



# Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

FOCUS 2013

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## Learning Objectives

- The purpose of WCCEAL.
- The national organization's interest in Wisconsin's efforts.
- The benefits of joining in WCCEAL efforts.

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## Introduction of the panel



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## History and Critical Events



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## Outcome of Implementing WI AL Regulatory Model - 2004

- Significantly reduced workload backlog.
- Participating Agencies saw value in the recognition of an "abbreviated survey".
- Division of Quality Assurance (DQA), Bureau of Assisted Living (BAL) surveyors helped improve services as a regulator and consultant.
- Entities that were non-compliant – corrected issues or got out of the business.
- Laid the foundation for improved collaboration.
- Associations helped members improve compliance.
- National recognition for the Department of Health Services (DHS) DQA/BAL regarding regulation of assisted living facilities.
- Improved the WI Assisted Living services!

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## The Next Generation of the WI Survey Process ....



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### What is the strategy to meet the needs of a growing industry?

- Options
  - Request more resources;
  - Stop doing certain activities (i.e. new licenses, technical assistance);
  - Perform a less intensive review; and
  - Complete less frequent reviews of communities with good compliance.




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### Proposal: Less frequent reviews of communities with good compliance

- Assure the department, advocates and consumers that these communities remain in substantial compliance, in view of less frequent oversight visits.

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### Collaboration - Key 1<sup>st</sup> Step




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Wisconsin Department of Health Services



## Internal Quality Assurance

- Essential to maintain quality!
- Structure, process and outcome measures are used to evaluate quality




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Wisconsin Department of Health Services



## Proposal: Less frequent reviews of communities with good compliance

Criteria

- The Community qualifies for an abbreviated survey;
- The Community is a member in good standing of a major association (WALA, LAW, WiCAL, RSA of WI);
- The Community implements a “provider association” and “department approved” quality improvement program that adopts standards of practice, and is a member of WCCEAL; and
- The Community provides “self attestation” of substantial compliance of the regulations.

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## WI Coalition for Collaborative Excellence in Assisted Living

- Provider Association Sponsored
- Department Approved
- Comprehensive QA & QI
- Includes the following Guiding Values....

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## Provider Association Support

- Training
- Mentoring
- Peer Review
- Resources
- Consultation



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## Standards of Practice

- ADLs
- Diabetes
- Dementia
- Pain
- Pressure ulcers
- Person-centered care
- Abuse, neglect
- Falls
- Mental Health
- Infection control
- Emergency Management
- Medication
- Food safety

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## Regulatory Compliance

- WI Administrative Code
- State Statute




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## Activity & Community Involvement

- Active
- Involved
- Connected




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## Consumer & Advocate Feedback

- Residents/Tenants
- Families/legal representative
- Staff
- Case Managers
- Funders
- Councils, surveys, grievance process, questionnaires.




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## Leadership & Workforce Support

- Leaders
- Competency
- Professional growth
- Recruitment
- Retention



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## Continuous Quality Improvement

- Benchmarks
- Data Collection
- Performance analysis
- Continuous



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## Commitment

- Organizational commitment
- Licensee self-attestation



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## Grant

- UW Institute for Clinical & Translational Research (ICTR) \$200,000 grant awarded to CHSRA for the period of 7/1/2011 to 6/30/2013.
- CHSRA used the grant to:
  - Develop an IT infrastructure for WCCEAL;
  - Develop a satisfaction survey;
  - Develop performance measures (data collection system); and
  - Evaluate the impact of the collaborative.

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## What should we collect?



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## QI and QA

- Facility Information
- Resident Information
- Measures
  - QI Structure and Process
  - QI Outcomes
  - QI Satisfaction

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## DHS-Bureau of Assisted Living Compliance

- DHS 83.35(4) Satisfaction Evaluation
- DHS 83.42(1)(i) Resident Record
  - CBRF WCCEAL participants




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## How could this work, and what could we expect to see?




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WCCEAL Individual AL communities:  
-Satisfaction results  
-Indicators  
-Other reported information



DHS – BAL/DLTC; advocates; and public

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### What will the AL Community have access to?

- Resident Satisfaction
  - Community specific data including comments;
  - Aggregate data from the respective association to compare outcomes; and
  - Aggregate WCCEAL data for comparison.
- Quality Improvement Variables
  - Community specific data;
  - Aggregate data from the respective association to compare outcomes;
  - Aggregate WCCEAL data for comparison; and
  - Peer Group data for comparison.

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### What will the Associations have access to?

- Resident Satisfaction
  - Data from AL Communities within the respective associations including comments;
  - Aggregate data from the respective association; and
  - Aggregate WCCEAL data.
- Quality Improvement Variables
  - Data from AL Communities within the respective associations;
  - Aggregate data from the respective association;
  - Aggregate WCCEAL data; and
  - Data from Peer Groups.

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### What will DHS have access to?

- Reports on satisfaction and quality indicators for:
  - Overall WCCEAL;
  - Overall by Association; and
  - Overall by peer grouping (i.e. by client group, by size, by other demographics).

**Note:** DHS does NOT have access to individual AL Communities.

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### What does DHS expect if there are issues identified with individual AL communities ...

- The AL community will develop mechanisms to improve quality;
- CHSRA will assist the associations to identify issues from the reports and propose strategies to improve;
- The AL community's associations will provide assistance and support to improve; and
- The AL community's association will hold the community responsible for implementing their QI/QA program.

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### DHS will use information from these reports for...

- Ongoing evaluation of the WCCEAL association's QI and QA approvals;
- Justifying less oversight to WCCEAL qualifying participants to legislators, advocates, funding agencies, and the public;
- Branding WCCEAL to be synonymous with quality and further interest by MCOs, insurance companies and other provider networks; and
- Deploying resources to improve the assisted living industry and supporting participants of WCCEAL.

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### Why are national organizations so interested in what Wisconsin is up to?




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### Media Attention

- USA Today investigative series – 2004
- Washington Post Series – 2004
- CBS News, “*Assisted Living Erratic Regulations*” - 2006
- NY Times, “*Assisted Living Care: ‘Uneven and Often Problematic’*” – 2008
- Miami Herald, “*Neglected to Death*” series - 2011
- Frontline, “*Life & Death in Assisted Living*” - 2013

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### Federal Government Attention

- The Assisted Living Workgroup – 2001-2003
- Government Accounting Office (GAO) Reports
- US Senate Special Committee on Aging - Hearings
  - Ensuring Quality and Oversight in Assisted Living – 2011.
  - Roundtable: Assisted Living at the Dawn of America's "Age Wave": What Have States Achieved and How is the Federal Role Evolving? – 2011.
  - Continuing Care Retirement Communities (CCRCs): Secure Retirement or Risky Investment? – 2010.
  - Assisted Living: Examining the Assisted Living Working Group Final Report – 2003.

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### Recent dialogue with national groups

- Trip to Washington D.C. and meetings with ALFA, LeadingAge, NCAL and the Center for Excellence in Assisted Living (CEAL).
- Video Conference presentation to the CEAL Advisory Council.
- Tele-conference with CMS representative.

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### Sustainability

- Wisconsin Partnership Program grant Application.
- CMS Innovation Grant Application.
- Institute for Clinical and Translational Research (ICTR) Dissemination Grant Application.

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### WCCEAL Regulatory Data Mid Year 2013

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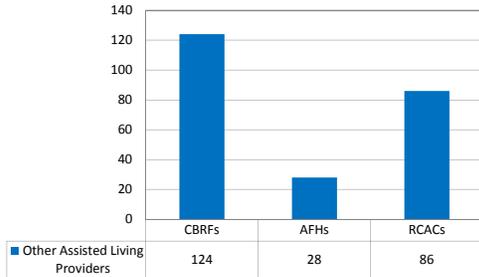
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### WCCEAL Regulated Communities FY 13




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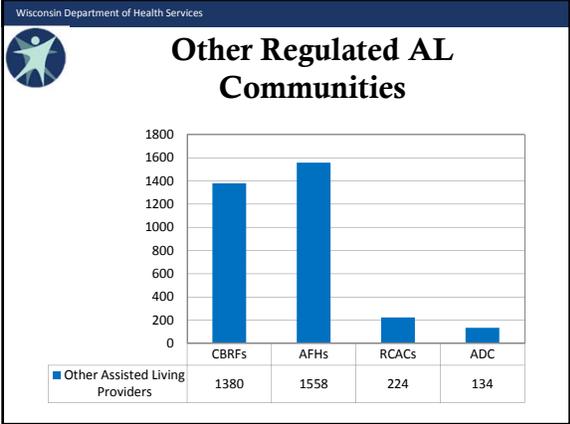
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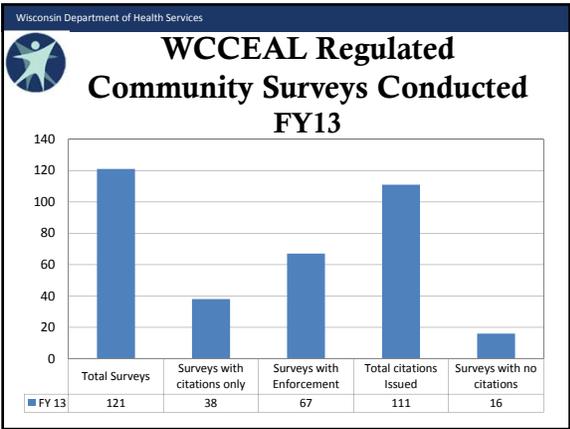
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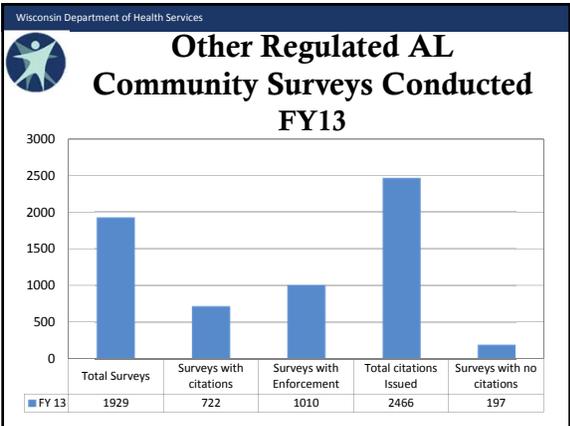
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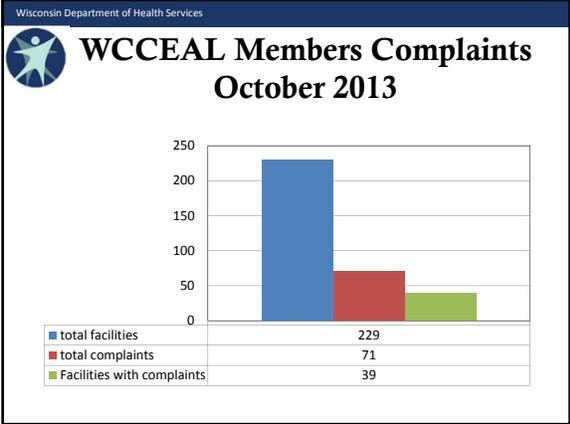
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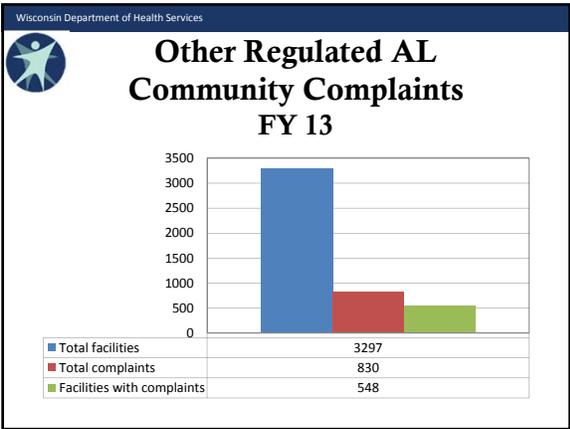
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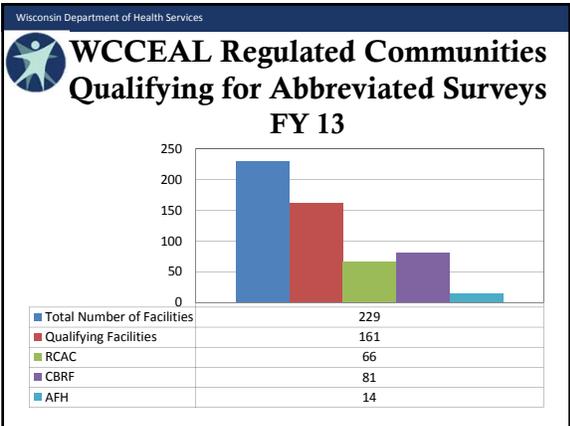
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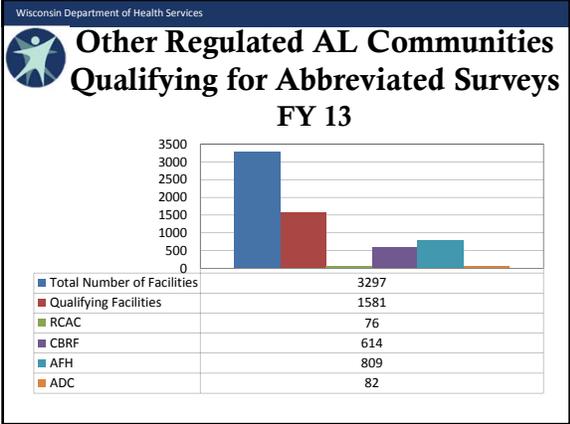
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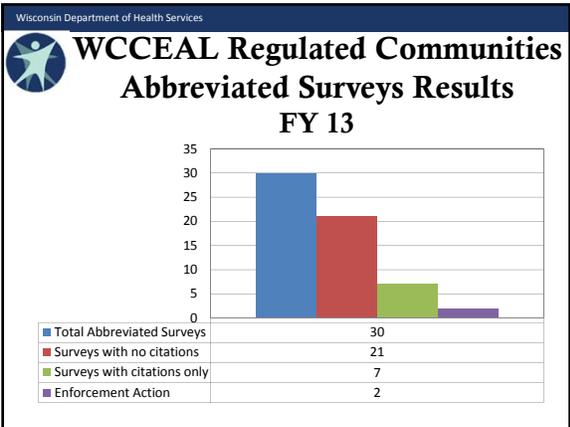
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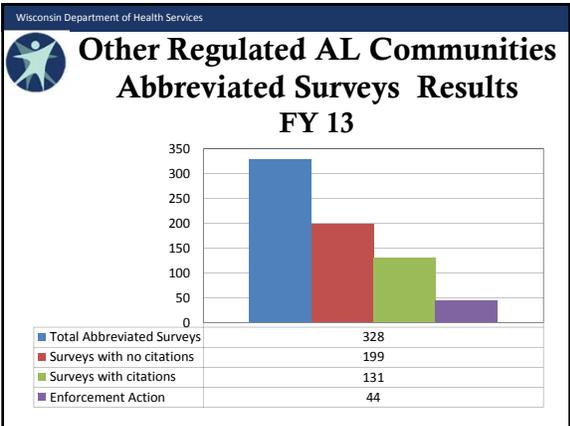
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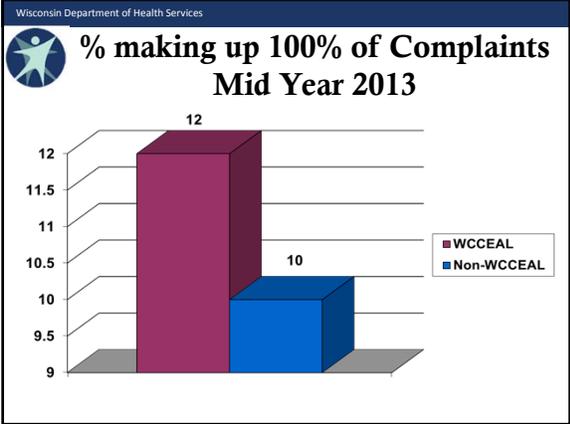
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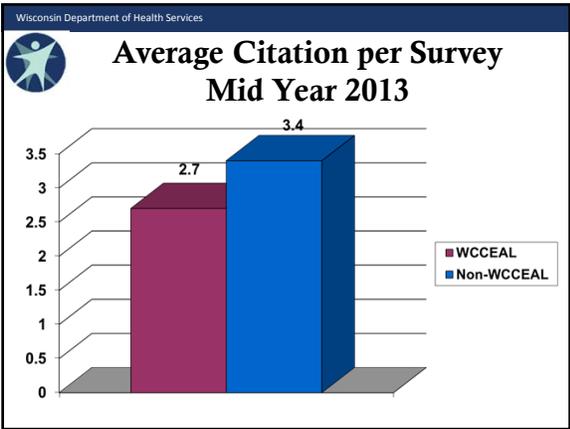
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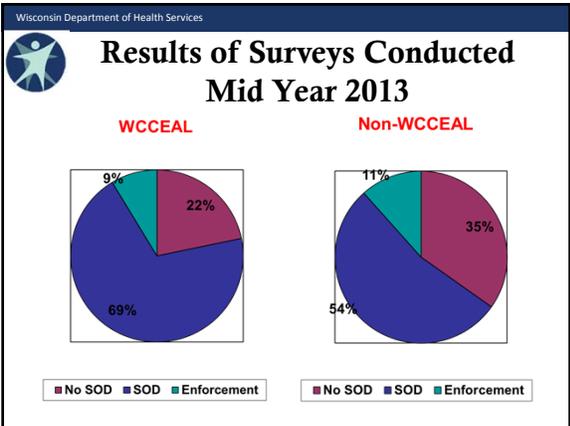
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**If you're not in WCCEAL,  
why you should be.**



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**WCCEAL...**

- Takes a proactive approach to regulatory compliance;
- Incorporates internal quality assurance into on-going systems;
- Helps raise the bar on quality;
- Helps reduce risk;
- Improves networking; and
- Could go beyond the Wisconsin borders...

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<https://wceal.chsra.wisc.edu/>

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