

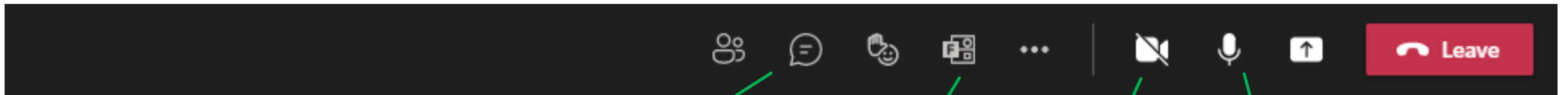


Promoting Excellence in Assisted Living

April 28, 2021

Co-hosted by iCare and Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

Housekeeping – Kirk Heminger



Show Conversation
(Chat)

Polls

Camera On/Off

Mute/Unmute

Welcome & Agenda – Tony Mollica

- Welcome!
- An introduction to WCCEAL and the benefits of joining
- DHS' focus on quality in assisted living
- An Ombudsman perspective
- Panel of four associations
- Wrap up from iCare representatives who will discuss opportunities for residential providers

Poll Questions – Margaret Kristan

- How familiar are you with WCCEAL?
- How familiar are you with Wisconsin's Assisted Living Associations (DSPN, LeadingAge, WALA, WiCAL)?
- Have you worked with the Ombudsman Program?

Tip:

Not see poll results? In the top menu click “Show Conversation” – results should display in the Chat window.



Introduction to WCCEAL – Susan Nordman-Oliveira



Since 2009, WCCEAL addresses the quality gap



Benefits of joining WCCEAL – Susan Nordman-Oliveira

- Membership in a statewide coalition
- Access to a secure data-driven platform
- Feedback through customizable reports
- Targeted support from sponsor association
- Free access to Clinical Resource Center (CRC)
- Access to promotional media resources

Additional benefits of WCCEAL for ALCs in good standing:

- Public recognition on the WCCEAL website
- Regulatory flexibility
- Eligibility for premium discounts for liability insurance

DHS' focus on quality in assisted living

Purpose of Pay for Performance – Jasmine Bowen

Pay for Performance (P4P) is a value-based payment system in which MCOs are incentivized to achieve goals or objectives pertaining to quality. It is an outcomes-based initiative that uses data collection and analysis to drive continuous improvement.

Assisted Living Communities: Overview – Jasmine Bowen

The initiative is focused on incentivizing MCOs to improve quality of care provided at Assisted Living Communities (ALCs) in their provider network. ALCs include three facility types:

- Community-based residential facilities (CBRFs)
- Certified residential care apartment complexes (RCACs)
- 3-4 bed adult family homes (AFHs)

Assisted Living Communities: Overview – Jasmine Bowen

Incentive I Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule
- Qualifies for an abbreviated DQA survey

Assisted Living Communities: Overview – Jasmine Bowen

Incentive 2 Category

Members in an ALC that:

- Is compliant with the Home and Community-Based Services settings rule
 - Qualifies for an abbreviated DQA survey
- +
- Is a member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) in good standing
 - Has a rate of less than three falls with injury per 1,000 occupied bed days during CY 2019.

Wisconsin Board on Aging and Long Term Care – Kim Marheine

Long-Term Care Advocacy: State of WI BOALTC Ombudsman Program

- Congressional authorization through the Older Americans Act, providing for unrestricted access of consumers and representatives to ombudsman program services.
- The member, resident or tenant is the ombudsman's only client; not the family, the provider, the MCO, the decision-maker. Ombudsmen are independent advocates, serving long-term care consumers age 60 and older regardless of where they live.
- All clients, including those with activated powers of attorney and/or guardians, have the right to participate, to whatever extent they may be capable, in all decisions impacting their care, safety and well-being.

Ombudsman Advocacy in WCCEAL:

A voice with and for consumers – Kim Marheine

- Original WCCEAL partners since 2008.
- Role to ensure the resident is not just the focal point, but that residents' thoughts, preferences and goals about quality are heard.
- When working with AL providers ombudsmen note WCCEAL status, encourage membership for support and expert education about quality.
- Ombudsmen often participate in education to specific providers, but also to the Associations broadly, as well as to residents.
- Rights of residents, particularly rights related to the dignity of risk, are the foundation for all ombudsman work.
- The ultimate goal of the Ombudsman Program is to effectively equip consumers to be their own best self-advocates.

Why join DSPN STAR? - Jeff Kaphengst

- An excellent QI Program
- Coaching
- Mentoring
- Networking
- Resources
- Gateway to WCCEAL



DSPN STAR - Jeff Kaphengst

Quality Assurance & Quality Improvement Program Benefits

- Articles and guidelines on general standards of practice related to services provided in assisted living, i.e. ADLs, medication management, behavioral healthcare, infection control, emergency preparedness, abuse investigations, food safety, etc.
- Access to explanation of the codes and statutes applicable to residential services
- Links to all regulatory departments and resources
- A network of peer DSPN residential member experts to get answers you need for more complex questions
- Sample forms and policies to meet DHS 83 and 88 requirements
- Best Practices where you can read and share ideas on administrative, staff recruitment & retention, training, client cares, recreation and activity planning, and other vital topics
- Access to training opportunities statewide, as well as DSPN-offered trainings at discounted rates
- Access to consulting services by DSPN staff with over 20+ years of experience operating licensed residential programs

LeadingAge Wisconsin – Janice Mashak

- We are a mission-driven, not-for-profit, member-supported, statewide association serving as a leader in advancing the field of long-term care through advocacy, education, and the development of collaborative strategies for its members and the general public.
- All totaled, LeadingAge Wisconsin, the State's largest full continuum association, serves 562 long-term care, assisted living, senior housing, and other community-based providers principally serving older adults and individuals with a disability.

LeadingAge Wisconsin supports members with:

- Public policy, legislative, regulatory advocacy & support
- Educational offerings
- Networking opportunities
- Guidance on changing delivery and payment systems
- Financial guidance and support
- Leadership development
- Clinical guidance and support
- Operational support
- Cost savings opportunities
- Quality improvement benchmarking
- Workforce tools
- Publications
- Member services and support
- Thought leadership to help providers plan for the future

Through Echelon, we offer assisted living professionals:

- **Guidance and support** from a team of professionals
- A multitude of **tools, decision trees, templates, and resources** designed to assist and support assisted living professionals
- **Workforce** recruitment, orientation and retention strategies
- A resource clearinghouse of **policies and procedures**
- Quality **educational programs** and excellent **staff training** modules
- Unparalleled **networking** and sharing
- A program through which assisted living professionals become better by working together

Echelon is a continuous quality improvement program for those who strive for excellence in assisted living.

Wisconsin is an association of long-term care and assisted living providers dedicated to supporting the work and mission of those who care for others. For more information, visit our website at www.LeadingAgeWI.org or contact Janice Mashak, Vice President of Member Services and Innovation (Jmashak@LeadingAgeWI.org).

WALA's Diamond Accreditation Program – Erin Boutan

- Easy Enrollment
 - Open eligibility
 - Low annual cost
 - Flexible
- Self-paced
 - Three phases
- Self-directed
 - Guided by WALA



- Participant Benefits:
 - Tools
 - WCCEAL & CRC
 - Resources
 - Partnerships
 - Networking Opportunities
 - Ongoing, personalized support
 - Discounts on all WALA educational products and events
 - Full WALA membership benefits

WALA's Diamond Accreditation Program: Accreditation – Erin Boutan

- Public Recognition
- Top Quality Improvement Programs
- Provider-friendly process
- On-site verification and review process
- Renewable every 3 years



Wisconsin Health Care Association/
Wisconsin Center for Assisted Living – Pat Boyer



What is PEAL? – Pat Boyer

- PEAL Foundational Steps – Organizational Structure (Quality Performance)
- The PEAL program is based on the Baldrige Healthcare Criteria for Performance Excellence as the foundational of the program. This reflects validated management practices against which an organization can measure itself. It is accepted nationally and internationally as the model for performance excellence across business sectors
- Prepares community for the National Quality Award program

Structure of PEAL – Pat Boyer

- Enrollment – Application available for all WiCAL members
- PEAL Resources
 - Standards of Practice
 - INTERACT for AL
- PEAL Tools
 - Templates
 - Root Cause Analysis
 - Performance Improvement Plan (PIP)
- Request to join WCCEAL – no additional requirements



Future opportunities for *i*Care Residential Providers - Jayme Moker

Poll Questions – Margaret Kristan

- Are you interested in joining an association?
- Are you interested in getting involved in WCCEAL?



Questions?

