

Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) Fact Sheet

Key Findings

- Wisconsin has a rich history of community-based programs, including licensure of the first community-based residential facility (CBRF) in 1979. As a public funding agency, the Department of Health Services (DHS) has honored consumer choice, providing supports for people to live in the least restrictive, most integrated setting possible. Beginning with the enactment of the [Community Option Program \(COP\)](#) in 1981 and through the creation of [Family Care](#) in 1999, Wisconsin has been a national leader in relocation efforts from institutions to community settings.
- In 1980, Wisconsin ranked second nationally in the number of nursing home beds per capita with 87 nursing home beds per 1,000 residents 65 years of age and over. Thirty years later that ranking improved to 20th nationally with 46 nursing home beds per 1,000 residents 65 years of age and over, an improvement of 47 percent. In 2008, Wisconsin assisted living beds surpassed nursing home beds with the gap widening each year since.
- Since 1979, assisted living licensed beds have increased 34 consecutive years, while the regulatory agency resources has not kept up with the increasing workload.
- Wisconsin's innovative regulatory approaches have improved overall quality in assisted living, while also receiving national recognition.
- Wisconsin has four strong assisted living provider associations supporting their members to improve the care and services they provide to the residents/tenants in their communities.
- Wisconsin's ombudsman program is a national leader with committed resources to the advocacy of residents in assisted living communities.

Project Goals

- Create a public/private collaboration with DHS [Division of Quality Assurance](#) and [Division of Long Term Care](#), Wisconsin's four provider associations that include [LeadingAge Wisconsin](#), [Wisconsin Assisted Living Association \(WALA\)](#), [Wisconsin Center for Assisted Living \(WiCAL\)](#), and [Residential Services Association of Wisconsin \(RSA-WI\)](#), Wisconsin's advocacy agency, the [ombudsman program](#), and the [Center for Health Systems Research & Analysis \(CHSRA\)](#).
- Incentivize assisted living communities to strive for excellence through internal quality improvement.
- Collaborate with provider associations to develop a comprehensive quality improvement (QI) and quality assurance (QA) program to help their members achieve success.
- Collaborate with the CHSRA to improve long-term care and health systems by creating performance measures and developing information and decision support systems.
- Provide regulatory relief for high-performing assisted living communities.
- Define the level of excellence that will be recognized by public funding agencies, insurance companies, assisted living communities, advocates, legislators, the public, and other key stakeholders.

Project Implementation

- Implement the infrastructure using a grant secured by CHSRA.
- Implement DHS-approved provider association QI and QA programs.
- Develop a website for members of WCCEAL.
- Develop a satisfaction survey for WCCEAL members.
- Develop performance measures for WCCEAL members.
- Use grants to support innovation and quality improvements.
- Create a firewall between assisted living communities and DHS.

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- Provide feedback to provider associations and assisted living communities on their satisfaction and performance with trend information and comparisons to peers and other cohorts.

Project Deliverables

- 11/30/2009—WCCEAL established
- 09/17/2010—DQA updated database to capture WCCEAL members
- 05/09/2011—CHSRA awarded \$200,000 UW Institute for Clinical and Translational Research (ICTR) Community Collaboration Grant for WCCEAL
- 04/06/2012—All four provider associations' QA/QI programs approved
- 06/12/2012—Satisfaction survey finalized and approved
- 11/02/2012—CHSRA launched WCCEAL website <https://wceal.chsra.wisc.edu/>
- 11/12/2012—WCCEAL satisfaction survey process launched
- 02/25/2013—WCCEAL Quality Improvement Data Submission process launched
- 06/13/2014—CHSRA awarded \$150,000 ICTR Implementation and Dissemination Grant for WCCEAL
- 06/15/2014—UW Department of Industrial and Systems Engineering student Assisted Living Satisfaction Survey and Quality Indicators Improvement Project recommendations
- 10/27/2015—DHS and CHSRA awarded \$1,000,000 Wisconsin Partnership Program Community Impact Grant over five years.