



Diamond Accreditation Program

FAQ

1. What is the Diamond Accreditation Program?

The Diamond Accreditation Program (DAP) is available to all WALA members. It is a quality management program in which you set your own quality improvement goals based on the needs of your community. The goal of the program is to improve quality for your residents, their families and your staff.

2. How will this program benefit my assisted living community?

The Diamond Program offers many benefits, including:

- Improved care for your residents
- Consumer recognition of your commitment to quality care for your community
- Effective and efficient operations which positively impact your bottom line
- Quality improvement resources and tools to assist you in achieving your quality goals
- Discounts on WALA educational events and products
- Networking opportunities with other similar communities in your area

While abbreviated surveys may eventually be a result of the quality improvement performance that your community demonstrates, participation in the Diamond Program does not guarantee that this will occur.

3. How do I know the Diamond Program will work for my community?

The Diamond Program helps you identify areas in which you would like to make improvements and enables you to pinpoint the areas where you choose to direct your resources. The time and commitment you devote to the Diamond Program will determine how much your community will benefit from participating.

4. What are the prerequisites for participation?

In order to join the Diamond Program, you must:

- Be a current and paid WALA member
- Be a regulated entity in the state of Wisconsin as an AFH, CBRF or RCAC
- Have a computer/device and Internet access on-site
- Be willing to participate in all components of the Diamond Program

5. What things do I have to do while in the program?

Diamond Accreditation Program membership comes with specific provider expectations. This includes:

- Actively creating or maintaining a Quality Program within your community
 - Review your WALA Diamond Accreditation Program Planning Workbook for program essentials or contact the Quality Improvement Director for additional resources
- Actively participating in WCCEAL
 - Quarterly Data Submission
 - Annual Resident Satisfaction Surveys
- Submitting Biannual Quality Program updates to WALA
- Attending 2 Diamond-specific Educational and Peer Networking Events every year

6. How do I join?

The application process is easy! You need to submit the following to the WALA office:

- A completed Diamond Program application for each participating community (each licensed community requires a separate application). Applications are located on the public Diamond Page of the WALA website.
- A copy of your most recent state survey (including a plan of correction if deficiencies were found)
- The Diamond Program enrollment fee

7. What is the cost associated with the Diamond Program?

In addition to your WALA membership fee, the current annual Diamond Program rates are:

- 3-8 bed communities – \$100 fee per community
- 9-30 bed communities – \$125 fee per community
- 31-60 bed communities -- \$150 per community
- 61+ bed communities – \$200 fee per community

Accreditation Fees will be paid separately.

8. I want to join the Diamond Program, but the work seems a bit overwhelming. What can I do?

The work will be challenging, especially at first. The best place to start is the WALA Diamond Accreditation Planning Workbook. You will find all the steps necessary to create a quality program in your community. You will have support from WALA's Quality Improvement Director, Diamond educational and peer networking events and access to quality improvement tools exclusive to program participants. Quality improvement takes time. Progress will occur in increments and it is worth the effort.

9. What is the expected duration for your participation in the Diamond Program?

The Diamond Program is never truly "completed" because you will continue to work on quality improvement initiatives as long as you are a Diamond Program participant. You will set your

own quality initiative goals. Once those goals are achieved, you will monitor to make sure progress continues in those areas and you will begin working on a new quality improvement objective.

10. What tools and resources are included in enrollment in the Diamond Accreditation Program?

As a participant in the Diamond Program, you will receive:

- A Planning Workbook which is a step-by-step guide for establishing a Quality Improvement Program
- A standardized resident satisfaction survey (through WCCEAL)
- Benchmarking reports (through WCCEAL)
- Educational and peer networking opportunities exclusive to Diamond participants
- Assistance from the Quality Improvement Director
- Discounts on all WALA products and all educational opportunities (including Standards of Practice)
- Access to the Diamond Program Participant page on the WALA website which contains additional tools and resources

11. What is accreditation?

Accreditation is a process in which a professional association or other agency grants recognition to an organization for demonstrated ability to meet predetermined criteria for established standards. In the Diamond Accreditation Program, achieving accredited status means an assisted living community has voluntarily undergone a formal evaluation process by an impartial professional association (in this case WALA) and has been awarded official recognition for meeting or exceeding specific quality standards.

12. How soon can my community become accredited?

That depends. If your community enrolls into the Diamond Program with a fully established and integrated Quality Improvement program, you will naturally work through the phases of DAP at a faster pace than those communities that are brand new to the concepts. Some communities can achieve accreditation within the first year of enrollment and some communities may take several years to fully develop their programs.

13. How do I become accredited?

To qualify for accreditation, you should have:

- An established and integrated Quality Improvement Program in your community
- Experience working through multiple Quality Improvement Projects using the PDSA cycle
- Met or exceeded the DAP requirements (see FAQ question 5)
- Active participation in WCCEAL (no suspensions)
- Completed the Diamond Accreditation Application (located on the WALA website)
- Submitted a Diamond Accreditation Reflection Statement
- Scheduled a Verification Visit with the Quality Improvement Director

Further information on Accreditation is available on the WALA website.

14. What if I have other questions regarding the Diamond Program?

Contact the Quality Improvement Director, who will be happy to assist you with any questions or concerns.

WCCEAL FAQ

1. What is WCCEAL?

The Wisconsin Coalition for Collaborative Excellence in Assisted Living is an innovative collaborative partnership between state regulatory agencies for assisted living, provider associations, and advocates for long-term care. The core of WCCEAL is the implementation of an “association-developed, department-approved” comprehensive quality assurance, quality improvement program.

In 2012, the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) and the Wisconsin Department of Health Services-Bureau of Assisted Living (DHS-BAL) presented a challenge to the four Wisconsin assisted living associations to develop guiding values for the provision of care in assisted living communities. WALA joined the coalition, recognizing the value of participating in a collaborative effort to support assisted living providers who are dedicated to developing quality improvement programs that produce high quality services for residents. The Diamond Accreditation Program is part of WALA’s continued commitment to promote excellence in assisted living.

2. What is CHSRA?

The Center for Health Systems Research & Analysis (CHSRA) is a University of Wisconsin-Madison institute in which researchers seek to improve long-term care and health systems by creating performance measures and developing information and decision support systems. CHSRA is the collaborative partner of WCCEAL whose function is to provide a research component to enable participants to understand the effectiveness of their quality improvement initiatives.

3. How is CHSRA involved in the WCCEAL program?

CHSRA and the Division of Quality Assurance were awarded a grant to help launch WCCEAL and provide a research component to study its effectiveness. CHSRA has developed a research protocol to collect quality indicator data from providers. With the data, CHSRA will produce benchmarking reports for the WCCEAL program and participants.

4. What information about my community am I required to provide?

Once you enroll in the Diamond Program, you will be provided login information for the WCCEAL website. There you will be able to view all the required quality indicators and definitions, examples and formulas for each. You can also view the current list of quality indicators and definitions on the WALA website.

5. What are Quality Indicators?

Quality Indicators are statistical measures that give an indication of the quality performance levels within a community. Quality indicators are used by providers to help monitor and/or improve their performance. For a comprehensive view of the quality indicators included in the Diamond Accreditation Program and collected by WCCEAL, please visit the WALA website.

15. Who sees my community's data?

- **YOU** are able to view and utilize your data in the ways that are most useful for your community.
- WALA is able to view your data as part of its efforts to assist you in your quality improvement work.
- CHSRA is able to view your data as part of the statewide initiative.

The Department of Health Services (DHS) WILL NOT see any information specific to your community. DHS will **only** be able to see the quality indicator data aggregated from the entire Diamond Program participant pool.

6. How do I know when to report my information to WCCEAL?

Once you join the Diamond Program, you can view the reporting deadlines on the WCCEAL website. Additionally, you will be sent reminders from WCCEAL (and WALA) informing you when you will need to submit information.

7. What if I don't get my information to WCCEAL by the deadline?

Communities who do not submit data for two of the four reporting periods within the same calendar year are suspended from the WCCEAL program. These communities will still be expected to submit quarterly data, but will not be able to view existing comparison reports or be listed on the WCCEAL website until the suspension period has ended. Multiple suspensions could lead to removal from the WCCEAL program. Timely data collection enables CHSRA to produce benchmarking reports and other information critical to the success of the Diamond Program.