

Tony Evers  
Governor

Kirsten L. Johnson  
Secretary



**State of Wisconsin**  
Department of Health Services

**DIVISION OF QUALITY ASSURANCE**

1 WEST WILSON STREET  
PO BOX 2969  
MADISON WI 53701-2969

Telephone: 608-266-8481  
Fax: 608-267-0352  
TTY: 711 or 800-947-3529

## **ASSISTED LIVING FORUM**

**Tuesday, August 20<sup>th</sup>, 2024**

**The August 20<sup>th</sup>, 2024, Assisted Living Forum will be held online using Zoom meeting technology.**

Meeting ID: 160 480 6553 [Join Zoom Meeting](#) **Join by Phone:** 1-669-254-5252

**General Session**  
10:00 a.m.-12:00 p.m.

### **AGENDA**

- 10:00 a.m. Welcome**
- Ken Brotheridge, Bureau of Assisted Living (BAL) Director, DHS
- 10:05 a.m. Hospital At Home**
- Otis Woods, Division of Quality Assurance (DQA) Administrator, DHS
- 10:25 a.m. Wisconsin Caregiver Training Project**
- Laurie Arkens & Shari Klessig, University of Wisconsin – Oshkosh, Center for Community Development, Engagement & Training (CCDET)
- 10:50 a.m. Bureau and Division Updates**
- Ken Brotheridge (BAL, DHS) and Jerry Riederer (Bureau of Education Services and Technology, DHS)
    - Customer Service Initiative
    - Arbitration Clauses
    - Post Survey Questionnaire
- 11:05 a.m. Death Reporting in ACCESSGOV**
- Alissa Iwanski, DQA Lead Quality Assurance Monitor, DHS
- 11:15 a.m. How Your Infection Preventionist (IP) Can Assist You**
- Nikki Mueller, Western Region Infection Preventionist, DHS
- 11:30 a.m. Question and Answer**
- 12:00 p.m. Adjourn**

Prior to the forum, providers may submit questions to  
[DHSDQABALCENTRAL@dhs.wisconsin.gov](mailto:DHSDQABALCENTRAL@dhs.wisconsin.gov).

For meeting agendas, handouts, and past forum recordings, visit the [Assisted Living Forum](#) webpage. Presentation materials from DHS staff members will be available on the webpage after the forum. For external speakers, please contact the speaker to obtain materials distributed during the forum.

The Assisted Living Forum is intended for professionals working in the industry to share best practices and stay informed on evolving issues to serve their customers. If you are a member of the Media, you are welcome to attend, however, please refrain from asking questions during the Q & A portion of the event. If you have inquiries, contact DHS Communications at [dhsmedia@dhs.wisconsin.gov](mailto:dhsmedia@dhs.wisconsin.gov).