



Division of Quality Assurance

STATE OF ASSISTED LIVING

Calendar Year 2022



Bureau of Assisted Living
Dan Perron, Director
February 15, 2023



Agenda

1. Trends and Statistics
 - ✓ Assisted Living (AL) Capacity
 - ✓ AL Complaints
 - ✓ AL Self-Reports
 - ✓ AL Survey
 - ✓ AL Enforcement
2. Bureau of Assisted Living (BAL) Initiatives
3. Wrap-Up



Bureau of Assisted Living Regional Assignments

SERO

- Kenosha, Milwaukee, Racine

NERO

- Adams, Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Ozaukee, Portage, Shawano, Sheboygan, Washington, Waushara, Waupaca, Winnebago, Wood

SRO

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

NWRO

- 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

Community-Based Residential Facility (CBRF)

- Wis. Admin. Code ch. DHS 83
- Wis. Stat. ch. 50

Adult Family Home (AFH)

- Wis. Admin. Code ch. DHS 88
- Wis. Stat. ch. 50

Residential Care Apartment Complexes (RCAC)

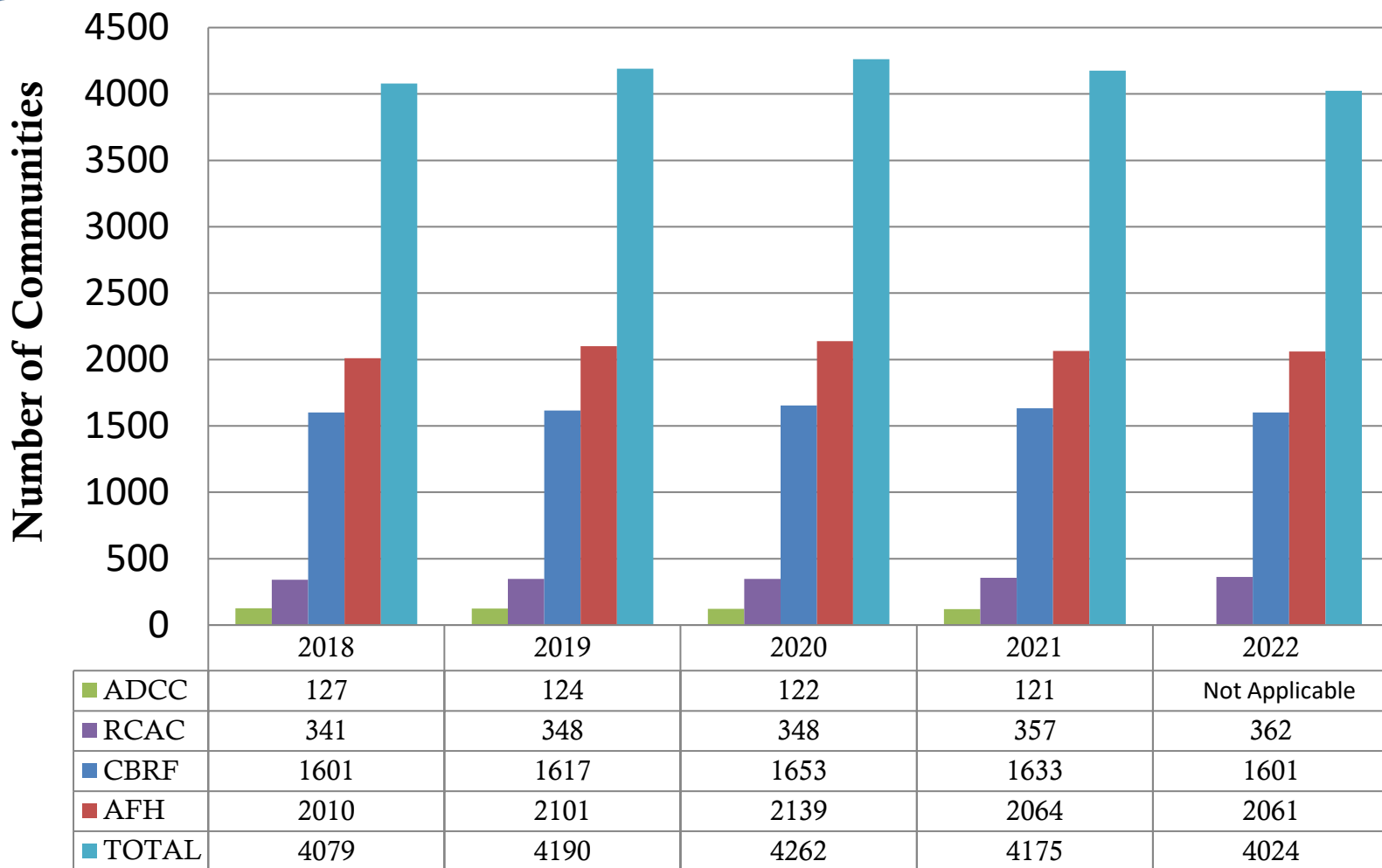
- Wis. Admin. Code ch. DHS 89
- Wis. Stat. ch. 50

Effective 7/1/2022, Adult Day Care Centers are regulated by the Division of Quality Assurance, Bureau of Health Services



Assisted Living Facilities

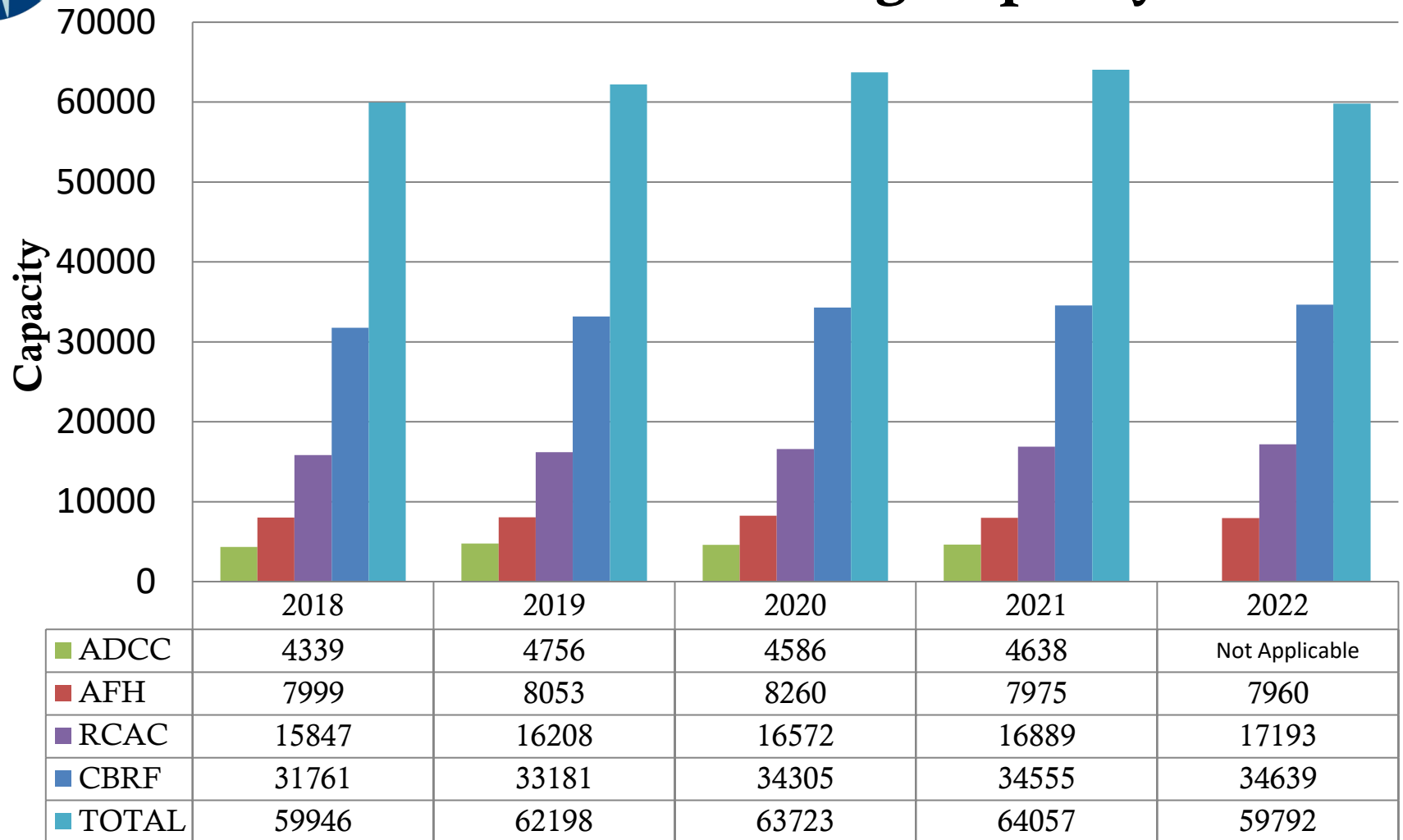
Trend in Number of Facilities





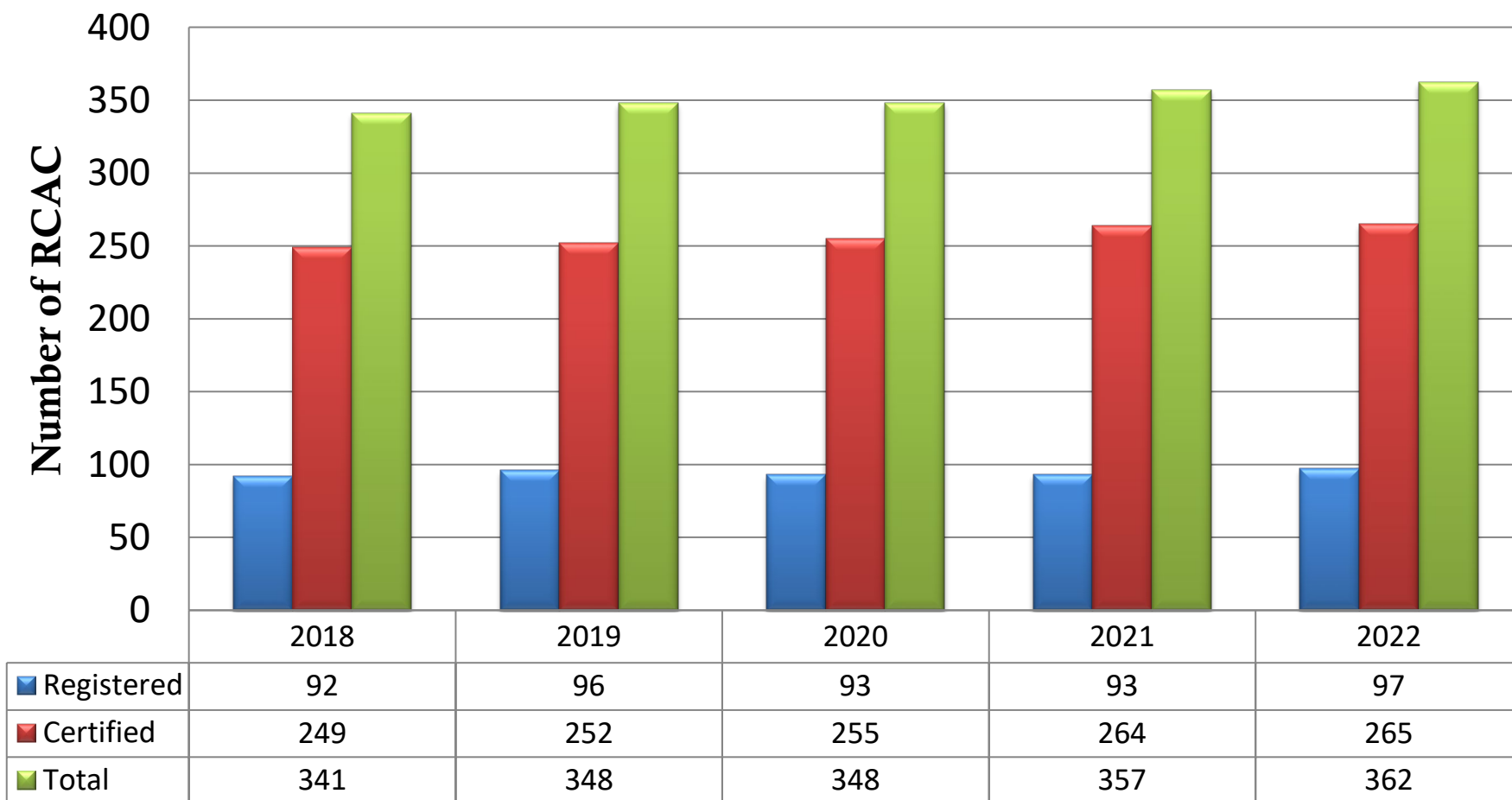
Assisted Living Capacity

Trend in Assisted Living Capacity



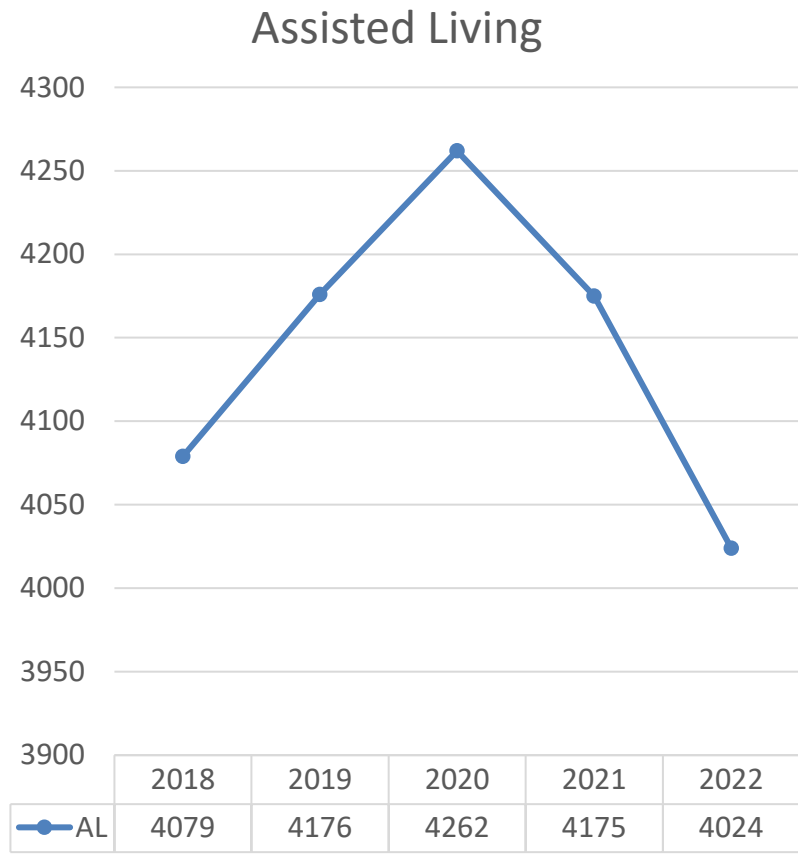
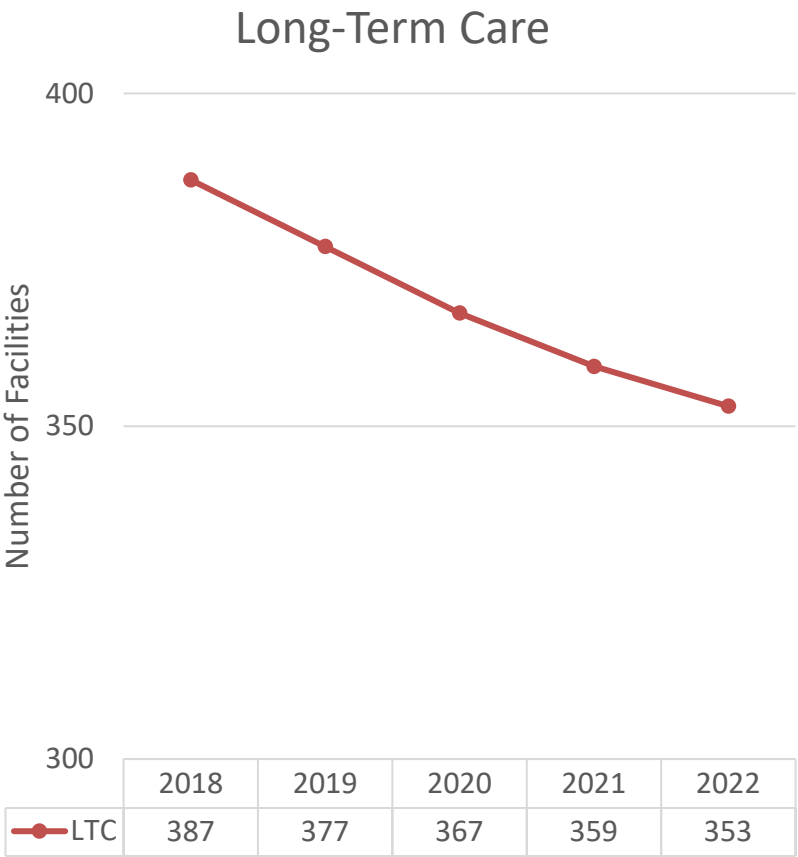


Residential Care Apartment Complex (RCAC)





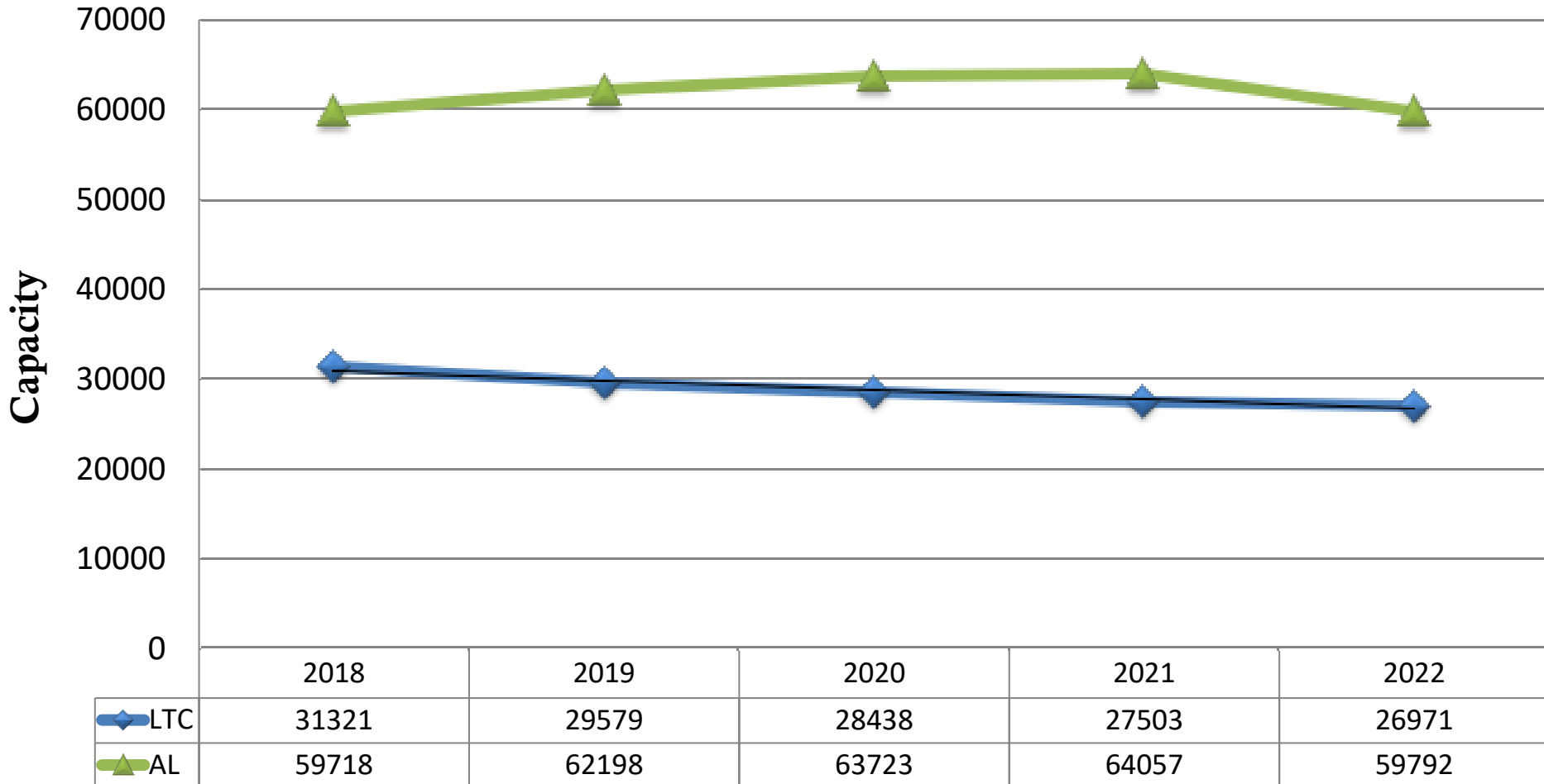
Assisted Living vs. Long-Term Care (LTC) Facilities





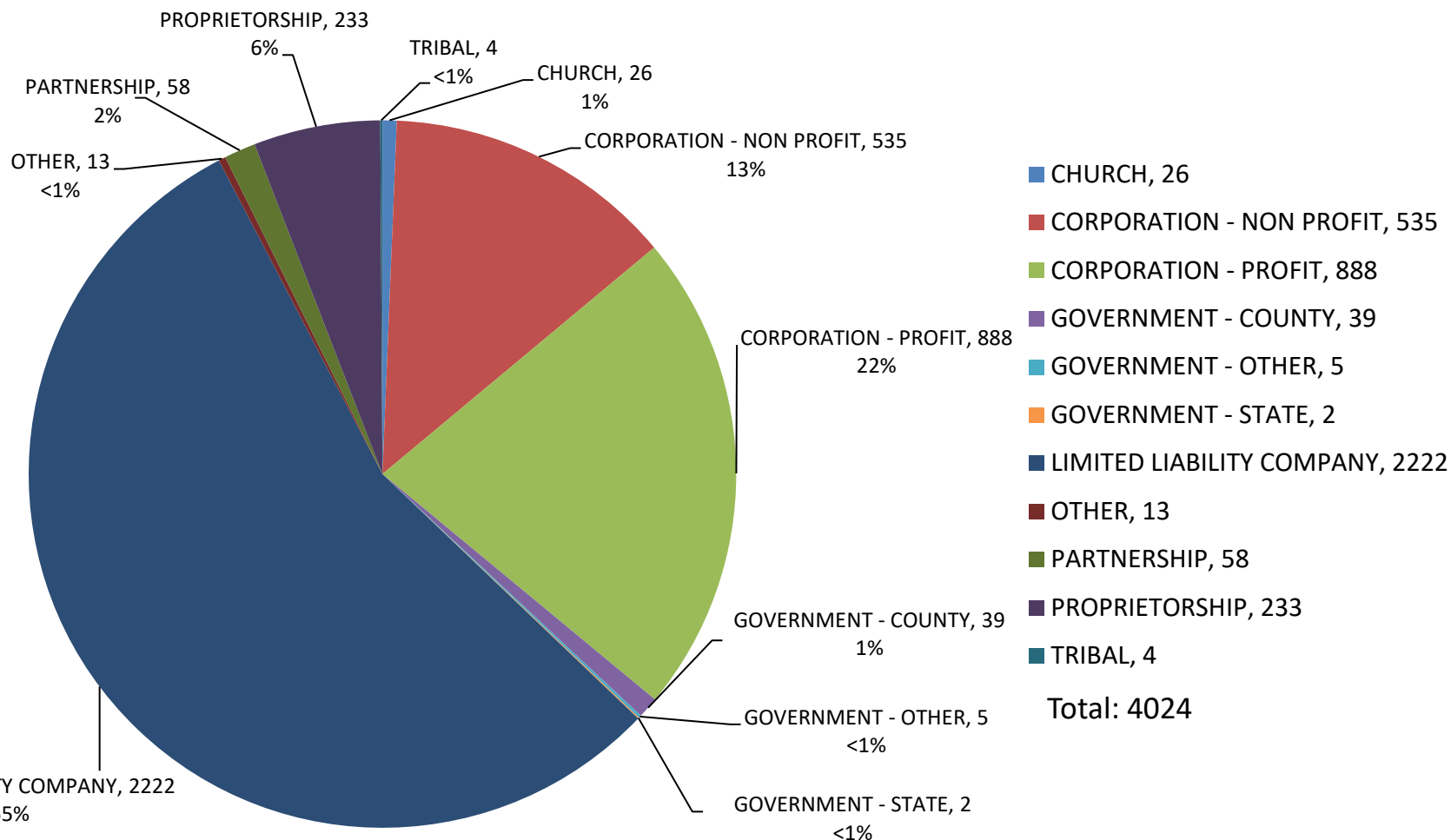
Assisted Living vs. LTC Capacity

Trend in Capacity for Residents



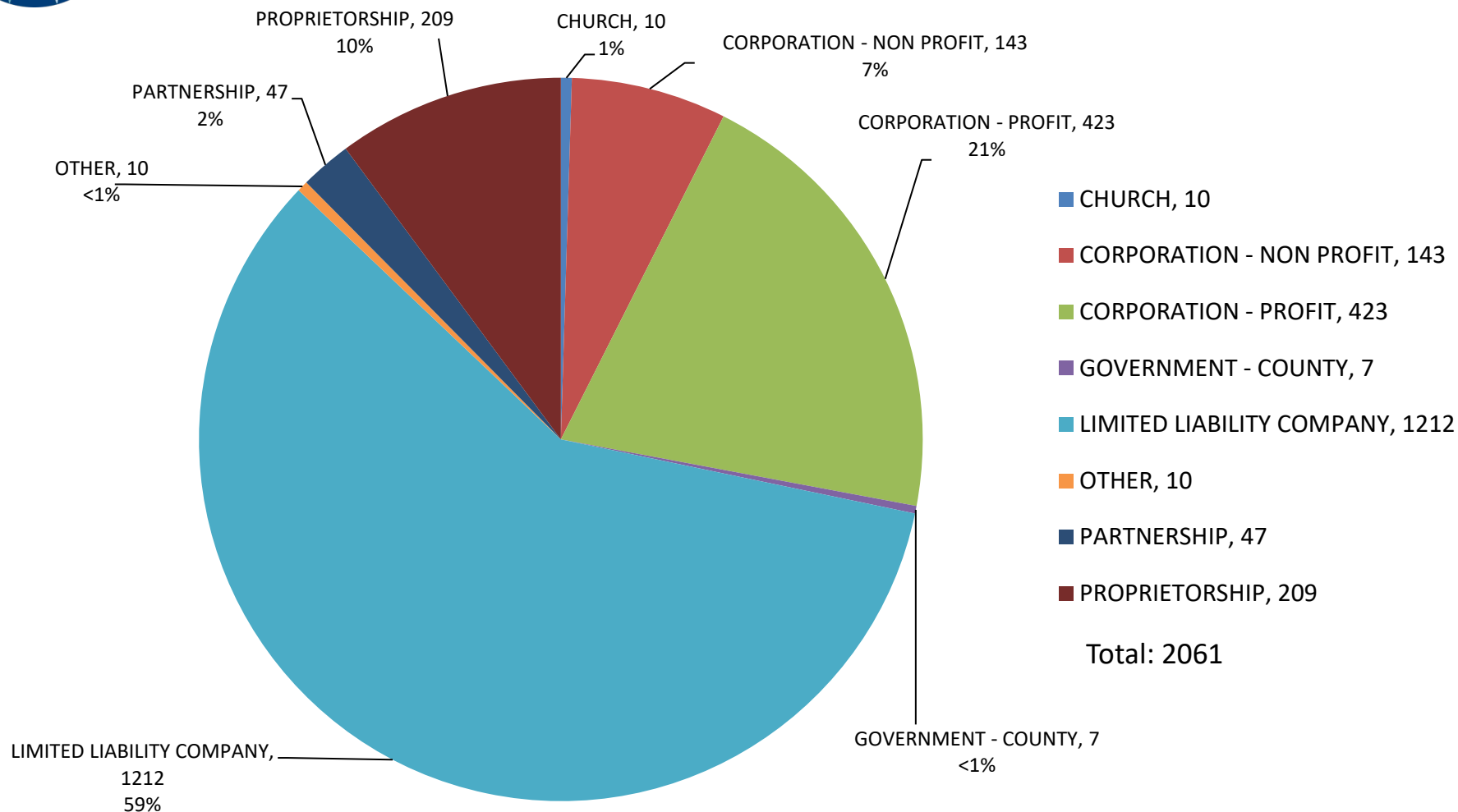


Ownership by Percentage: All AL Facilities



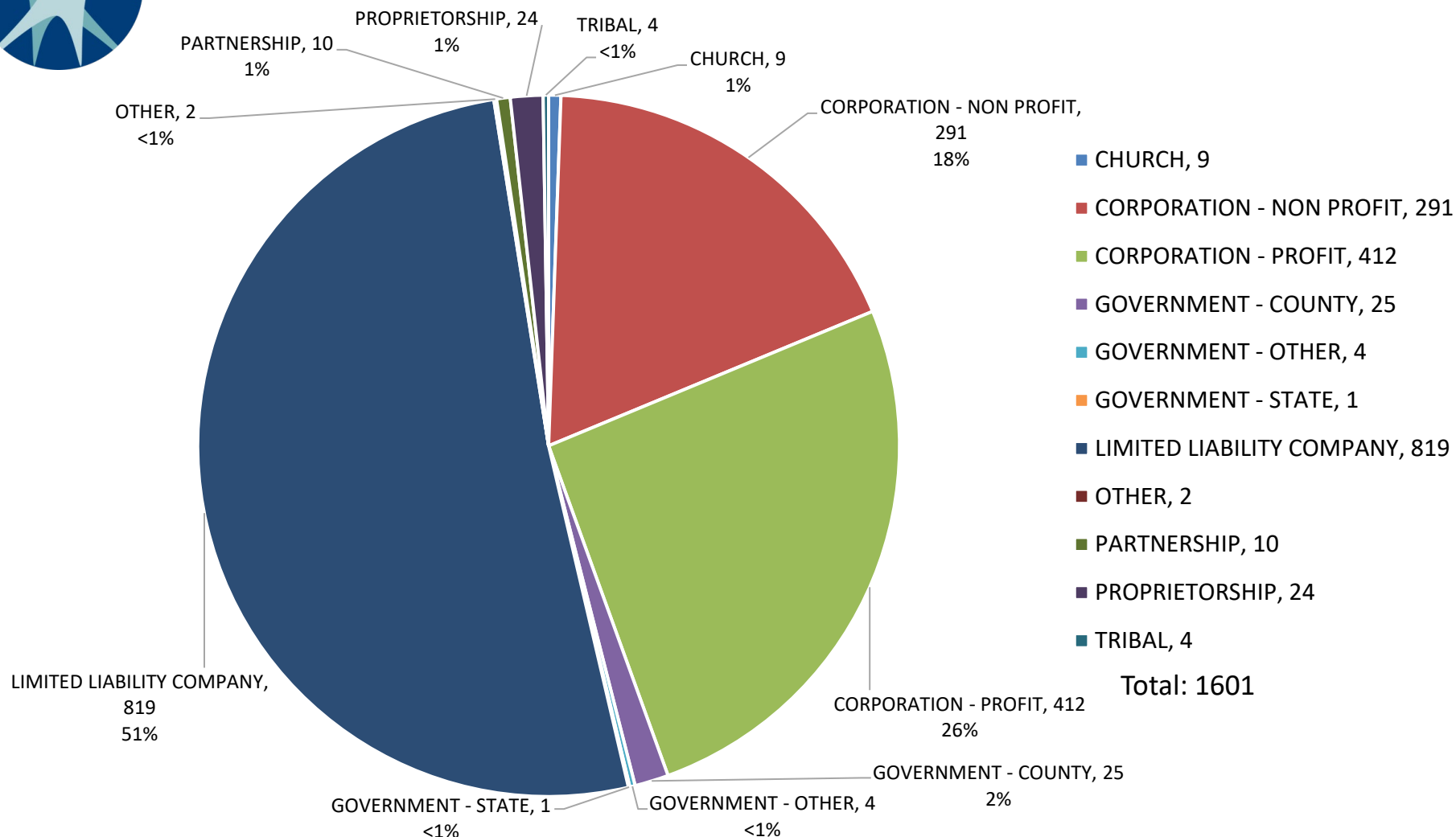


Ownership-AFH



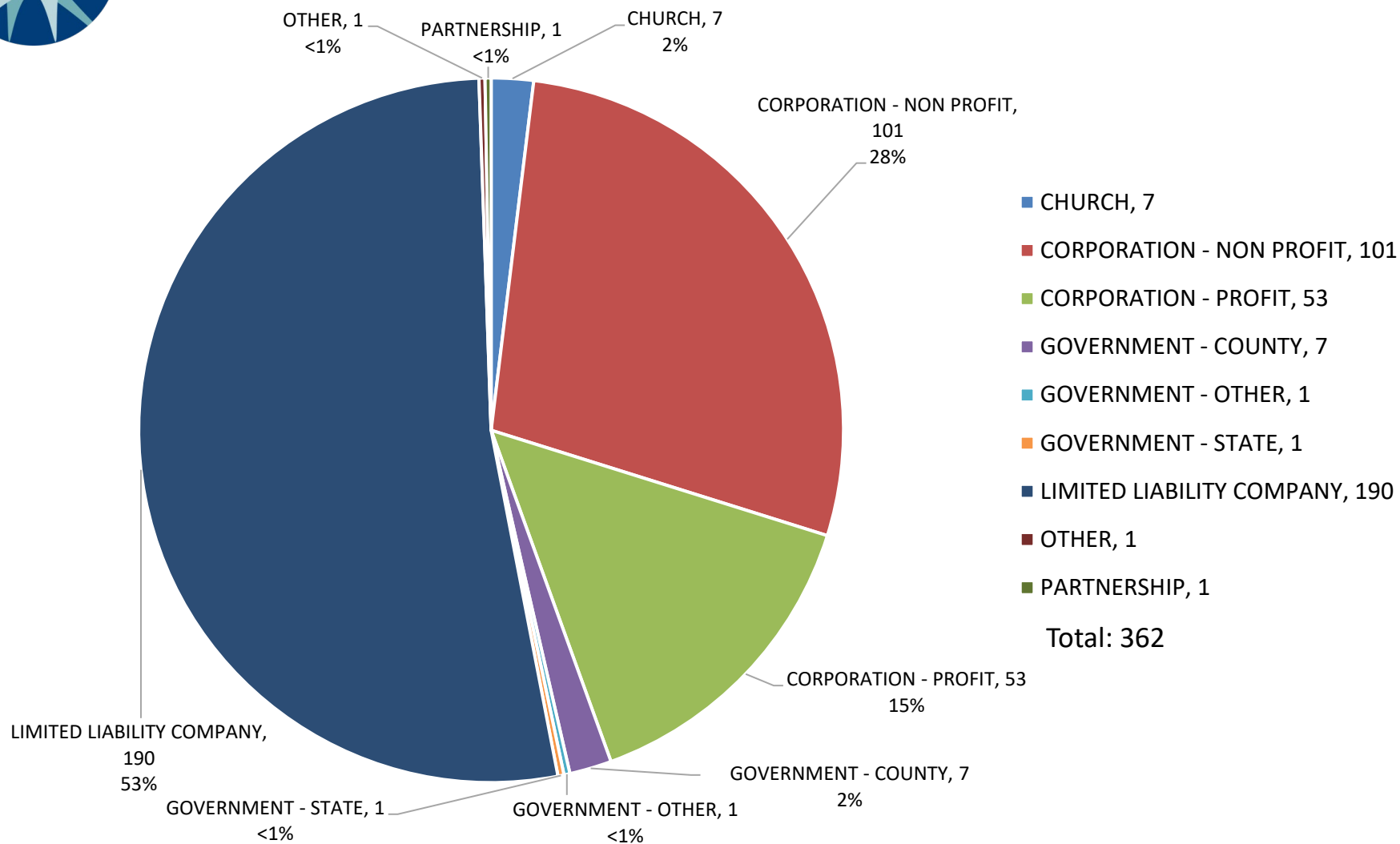


Ownership-CBRF



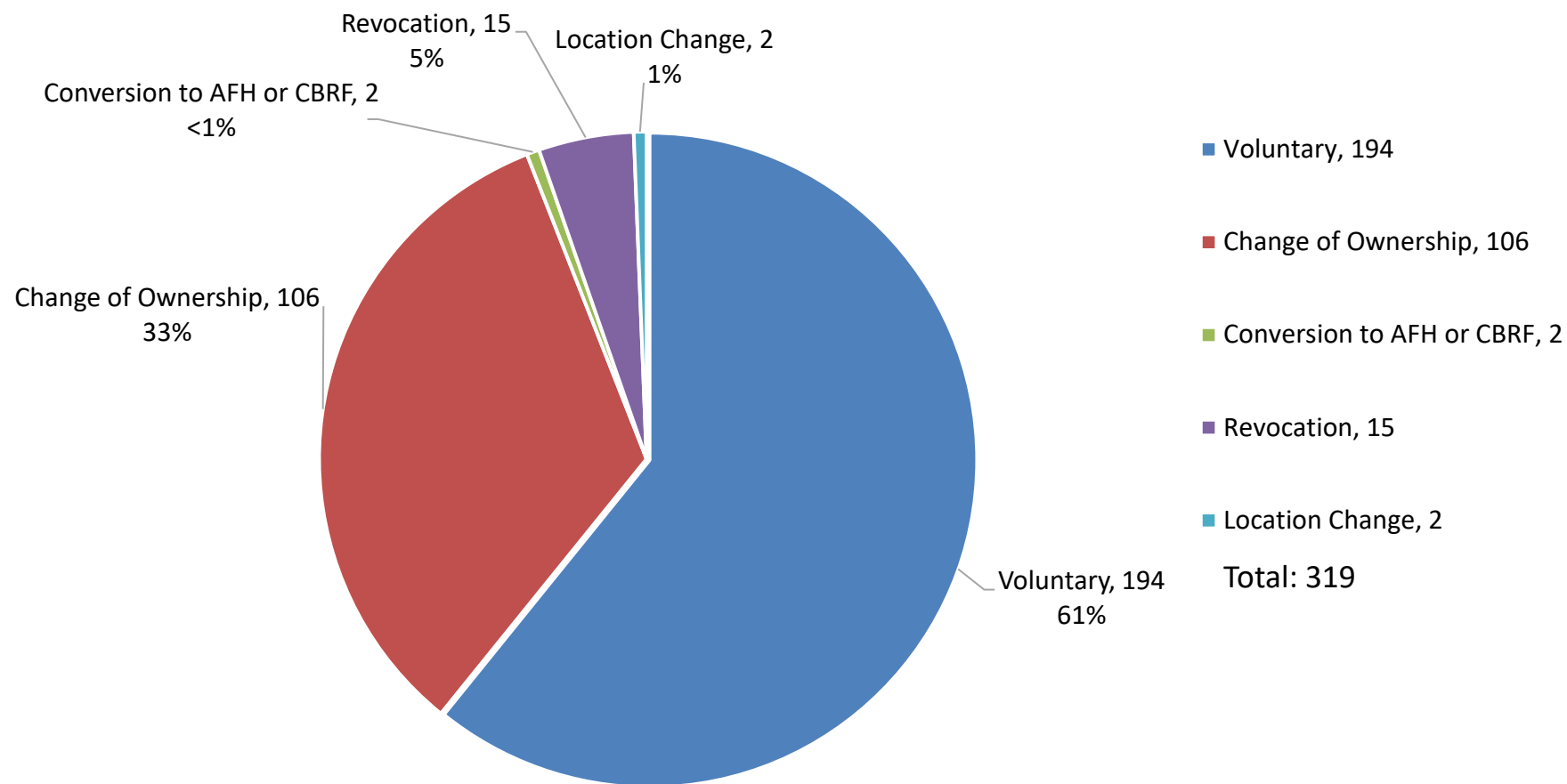


Ownership-RCAC





Assisted Living Facility Closures 2022

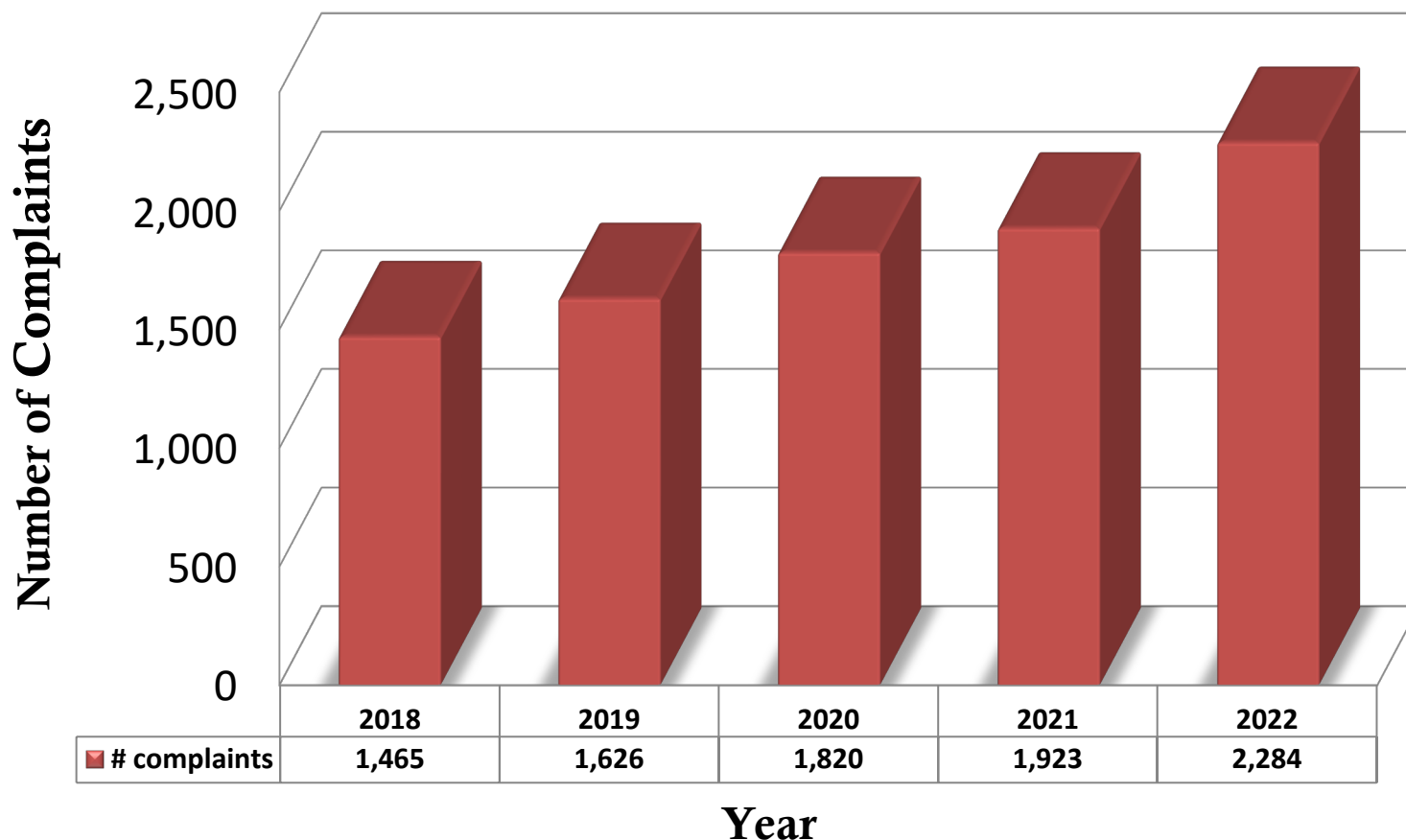




Assisted Living Complaints Calendar Year (CY) 2022

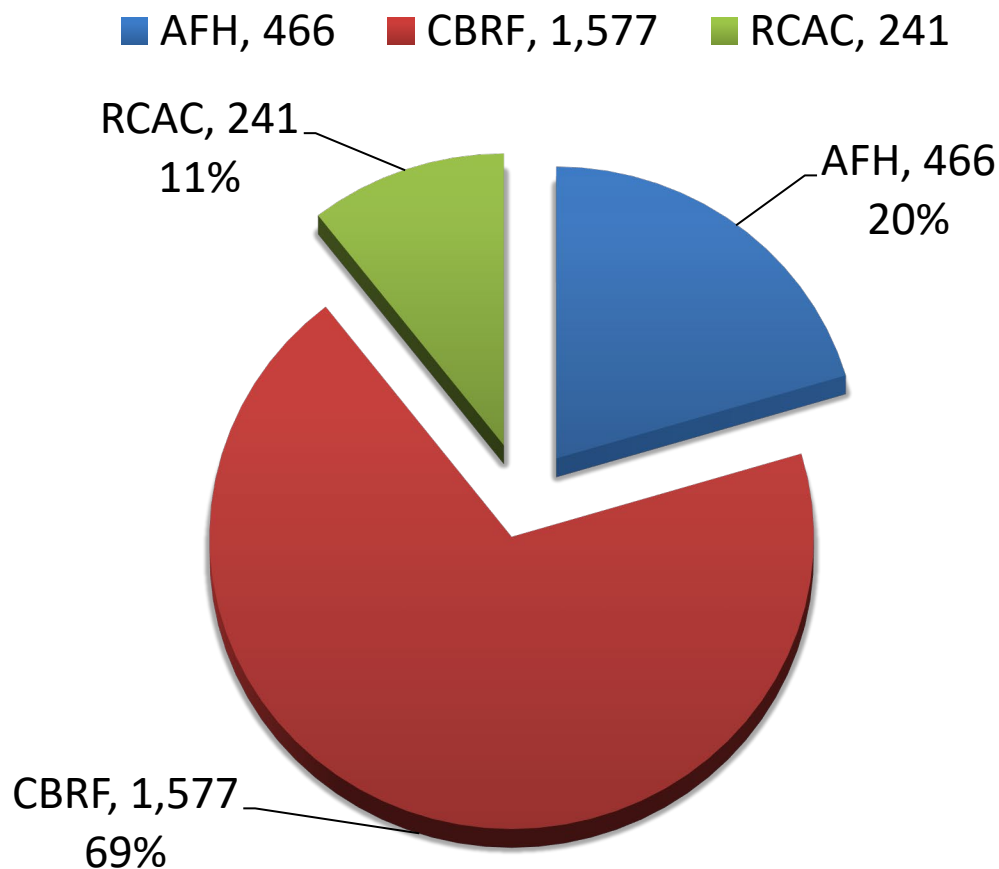


Assisted Living Complaints Received



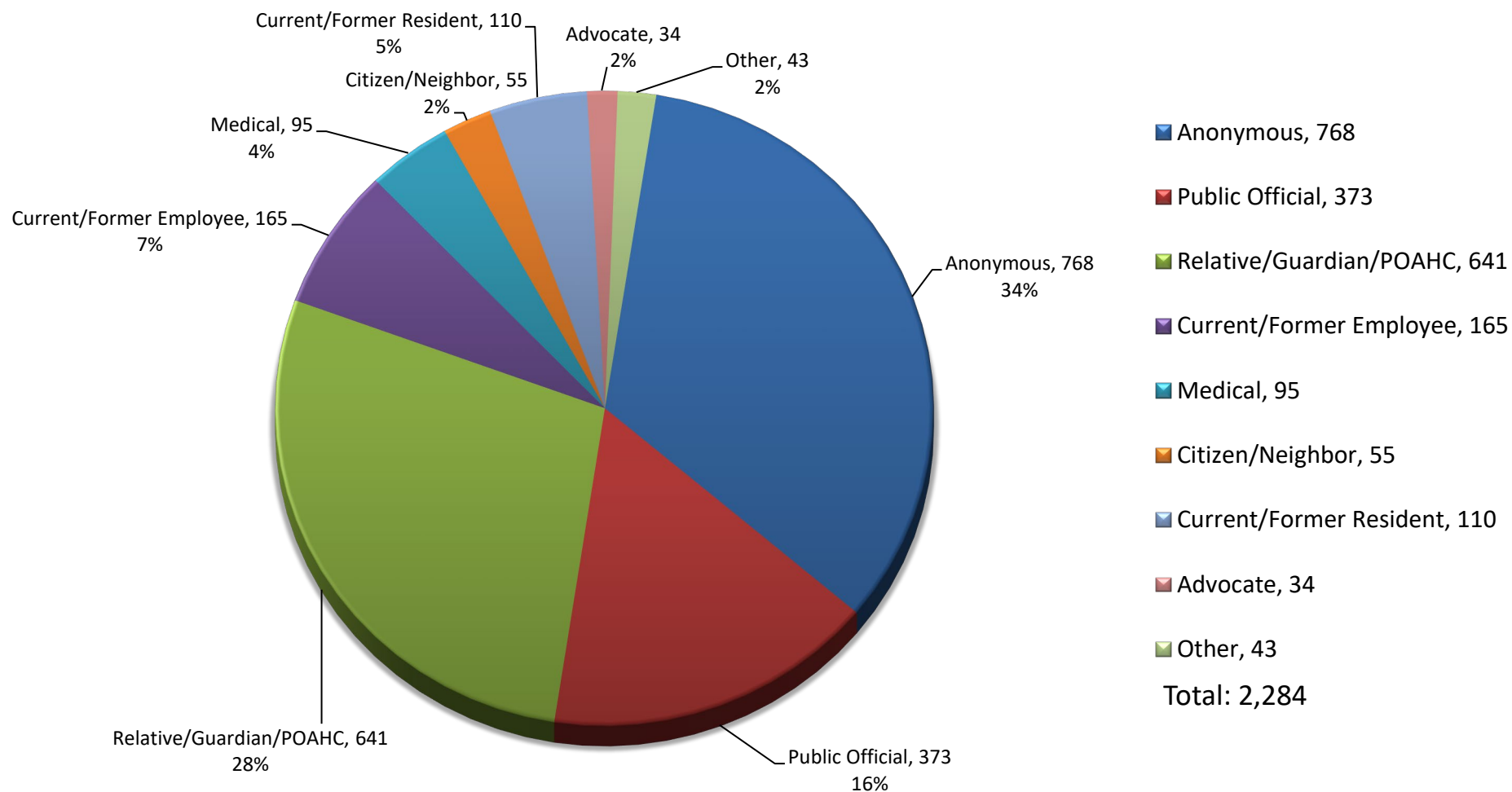


Complaints Received CY 2022



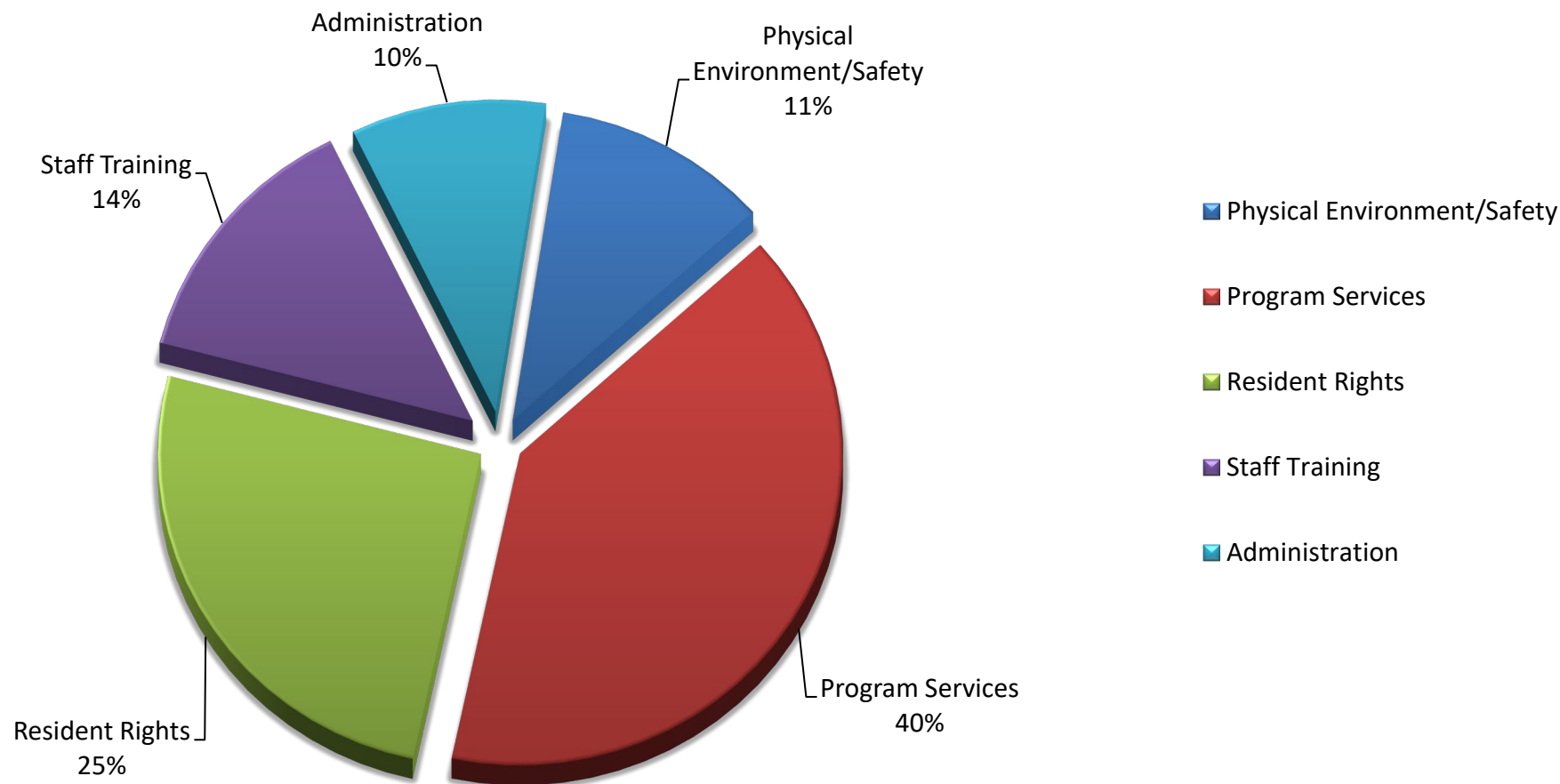


Source of Complaint CY 2022



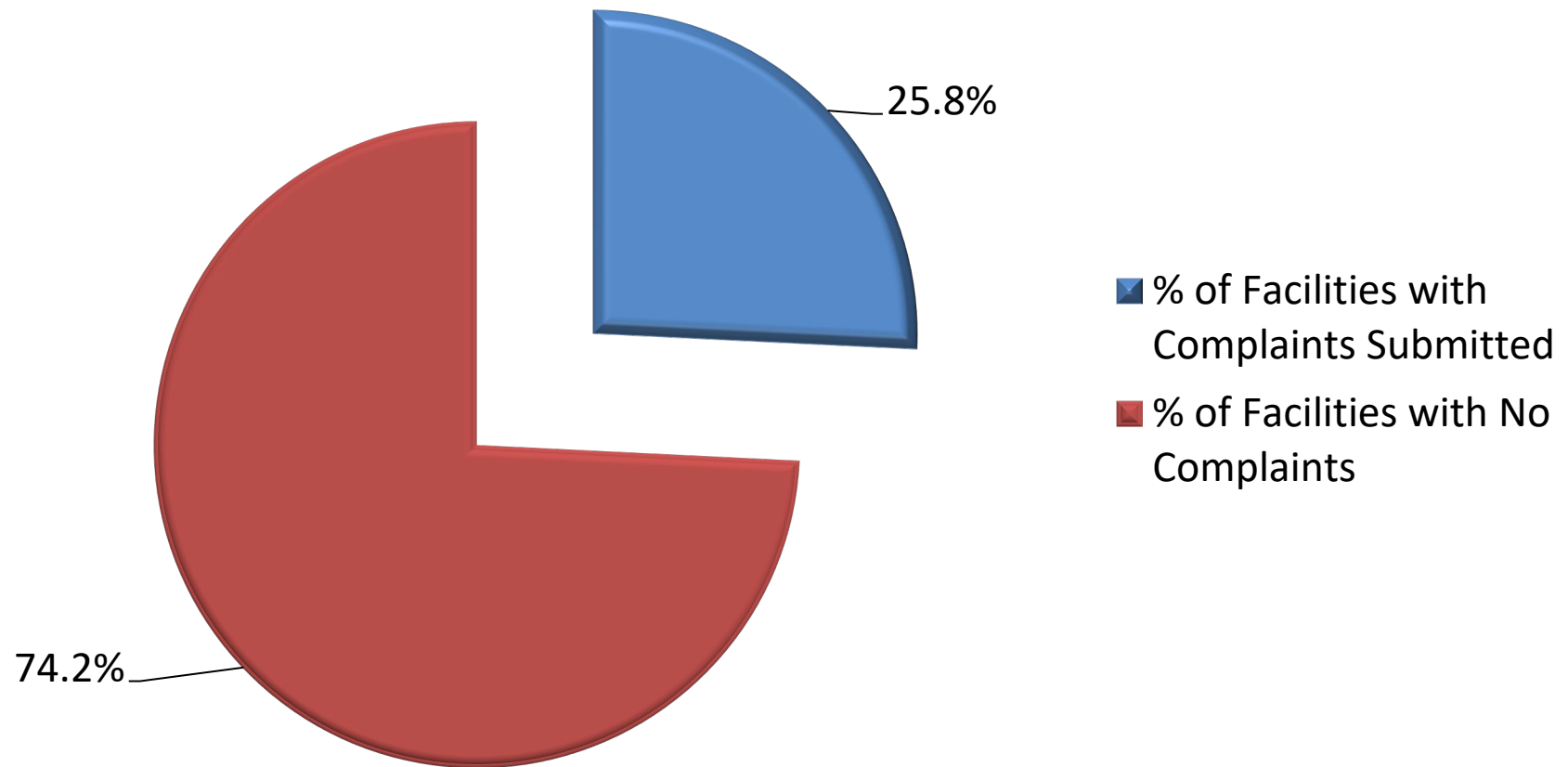


Findings of Complaint Investigation by Type of Violation CY 2022



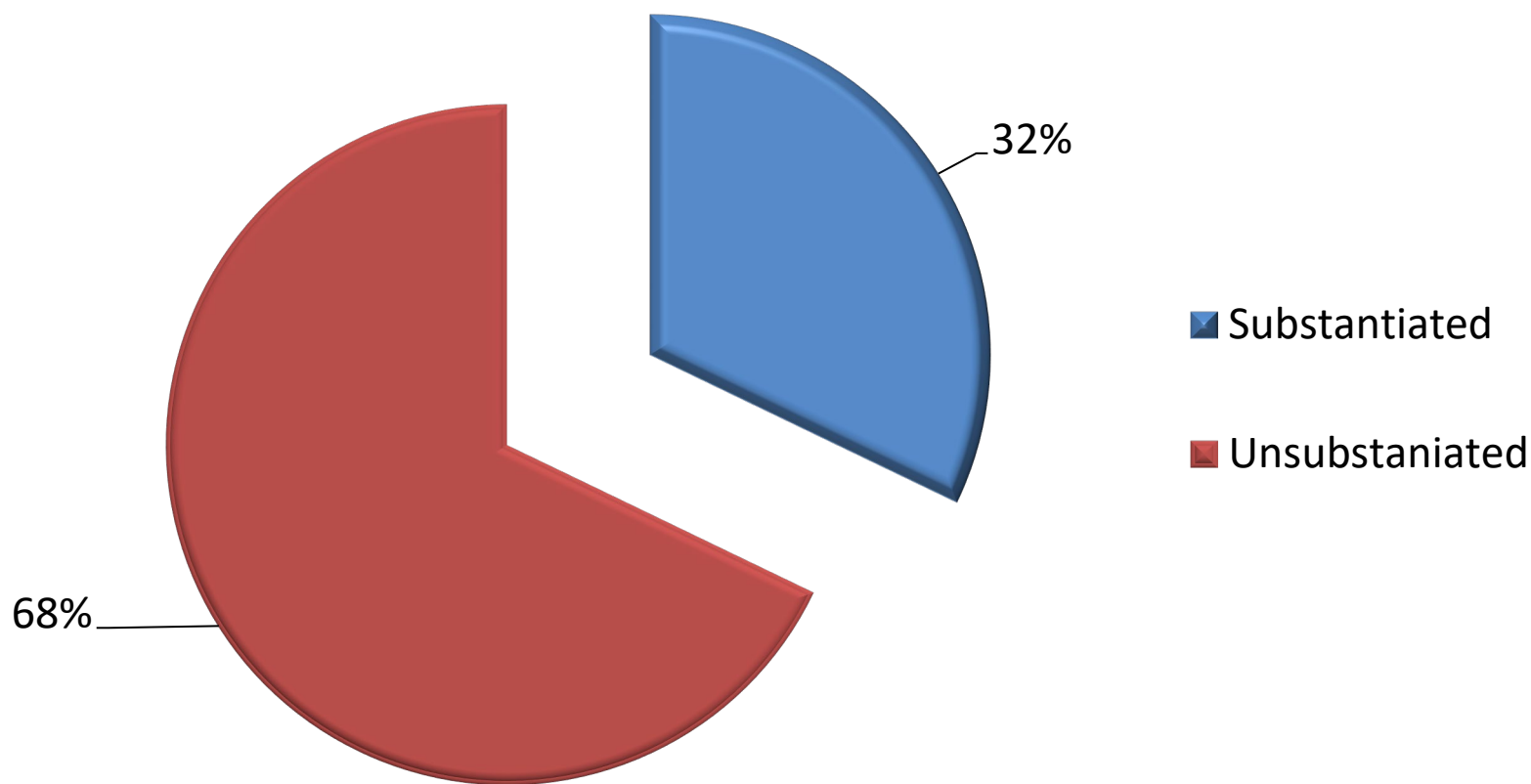


Percentage of Facilities with Complaints Submitted





Percentage of Substantiated Complaint Investigations



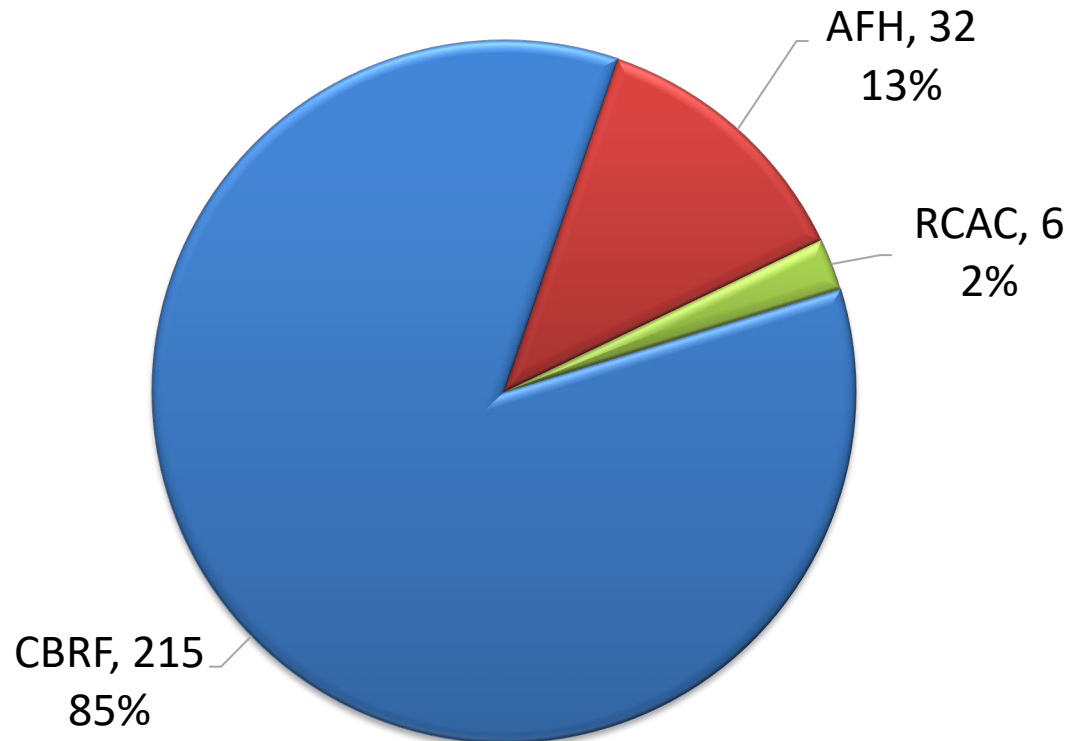


Assisted Living Self-Reports Calendar Year 2022



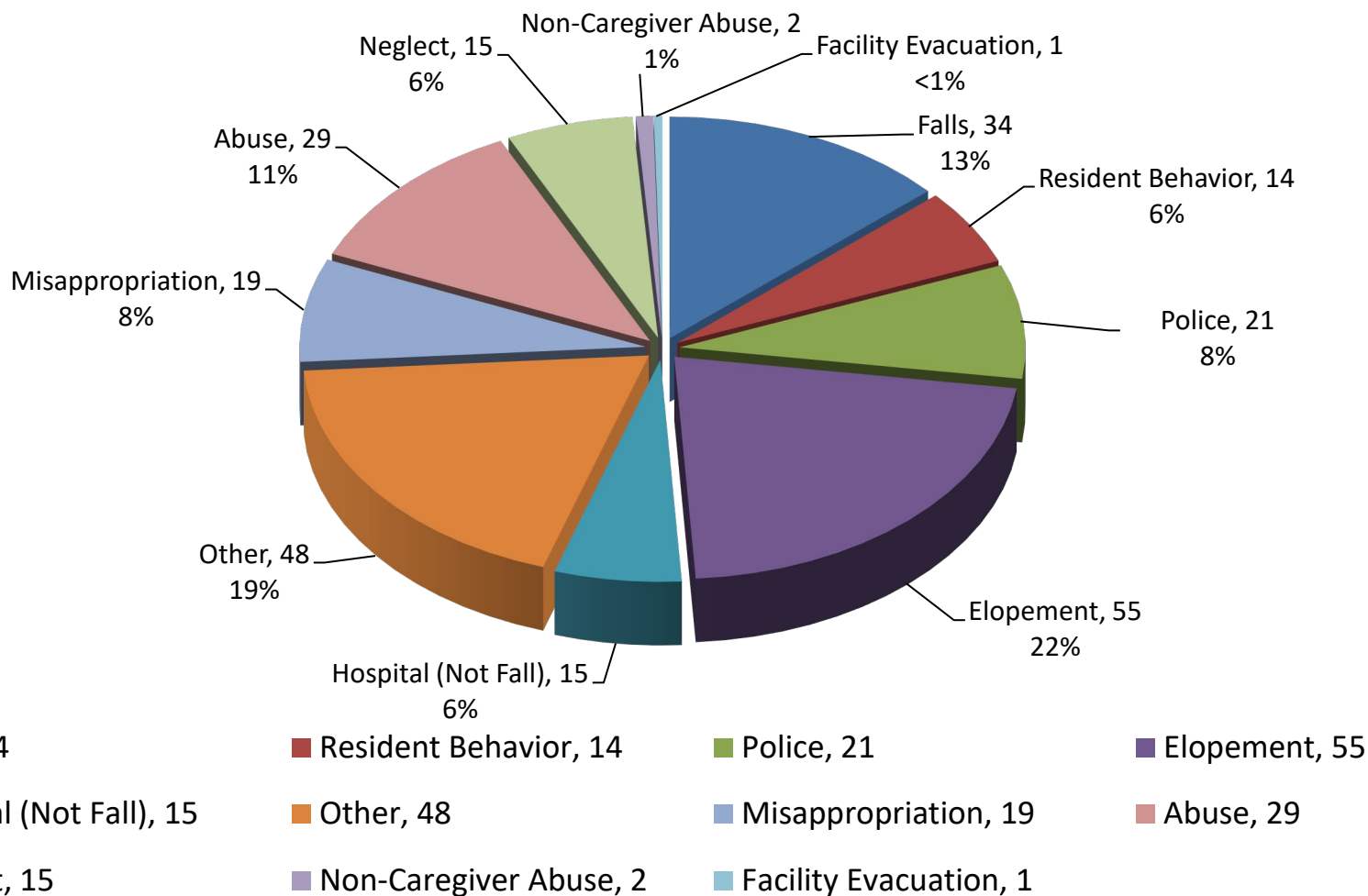
Self-Reports Opened for Investigation by Provider Type

■ CBRF, 215 ■ AFH, 32 ■ RCAC, 6



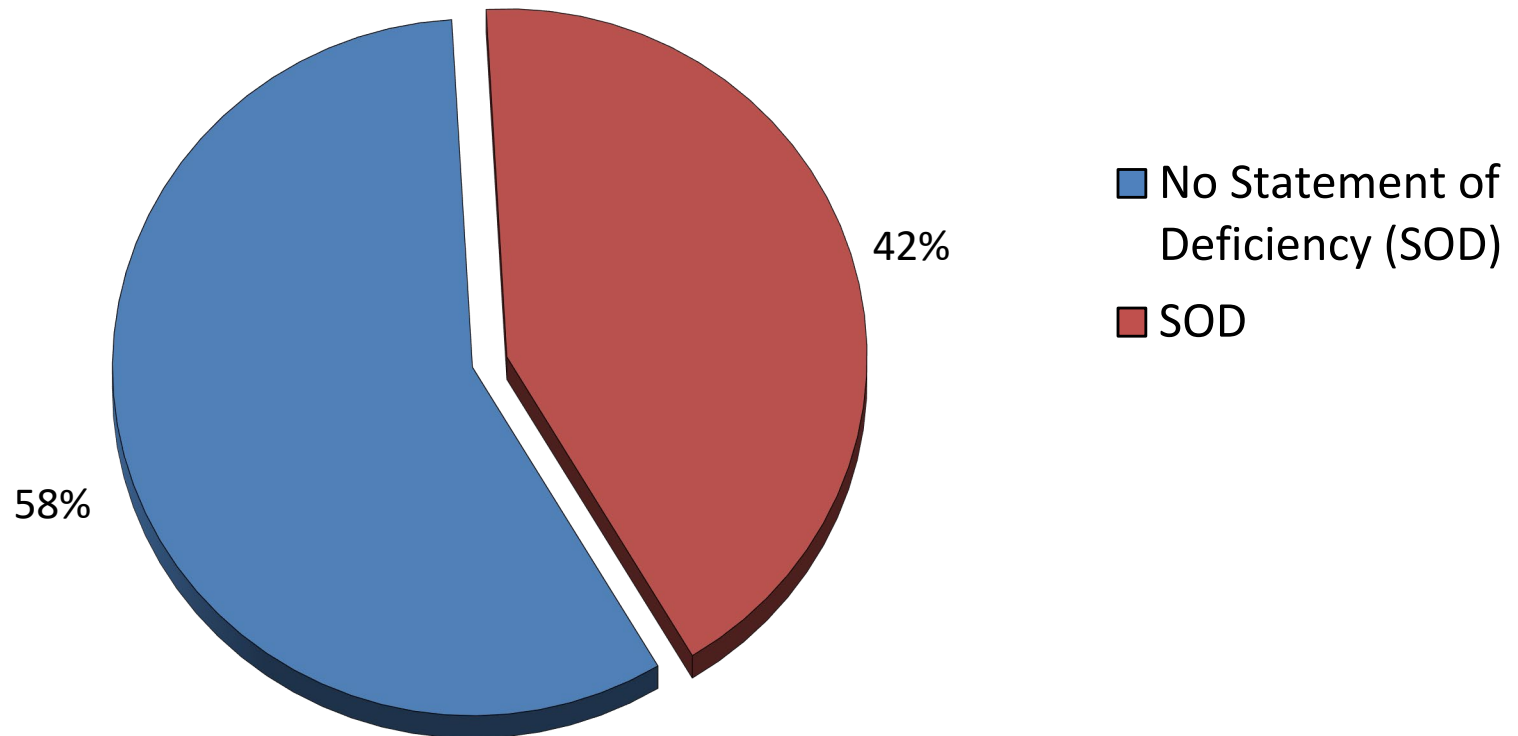


Self-Reports Opened for Investigation by Subject Area





Self-Reports Investigated CY 2022





Bureau of Assisted Living Surveys Calendar Year 2022



Abbreviated Surveys CY 2022

- No deficiency survey – 60%
- Statement of deficiency – 40%

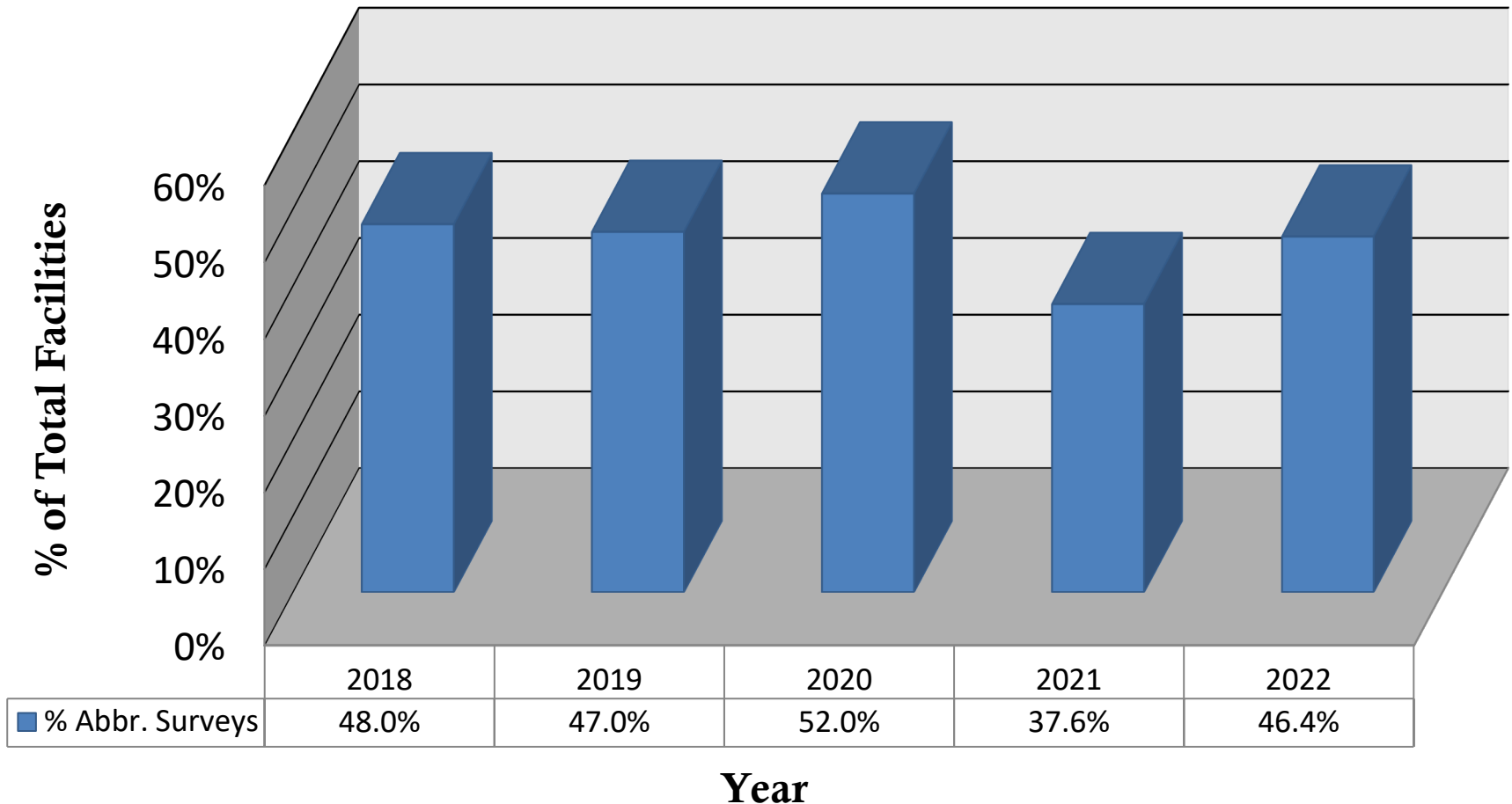


Facilities Qualifying for Abbreviated Surveys CY 2022

- Adult family home 47%
- Community-based residential facility 43%
- Residential care apartment complex 62%
- Statewide 46%

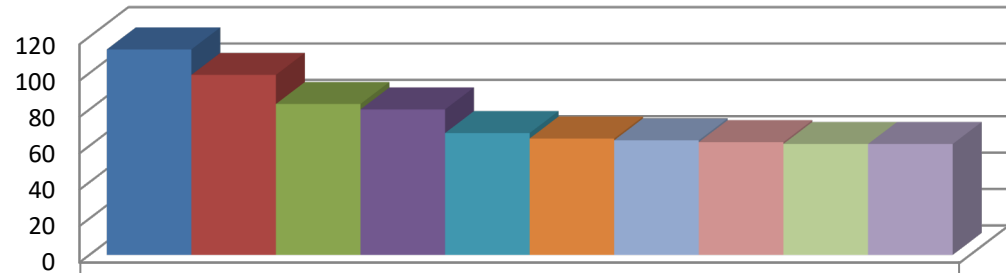


Facilities Qualifying for an Abbreviated Survey





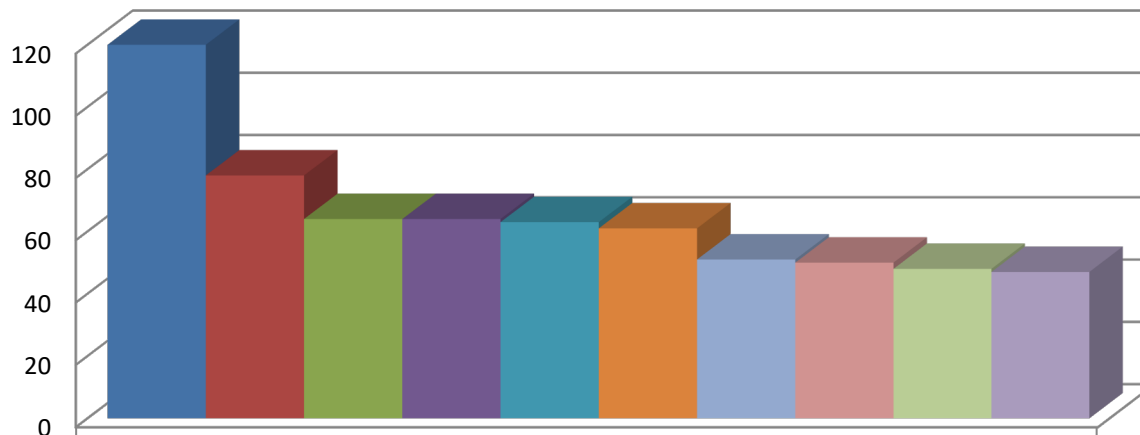
CBRF Top Ten Citations CY 2022



	Number of Citations
83.35(3)(d) SERVICE PLANS UPDATED ANNUALLY OR ON CHANGES	113
83.14(2)(a) LICENSEE ENSURES FACILITY COMPLIES WITH LAWS	99
83.45(3) TOXIC SUBSTANCES	83
83.17(2)(a) EMPLOYEES SCREENED FOR COMMUNICABLE DISEASE	80
83.32(3)(h) RIGHTS OF RESIDENTS: TO RECEIVE MEDICATION	67
83.25 CONTINUING EDUCATION	64
83.47(2)(e) OTHER EVACUATION DRILLS	63
83.20(2)(a)-(d) DEPARTMENT-APPROVED TRAINING COURSE	62
83.37(2)(d) DOCUMENTATION OF MEDICATION ADMINISTRATION	61
83.47(2)(d) FIRE DRILLS	61



AFH Top Ten Citations CY 2022

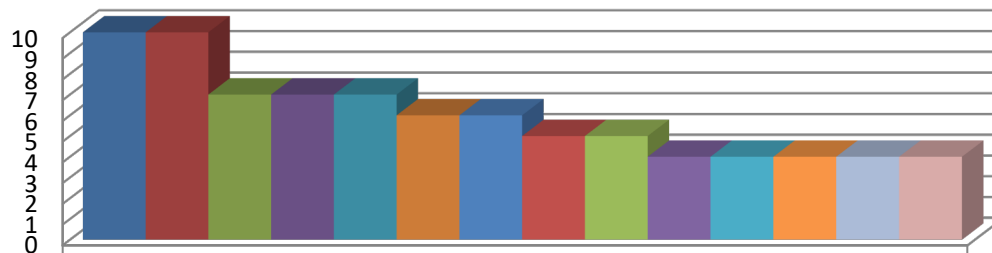


Number of Citations

88.04(2)(a) RESPONSIBILITIES	120
88.05(3)(a) HOME ENVIRONMENT	78
88.04(5)(b) TRAINING-8 HOURS ANNUALLY	64
88.10(3)(l) SAFE PHYSICAL ENVIRONMENT	64
88.06(3)(f) REVIEW OF ISP	63
88.04(2)(g)1 HEALTH SCREENING FOR STAFF	61
88.05(4)(b)2 SMOKE DETECTORS-TESTING AND MAINTENANCE	51
88.07(3)(d) MEDICATION- WRITTEN ORDER	50
88.07(3)(a) PRESCRIPTION MEDICATIONS	48
88.05(4)(a) FIRE SAFETY-FIRE EXTINGUISHERS	47



RCAC Top Ten Citations CY 2022



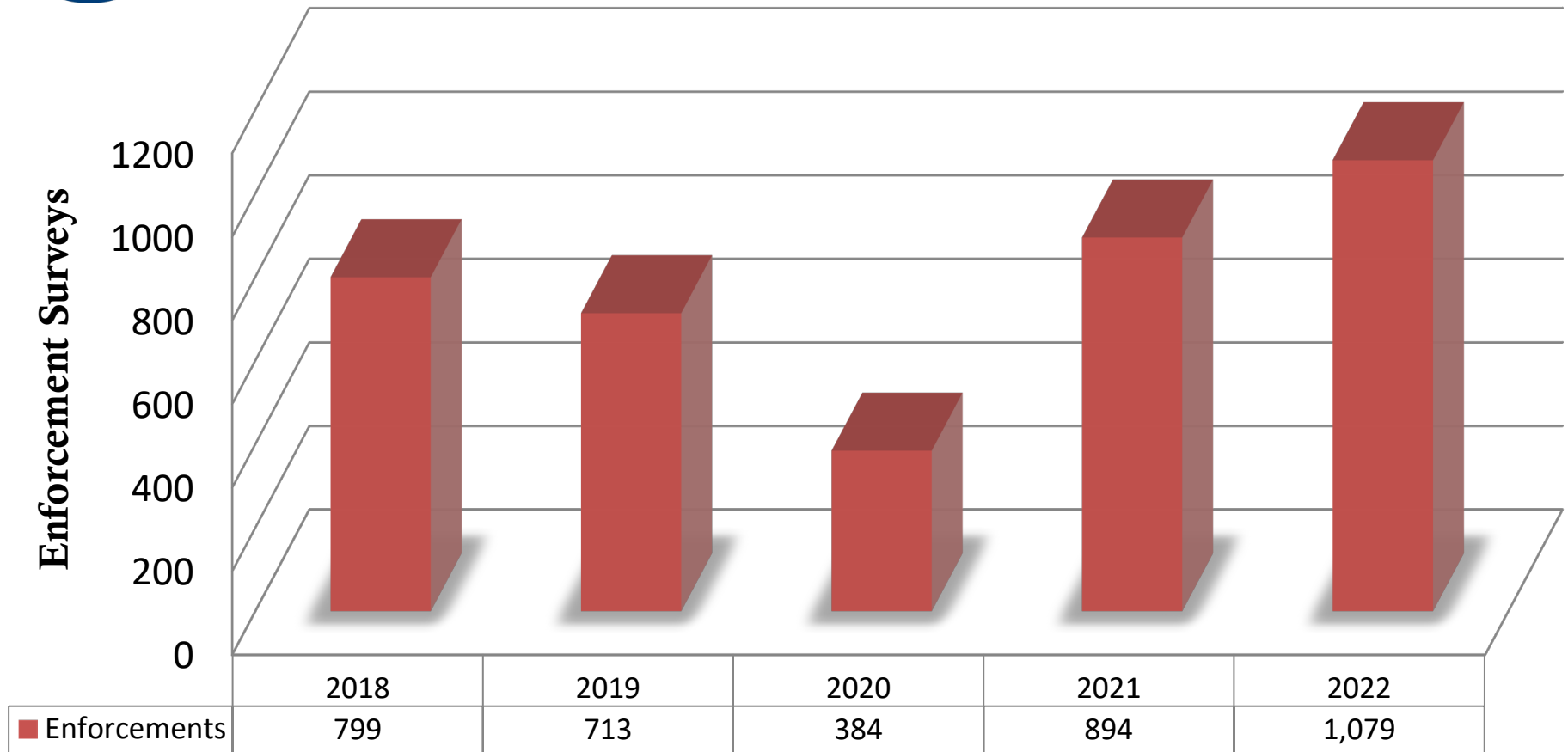
	Number of Citations
■ 89.23(2)(a)2.c SERVICES - NURSING SERVICES	10
■ 89.28(1) RISK AGREEMENT	10
■ 89.26(4) ANNUAL REVIEW	7
■ 89.34(16) TENANT RIGHTS - MEDICATIONS	7
■ 89.34(17) TENANT RIGHTS - SAFE ENVIRONMENT	7
■ 89.27(3)(d) SERVICE AGREEMENT - SIGNED BY TENANT	6
■ 89.28(2)(a)1 RISK AGREEMENT - RISK TO TENANTS	6
■ 89.23(4)(a)2 SERVICES - SUPERVISION OF DELEGATED NURSING SERVICES	5
■ 89.27(1) SERVICE AGREEMENT	5
■ 50.065(6)(b) CREDENTIALLED CAREGIVERS	4
■ 89.23(2)(a)2.a SERVICES - SUPPORTIVE SERVICES	4
■ 89.23(2)(a)2.b SERVICES - PERSONAL SERVICES	4
■ 89.23(4)(b)1 SERVICES - SERVICE MANAGER	4
■ 89.23(4)(d)1 SERVICES - STAFF TRAINING	4



Assisted Living Enforcement CY 2022

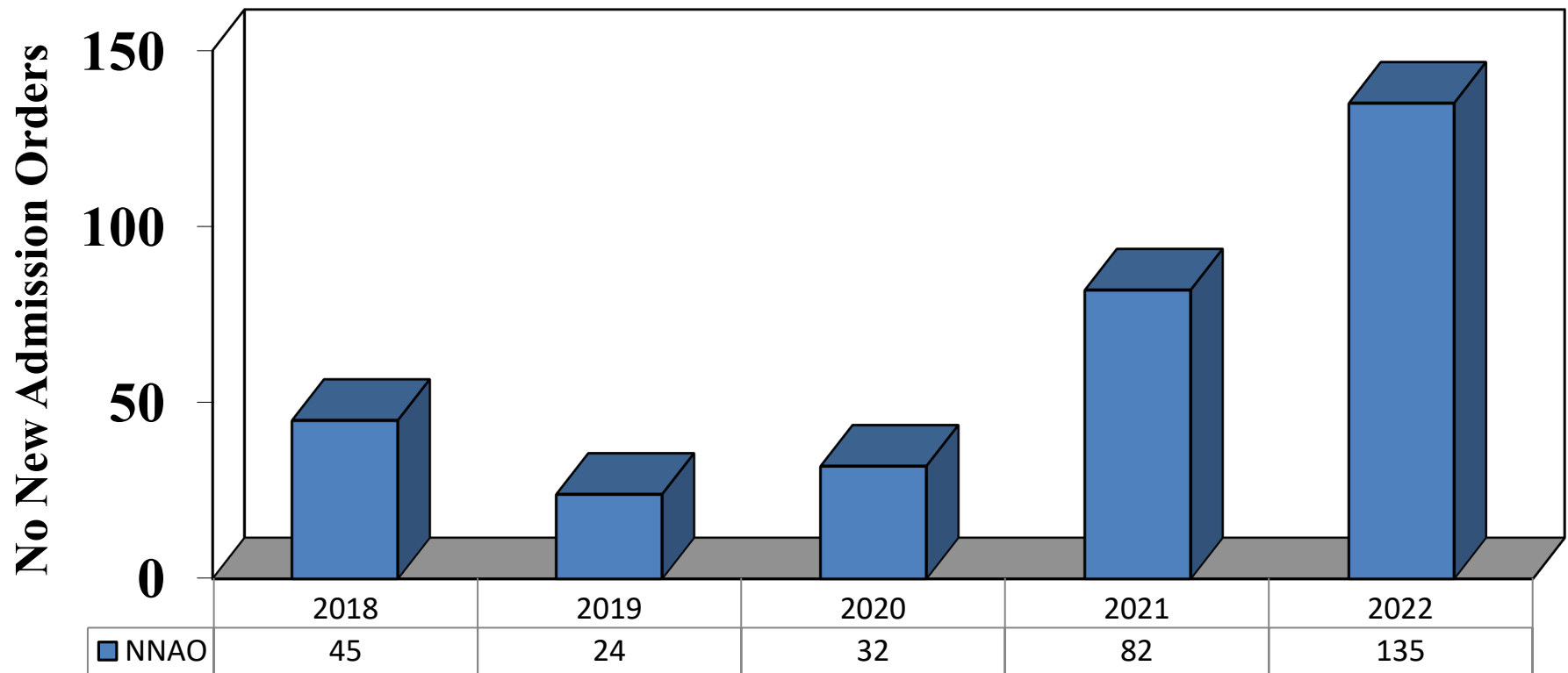


AL Surveys with Enforcement



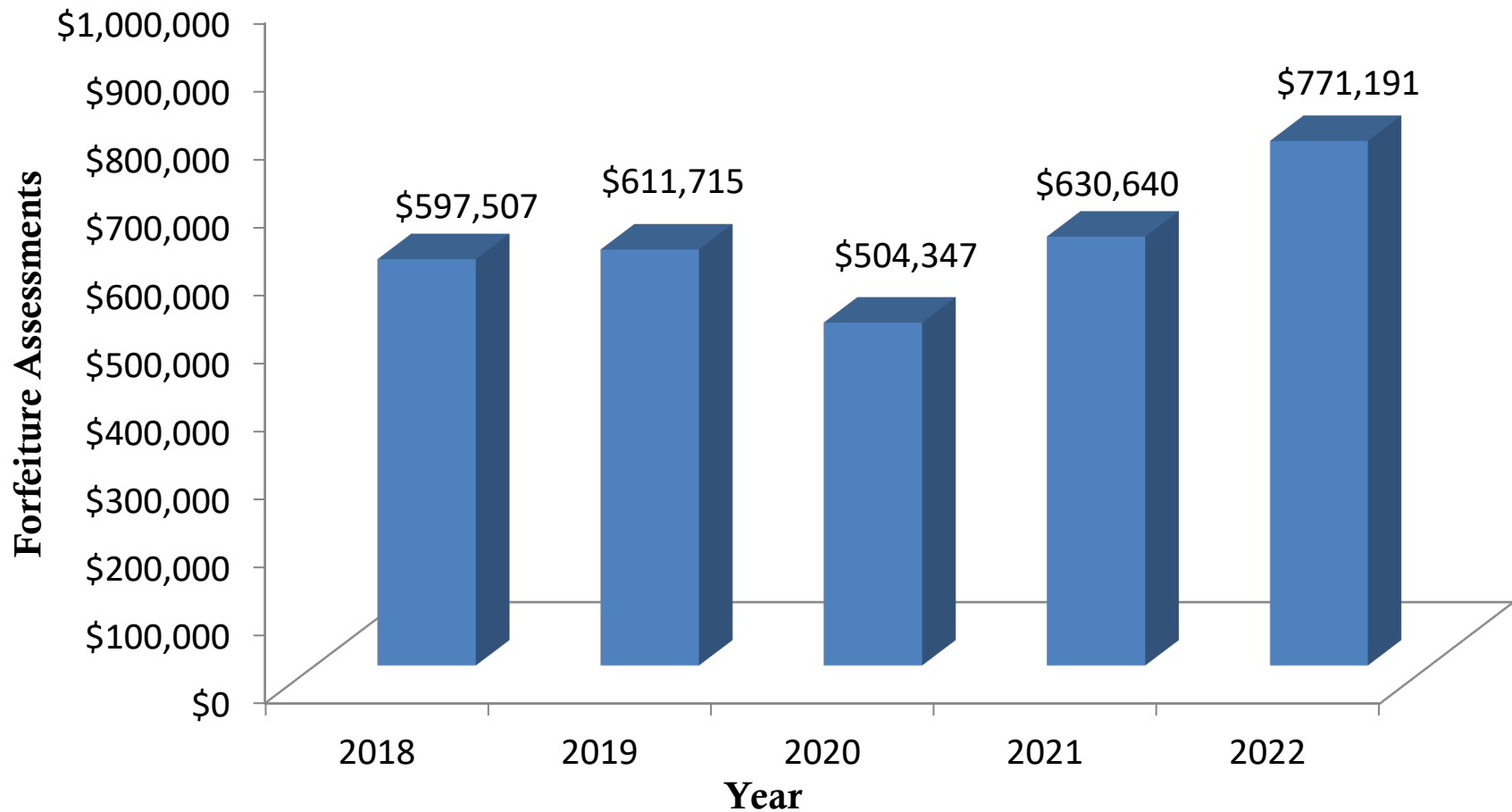


Assisted Living Facilities with No New Admission Orders



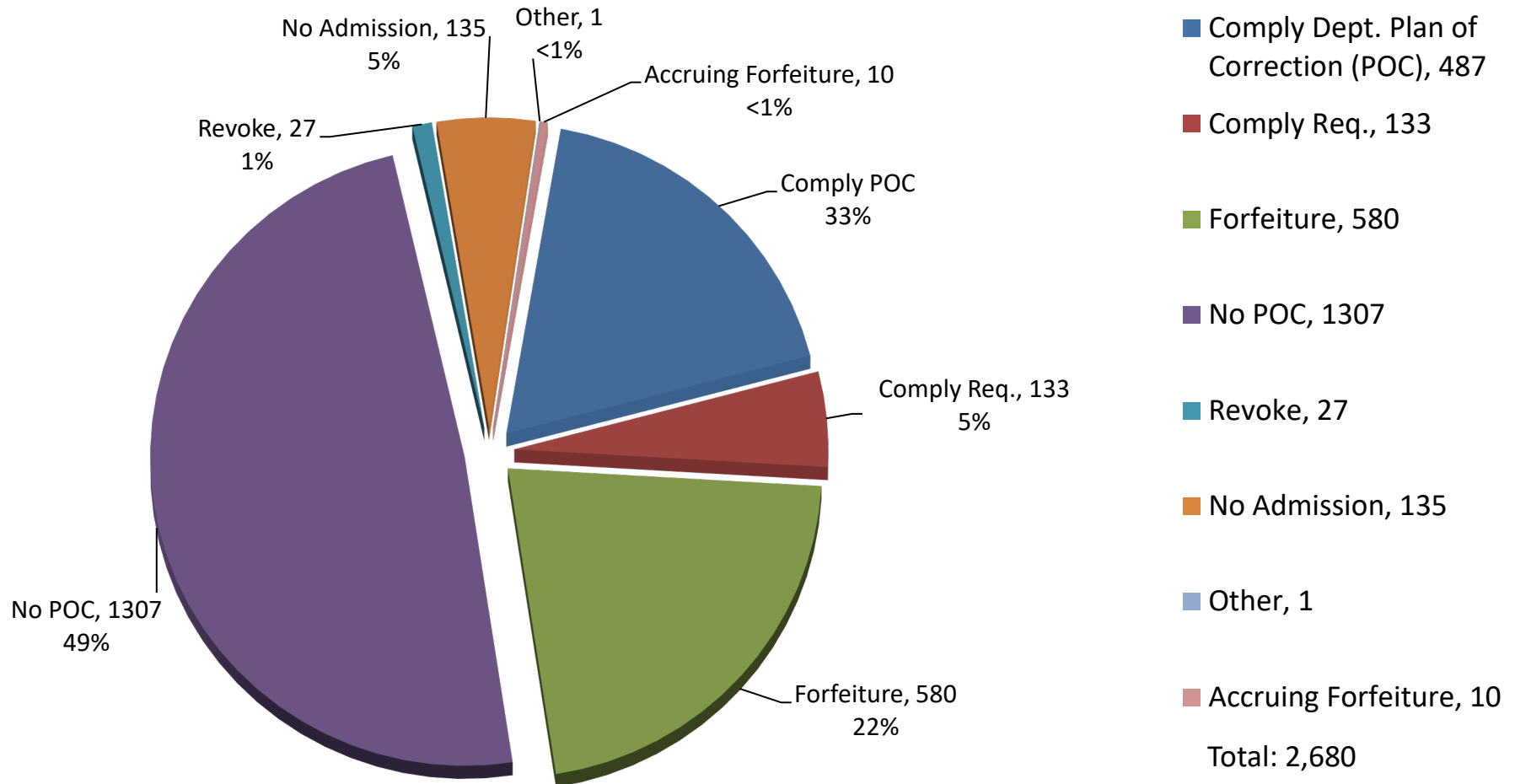


Forfeiture Assessments



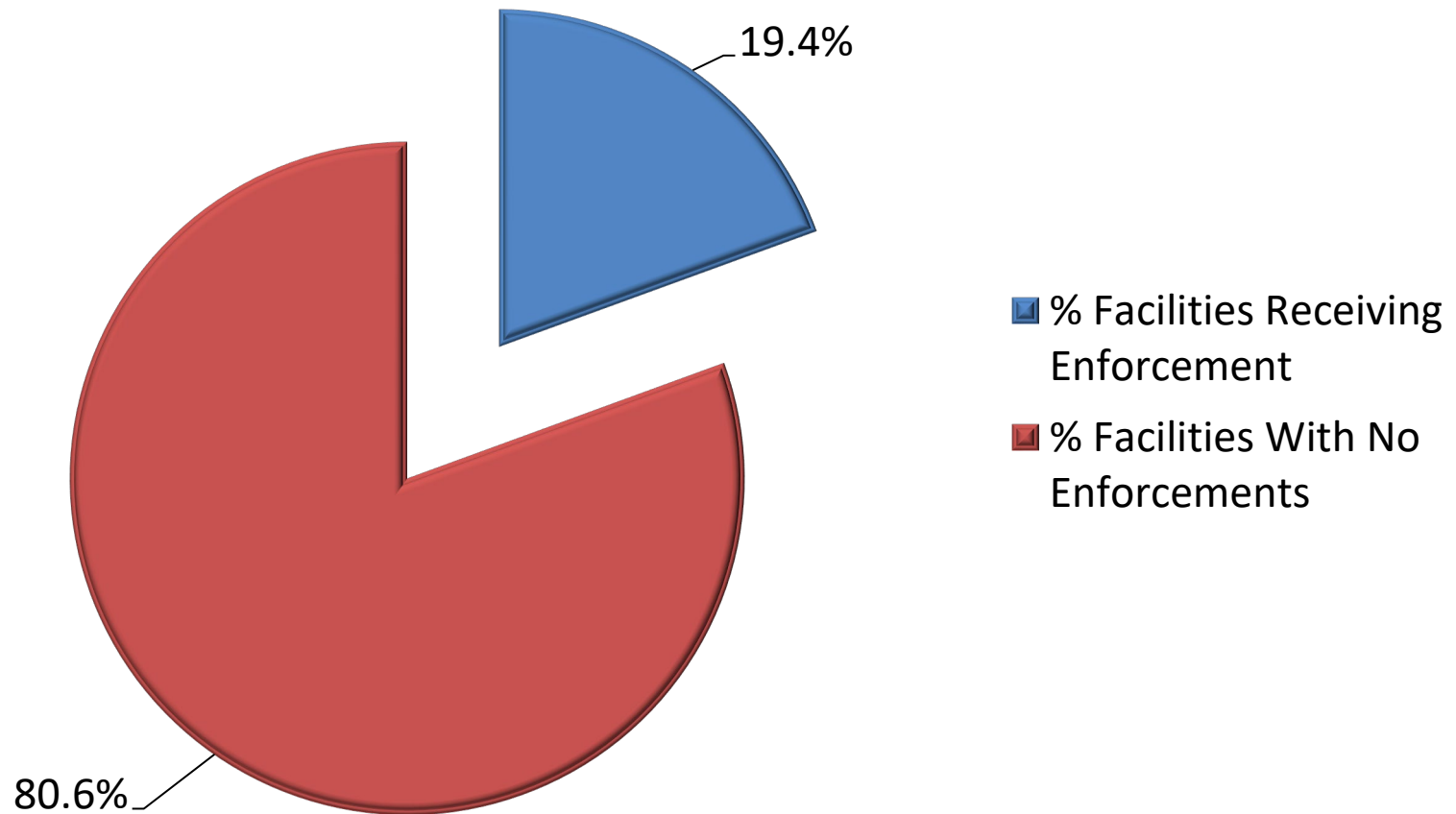


Number of Facilities with Enforcement Sanctions by Type



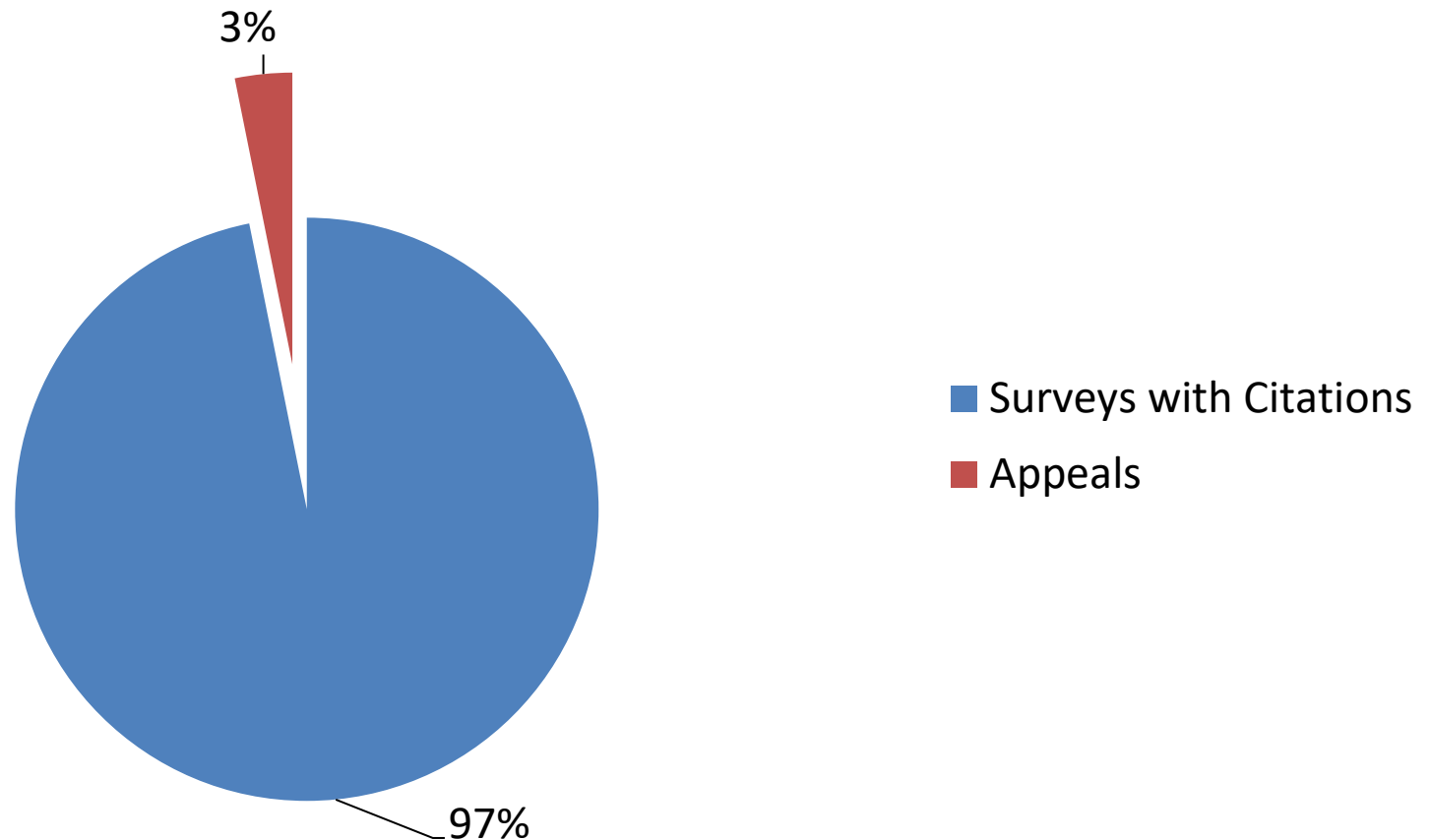


Percentage of Facilities Receiving Enforcements CY 2022





Assisted Living Surveys with Citations and Percentage of Appeals CY 2022





Bureau of Assisted Living (BAL) Initiatives



Current/Future Regulatory Initiatives

- E-Licensure
- Expedited Licensure
- Assisted living forums
 - Regulatory trends/solutions
 - Licensing forums



Current/Future Regulatory Initiatives

- Expedited SOD procedures
- Promote quality improvement strategies within assisted living facilities
 - Customer Service Initiative
 - Facility and Resident Assessment Project
 - Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)



Current/Future Regulatory Initiatives

- Regulatory reform
 - DHS 88 (AFH)
 - DHS 83 (CBRF)
- Promote internal quality improvement strategies within the Bureau of Assisted Living
 - Customer service and improvement survey
 - Procedural standardization
 - Form and Publication updates
 - Webpage review



Key Code (Core Areas)

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



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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