STATE OF ASSISTED LIVING
Calendar Year 2017
March 13, 2018

Alfred C. Johnson, Director
Agenda

1. Trends and Statistics
   - Assisted Living (AL) Capacity
   - AL Complaints
   - AL Self-Reports
   - AL Survey
   - Bureau of Assisted Living Surveys
   - AL Enforcement
   - Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

2. Bureau of Assisted Living Initiatives

3. Wrap-Up
Bureau of Assisted Living
Regional Assignments

SERO
- Kenosha, Milwaukee, Racine

NERO

SRO
- Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Richland, Rock, Sauk, Walworth, Waukesha

WRO
- Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Clark, Douglas, Dunn, Eau Claire, Florence, Forest, Iron, Jackson, Juneau, Langlade, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Polk, Price, Rusk, Sawyer, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Washburn
Wisconsin Assisted Living Facilities

- Adult Day Standards
- Adult day care
- Residential care apartment complexes
- Community-based residential facility
- Adult family home

- Wis. Admin. Code ch. DHS 89
- Wis. Stat. ch. 50
- Wis. Admin. Code ch. DHS 88
- Wis. Stat. ch. 50
- Wis. Admin. Code ch. DHS 83
- Wis. Stat. ch. 50
Regulatory Trends

- Licensing/Certification
  - Common assisted living application
    - Adult Family Home
    - Larger Community Based Residential Facility
    - Plan Review
    - Accessibility requirements
    - Program statement
    - Admission Agreement
    - Evidence of operate for 60 days

- Change of Ownership

- Assisted Living Facility Closings
  - Never serving residents
  - Voluntarily
    - Financial issues
Regulatory Trends

- Client Groups Served
  - AFH
    - Intellectual Disability
    - Mental Illness
    - Advanced Age
    - Irreversible Dementia/Alzheimer’s Disease
  - CBRF
    - Advanced Aged
    - Irreversible Dementia/Alzheimer's Disease
    - Intellectually Disability
    - Mental Illness
- Affiliated vs Single Operator
  - More Assisted Living Facilities are affiliated
Regulatory Trends

- Complaints
  - Complaint subject areas
    - Program Services
    - Physical Environment
    - Resident Rights
    - Staff Training and Proficiency
  - More complaints for affiliated provider vs single operator provider
  - Facilities receiving more than 3 complaints in calendar year
  - Highest source of complaint is anonymous and relative/guardian/POA-HC
Assisted Living Facilities

Trend in Number of Facilities

Number of Facilities

<table>
<thead>
<tr>
<th>Year</th>
<th>ADC</th>
<th>RCAC</th>
<th>CBRF</th>
<th>AFH</th>
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Assisted Living Capacity

Trend in Assisted Living Capacity

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<tr>
<td>2017</td>
<td>4259</td>
<td>7904</td>
<td>15460</td>
<td>31125</td>
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Residential Care
Apartment Complex (RCAC)

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<tr>
<td>2017</td>
<td>94</td>
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Assisted Living vs. LTC Facilities

Trend in Number of Facilities

<table>
<thead>
<tr>
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<th>Assisted Living (AL)</th>
<th>LTC Facilities</th>
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<tr>
<td>2014</td>
<td>3727</td>
<td>405</td>
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<tr>
<td>2015</td>
<td>3881</td>
<td>403</td>
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<td>2016</td>
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<tr>
<td>2017</td>
<td>4052</td>
<td>388</td>
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</table>
Assisted Living vs. LTC Capacity

Trend in Capacity for Residents

<table>
<thead>
<tr>
<th>Year</th>
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<th>AL Capacity</th>
</tr>
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<tbody>
<tr>
<td>2014</td>
<td>34463</td>
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<td>2015</td>
<td>34433</td>
<td>54383</td>
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<td>2016</td>
<td>33205</td>
<td>59224</td>
</tr>
<tr>
<td>2017</td>
<td>32236</td>
<td>58748</td>
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</tbody>
</table>
Ownership by Percentage: All AL Facilities

- **LIMITED LIABILITY COMPANY**: 45%
- **CORPORATION - BUSINESS**: 28%
- **CORPORATION - NONPROFIT**: 14%
- **GOVERNMENT - COUNTY**: 1%
- **GOVERNMENT - STATE**: 0%
- **GOVERNMENT - OTHER**: 0%
- **PARTNERSHIP**: 2%
- **PROPRIETORSHIP**: 8%
- **TRIBAL**: 0%
- **OTHER**: 1%
Ownership-ADC

CY 2017

- Church: 16%
- Corporation - Business: 20%
- Corporation - Nonprofit: 27%
- Limited Liability Company: 14%
- Proprietorship: 12%
- Partnership: 1%
- Other: 3%
- Government - Other: 1%
- Government - County: 6%
Ownership-RCAC

CY 2017

LIMITED LIABILITY COMPANY 54%

CORPORATION - BUSINESS 14%

CORPORATION - NON PROFIT 25%

GOVERNMENT - COUNTY 1%

GOVERNMENT - OTHER 0%

PARTNERSHIP 1%

PROPRIETORSHIP 0%

OTHER 1%

CHURCH 4%

18%
Affiliated Assisted Living Facilitates

Percent of Facility Types: CY 2017

- Affiliated
- Independent
Assisted Living Facility Closures CY 2017

Reasons

- Voluntary: 46%
- Change of Ownership: 38%
- Conversion to CBRF: 4%
- Revocation: 2%
- Non-Renewal: 2%
- Location Change: 2%
- Conversion to Certified RCAC: 2%
- Conversion to AFH: 1%
Assisted Living Complaints
Calendar Year 2017
Assisted Living Complaints
Received

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Complaints</th>
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<tbody>
<tr>
<td>2014</td>
<td>981</td>
</tr>
<tr>
<td>2015</td>
<td>1,117</td>
</tr>
<tr>
<td>2016</td>
<td>1,207</td>
</tr>
<tr>
<td>2017</td>
<td>1,290</td>
</tr>
</tbody>
</table>

Year

Number of Complaints
Complaints Received
CY 2017

Complaints

- ADC
- AFH
- CBRF
- RCAC

64%
25%
10%
1%
**Source of Complaint CY 2017**

- **Anonymous**: 36%
- **Public Official**: 13%
- **Relative or Guardian**: 5%
- **Current Employee**: 5%
- **Former Employee**: 5%
- **Medical**: 3%
- **Citizen**: 6%
- **Resident**: 2%
- **Advocate**: 29%

*Wisconsin Department of Health Services*
Complaints vs. Growth

2014-2017

<table>
<thead>
<tr>
<th>Year</th>
<th># complaints</th>
<th># AL Facilities</th>
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<tbody>
<tr>
<td>2014</td>
<td>981</td>
<td>3727</td>
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<td>2015</td>
<td>1117</td>
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<td>1207</td>
<td>4166</td>
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<tr>
<td>2017</td>
<td>1290</td>
<td>4052</td>
</tr>
</tbody>
</table>
Percentage of Facilities with Complaints Submitted

- 17.6% of Facilities with Complaints Submitted
- 82.4% of Facilities with No Complaints
Assisted Living Self-Reports
Calendar Year 2017
Self-Reports Received

- 2014: 3,645
- 2015: 4,058
- 2016: 4,473
- 2017: 4,844

Total Number vs. Year
Self-Reports Received
CY 2017 (4,844)

Self-Reports

- Open Investigation
- File

91%
9%
Number of Self-Reports by Subject Area

CY 2017

- Falls: 55%
- Resident Behavior: 6%
- Police: 9%
- Elopement: 8%
- Hospital (Not Fall): 9%
- Other: 6%
- Misappropriation: 2%
- Abuse: 2%
- Communicable Disease: 0%
- Fire: 1%
- Evacuation: 1%
- Neglect: 0%
Self Reports Investigated – CY 2017 (857)

- No SOD: 96%
- SOD: 4%
Findings of Self Report Investigation by Type of Violation CY 2017

- **Elopement**: 33%
- **Fall-Hospitalization**: 17%
- **Police Intervention**: 11%
- **Abuse**: 6%
- **Misappropriation**: 5%
- **Neglect**: 3%
- **Facility Evacuation**: 25%
Bureau of Assisted Living
Surveys
Calendar Year 2017
Abbreviated Surveys
CY 2017

• No deficiency survey - 64%

• Statement of deficiency - 36%
Facilities Qualifying for Abbreviated Surveys  CY 2017

- Adult day care 66%
- Adult family home 50%
- Community-based residential facility 45%
- Residential care apartment complex 62%
- Statewide 49%
Statewide Survey Results

% of Total Surveys

Year

<table>
<thead>
<tr>
<th>Year</th>
<th>No Citations</th>
<th>SOD Only</th>
<th>Surveys with Enforcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>55%</td>
<td>11%</td>
<td>33%</td>
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<tr>
<td>2015</td>
<td>60%</td>
<td>10%</td>
<td>27%</td>
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<tr>
<td>2016</td>
<td>63%</td>
<td>11%</td>
<td>26%</td>
</tr>
<tr>
<td>2017</td>
<td>53%</td>
<td>15%</td>
<td>32%</td>
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</table>

2014 excludes initial & CHOW
## Assisted Living Citations Issued

<table>
<thead>
<tr>
<th>Year</th>
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<tr>
<td>2016</td>
<td>2,719</td>
<td></td>
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<tr>
<td>2017</td>
<td>3,118</td>
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</table>

### Average Citations per Survey with Citation

<table>
<thead>
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<th>Year</th>
<th>Statewide</th>
<th>Total Citations</th>
<th>Average per Survey with Citation</th>
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<tr>
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<td>2,423</td>
<td>2.5</td>
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<td>3,118</td>
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</table>
CBRF Top Ten Citations
CY 2017

![Graph showing the top ten citations for CY 2017 with corresponding numbers and citations]

- **83.47(2)(e) OTHER EVACUATION DRILLS**: 65 citations
- **83.47(2)(d) FIRE DRILLS**: 63 citations
- **83.35(3)(d) SERVICE PLANS UPDATED ANNUALLY OR ON CHANGES**: 62 citations
- **83.32(3)(h) RIGHTS OF RESIDENTS: TO RECEIVE MEDICATION**: 61 citations
- **83.45(3) TOXIC SUBSTANCES**: 44 citations
- **83.38(1)(b) SUPERVISION**: 41 citations
- **83.25 CONTINUING EDUCATION**: 41 citations
- **83.43(1) ENVIRONMENT SAFE, CLEAN, AND COMFORTABLE**: 34 citations
- **83.14(2)(a) LICENSEE ENSURES FACILITY COMPLIES WITH LAWS**: 34 citations
- **83.20(2)(b) TRAINING IN FIRE SAFETY**: 32 citations
## Top Ten Cites With Forfeiture
### CBRF CY 2017

<table>
<thead>
<tr>
<th>Citation</th>
<th>Total Forfeiture Amount</th>
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<tbody>
<tr>
<td>NOT PERMIT A CONDITION OF SUBSTANTIAL RISK</td>
<td>$11,900.00</td>
</tr>
<tr>
<td>PRE-ADMISSION AND ONGOING ASSESSMENTS</td>
<td>$12,600.00</td>
</tr>
<tr>
<td>ADEQUATE STAFF TO MEET RESIDENT NEEDS</td>
<td>$12,700.00</td>
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<tr>
<td>HEALTH MONITORING</td>
<td>$12,775.00</td>
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<tr>
<td>LISTED AREAS FOR ASSESSMENTS</td>
<td>$14,300.00</td>
</tr>
<tr>
<td>QUALIFIED STAFF IN CHARGE, ON DUTY AND AWAKE</td>
<td>$16,850.00</td>
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<tr>
<td>RIGHTS OF RESIDENTS: PROMPT AND ADEQUATE TREATMENT</td>
<td>$20,125.00</td>
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<td>SERVICE PLANS UPDATED ANNUALLY OR ON CHANGES</td>
<td>$24,150.00</td>
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<td>SUPERVISION</td>
<td>$24,450.00</td>
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<tr>
<td>RIGHTS OF RESIDENTS: TO RECEIVE MEDICATION</td>
<td>$26,035.00</td>
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### AFH Top Ten Citations

**CY 2017**

<table>
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<tr>
<td>12.05(1)(a) ENTITY SANCTION</td>
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<tr>
<td>88.05(3)(a) HOME ENVIRONMENT</td>
<td>68</td>
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<tr>
<td>88.05(4)(b) SMOKE DETECTORS-TESTING AND MAINTENANCE</td>
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<tr>
<td>88.04(5)(a) TRAINING-15 HOURS WITHIN 6 MONTHS</td>
<td>51</td>
</tr>
<tr>
<td>88.04(5)(b) TRAINING-8 HOURS ANNUALLY</td>
<td>41</td>
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<td>88.10(3)(l) SAFE PHYSICAL ENVIRONMENT</td>
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<tr>
<td>88.04(2)(a) RESPONSIBILITIES</td>
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<tr>
<td>50.065(2)(b) ENTITY BACKGROUND CHECK REQUIREMENTS</td>
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<td>88.07(3)(a) PRESCRIPTION MEDICATIONS</td>
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<tr>
<td>88.05(4)(d) FIRE EVACUATION ANNUAL EVALUATION</td>
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RCAC Top Ten Citations
CY 2017

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<tr>
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<td>89.23(4)(d)1 SERVICES</td>
<td>4</td>
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<td>89.23(4)(a)2 SERVICES</td>
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<td>89.23(3)(f) SERVICES</td>
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<td>89.27(1) SERVICE AGREEMENT</td>
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<td>89.26(4) ANNUAL REVIEW</td>
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<td>13.05(3)(a) ENTITY ALLEGATION REPORTING REQUIREMENTS</td>
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ADC Top Ten Citations
CY 2017

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<td>III.b.(5) SAFETY-EMERGENCIES PLAN</td>
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<td>I.c.(4) PLAN-QUARTERLY DOCUMENTING</td>
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<td>II.d.(4) TRAINING-CONTINUING EDUCATION</td>
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<td>II.d.(2) TRAINING-ORIENTATION</td>
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<td>II.d.(5) TRAINING-WRITTEN RECORD</td>
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<tr>
<td>I.c.(3) PLAN-REVIEWED &amp; UPDATED EVERY 6 MONTHS</td>
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<td>I.c.(2)(c) PLAN-TRANSPORTATION SERVICES</td>
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<tr>
<td>V.(1) PROGRAM EVALUATION</td>
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<td>I.d.(1) PROGRAM SERVICES</td>
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<td>I.a.(1)(n) PROGRAM-RESOLVING COMPLAINTS</td>
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<tr>
<td>I.a.(5)(a) RESPECT AND DIGNITY</td>
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Assisted Living Enforcement

CY 2017
AL Surveys With Enforcement

<table>
<thead>
<tr>
<th>Year</th>
<th>2014 Enforcements</th>
<th>2014 4 Year Entity</th>
<th>2014 Small Class C</th>
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<th>2016</th>
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<tbody>
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<td>410</td>
<td>240</td>
<td>46</td>
<td>484</td>
<td>496</td>
<td>692</td>
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</table>

Year
Assisted Living No New Admission Orders

<table>
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<th>Year</th>
<th>No New Admission Orders</th>
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<td>2014</td>
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<td>2015</td>
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</tr>
<tr>
<td>2016</td>
<td>52</td>
</tr>
<tr>
<td>2017</td>
<td>50</td>
</tr>
</tbody>
</table>
Type of Enforcement Sanctions per survey CY2017

- Comply POC: 33%
- Comply Req.: 25%
- Forfeiture: 25%
- Deny: 0%
- Accruing Forfeiture: 1%
- Other: 11%
- Provide Training: 1%
- Revoke: 1%
- No Admission: 4%
Percentage of Facilities Receiving Enforcements CY 2017

- 12.9% Facilities Receiving Enforcement
- 87.0% Facilities With No Enforcements
Assisted Living Surveys with Citations and Percentage of Appeals CY 2017

- Surveys With Citations: 99%
- Appeals: 1%
Key Code (Core Areas)

- Consumer Rights
- Provision of Services / Quality of Care
- Nutrition and Food Service
- Physical Environment & Safety
- Staff Training
- Medication Management
Summary of BAL Initiatives

• Completion of LEAN Application Project
  • Applications
  • Checklists
  • Attestation documents
  • Revision letters/2x
  • Posted by end of August 2017
Summary of BAL Initiatives

• Transition in Care coordination guide
• Home & Community Based Services (HCBS) validation reviews
• Ask BAL webpage
• BAL self report publication
• Increase provider participation in the usage of BAL e-renewal system
BAL Future Initiatives

- Conduct regional forums
- Study the use of technology in assisted living facilities
- Examine updates to annual/ biennial reports
- Promote internal quality improvement strategies within assisted living facilities
- Wisconsin Coalition for Collaborative Excellence in Assisted Living
BAL Future Initiatives

• RESOLVE Forums
• BAL implementation of applicable HCBS regulations
• Phase II E-Licensing/E-payment system
• Transition in care Webinar
Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)
Wisconsin Coalition for Collaborative Excellence in Assisted Living

• Provider association sponsored
• Department approved
• Comprehensive quality assurance (QA) and quality improvement (QI)
Internal Quality Assurance

- Essential to maintain quality!
- Structure, process, and outcome measures used to evaluate quality
WCCEAL Regulatory Data
CY 2017
### WCCEAL Regulated Facilities CY 2017

<table>
<thead>
<tr>
<th>Type</th>
<th>Number of Facilities</th>
</tr>
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<tbody>
<tr>
<td>CBRFs</td>
<td>264</td>
</tr>
<tr>
<td>AFHs</td>
<td>49</td>
</tr>
<tr>
<td>RCACs</td>
<td>121</td>
</tr>
</tbody>
</table>

WCCEAL Assisted Living Communities
WCCEAL Regulated Facilities
Surveys Conducted

Total Surveys: 370
Surveys With Citations: 106
Total Citations Issued: 279
Surveys With No Citations: 264

CY 2017
WCCEAL Members Complaints CY 2017

- Total Facilities: 434
- Total Complaints: 206
- Facilities With Complaints: 111
WCCEAL Regulated Facilities
Qualifying for Abbreviated Surveys
CY 2017

Total Number of Facilities: 434
Qualifying Facilities: 235
RCAC: 85
CBRF: 116
AFH: 34
WCCEAL Regulated Facilities
Abbreviated Survey Results
CY 2017

<table>
<thead>
<tr>
<th>Survey Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Abbreviated Surveys</td>
<td>78</td>
</tr>
<tr>
<td>Surveys With No Citations</td>
<td>62</td>
</tr>
<tr>
<td>Surveys With Citations Only</td>
<td>13</td>
</tr>
<tr>
<td>Enforcement Action</td>
<td>3</td>
</tr>
</tbody>
</table>
Percentage of Facilities with Complaints CY 2017

- WCCEAL: 25.5%
- Non-WCCEAL: 16.8%
Average Citations per Survey with Citations CY 2017

Number of Citations

- WCCEAL
- Non-WCCEAL

Citations: 2.6, 2.6, 3.9
Thank You

Wisconsin Division of Quality Assurance

The Division of Quality Assurance (DQA) is responsible for assuring the safety, welfare and health of persons using health and community care provider services in Wisconsin.

_DQA - Working to Protect - Promote - Provide Quality in Wisconsin's Health Care Facilities_

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