especially the “raise your hand” feature

Response: We did have some significant problems related to the “raise your hand” feature that we did not have when we tested the feature. Response from the evaluation indicates a strong desire to use this feature. We will continue to work with our IT staff to resolve the problem so we can enhance the ability to interact more. Some people are still experiencing major technical problems that 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 on issues effecting assisted living (regulations, oversight, citations)

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](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](#).*

# Response to Suggestions

Suggestion: More ability to interact

Response: Good suggestion. This session we allocated significant time for the “raise your hand” feature. Unfortunately we had technical problems. We hope to get this resolved. We also want to continue to use the poll feature to get an instant response to some of the issues we are dealing with.

# Response to Suggestions

Suggestion: All handouts ahead of time

Response: We were able to send most handouts ahead of time with the agenda. We will keep working on this.

