



Wisconsin
Department of Health Services



Assisted Living Summit

Alfred C. Johnson

Bureau of Assisted Living Director

December 17, 2015



Wisconsin Department of Health Services Background

- Increase in:
 - Number of Assisted Living Communities
 - Resident Acuity
 - Lack of Qualified Staff
 - Corporate Ownership
 - Financial Difficulties
 - Change of Ownership



Wisconsin Department of Health Services

Background

- As a result, Bureau of Assisted Living sees:
 - Continued testing the “boundaries” of Assisted Living
 - Complaints
 - Enforcement
 - Serious violations
 - Failure to sustain compliance
 - A small number of assisted living communities are taking an inordinate amount of BAL resources



Wisconsin Department of Health Services

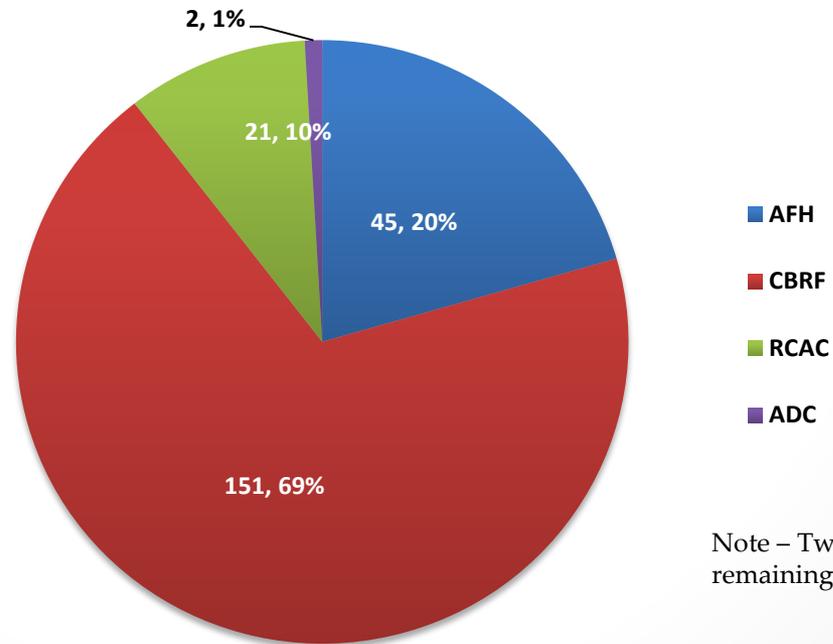
The Facilities and Reasons

- Data from December 1, 2014 through November 30, 2015
- A closer look at Assisted Living Communities:
 - Two or more Complaints
 - Two or more Forfeitures
 - Other Enforcement
 - Uncorrected Citations at Verification Visit – Recites
 - Survey results in Three or More Citations



Wisconsin Department of Health Services Two or More Complaints

By Facility Type - 219 Total

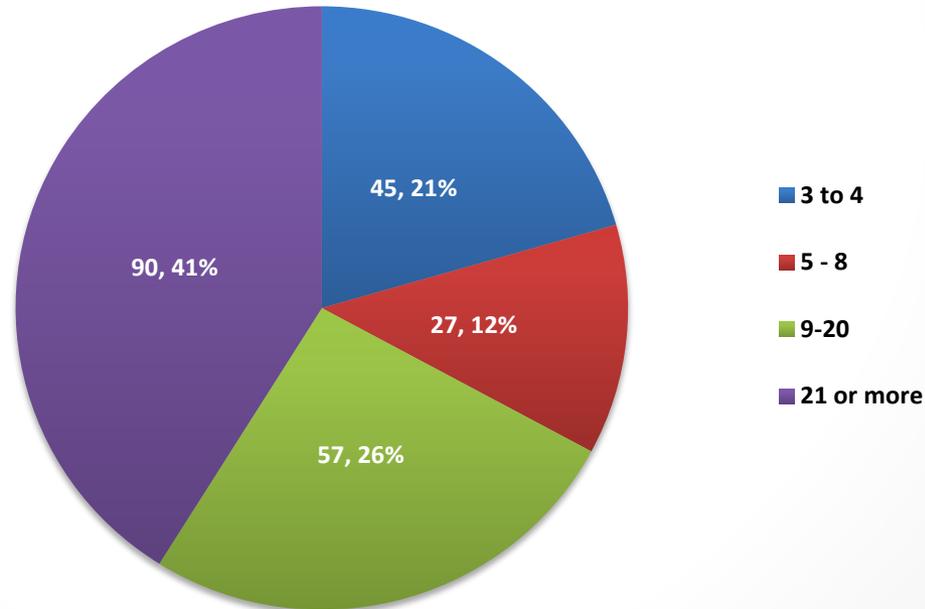


Note – Two RCACs are registered, remaining are certified.



Wisconsin Department of Health Services Two or More Complaints

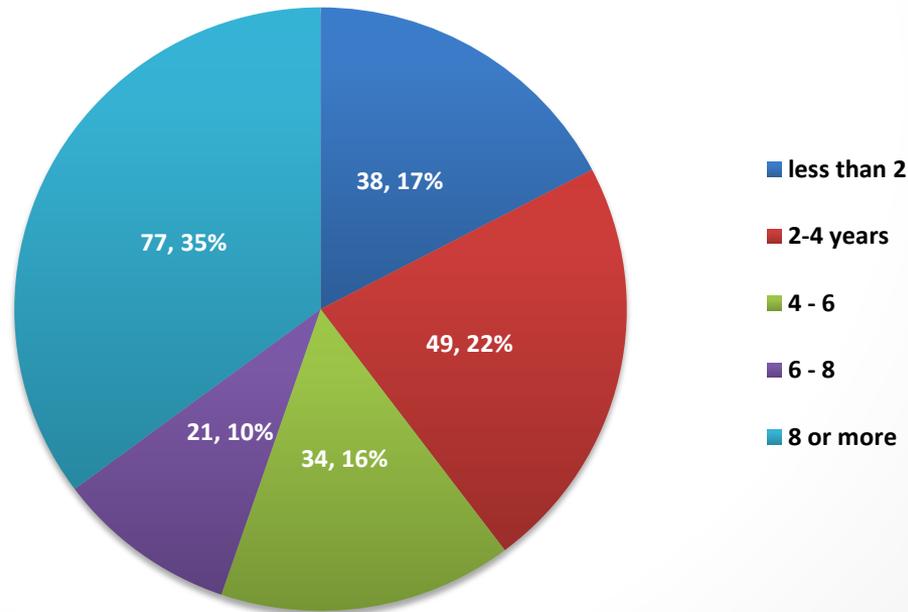
By Capacity - 219 Total





Wisconsin Department of Health Services Two or More Complaints

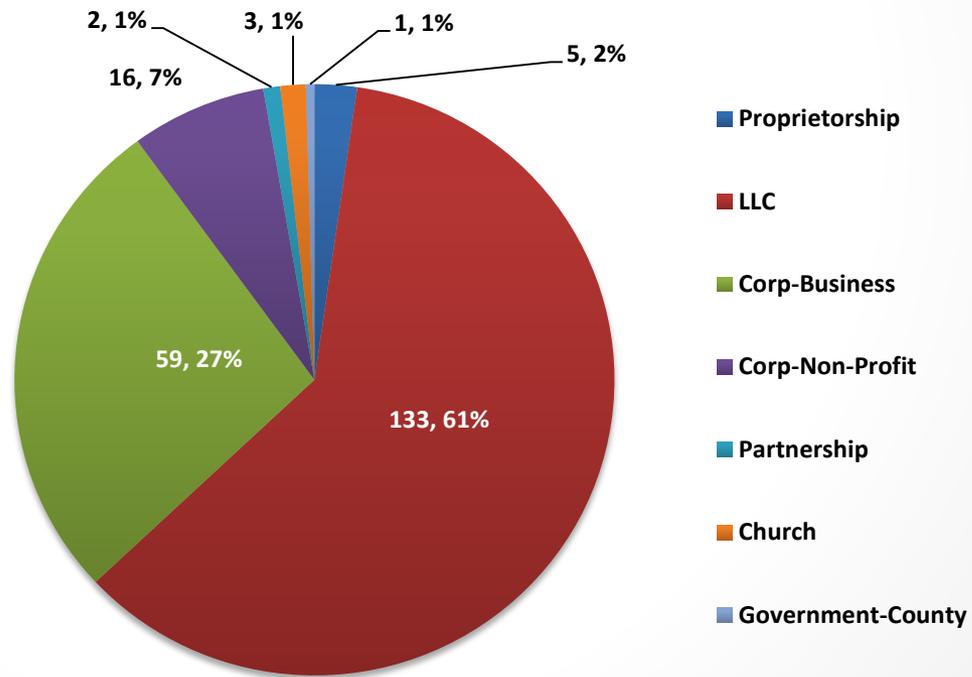
By Years Facility Open - 219 Total





Wisconsin Department of Health Services Two or More Complaints

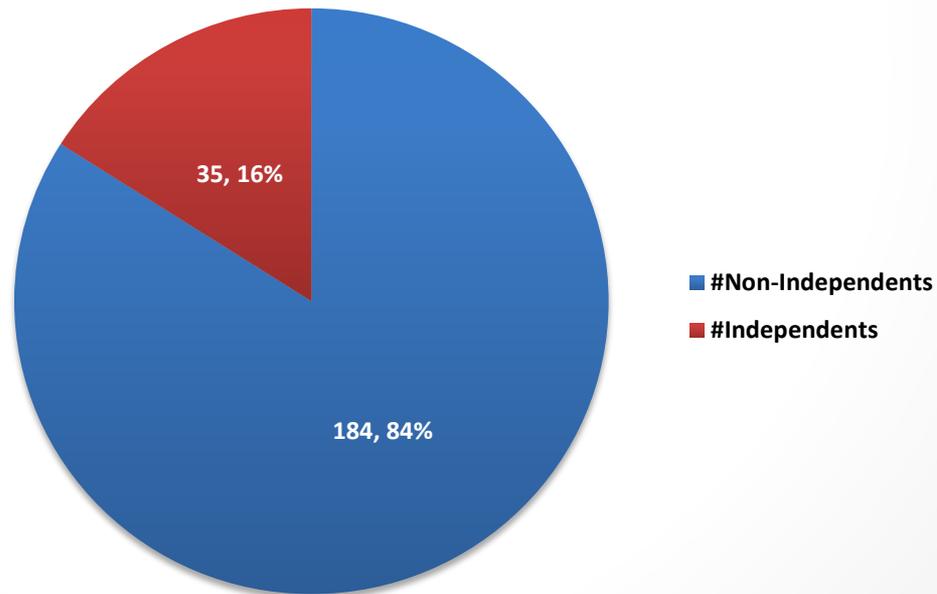
By Owner Type - 219 Total





Wisconsin Department of Health Services Two or More Complaints

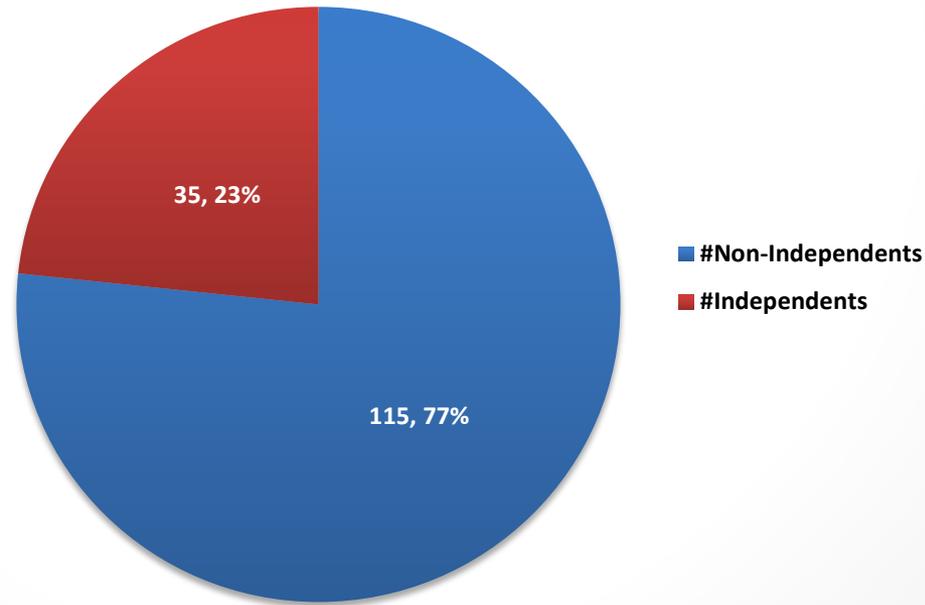
**Facilities On Report Where Licensee Owns More Than One Facility –
219 Total**





Wisconsin Department of Health Services Two or More Complaints

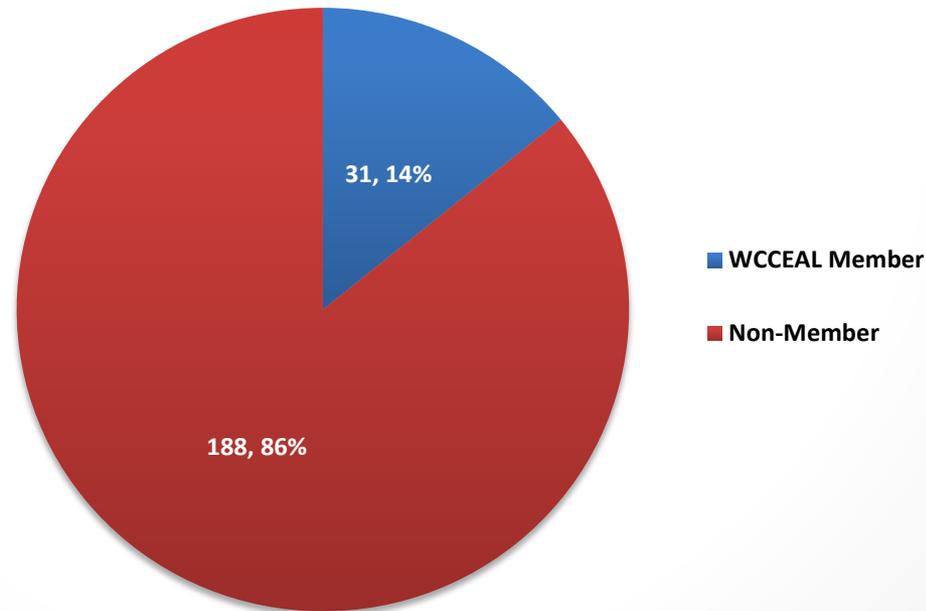
Number of Licensees on Report - 150 Total Licensees





Wisconsin Department of Health Services Two or More Complaints

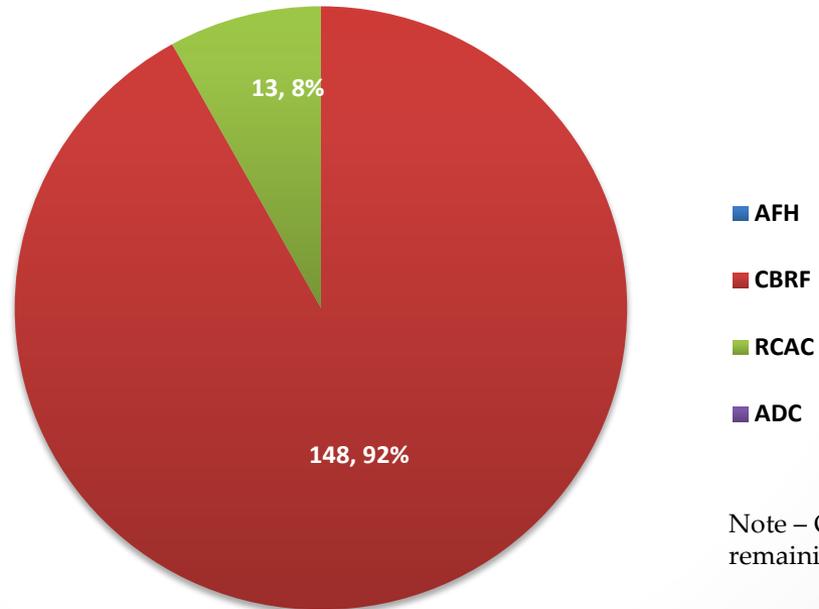
By WCCEAL Membership - 219 Total





Wisconsin Department of Health Services Two or More Forfeitures

By Facility Type - 161 Total

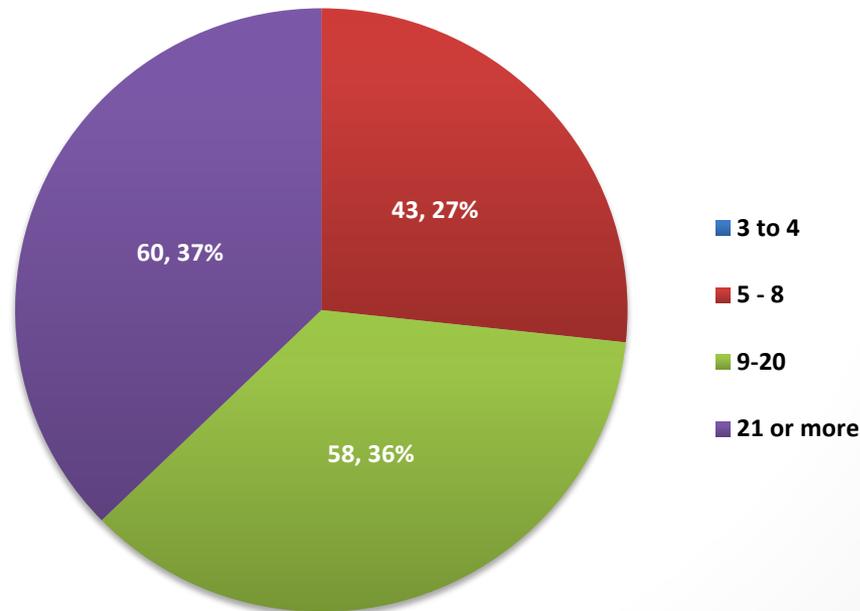


Note – One RCAC is registered, remaining are certified.



Wisconsin Department of Health Services Two or More Forfeitures

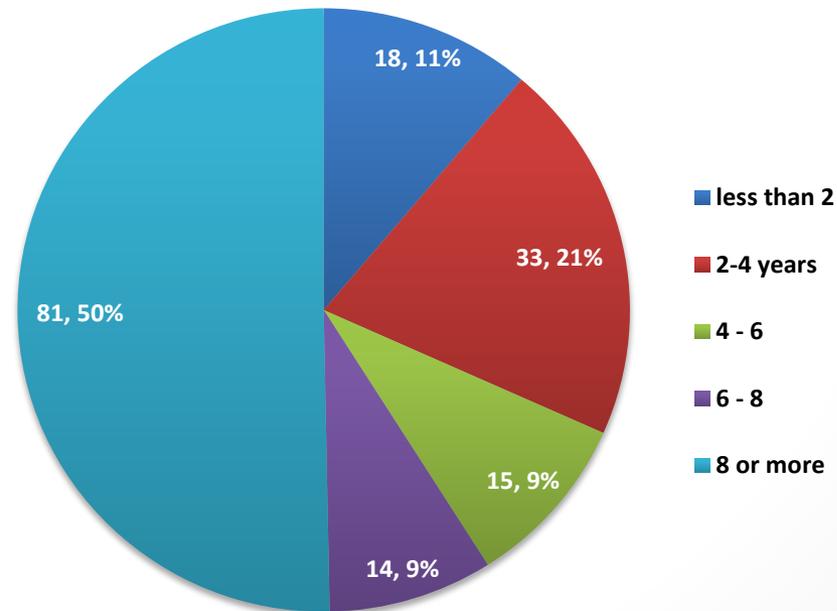
By Capacity - 161 Total





Wisconsin Department of Health Services Two or More Forfeitures

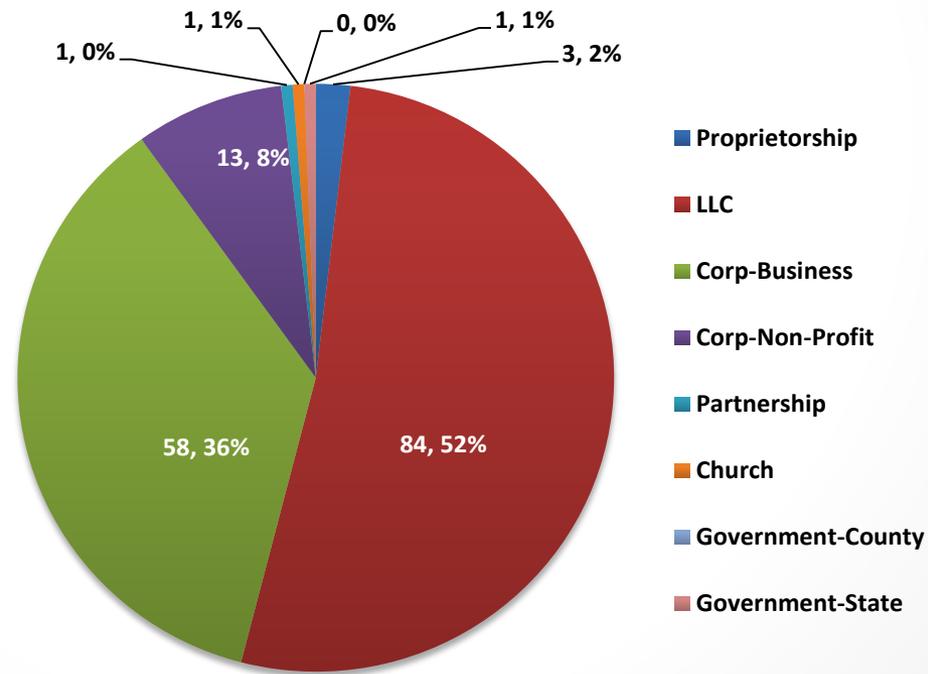
By Years Facility Open - 161 Total





Wisconsin Department of Health Services Two or More Forfeitures

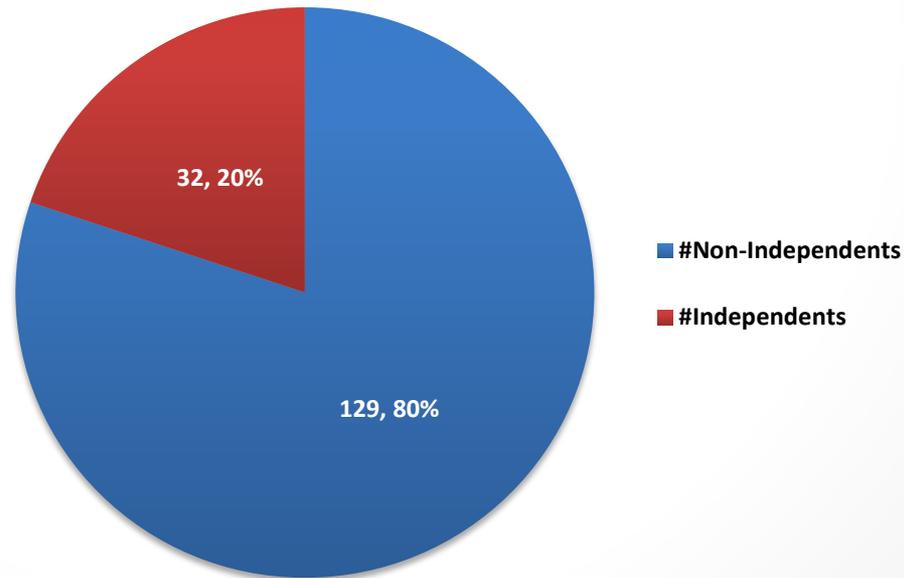
By Owner Type - 161 Total





Wisconsin Department of Health Services Two or More Forfeitures

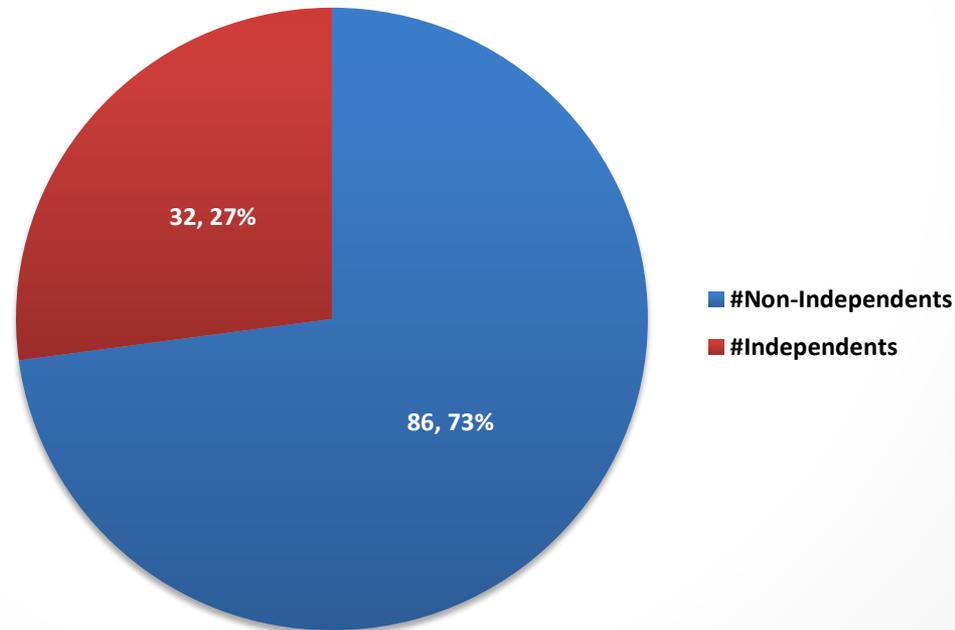
**Facilities On Report Where Licensee Owns More Than One Facility -
161 Total**





Wisconsin Department of Health Services Two or More Forfeitures

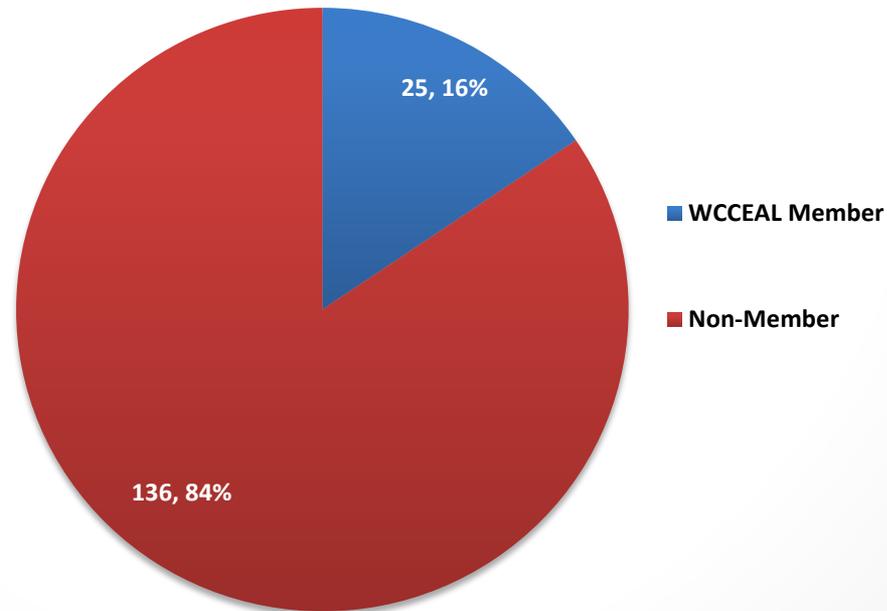
Number of Licensees On Report - 118 Total Licensees





Wisconsin Department of Health Services Two or More Forfeitures

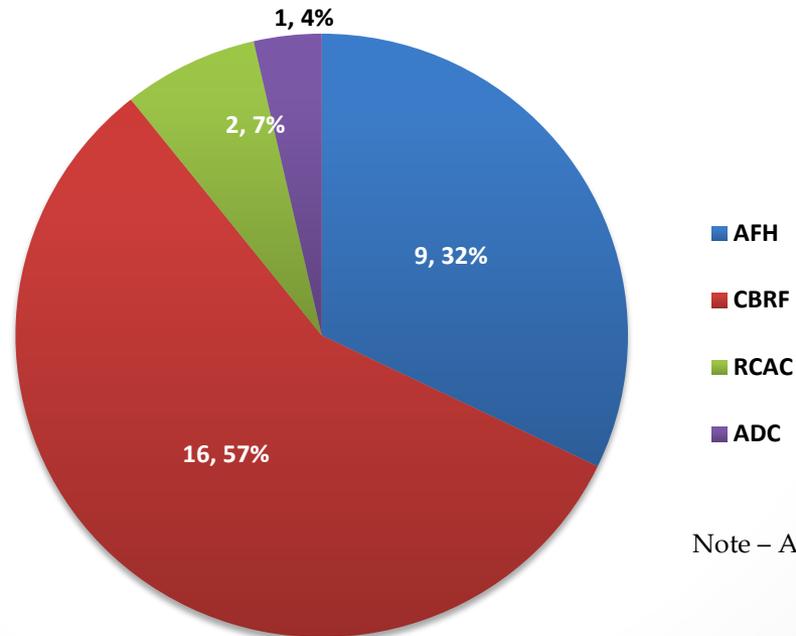
By WCCEAL Membership - 161 Total





Wisconsin Department of Health Services Uncorrected Citations

By Facility Type - 28 Total

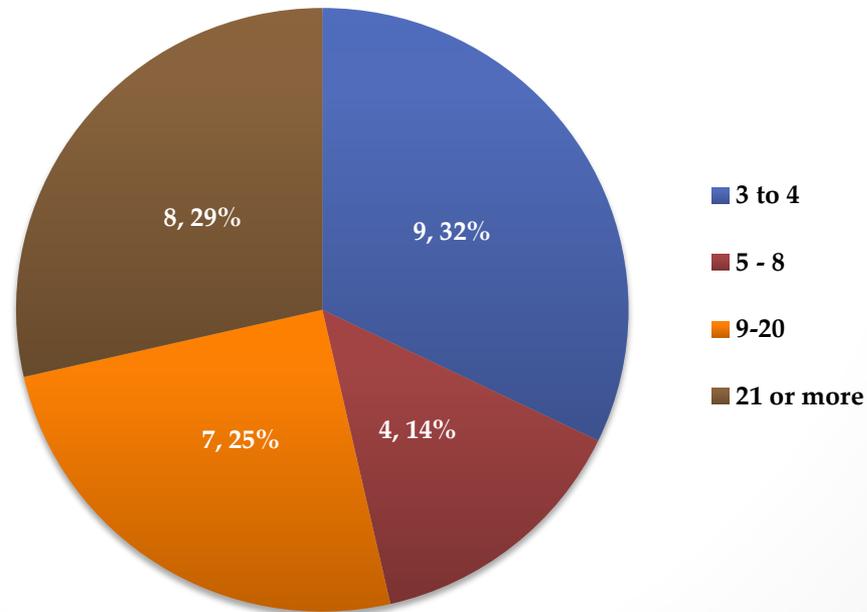


Note – All RCACs are certified.



Wisconsin Department of Health Services Uncorrected Citations

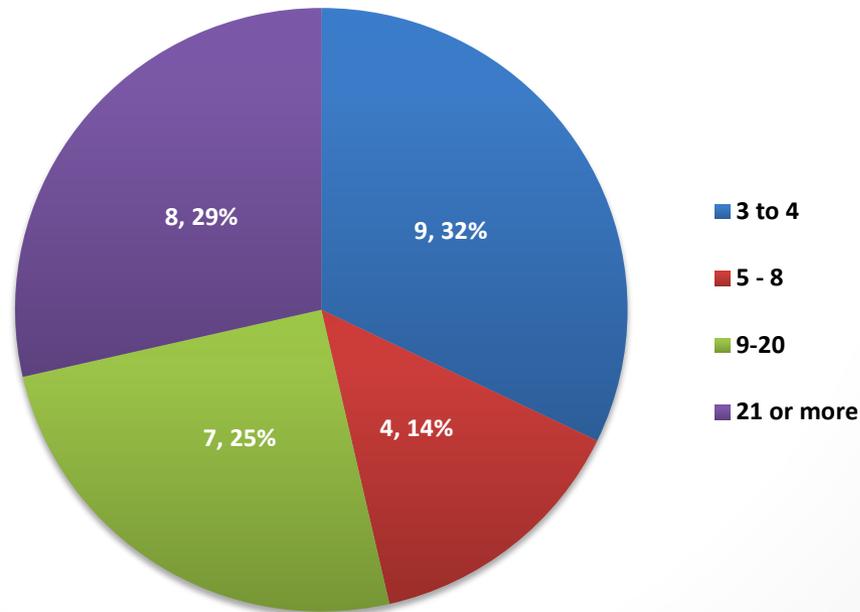
By Capacity - 28 Total





Wisconsin Department of Health Services Uncorrected Citations

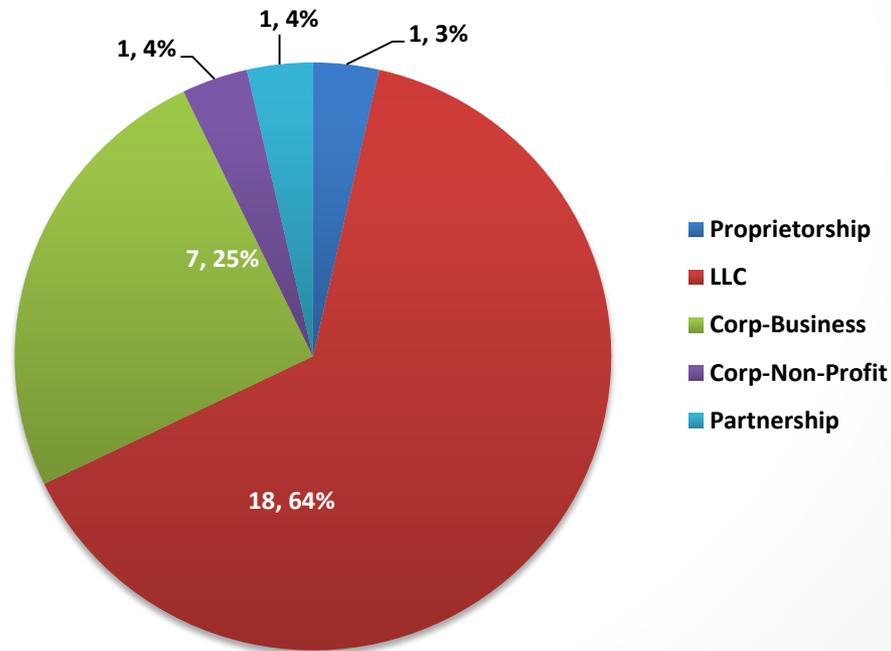
By Capacity - 28 Total





Wisconsin Department of Health Services Uncorrected Citations

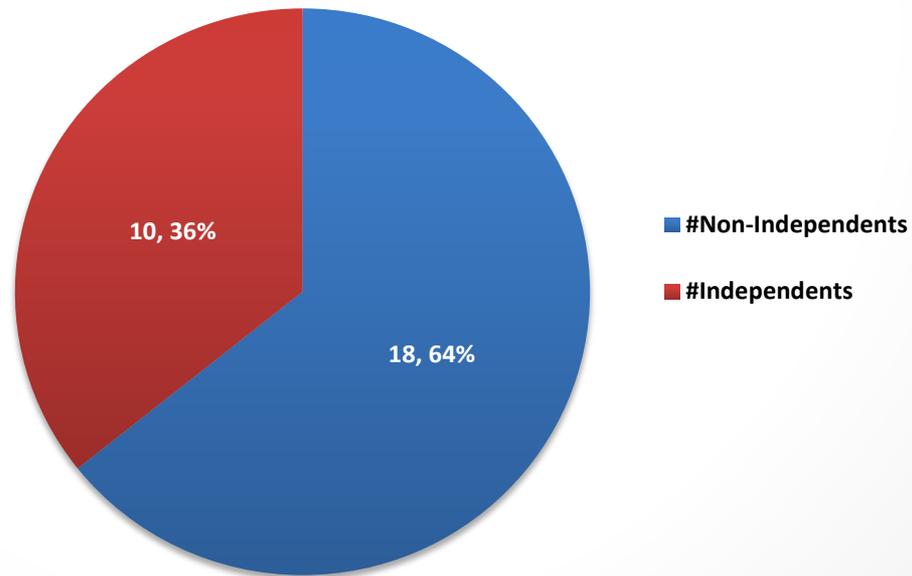
By Owner Type - 28 Total





Wisconsin Department of Health Services Uncorrected Citations

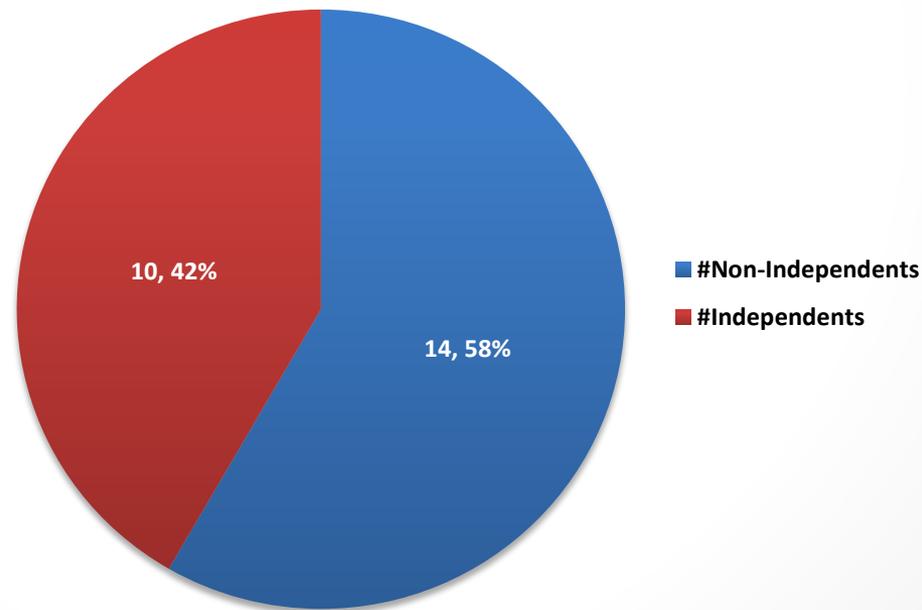
**Facilities On Report Where Licensee Owns More Than One Facility –
28 Total**





Wisconsin Department of Health Services Uncorrected Citations

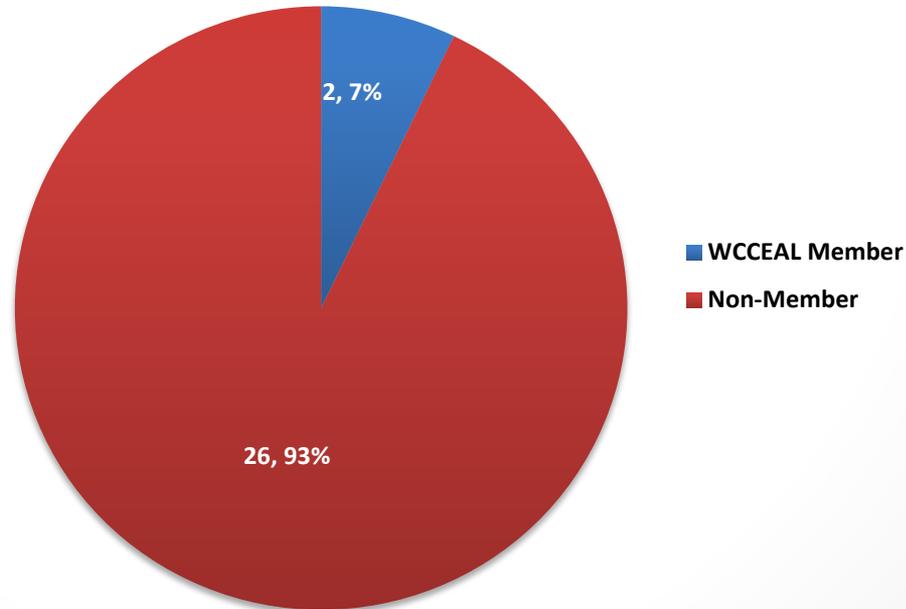
Number of Licensees On Report - 24 Total Licensees





Wisconsin Department of Health Services Uncorrected Citations

By WCCEAL Membership - 28 Total

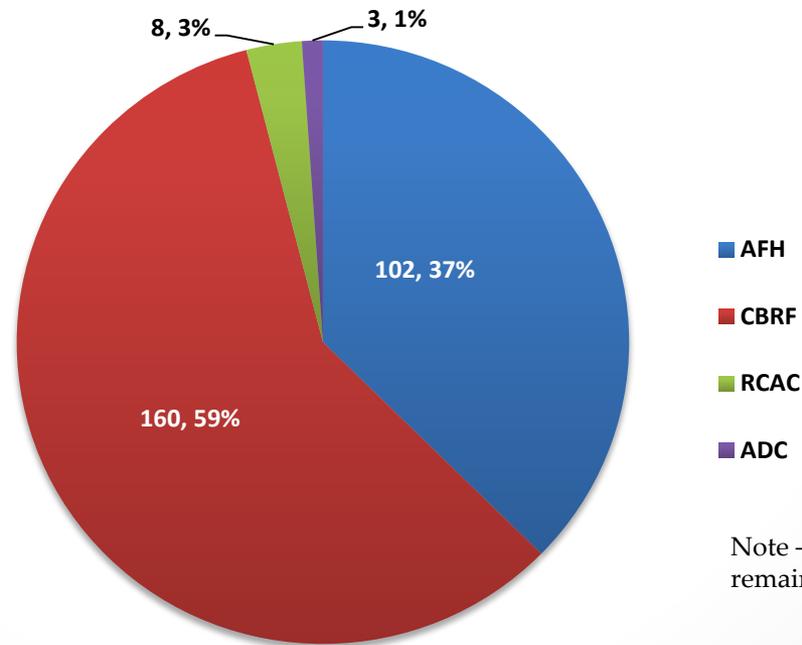




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SOD with 3 or more Citations

By Facility Type - 273 Total



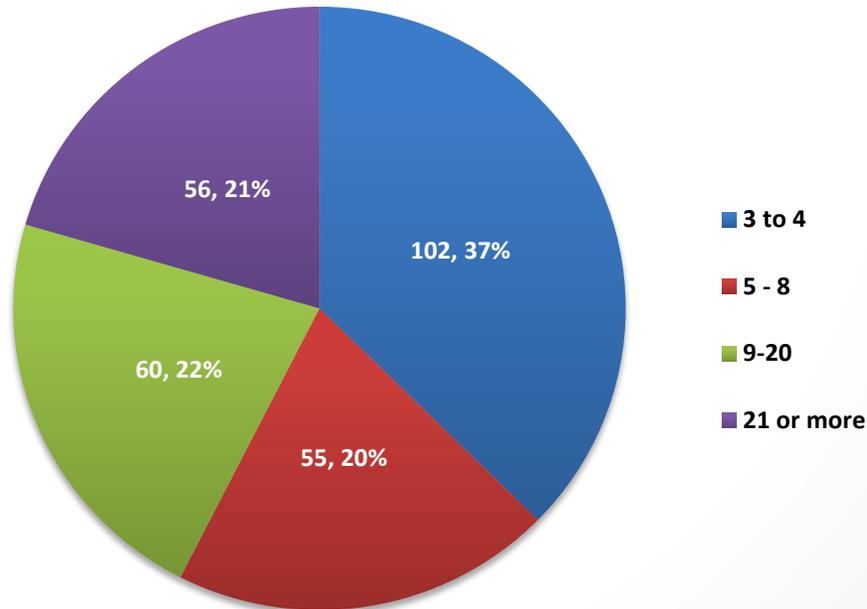
Note – One RCAC is registered, remaining are certified.



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SOD with 3 or more Citations

By Capacity - 273 Total

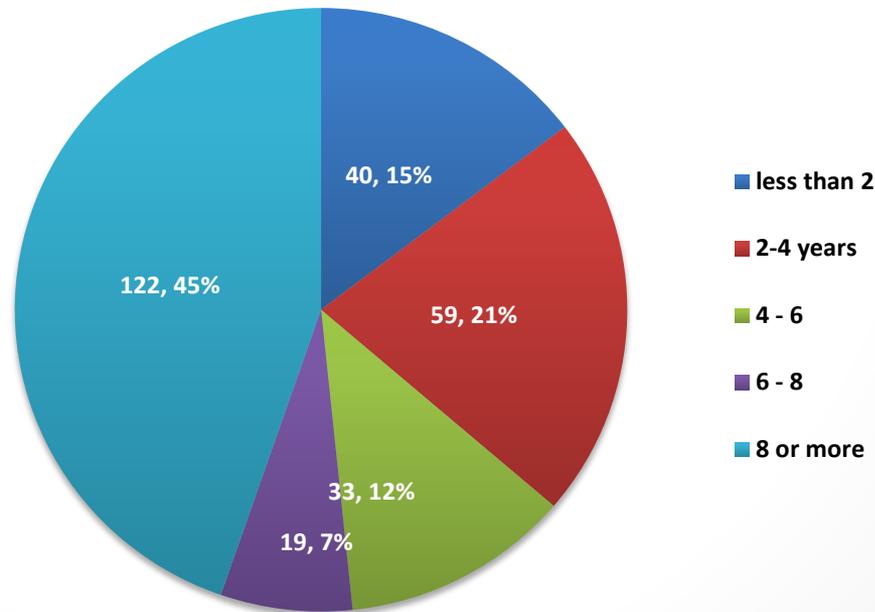




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SOD with 3 or more Citations

By Years Facility Open - 273 Total

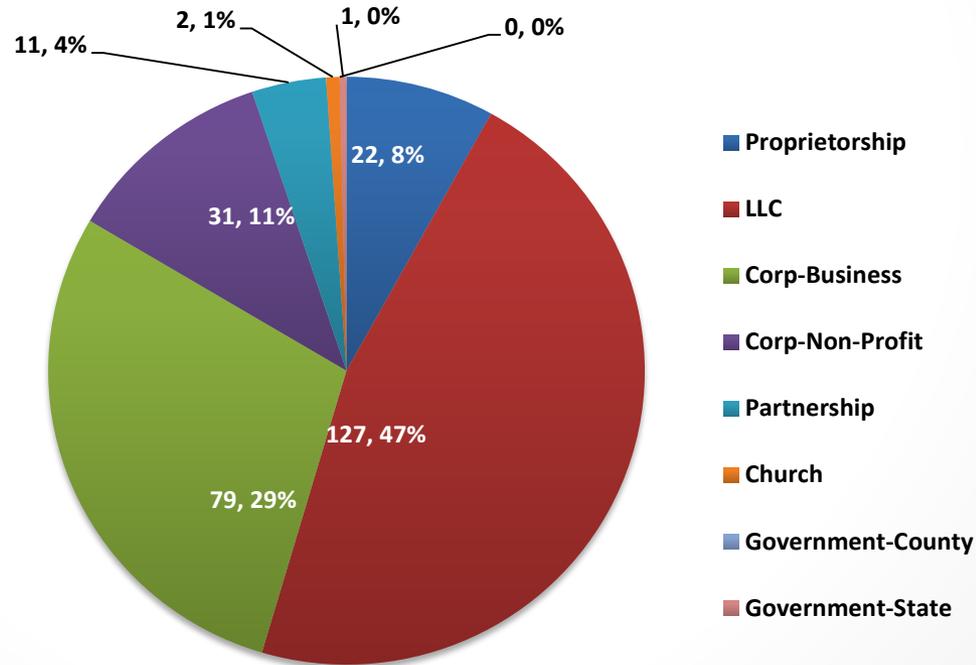




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SOD with 3 or more Citations

By Owner Type - 273 Total

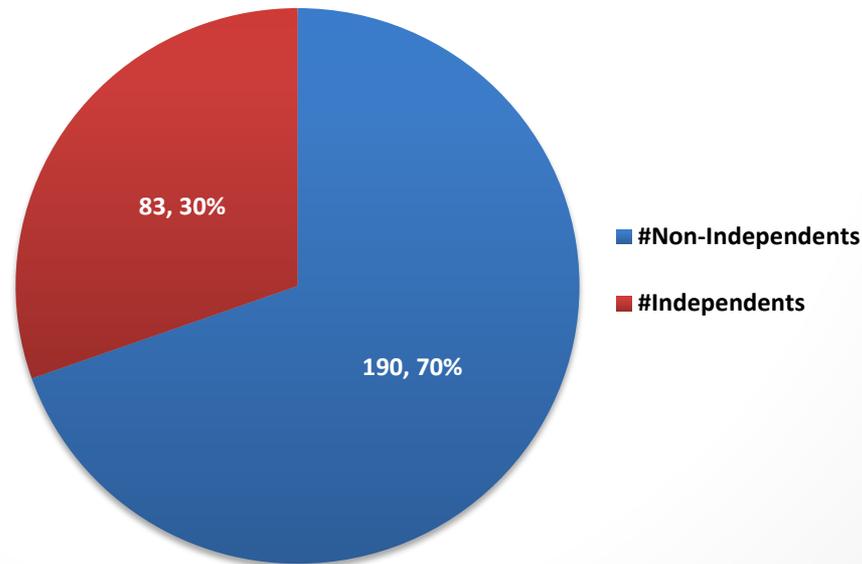




Wisconsin Department of Health Services

SOD with 3 or more Citations

**Facilities On Report Where Licensee Owns More Than One Facility -
273 Total**

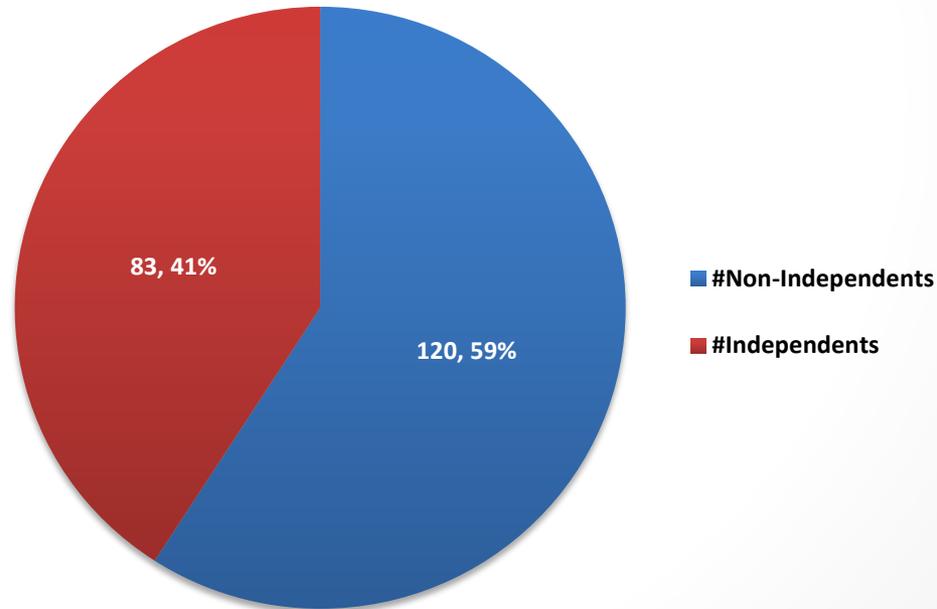




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SOD with 3 or more Citations

Number of Licensees On Report - 203 Total Licensees

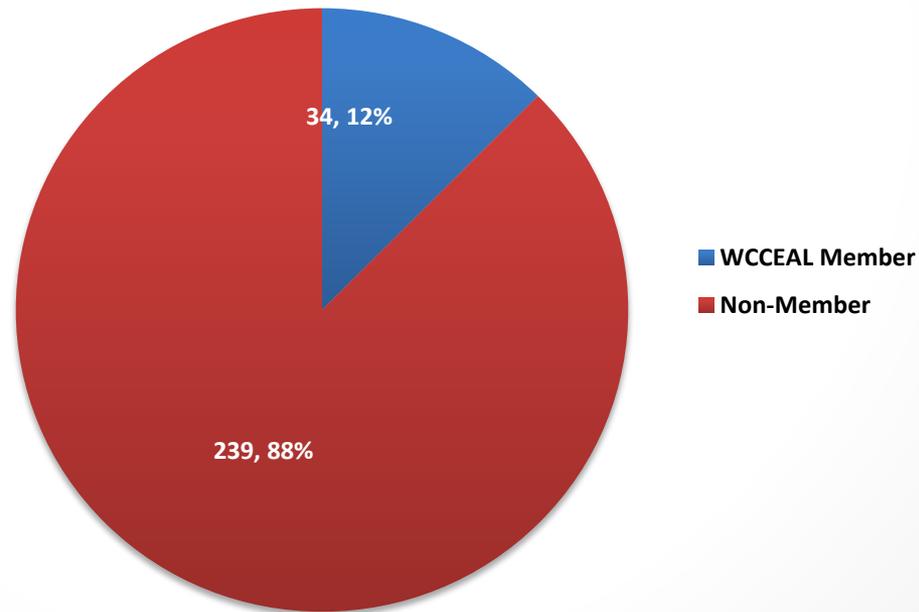




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SOD with 3 or more Citations

By WCCEAL Membership - 273 Total





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External Strategies to Consider

- Focused Technical Assistance
- Root Cause Analysis
- Training
 - In person
 - Online
- Other Ideas?



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BAL Action Plan

“Concentrated Survey Activities”

- Assertive approach to facilities using inordinate BAL resources
 - More frequent presence
 - Rapid response to complaints
 - Progressive enforcement action