

2019 WISCONSIN
ASSISTED LIVING ASSOCIATION

SPRING CONFERENCE



WHY YOU SHOULD JOIN DIAMOND AND WCCEAL

Kevin Coughlin and Erin Boutan

Thursday, March 14

10:45 A.M.



Why you should join Diamond and the assisted living collaborative (WCCEAL)

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Division of Medicaid Services, Long Term Care Benefits and Programs

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WALA – Wisconsin Assisted Living Association





Objectives

- How and why the collaborative began
- Understand WALA's Diamond program and how you can join
- How a Quality Improvement Collaborative can result in better outcomes for residents.
- Understanding the resources available through a live Demo of the websites.



History and Critical Events





Media Attention

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



Federal Government Attention

- Assisted living workgroup: 2001-2003
- Government Accounting Office (GAO) reports
- U.S. 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



Internal Quality Improvement

- Public/Private Collaboration
- Regulators, Public Funders, Advocates, Provider Associations
- Structure, process and outcome measures used to evaluate quality





WCCEAL

- Provider association sponsored
- Department approved
- Comprehensive quality assurance and quality improvement (QA and QI)
- Includes 9 guiding values
<https://www.dhs.wisconsin.gov/publications/p01584.pdf>



One of the Major Guiding Values Continuous Quality Improvement

- Quality benchmarks
- Data collection
- Performance analysis
- Continuous efforts





Grant to Build the IT Infrastructure

- UW Institute for Clinical and Translational Research, \$200,000 grant
- July 2011-June 2013





What Should We Collect?





QA and QI

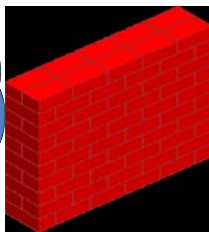
- Facility information
- Resident information
- Quality measures:
 - QI structure and process
 - Resident satisfaction
 - QI outcomes



Firewall

WCCEAL individual assisted living communities:

- * Satisfaction results
- * Indicators
- * Other reported information



Department of Health Services, Division of Quality Assurance, Division of Medicaid Services, advocates, and public



What Information Will the Assisted Living (AL) Community Be Able to Access?

- Resident satisfaction:
 - Community-specific data including comments
 - Aggregate data from the relevant association to measure performance
 - Aggregate WCCEAL data to measure performance
- Quality improvement variables:
 - Community-specific data
 - Aggregate data from the relevant association to measure performance
 - Aggregate WCCEAL data to measure performance
 - Peer group data to measure performance



What Data Do the Associations Have Access To?

- Resident satisfaction:
 - Data from AL communities within each respective association including individual resident comments
 - Aggregate data from each respective association
 - Aggregate WCCEAL data
- Quality improvement variables:
 - Data from AL communities within each respective association
 - Aggregate data from each respective association
 - Aggregate WCCEAL data
 - Data from peer groups



What Data Does DHS Have Access To?

- Reports on satisfaction and quality indicators for:
 - Overall WCCEAL
 - Overall by association
 - Overall by peer grouping (i.e., by client group, by size, or by other demographics)
- Note: DHS does not have access to an individual AL community's data.



Department Expectations When Issues Are Identified with Individual AL Communities

- AL community will put mechanisms in place to improve identified quality issues.
- AL community's association will provide assistance and support for improvement efforts.
- Center for Health Systems Research and Analysis (CHSRA) will help associations identify issues from the reports and possible strategies to improve.
- The AL community's association will hold the community responsible for implementing its QA/QI program.



How the Department Will Use the Report Data

- Ongoing evaluation of the WCCEAL association's QA and QI approvals
- Deploying resources to improve the AL communities and support WCCEAL participants
- Justifying less oversight of WCCEAL qualifying participants to legislators, advocates, funding agencies, and the public
- Branding WCCEAL as a marker of quality for possible use in value-based purchasing, insurance discounts, and other comparable circumstances





Provider Associations

WCCEAL Approved Program

- WiCAL - [Performance Excellence in Assisted Living \(PEAL\) Program](#)
- LeadingAge - [LeadingAge Wisconsin Echelon](#)
- WALA - [Diamond Accreditation Program](#)
- DSPN - [STAR Accreditation](#)
- MAAPN - Five Points Platinum QI Program



WCCEAL

Membership criteria

- The assisted living community is a member of an association in good standing (Wisconsin Center for Assisted Living [WiCAL], Wisconsin Assisted Living Association [WALA], LeadingAge Wisconsin, Disability Services Provider Network [DSPN]), Milwaukee Area Allied Provider [MAAPN].
- The community is licensed as an assisted living community (CBRF, RCAC, AFH).
- The community has implemented a provider association and department-approved quality improvement program.



Why join Diamond?

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





What is the Diamond Accreditation Program (DAP)?

- Low Cost Quality Improvement program exclusive to WALA members
 - Flexible
 - Adaptive
- Tools
- Support
- Education
- Discounts!



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Your Community Needs QI

- Trend tracking
- Differentiate from the competition
- Support QI development
- Support current QI program
- Proactive Problem Solving
- Regulatory compliance/readiness



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Provider Commitments

- Attend 2 Diamond Education & Networking Events per year
- Submit progress updates biannually
- Create & Maintain your Community QI Program
 - Accreditation
- Work on QI projects that are relevant to your community
- Participate in WCCEAL
 - Quarterly Data submission
 - Annual Resident Satisfaction Survey
 - Review Benchmark data

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Connect with DAP

- More Information & Online Application
<https://ewala.org/page/AboutDiamond>
- Visit the WALA booth
- See me after





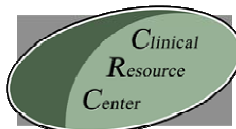
Part of a Larger Community

- WCCEAL collaborative
- Access to resources and opportunities





Demo - Website

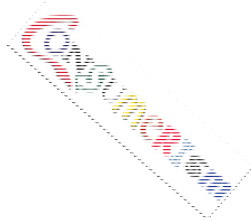


<https://crc.chsra.wisc.edu/>



Consumer Demand

- Consumers are more savvy today.
- Consumers demand quality.





Competition

- Raise the bar on quality.
- Positioned to compete better in the marketplace.





Regulations

- Proactive approach to regulatory compliance
- Sustained regulatory compliance
- Regulatory relief:
 - If qualified, then less frequent surveys



Wisconsin Department of Health Services




Insurance Companies

- Decrease risk
- Increase ability to obtain and retain liability insurance
- Discounts and reduced premiums




Wisconsin Department of Health Services




Medicaid HCBS

- Can WCCEAL be a “leading indicator” of good quality and high consumer satisfaction?
- DHS is exploring Incentives with MCOs related to Provider Networks



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Wisconsin Department of Health Services



Government Oversight & Support for Quality

Program	Enforcement	QA & QI	Nursing Home	Assisted Living
Federal Regulations	✓		✓	
State Regulations	✓		✓	✓
Quality Improvement Organization (QIO)		✓	✓	
Advancing Excellence		✓	✓	
Nursing Home Quality Initiative		✓	✓	
AHRQ Nursing Home Consumer Assessment of Healthcare Providers and Systems (CAHPS)		✓	✓	
Medicare Quality Improvement Community (QIES)		✓	✓	
Nursing Home Compare – 5 Star		✓	✓	
Minimum Data Set		✓	✓	
Quality Assurance Performance Improvement (QAPI)		✓	✓	
Online Survey, Certification and Reporting (OSCAR)		✓	✓	
Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)		✓		✓



WCCEAL Aligns with CMS Guidelines for the States

- Greater emphasis on quality
- Sections 1915 (c), (i) and (k) of the Act all require states to demonstrate at the time of approval that they have a **quality improvement strategy** that includes performance and outcome measures for the Medicaid Home and Community Based Services (HCBS) waivers.
- In Wisconsin, approximately 50% of Family Care (HCBS Waiver) service expenditure was for AL (RCAC, CBRF, and AFH). Approximately 40% of enrollees had some service cost during the year for AL.





WCCEAL Aligns with National Quality Forum

Measuring HCBS Quality

This project developed a conceptual framework and perform an environmental scan to address performance measurement gaps in home- and community-based services to enhance the quality of community living.

- Create a conceptual framework for measurement, including a definition for HCBS.
- Perform a synthesis of evidence and environmental scan for measures and measure concepts.
- Identify gaps in HCBS measures based on the framework.
- Make recommendations for HCBS measure development efforts.



Wisconsin Partnership Grant

- 2015 Wisconsin Partnership Program Community Impact Grant. DHS and CHSRA awarded a \$1,000,000, 5 year grant to expand the statewide impact of WCCEAL.
- March 2016 – 2021



Wisconsin Partnership Grant

Grant Aims:

1. Ensure that residents of Wisconsin ALCs have access to quality care by expanding the reach of the collaborative to engage more ALCs
2. Improve ALCs ability to report and compare their progress and quality improvement by updating the WCCEAL data infrastructure
3. Address health disparities in ALCs by assessing and targeting underserved communities and resident groups
4. Reach more publically-funded and underserved residents through integrating WCCEAL into the Family Care Quality Strategy
5. Improve specific quality targets for ALCs by developing processes for ALCs to work together with their peers
6. Produce and disseminate evidence to sustain positive systems change through this collaborative



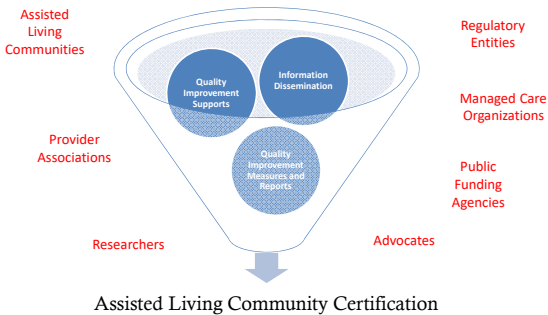
Wisconsin Partnership Grant

Grant Aims:

2. Improve ALCs ability to report and compare their progress and quality improvement by updating the WCCEAL data infrastructure
 - a. Reporting Workgroup
 - o More robust reports
 - o Give options for more detail
 - o Reports based on new measures
 - b. Measures Workgroup
 - o Eliminate measures that were not being used
 - o Create new measures
 - o Reorganize structure of the questions



Assisted Living Quality Collaborative Model with External Partners



Wisconsin Department of Health Services



National Recognition

2015 – Harvard Innovations in American Government Award Program, *Bright Idea Award*
<https://ash.harvard.edu/bright-ideas-2015>



2016 - Association for Health Facility Survey Agencies, *Promising Practice Award*
<http://www.ahfssa.org/annual-conference/promising-practices>



2017 – Pioneer Institute, Better Government Competition, Special Recognition Awardee
<http://pioneerinstitute.org/better-government-competition/>




2017 – Approval to claim Federal Matching funds




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Wisconsin Department of Health Services




WCCEAL

- **Demo - Visitor Login Process**
 - <https://wcceal.chsra.wisc.edu/>
 - Contact the WCCEAL helpdesk who will provide you with temporary visitor login credentials - wcceal@chsra.wisc.edu



Protecting and promoting the health and safety of the people of Wisconsin

Wisconsin Department of Health Services




Persistence is the twin sister of excellence. One is a matter of quality; the other, a matter of time. ~ Author Unknown.

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New WCCEAL Benefit: Access to CRC Website

A new benefit of being a WCCEAL Assisted Living Community (ALC) in good standing is staff access to the Clinical Resource Center (CRC). CRC is a clinical care resource website that was originally designed for and available to Wisconsin staff members providing care in skilled nursing facilities. However, clinical care is now being provided in many ALCs as well as skilled nursing home environments. The website is still focused primarily on nursing home care but with the help of WCCEAL ALCs we will begin adding more assisted living specific content in the coming year.

What's available on the CRC website?

CRC has been designed to provide key information and resources about clinical care for long-term care staff. The secure, log-in based CRC website is a user-friendly resource which provides links to educational and clinical information about selected care areas and training topics. The key components of the website are the Care Area Modules, Training Modules, full downloadable versions of AMDA clinical practice guidelines and tools, and both Federal and State specific long-term care regulations. To facilitate ease of use, each care area module is organized using a framework that provides tools, guidelines, related regulations and additional resources for learning. It provides a one-stop, dynamic forum for accessing useful information and resources about long-term care. **To learn more about CRC you can view the short CRC Overview video located on the public CRC webpage (<https://crc.chsra.wisc.edu>).**



How do I join?

Any of your WCCEAL ALC staff members interested can register for CRC access by clicking the Register link on the CRC public website (<https://crc.chsra.wisc.edu>) and following the instructions. If they already have a WCCEAL user they will be able to use that same logon for CRC. Once they register, using their work email, they will be granted access to CRC and as long as your ALC remains a member in good standing in WCCEAL they may continue to access CRC.