

LeadingAge Wisconsin

Leading Assisted Living through COVID-19 and Beyond

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What's Included in This Overview?

- Introduction to LeadingAge Wisconsin
- Helping Provider Organizations Through COVID-19
- *Echelon*: Assisted Living Quality Improvement (WCCEAL-Approved)
- Moving Forward with Proactive Engagement

LeadingAge Wisconsin

Who We Are:

LeadingAge Wisconsin is statewide membership association comprised of 195 mission-driven organizations which own, operate and/or sponsor more than 500 nursing homes, assisted living communities, senior housing complexes, and community service agencies. Members employ over 38,000 individuals who provide daily care and service to more than 48,000 residents, tenants, or clients.

Staff:

- John Sauer, President/CEO
- Janice Mashak, Vice President of Member Services & Innovation
- Robin Wolzenburg, RN Director of Housing & Clinical Services
- Brent Rapos, Vice President of Financial & Regulatory Services
- Annette Cruz, Vice President of Public Policy & Advocacy
- Denise May, Director of Business Development - Value First
- Sarah Paterson, Member Services Assistant
- Jing Ning, Accounting Services Specialist

Legal Counsel: Reinhart, Boerner, Van Deuren, s.c.

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Click here to access secure site

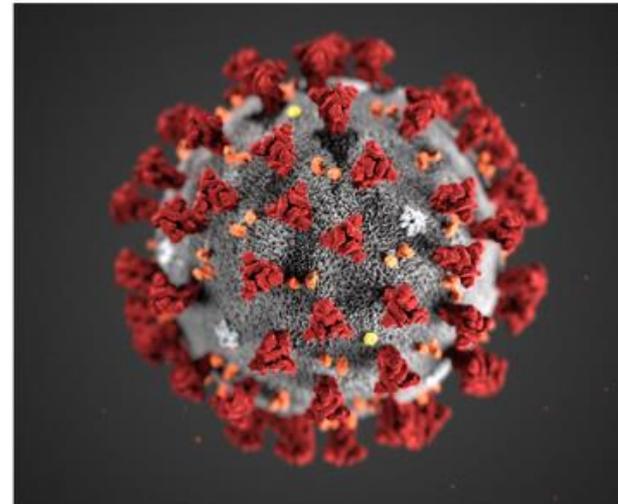


Coronavirus (COVID-19)

Valuable Information & Resources for Members.

This site will be updated regularly with timely updates and valuable tools to help members and subscribers during these challenging times.

[Access Now](#)



Board of Directors Meeting, Online Remote Meeting

Thu, 08/20/2020 - 08:30am - 10:00am

Echelon Network, Online Remote Meeting

Wed, 08/26/2020 - 10:00am - 11:30am

WACH Meeting, Online Remote Meeting

Fri, 08/28/2020 - 10:00am - 02:00pm

[Upcoming Events](#)



[Contact Your Elected Official](#)



[Join Now](#)

Website Resources

Better Services for Better Aging

Home

About Us

Services & Education

Policy & Advocacy

Links

Contacts

**Become a Member and
Make a Difference**

JOIN NOW



Contact Us

info@LeadingAgeWI.org

Phone: (608) 255-7060

Fax: (608) 255-7064

Board of Directors Meeting, Online
Remote Meeting

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[View Calendar](#)

Coronavirus (COVID-19): Information & Resources

LeadingAge Wisconsin is working closely with federal and state agencies, national partners, and other stakeholders on COVID-19. We will keep you updated and develop resources to help you prepare and respond.

General Information

- [Ask Governor to Advance COVID-19 Funding for Providers](#)
- [Letter to Governor-- Preserve Emergency Training Programs](#)
- [Letters to families regarding Safer-at-Home Ruling \(5-14-20\)](#)
- [Letter to Residents/Families/Staff Regarding Facility-Wide Testing \(5-14-20\)](#)
- [Facility Visits Under the Badger Bounce Back Plan \(5-4-20\)](#)
- [LeadingAge Wisconsin Letter to the Editor \(04/24/20\)](#)
- [Funding Options Worksheet 4-16-20](#)
- [COVID-19 Admission Guidance & Flowchart -created by LeadingAge Wisconsin and Leading Choice Network \(Updated 4/24/20\)](#)
- [Revised Ombudsman Guidance on Visitation and LTC Communities \(4/14/20\)](#)
- [Associations' Letter to Legislature \(4/8/20\)](#)
- [Stimulus Impact SNF Calculator](#)
- [Stimulus Impact AL Calculator](#)
- [DHS 1135 Waiver Request \(PENDING\)\(3/26/20\)](#)
- [Travel Letter Template for Essential Employees \(persuant to the Safer at Home Order\) \(3/24/20\)](#)
- [COVID-19 Budget Request and Infographic \(3/20/20\)](#)
- [State Letter of Support for 1135 Waiver \(3/20/20\)](#)
- [Joint Association Letter to Regional CMS Director \(3/18/20\)](#)
- [DHS Prohibits Mass Gatherings of 10 or More \(3/17/20\)](#)
- [LeadingAge Wisconsin Letter to Governor Evers \(3/15/20\)](#)
- [Joint Association Letter to Governor Evers \(3/13/20\)](#)

Website Resources

Preparation & Prevention

PPE Resources - Reusable Isolation Gowns for Purchase or Rental:

- [Phoenix Textiles \(Value First/Vizient Contract # MS6620\)](#):
Reusable Gown [Specifications](#)
Ordering: Contact Jeff Angst - jangst@phoenixtextile.com
- [America Knits](#):
Reusable Gowns [Specifications](#)
Ordering: Instructions are on page 3 of the specifications
- [MIP \(Canada\)](#):
Reusable Gowns [Specifications](#)
Ordering: Contact Dave Flattern dflattern@mip.ca or 612-325-9847
- [Medtegrity \(Value First/Vizient Contract #SV0848\)](#)
Outsourced Linen Company: Rental linens, uniforms and gowns
Jason Whitehead jasonwhitehead@medtegrity.us

PPE Resources - Disposable Isolation Gowns:

- [JGD](#)
Contact Mary Bleck Mbleck001@yahoo.com or 516-455-2791
- [Jostens](#)
Disposable Gowns: [Specifications](#)
Ordering: See page 2 of Specifications for the ordering form and instructions.

[Click here](#) for Additional Value First PPE Resources

Website Resources

PPE

- [PPE Capacity Checklist](#) 7/16/20 (Created by LeadingAge Wisconsin and LeadingChoice Network) *NEW!*

Hair Salon

- [Hair Salon Policy and Procedure](#) 7/7/20 (Created by Synergy and Echelon Task Force members and LeadingChoice Network) *NEW!*
- [Beautician Attestation Agreement](#) 7/7/20 (Created by Synergy and Echelon Task Force members) *NEW!*
- [Beautician Daily Screening Tool](#) 7/7/20- (Created by Synergy and Echelon Task Force members) *NEW!*
- [Hair Salon Compliance Audit Tool](#) 7/7/20 (Created by Synergy and Echelon Task Force members) *NEW!*

Assisted Living

- [Safer Visitation Policy & Procedure Template for ALFs](#) Revised 7/15/20 (Created by Synergy and Echelon Task Force members & LeadingChoice Network) *NEW!*
- [Visitor Screening and Attestation Template](#) 6/26/20 (Created by Synergy and Echelon Task Force members) *NEW!*
- [Post Visitation Self-Assessment Template](#) 6/26/20 (Created by Synergy and Echelon Task Force members) *NEW!*
- [Visitation Compliance Audit Tool](#) 6/26/20 (Created by Synergy and Echelon Task Force members & LeadingChoice Network) *NEW!*
- [Safer Visit Negotiated Risk Agreement for ALFs](#) 6/26/20 (Created by Clearview and edited by Synergy and Echelon Task Force) *NEW!*
- [Safer Visitation ALF Statement & Message Template](#) 6/26/20 (Created by Synergy and Echelon Task Force members) *NEW!*
- [Safer Visitation in Assisted Livings FAQs](#) 6/26/20 (Created by Synergy and Echelon Task Force members) *NEW!*
- [Safer Visitation Resident/Family Letter Template](#) 6/29/20 *NEW!*
- [Safer Visitation in Assisted Livings Letter to Staff](#) 6/26/20 (Created by Synergy and Echelon Task Force members) *NEW!*

Website Resources

- [COVID-19 Independent Living Visitation Guidelines, Symptom Screening Recommendations & Memorandum of Understanding](#) (7/1/20)
- [CMS COVID-19 Focused Infection Control Survey Checklist](#)
- [CDC Healthcare Infection Prevention & Control FAQs for COVID-19](#) (Updated 7/23/20)
- [CDC COVID-19 Preparedness Checklist for Nursing Homes and other Long-Term Care Settings](#) (4/28/20)
- [Medication Management Implementation Guide During COVID-19](#) (4/10/20)
- [CDC YouTube Video- Preparing LTC Facilities for COVID-19](#) (4/1/20)
- [COVID 19 Tool and Checklist for the COVID-19 Survey](#) (Created by LeadingAge National) (3/27/20)
- [Resident Precaution Flowsheet](#) (Created by St. Paul Elder Services)
- [Associate COVID-19 Return-to-Work Flowsheet](#) updated 6/16/20 (Created by St. Paul Elder Services)
- [WI DHS \(REVISED\) Guidance for Infection Control & COVID-19 in LTC and ALF](#) (3/20/20)
- [CDC- \(REVISED\) Interim Guidance: Infection Control & Prevention for Patients with Suspected or Confirmed COVID-19 in Healthcare Settings.](#) (7/15/20)
- [OSHA Issues Temporary Guidance for Respirator Use for Healthcare Personnel](#) (3/14/20)
- [CDC- Preparing for COVID-19; Long-term Care Facilities, Nursing Homes](#) (6/25/20)
- [COVID-19 Pandemic Preparedness Policy](#)
- [Infection Control COVID-19 Policy](#)
- [CMS COVID-19 REVISED Guidance for Nursing Homes](#) (3-13-20)
- [CMS COVID-19 Guidance for Nursing Homes](#) (3-9-20)
- [CMS COVID-19 Guidance for Home Health Agencies](#) (3-10-20)
- [State Ombudsman COVID-19 Guidance](#) (3-10-20)
- [CMS Clarification & Guidance Regarding the use of Respirators/Masks for Healthcare Workers](#) (3-10-20)
- [Wisconsin DHS COVID-19 Webinar](#) (3-2-20)

Website Resources

Coronavirus Communication and Media Tools:

- [Planning for a COVID-19 Outbreak in Your Community: Crisis Media Plan \(4/25/20\)](#)
- [Talking Points: Responding to Negative Views on Aging Services in Pandemic](#)
- [Sample Coronavirus Media Talking Points](#)
- [Positive Case -COVID-19 Press Release Template](#)
- [Positive Case - COVID-19 Letter to Residents & Families Template](#)
- [Positive Staff Case- Letter to Residents & Families Template](#)
- [Testing \(Resident or Staff\) for COVID-19 Press Release Template](#)
- [Testing \(Resident or Staff\) for COVID-19 Letter to Residents & Families Template](#)
- [COVID-19 Death - Press Release Template](#)
- [COVID-19 Death- Letter to Residents & Families Template](#)
- [Letter to Staff Banning Visitation Template \(3/12/20\)](#)
- [Letter to Family Banning Visitation Template \(3/12/20\)](#)
- [Letter to Resident Banning Visitation Template \(3/12/20\)](#)
- [Visitor & Vendor Notice Template](#)
- [Family Letter Template](#)
- [Staff Letter Template](#)
- [News Release Template](#)
- [Sample Talking Points Template](#)
- [Letter for Families in Affected County Template](#)
- [Letter for Families in Non-Affected County Template](#)
- [Letter for Resident in Affected County Template](#)
- [Letter for Resident in Non-Affected County Template](#)
- [Letter for Staff in Affected County Template](#)
- [Letter for Staff in Non-Affected County Template](#)
- [Letter to Visitors of Life Plan Communities Template](#)

Tools & Resources



Policy and Procedure Practicing Safer Visits in Long-Term Care Settings during COVID19

EFFECTIVE DATE	DEPARTMENT	Clinical Services
REFERENCE	<ul style="list-style-type: none"> - Practicing Safer Visits in Long-Term Care Settings during COVID19 - June 4, 2020 Task Force/DHS Memo - CMS Guidance for reopening of SNFs https://www.cms.gov/files/document/covid-nursing-home-reopening-recommendation-faqs.pdf - CDC Guidance – Manage Visitor Access and Movement within the Facility to Minimize Chances for Exposure https://www.cdc.gov/coronavirus/2019-ncov/hcp/non-us-settings/hcf-visitors.html - DHS COVID-19: Long Term Care Facilities and Services https://www.dhs.wisconsin.gov/covid-19/lrc.htm 	
APPENDICES	<ul style="list-style-type: none"> A: Negotiated Risk Agreement B: Resident and Family Letter Template C: COVID Screen/Attestation for Visitors D: Post Visitation Self-Screening Tool E: QA Compliance Audit Tool 	

POLICY

The facility promotes safety, dignity, and overall quality of life for residents by providing an environment that is free of unnecessary risks. This facility will put into place preventative measures to reduce the chances of introduction of COVID19 into the setting, while mitigating the unintentional consequences of social isolation from family and loved ones.

PROCEDURE

1. The facility will identify a location for outdoor visits as well as inside visits if applicable, see appendix F.
2. The facility will notify residents and HCPOA/emergency contact of the ability to have in person visitation, see appendix B.
3. For new admissions and for all existing residents, an interview is conducted regarding having visitation with family or loved ones.

Tools & Resources



COVID-19 Screen/Attestation for Visitors

Please read the following **Guidelines for Visitation During COVID-19 Pandemic**:

- All visitors must be screened upon entrance for any COVID-19 symptoms.
- Visitation will take place in areas designated by the facility to minimize exposure within the facility.
- Social distancing must be maintained between the visitor and resident, at all times. This is a minimum of six (6) feet.
- Visitor and resident must both complete appropriate hand hygiene before and after the visit.
- Visitor and resident must use a cloth face covering or face mask for the entire visit, even if social distancing appropriately.
- No more than two (2) visitors may be with any one resident/resident room at a time.
- Visitors must be of an age where they are able to keep a mask on for the duration of the visit.

Name of Visitor: _____ Resident: _____

Symptom Screening/Attestation:

Do you have any of the following

Symptoms:	Yes	No
New or worsening cough		
Shortness of breath or difficulty breathing		
Fatigue		
Muscle or body aches		
Headache		
New loss of taste or smell		
Sore throat		
Congestion or runny nose		
Nausea or vomiting		
Diarrhea		
Have you been exposed to someone with known COVID-19 in the last 14 days?		
Have you tested positive with COVID-19 within the last 14 days?		
If yes, date tested:		

Temperature Screening: Using a temporal thermometer _____

I attest that I have read the above Guidelines for Visitation During COVID-19 and agree to abide by them. I attest I have answered all the screening questions truthfully. I further attest that I understand that the CDC and governmental authorities and the facility recommend that residents of long-term care NOT have visitors within the facility or go out for visits due to their increased risk for complications should they contract COVID-19.

Visitor Signature: _____ Date: _____

OFFICE USE ONLY:

Signature of Staff Member Completing Screening: _____

Visiting Area Sanitized After Visit By: _____

Tools & Resources



Post Visitation Self Screen

For the safety of the residents and community, we ask that you monitor yourself for the following symptoms for the next 14 days:

New or worsening cough
Shortness of breath or difficulty breathing
Fatigue
Muscle or body aches
Headache
New loss of taste or smell
Sore throat
Congestion or runny nose
Nausea or vomiting
Diarrhea

If any symptoms develop, or you test positive for COVID-19, we encourage you to alert the following:

- ✓ Insert name of contact for your facility here
- ✓ Insert name of your local Health Department here
- ✓ Your primary physician

Tools & Resources



NEGOTIATED RISK AGREEMENT



Facility Name: _____ ("Facility")

Resident's Name: _____ ("Resident")

Date: _____ "Effective Date")

This Negotiated Risk Agreement (the "Agreement") is entered into by and between the Resident and Facility. The term "Resident" may also refer to Resident's Legal Representative or to both Resident and Resident's Legal Representative. A specific issue or issues regarding the Resident has arisen. This issue(s) is described below. The Resident and Facility have agreed to address the issue as outlined below. This Agreement shall commence when signed by the parties. This Agreement may be reviewed from time to time as necessary.

1. Description of situation or condition known by the Facility involving a potential action by Resident that (1) could cause harm or injury, and (2) is contrary to the practice or advice of Facility (check which one(s) apply):

Facility desires to restrict visitors to the Facility and Resident desires to accept visitors during the COVID-19 pandemic at a time when governmental authorities recommend that a resident and facilities not accept visitors.

2. Resident's preference on how the situation or condition should be handled and the possible consequences to the Resident and/or others by acting on that preference (check which one(s) apply):

Resident desires to accept visitors at this time. By having visitors come into the facility, Resident understands that Resident and others in the Facility are at risk of being infected with and developing COVID-19 which may cause Resident and others to become seriously ill or may cause death.

3. Agreed-upon course of action and what Facility will and will not do to attempt to meet Resident's needs and comply with Resident's preferences (check which one(s) apply):

Tools & Resources

COVID-19 SAFER VISITS IN ASSISTED LIVINGS: SAMPLE STATEMENT & MESSAGE

Updated: June 26, 2020

GENERAL STATEMENT

The safety and health of our residents and staff has guided our work throughout the pandemic. We feel keenly the impact of social isolation on our residents' wellbeing and are pleased to be able to offer the option of both indoor and outdoor visits as the next best step in reconnecting residents with their loved ones. Safer visits allow us to carefully balance the need to reduce the risk of COVID-19 transmission in our setting with the strong desire for more meaningful connection between residents and their loved ones.

Reduce social isolation.

- One of the most unfortunate and saddest parts of this global health pandemic is the barriers we had to place per state and federal guidelines on families and friends in order to protect our residents, who are among the most vulnerable to the COVID-19 virus, and our staff.
- We recognize the impact that social isolation can have on our residents' health and well-being and are doing our best to take the appropriate steps based on federal and state guidelines to safely expand opportunities for engagement and connection.
- Implementing the Safer Visitation guidance is the next best step to safely reconnect family members and their loved ones while we remain diligent in our efforts to prevent and limit the transmission of this virus.
- While this is an exciting and welcomed step forward, we are looking forward to the day we can open our doors once again to all families, visitors, and volunteers. We continue to take actionable steps and make plans for that day.
- Please know that we will also continue to help you connect with your loved one through alternative means such as telephone, video chat, email or social media.

Protect people. Provide access.

- The risk of COVID-19 transmission in long-term settings and the need for visits with families and friends can be safely and appropriately balanced.
- Our goal in this next phase of our visitation policy is to protect our residents and staff as we create opportunities for more meaningful connection for our residents.
- We are taking all the necessary, required measures to protect our residents and staff while we provide a safe space for socialization and visitation. We are following the [guidance provided by the Wisconsin Department of Health Services](#) on requirements for Safer Visitation in Assisted Livings, which includes screening, PPE, infection control and staffing.
- Please be patient as we roll out this next phase in visitation. As the virus is still being transmitted throughout our state, we may need to change visitation options based on a resident's status of COVID-19 and the overall status of COVID-19 in our setting. We may also need to limit outdoor visitation due to weather, which may affect the visitation schedule.

Safety is a shared responsibility.

- We all have a role in protecting our community and each other from this virus.
- The parameters for both indoor and outdoor visitation that we must follow is based on [guidance from the Wisconsin Department of Health Services](#).
- All visitors must comply with our screening protocols and other infection control measures when they visit their loved one. Please review our [Visitor Screening and Attestation Form](#) before scheduling a visit. If you do not feel you meeting the screening criteria or are unable to adhere to the safety protocols put in place, please refrain from scheduling a visit.
- You are a partner in helping protect our community from this virus. We ask that you understand the requirements and procedures we have put in place based on state and federal guidance and work with us as partners in caregiving to abide by them.

For a General Overview of the *Echelon* Program

The screenshot shows the LeadingAge Wisconsin website. The logo at the top left reads "LeadingAge Wisconsin" with the tagline "Better Services for Better Aging". In the top right corner, there is a "Members & Subscribers" link and a search bar labeled "Search Our Site". A blue navigation bar contains the following menu items: Home, About Us, Services & Education, Policy & Advocacy, Links, and Contacts. A dropdown menu is open under "Services & Education", listing: Upcoming Events, Calendar, Echelon Quality Improvement in Assisted Living (highlighted with a red arrow), The Synergy Network for Skilled Nursing Facilities, Senior Housing Network, Geriatric Career Development Program (GCD), LeadingAge Wisconsin Publications, Employment Opportunities, Virtual Tradeshow, and Activity Ideas. Below the navigation bar, there is a featured article titled "We Celebrate Our Heroes" with a "View Video" button. To the right of the article is a photo of three people standing behind a sign that says "Work Here!" with a heart icon. Below the article and photo, there is a list of upcoming events: "Board of Directors Meeting, Online Remote Meeting" (Thu, 08/20/2020 - 08:30am - 10:00am), "Echelon Network, Online Remote Meeting" (Wed, 08/26/2020 - 10:00am - 11:30am), and "WACH Meeting, Online Remote Meeting" (Fri, 08/28/2020 - 10:00am - 02:00pm). At the bottom of the page, there are three green buttons: "Upcoming Events", "Contact Your Elected Official", and "Join Now".

Echelon

- A systematic and all-encompassing program to serve assisted living professionals who strive for excellence in the care and services they offer

- *Echelon* includes the following :
 - Quality assurance program strategies
 - Quality improvement initiatives (clinical, social, environmental, and professional)
 - Policies & procedures
 - Education, networking, and sharing
 - Tools, resources, and best practices
 - Evaluation tools and benchmark reports
 - Recruitment and retention strategies
 - Training for direct care workers
 - Orientation and mentoring programs
 - Caregiver engagement and empowerment
 - Network meetings
 - Recognition for achieving Echelon status

Expectations of *Echelon* Participants

- Commitment to continuous quality improvement
- Implement & operationalize quality improvement tools
- Compliance with regulations
- *Echelon* meetings (networking)
- Educational programs
- Annual self-assessment
 - Attestation & renewal
 - Fees

Echelon: A WCCEAL Approved Program

- 421 – The number of ALCs participating in WCCEAL
- 202 – The number of *Echelon* communities participating in WCCEAL
- 72 – The number of *Echelon* communities that achieved Gold Member Status in WCCEAL last quarter

QI Initiatives - CBRF

- Assessments & ISPs
- Medication Management
- Resident Satisfaction/Grievance Procedure
- Falls Management & Injury Prevention
- Pain – Assessment & Management
- Assessing & Managing Risk of Choking
- Assessing & Managing Risk of Wandering/Elopement
- Cognitive Impairment
- Mental & Emotional Health
- Behaviors
- Memory Care
- Social Participation
- Infection Control

QI Initiatives - RCAC

- Medication Management
- Health Monitoring
- Tenant Satisfaction
- Dementia
- Risk Agreements
- Falls
- Termination of Contract
- Advanced Directives
- Hospital Readmissions
- Infection Control
- Quality of Life

The LeadingAge Wisconsin RCAC Quality Improvement Network Quality Initiative #1: Medication Management

State Requirements:

- Medication administration and medication management shall be performed by or, as a delegated task, under the supervision of a registered nurse or pharmacist. [DHS 89.23(4)(a)2]
- Only RNs, pharmacists, or physicians can delegate medication administration to unlicensed RCAC caregiver staff. [DSL-BQA Memo-02-018, dated September 25, 2002]
- The fact that a RN is delegating medication administration to unlicensed RCAC caregivers must be addressed in the service agreement with the tenant. [DHS 89.27(3)(c) and DSL-BQA Memo-02-018]
- The Bureau of Quality Assurance (BQA) encourages (but does not require) the RN to inform the physicians who provide medical care for tenants that unlicensed RCAC caregivers are administering medications for their patients. [DSL-BQA Memo-02-018]
- There will be periodic review of the delegated medication administration acts of unlicensed RCAC caregivers by the supervising RN. [DSL-BQA Memo-02-018]
- Staff training will be provided for unlicensed RCAC caregivers involved with medication administration. [DHS 89.23(4)(d)2c]
- A tenant of a residential care apartment complex shall have all the rights listed in this section. These rights in no way limit or restrict any other rights of the individual under the U.S. Constitution civil rights, legislation or any other applicable statute, rule or regulation. Tenant rights are all of the following: [DHS 89.34]
 - Except as provided for in the service agreement or risk agreement, to have the facility not interfere with the tenant's ability to manage his or her own medications or, when the facility is managing the medications, to receive all prescribed medications in the dosage and at the intervals prescribed by the tenant's physicians and to refuse a medication unless there is a court order. [DHS 89.34(16)]
- The RCAC must follow state requirements for involuntary administration of psychotropic medications. (http://www.dhs.wisconsin.gov/rl_dsl/Publications/pdfmemos/07-012.pdf)
- The RCAC must be aware of departmental rules on destruction and disposal of medication. (http://www.dhs.wisconsin.gov/rl_DSL/Publications/pdfmemos/07-008.pdf)
- The RCAC should be aware of the state's expectations on the use of Warfarin. (http://www.dhs.wisconsin.gov/rl_dsl/Publications/pdfmemos/08-002.pdf).
- The RCAC must be aware of departmental requirements for administering medications. (http://www.dhs.wisconsin.gov/rl_dsl/RCACs/RCAC02-018.htm)
- The RCAC must be aware of departmental requirements relating to medication

LeadingAge Wisconsin RCAC members have established these practices for quality in the area of Medication Management:

- I. The RCAC asks tenants/families if they are satisfied with the medication administration process.
- II. The RCAC can ensure safe and proper handling of medications.
 - A. The RCAC will maintain an effective Medication Management Policy/Procedure Manual that includes:
 - 1. A statement regarding your medication administration scope of practice.
 - 2. Your process for medication administration
 - 3. A process for medication storage and accountability, including storage of and accountability for controlled substances.
 - 4. A process as to how the RCAC accepts medication orders, including telephone orders and receipts.
 - 5. The details regarding your staff training qualifications and supervision.
 - 6. The details regarding your medication documentation system.
 - 7. A statement regarding medication packaging.
 - 8. The details regarding your RCAC's process for medication error detection, reporting, and follow-up.
 - 9. A process for the disposal of medications.
 - 10. Definition of your policies related to self-administered medications.
 - B. The RCAC can demonstrate suitable documentation of safe and proper handling of medications.

7/11/2006: Revised 10/20/2010

- C. The RCAC will ensure initial and on-going staff training.
 - 1. The RCAC will have established criteria for initial training that, at a minimum, achieves the following:
 - a. Desired outcomes from the training – Upon successful completion of the training, the trainee will:
 - i. Have a basic understanding of medical terms and related

Training Resources

- Staff training modules
 - *Purpose & Philosophy of Assisted Living*
 - *Resident Assistant Training Guide*
- CBRF Manager Training Program
- RCAC Manager Training Program

Staff Training Modules

- Module 1: Purpose & Philosophy of AL

- Module 2: Resident Assistant Training Guide
 - *Personal Care*
 - *Body Mechanics*
 - *Resident Rights*
 - *Taking Vital Signs*
 - *Interpersonal Skills*
 - *Understanding Dementia*
 - *Body Systems*
 - *Food Service*
 - *Documentation*

On-Demand Education

LeadingAge[™]
Wisconsin

Learning Center

Dashboard

Site home

Calendar

Private files

Transcript

Site administration

Activities



Assisted Living



Clinical



Dementia Care



Environmental Services



Financial



Foodservice



Home & Community Based Services



Human Resources



Leadership & Governance



Marketing, Public Relations & Fund Development



Operations



Regulatory & Legal



Senior Housing



Social Services



Therapy



Workforce



On-Demand Education

The image shows a screenshot of the LeadingAge Wisconsin Learning Center website. The header features the LeadingAge Wisconsin logo on the left and the text "Learning Center" in a large, dark font on the right. Below the header, there is a "Special Features" section with five main categories: "Free Training & Education" (with a "FREE" tag icon), "Networking & Socialization" (with a person icon surrounded by nodes), "Resources" (with a gear and pencil icon), "Self-Study" (with a laptop and book icon), and "Sponsor Spotlight" (with crossed tools icon). Below these is a "Virtual Tradeshow" category with a tradeshow booth icon. At the bottom, there are three buttons: "Login" (with a door icon), "About" (with an information icon), and "FAQs" (with a question mark icon). On the left side of the page, there is a vertical navigation menu with the following items: Dashboard, Site home, Calendar, Private files, Transcript, and Site administration.

LeadingAge™ Wisconsin Learning Center

Special Features

- Free Training & Education** (Icon: FREE tag)
- Networking & Socialization** (Icon: Person with nodes)
- Resources** (Icon: Gear and pencil)
- Self-Study** (Icon: Laptop with book)
- Sponsor Spotlight** (Icon: Crossed tools)
- Virtual Tradeshow** (Icon: Tradeshow booth)

Navigation Menu:

- Dashboard
- Site home
- Calendar
- Private files
- Transcript
- Site administration

Footer:

- Login (Icon: Door)
- About (Icon: Information)
- FAQs (Icon: Question mark)

Raising the Bar of Quality Throughout the Spectrum of Care and Services