



DIVISION OF SUPPORTIVE LIVING

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From: Otis Woods, Deputy Director
Bureau of Quality Assurance

Via: Susan Schroeder, Director
Bureau of Quality Assurance

New Procedure for Disseminating BQA Memos

Effective March 31, 2002, the Bureau of Quality Assurance (BQA) memos **will no longer be mailed out individually to providers.** Memos will now only be made available on the world wide web. Providers and former paying subscribers are now urged to review the memos regularly on the Internet. Starting in April, 2002, a quarterly list of memos issued in the previous three months will be mailed to all providers regulated by BQA.

As many of you know, we have been publishing BQA memos on the Internet since 1998. All memos published since then (along with a listing of 1997 memos) are posted at this address:

www.dhfs.state.wi.us/rl_DSL/Publications/BQAnodMems.htm

Please note the underscore mark in the middle between “rl” and “DSL.” Providers should bookmark this site for easy access to all new BQA memos. Memos can also be accessed via www.dhfs.state.wi.us, then selecting Licensing, then choosing any provider type (such as Nursing Homes or Hospitals), and then

clicking on the Publications link for that provider. The BQA memo lists for providers are shortened versions of the main list, showing only memos relevant for that provider type.

We are discontinuing mailing out BQA memos for several reasons. The expense of mailing memos is an important consideration, as is the staff time necessary to prepare memos for distribution. We have discovered that Internet use by BQA providers is widespread and that many providers like the availability of information 24 hours a day, 7 days a week.

The State of Wisconsin is currently engaged in a major effort to provide greater electronic access to its services. BQA has already participated in making its licensing information available via the Wisconsin Licensing and Permitting portal at www.wisconsin.gov. We will continue to evaluate the information we have posted to the Internet. Therefore, any feedback you can provide will be appreciated. You may also wish to review BQA memo 01-008, "BQA Information on the Internet." Please contact Todd McCall, (608) 267-3808, e-mail address mccaltw@dhfs.state.wi.us, with any questions or comments about the BQA memos or other provider information on the DHFS web site.