

LeadingAge[™]
Wisconsin
Better Services for Better Aging

presents

Echelon



A Quality Improvement Program for Those Who Strive for Excellence in Assisted Living

Member of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

I have been a member of Echelon for almost a decade. From the beginning, participating in Echelon has been a valuable experience for me and my organization. It began by helping me develop an understanding of my new role as a RCAC and CBRF administrator. Back then, the meetings and a few tools were at my disposal. Over the years, the new information developed and available on the website has been amazing! Without Echelon, I would not have gained the expertise or insight I have today as a leader in my organization. I always look forward to the network meetings. Where else can you meet with your peers and competitors, share ideas, and support each other -- all with the common interest to improve the lives of the people we serve? Echelon has allowed me to manage my facility with greater confidence, build an excellent team and, ultimately, provide the best care to my residents!

Dyonne Wilhelm
Administrator of Assisted Living
Harwood Place, Wauwatosa



Introduction

Introduction to Echelon

One of the greatest success stories of LeadingAge Wisconsin is how we have catapulted into a leading role for assisted living facilities throughout Wisconsin. Indeed, we are recognized by the Wisconsin Bureau of Assisted Living (BAL), by the Center for Health Systems Research & Analysis (CHSRA), and by members of our Echelon as a premiere association for assisted living facilities throughout Wisconsin.

In 2010, the LeadingAge Wisconsin Echelon (then known as the RCAC/CBRF Quality Improvement Network) became the first program to be approved for the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL). LeadingAge Wisconsin now is working with BAL, CHSRA, and the associations who have approved programs to expand the many benefits available to any assisted living facility who is participating in an approved program.

If your assisted living facility is not already a member of Echelon, and if you want to be included in this impressive statewide initiative recognizing excellence in assisted living, please contact Janice Mashak, the LeadingAge Wisconsin Vice President of Member Services & Innovation, for more information – 608-255-7060 or JMashak@LeadingAgeWI.org.

The LeadingAge Echelon began in 2002 as the Wisconsin Assisted Living (RCAC and CBRF) Quality Improvement Network. Now, 14 years later, we are recognized as the leader for assisted living providers throughout the state of Wisconsin, and our Echelon is better and stronger than ever. LeadingAge Wisconsin is proud of the fact that the programs, services, resources, tools, and networking opportunities that we provide for members of Echelon are unparalleled throughout the state.

The LeadingAge Wisconsin goal for Echelon is simple: We strive to provide the most comprehensive and outcome-oriented program approved for the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL).



The Echelon program really focuses on providing its members a solid foundation on which they can build their services and programs for the seniors in our communities. The tools provided are invaluable and really push the levels of excellence far beyond code or regulatory requirements. The opportunities for collaboration with others that share your mission and vision . . . you cannot measure the true value of those opportunities. I have been a member of the LeadingAge Wisconsin Quality Improvement Network since its inception and probably one of its greatest fans. Through the Network I really learned how to do my job; the technical support and access to tools is amazing and cannot be matched elsewhere. This evolution of the Network to Echelon takes it even further. It really takes all that technical support and fully ties it to why we do what we do. . . because our residents deserve excellent care and services.

Amy Forst
Director of Operations
Homme Heights Inc., Wausau



WCCEAL 

Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

The burgeoning growth of assisted living throughout the state of Wisconsin coupled with the tight state budget presented the Bureau of Assisted Living (BAL) with an interesting opportunity. The BAL was experiencing a continuously increasing workload to oversee the many assisted living facilities throughout the state but had no new resources to cover the escalating demand. A time study revealed that the BAL was spending the greatest percentage of its time with the smallest percentage of the assisted living facilities – the low performers on the quality spectrum. With this realization, the BAL introduced the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) – an innovative program to shift the advancement of excellence in assisted living for the high performers to state associations who agree to develop and maintain a system of continuous quality improvement for the state's top performers in assisted living.

WCCEAL approval means you will have significantly less frequent surveys from BAL for your assisted living facility if:

- You are a LeadingAge Wisconsin member or subscriber in good standing, and
- You are an active member of the LeadingAge Wisconsin Echelon program, and
- You are working to implement the LeadingAge Wisconsin quality improvement initiatives and/or modules, and
- You sign a self attestation that you are in compliance with state regulations, and
- You have good survey history and qualify for an abbreviated survey.

Together with the BAL, the Center for Health Systems Research and Analysis (CHSRA), and three other associations who are participating in WCCEAL, LeadingAge Wisconsin works to measure customer satisfaction. Participation in the WCCEAL customer satisfaction survey will enable you to benchmark your results with other facilities participating in the WCCEAL program.

LeadingAge Wisconsin also continues to work with the other WCCEAL partners on the development and enhancement of our system of quality improvement variables and benchmark reports.

WCCEAL is generating considerable attention across the nation, and LeadingAge Wisconsin is charting a new course for the way we achieve, advance, and measure quality in assisted living. We look forward to continuing on this journey with you.



At Grace Lutheran Communities, Innovation and Excellence are two of our core values. Participation in the Echelon program aligned us perfectly to use innovative approaches to strive to achieve a higher level quality of care for our residents. The networking and education opportunities Echelon provides are something I have found of great value for all departments of my communities. Echelon is a great example of collaboration and, by joining, you can expect to contribute some and gain A LOT!

*Jamie Larson, NHA
Program Director
Grace Edgewood, Altoona
Grace Woodlands, Eau Claire*

Candidly Speaking

Candidly Speaking

-- Facts about Echelon

LeadingAge Wisconsin salutes and commends the Echelon Task Force and Echelon members for leading the way to higher quality in assisted living. The association applauds the efforts of the many members who have joined Echelon and are working with a passion to implement and maintain the many tools LeadingAge Wisconsin has developed and offers through this quality improvement program.

An analysis of the WCCEAL benchmark reports reveals that Echelon participants are outperforming other assisted living facilities throughout the state. We have solid evidence that the concept underlying the LeadingAge Wisconsin Echelon quality improvement program is sound. We are meeting our goal; members of Echelon are performing very well in nearly every category of the WCCEAL quarterly outcome reports and customer satisfaction surveys.

LeadingAge Wisconsin acknowledges that continuous quality improvement does take time. Quite candidly, implementing the Echelon quality improvement tools and the WCCEAL process can seem time intensive; however, Echelon members acknowledge that working towards being or becoming one of the best of the best in assisted living should not necessarily be an easy process. With that said, we are not trying to exclude anybody from the program, and we do not wish to impose an unreasonable burden on the provider community. We do, however, recognize the level of responsibility that is being entrusted to the associations running the WCCEAL approved programs and to the assisted living facilities who agree to participate in any of these programs.

Simply stated, our goal is to provide the opportunity for each and every assisted living facility to join our program if they are sincerely interested in putting forth the effort it takes to work towards being one of the best assisted living residences in Wisconsin. We feel strongly that this needs to be more than an exercise in paper compliance. We admit up front, this program might not interest all assisted living facilities, but it does interest those who are willing to dedicate themselves to the highest level of quality for each and every resident served.

On an everyday basis, Echelon helps us strive for excellence in our Assisted Living Facility. The Echelon meetings are informative and a great way to network with your peers. The website is easy to use and has user friendly educational tools we can access on a daily basis. I would highly recommend Echelon to anyone in the Assisted Living Community.

Jill Monroe
Resident Care Manager
Hillview Terrace Assisted Living, La Crosse



Overview

Overview of Echelon

LeadingAge Wisconsin has been working aggressively for at least the past 14 years to build collaborative excellence into the core services for assisted living organizations. What began with the development of our Assisted Living Quality Improvement Network continues to grow and flourish as we continue to build Echelon -- our quality improvement program for those who strive for excellence in assisted living.

LeadingAge Wisconsin recognizes that one size does not fit all when it comes to serving assisted living professionals. Our service offerings, advocacy initiatives, educational offerings, and networking opportunities are specifically focused on helping those professionals who own, operate, manage, and work within assisted living facilities for elderly persons and individuals with a disability. We believe this population presents unique challenges and unparalleled opportunities to pursue quality care, quality service, and quality of life. Further, we offer services specially tailored to address the distinguishable needs of RCAC providers and CBRF providers.

The LeadingAge Wisconsin Echelon program is fully developed, implemented, and working throughout the majority of LeadingAge Wisconsin member and subscriber assisted living facilities. This demonstrates that LeadingAge Wisconsin set out to advance quality in assisted living long before the state began to develop the WCCEAL program. Our proactive efforts have earned us top honors as officials in the Bureau of Assisted Living and in the Center for Health Systems Research and Analysis (CHSRA) reviewed the impressive array of materials LeadingAge Wisconsin submitted to demonstrate how our system of education, training, leadership development, quality improvement, networking, sharing, policies, tools, forms, and procedures are working to advance quality throughout those members who are actively participating in Echelon.

The LeadingAge Wisconsin support is built into the very fabric and function of Echelon. Some of our association support programs are designed to help all our assisted living facilities to enhance excellence; others are very specific for different types of assisted living facilities (RCACs and CBRFs).

Through Echelon, we work to develop new quality initiatives designed to address standards of practice for all the major care and services provided within assisted living. Regulatory guidelines are incorporated into our quality initiatives, and these quality initiatives are incorporated into a comprehensive Quality Self-Assessment Tool.

As previously stated, LeadingAge Wisconsin recognizes that one set of services does not work to serve all segments of assisted living. While everybody benefits from a solid core set of quality services, LeadingAge Wisconsin has grown and diversified to offer services designed to serve the specific needs of RCACs and CBRFs.



History



History of Echelon

The LeadingAge Wisconsin RCAC Quality Improvement Network began in August 2002 when a group of our member RCACs agreed to work together to develop a set of quality improvement benchmarks. The intent was to develop a set of tools, guidelines, and practices which RCAC members would voluntarily share, develop, discuss, implement, adapt, modify, and fine tune, and, thereby, work together to systematically improve the level of quality in participating member and subscriber RCACs. To drive the efforts of the RCAC Quality Improvement Network, LeadingAge Wisconsin formed a RCAC Quality Improvement Task Force to develop this voluntary quality improvement system. As this network developed, LeadingAge Wisconsin worked to advance quality in many areas, and the program grew to incorporate forms, guidelines, policies, and other materials designed to help the RCACs achieve the standard of quality for which we strive.

As the RCAC Quality Improvement Network grew, the RCAC Quality Improvement Task Force ensured that:

- The program was comprehensive enough to raise the bar of quality for every performer.
- The program was manageable and adaptable based on facility size.
- The program allowed flexibility as to how any given facility participates.
- The program incorporated technical assistance for implementing the program.
- The program incorporated a marketing push to work towards 100 percent participation among LeadingAge Wisconsin member and subscriber RCACs.

In our effort to ensure the highest quality of life for our tenants within the social model setting of an RCAC, LeadingAge Wisconsin was committed to devoting the necessary resources to develop and implement a voluntary system of tools, guidelines, practices, educational opportunities, peer support, consulting services, facilitated discussions, and network meetings to advance this quality improvement initiative.

With the success of the LeadingAge Wisconsin RCAC Quality Improvement Network leading the way, LeadingAge Wisconsin introduced the CBRF Quality Improvement Network in 2008. Through this quality improvement network, LeadingAge Wisconsin developed a set of tools



which all member CBRFs are asked to voluntarily utilize and, thereby, improve the level of quality. These tools were developed to set a benchmark that exceeds the state code (and clarifying memos) and pushes participating CBRFs toward a process of continuous quality improvement. These tools are designed to support and encourage creativity in their execution and the sharing of successful implementation strategies.

Through the development of this quality improvement process, the goal of LeadingAge Wisconsin was to:

- Ensure that LeadingAge Wisconsin member and subscriber CBRFs were recognized as leaders in assisted living.
- Raise the level of quality throughout LeadingAge Wisconsin member and subscriber CBRFs.
- Empower LeadingAge Wisconsin member and subscriber CBRFs with the highest educational opportunities and tools to achieve the highest quality of care.
- Set a standard for all network member and subscriber CBRFs.
- Be proactive.
- Increase efficiency and competency across the board.
- Increase members' critical thinking skills by the enhanced knowledge/education they receive.
- Demonstrate the fact that LeadingAge Wisconsin member and subscriber CBRFs want to give good quality care.

To drive the efforts of the CBRF Quality Improvement Network, LeadingAge Wisconsin formed a CBRF Quality Improvement Task Force to develop this voluntary quality improvement system. To this end, LeadingAge Wisconsin pursued an aggressive and continuing journey of providing the information, education, tools, and resources network members needed to collectively raise the bar of quality for Wisconsin-based CBRFs.



Through the Assisted Living Quality Improvement Network we acknowledged that everything we do at LeadingAge Wisconsin is driven by a simple yet significant premise: The individuals served by our member and subscriber organizations deserve excellent care and service.

By January of 2016, LeadingAge Wisconsin recognized our quality improvement program for assisted living had become much more than a network – it was a movement – a movement now known as Echelon.

LeadingAge Wisconsin is developing Echelon to be a systematic and all encompassing program to serve assisted living professionals who strive for excellence in the care and services they offer. We believe our members and subscribers are dedicated to excellence and take seriously their mission to care.

The purpose of Echelon is to assist each participating assisted living community in its individual quality improvement journey. Echelon will continue and build upon the many successes of the Quality Improvement Network, but it will go even further. Echelon is a process that is ever evolving but already offers participating assisted living communities:

- Quality assurance program strategies
- Quality improvement initiatives
- Quality improvement modules
- Policies & procedures
- Certification course for CBRF and RCAC managers
- Education, peer networking, and sharing
- Tools, resources, and best practices
- Recruitment and retention strategies
- Training and support for direct care workers
- Orientation and mentoring programs
- Caregiver engagement and empowerment
- Leadership development
- Evaluation tools and benchmark reports
- Assisted living chats (beginner level)
- Network meetings (mid to advanced level)
- Recognition for achieving Echelon status – for communities and employees
- Marketing tips & strategies

The tools and resources we provide are developed by assisted living providers to serve the needs of assisted living providers. For example, each quality initiative includes a review of rules, regulations, and interpretations that pertain to the specific area addressed in the initiative; additional practices developed by member of Echelon that go further to enhance quality in each area; and examples of Echelon best practices in each specific area. Each quality initiative incorporates a checklist so that Echelon members can indicate those areas they already are addressing and, thereby, calling attention to those areas where they need to devote more attention.

Members continue to share examples of their efforts to implement these initiatives, as well as the policies, tools, forms, resources, and guidelines they develop so as to help all members implement the tools successfully for the advancement of quality throughout Echelon.

LeadingAge Wisconsin is working with our RCAC and CBRF Echelon Task Forces to ensure Echelon is exactly what participating assisted living communities need it to be. Echelon is a process that will continue to grow and develop as we work to address the needs and interests of assisted living professionals throughout Wisconsin.



Echelon is a wonderful resource for our community. We really enjoy the excellent educational conferences and learning modules provided by Echelon. The LeadingAge Wisconsin website for members is full of great tools, policies, procedures, quality initiatives, and much more that are available for your use any time. The largest benefit I see from being an Echelon member is the magnificent networking opportunities with other peers in assisted living. Being able to share best practices with one another is such a valuable experience. It's a group of people making a difference in life because we care!

*Patrick Senzig
Assisted Living Director
Capitol Lakes Terraces, Madison*



Meetings



Echelon: The Meetings

Echelon managers meet four times per year to discuss practical application of the quality initiatives, to resolve any concerns with the application of any of the tools or guidelines, to offer peer support and mentoring on assisted living issues, and to give feedback to the Echelon Task Force. In addition, Echelon members are invited to the annual *Winning Strategies* meeting which addresses in depth the issues of interest to the participants and sets the course for new programs and services which will be developed throughout the next year.

Echelon nurses meet three times per year to discuss the clinical application of quality initiatives, to offer peer support and mentoring for clinical issues, and to give feedback to the Echelon Task Force. Echelon also offers annual network meetings for direct care staff and for the foodservice, activity, and environmental professionals within Echelon facilities.

LeadingAge Wisconsin strongly encourages new members of Echelon to complete the RCAC and/or CBRF Manager's Certification Program, available on DVD from LeadingAge Wisconsin. In addition, all members of this network are required to attend at least one LeadingAge Wisconsin educational event each year and one Echelon meeting each year; however, most members attend meetings regularly throughout the year, enhancing the network with continuity and a collaborative effort as all participants work together to advance excellence. Further, network members who also are WCCEAL members must submit their WCCEAL quarterly outcome reports and participate in the WCCEAL customer satisfaction survey.

Participation in Echelon requires an additional fee beyond LeadingAge Wisconsin membership dues or subscription fees.



Echelon: A symbol of excellence! Our membership with Echelon has provided an excellent way to communicate with other assisted living facilities. This is such a wonderful way to problem solve with other facilities that might be going through some of the same challenges that we are going through. The Echelon staff is an excellent source if questions arise and always are willing to help us find the best solution. We are very pleased with Echelon and recommend all facilities get involved in this program.

Laurie Behnke
RN /Residence Director
Luther Manor CBRF, Marinette



Websites 

Echelon: The Websites

LeadingAge Wisconsin maintains two websites exclusively for Echelon members -- one for CBRF members and one for RCAC members. Through this web portal, Echelon members are able to access, review, download, modify, and implement tools, guidelines, and policies designed to enhance their ongoing journey for excellence. This also is the electronic forum through which network members can share best practices and valuable resources. Both websites continue to evolve.

Currently, the Echelon website for CBRFs includes valuable tools and resources such as:

- **Tools for Implementing Echelon**
- **Employee Orientation Guide**
- **Assisted Living Staff Education Modules**
- **CBRF Policies & Procedures**
- **Echelon CBRF Quality Initiatives related to:**
 - Assessments & Individual Service Plans
 - Medication Management
 - Resident Satisfaction/Grievance Procedures
 - Falls/Falls Management/Injury Prevention
 - Pain (Assessment and Management)
 - Assessing and Managing Risk of Choking
 - Assessing and Managing Risk of Wandering/Elopement
 - Cognitive Impairment
 - Emotional & Mental Health
 - Behaviors
 - Memory Care
 - Social Participation
 - Infection Control
- **Quality Improvement Modules related to:**
 - Illness
 - Activities of Daily Living
 - Medication Management
 - Pain Management
 - Choking Risk

The LeadingAge Echelon pulls at the heart strings of the participants, inspiring them to make a difference and to strive for excellence. The four guiding principles of Echelon are very resident and staff centered -- that is what sets Echelon way ahead of other quality initiatives. When you start with those who can and want to make a difference, everything else falls into place. Janice and Jim of LeadingAge Wisconsin facilitate the Echelon learning sessions in a way that inspires the participants to go back to their assisted living communities motivated to continuously strive to provide excellent care and services.

Lorna Gartzke
Administrator
Shorehaven, Oconomowoc



- Fall Risk
 - Cognitive Impairment and Mental Status
 - Mental & Emotional Health
 - Behaviors
 - Risk of Wandering/Elopement
 - Social Participation
- **A Multitude of Tools such as:**
 - Assessments
 - Decision Trees
 - ISP Templates
 - Residency and Service Agreement
 - Resource Clearinghouse
 - And more

The RCAC Echelon website currently includes valuable tools and resources such as:

- **Tools for Implementing Echelon**
- **Employee Orientation Guide**
- **Assisted Living Staff Education Modules**
- **RCAC Policies & Procedures**
- **Echelon RCAC Quality Initiatives related to:**
 - Medication Management
 - Health Monitoring
 - Tenant Satisfaction
 - Dementia
 - Risk Agreements
 - Falls
 - Termination of Contract
 - Advance Directives
 - Hospital Readmissions
 - Infection Control
 - Quality of Life
- **INTERACT -- Interventions to Reduce Acute Care Transfers**
- **RCAC Tenant Care Cards**
- **RCAC Assessment Tools**
- **What Are Others Doing?**
- **LeadingAge Wisconsin Drafting Outline for RCAC Residency and Services Agreement**
- **Other Valuable Resources for Echelon RCACs**



Quality Assurance Protocol

The Echelon Quality Assurance Protocol

As part of the WCCEAL application process, the Bureau of Assisted Living asked LeadingAge Wisconsin to develop a protocol for working with any Echelon member that might be having problems or concerns with quality improvement. Following is the protocol developed by the LeadingAge Wisconsin and accepted by the Bureau of Assisted Living.

- Echelon members always will be encouraged to contact LeadingAge Wisconsin to discuss any problems they are having. LeadingAge Wisconsin is available to consult with any/all Echelon members, to discuss the application and implementation of Echelon tools, and to pair Echelon members with other Echelon members for assistance and guidance.
- LeadingAge Wisconsin maintains a mentor program for Echelon. Mentors will be available to offer support and guidance on our continuous journey towards quality improvement.
- Each member of Echelon will be expected to complete a self-quality audit tool once each year, and when the members renew their membership in Echelon each year, they will be required to attest to compliance with state regulations and to the fact that they are working within the parameters of the LeadingAge Wisconsin quality improvement tools.
- Members will be encouraged to ask for assistance with any problems they might be having.
- Members will be encouraged to utilize the LeadingAge Wisconsin listserv for immediate support, answers, advice, guidance, and counsel in any area related to assisted living and quality improvement.
- If LeadingAge Wisconsin learns of any Echelon member having problems or of a situation in which an Echelon member is not performing well, the association will pursue a series of steps which will become increasingly aggressive until the problem is corrected. Each step will lead to the next until the problem is resolved.
 - LeadingAge Wisconsin will contact the member and offer guidance.
 - LeadingAge Wisconsin expects the member will work to correct the concern immediately.
 - LeadingAge Wisconsin will offer to meet with the member to provide in-depth instruction on the use, application, and integration of the association's quality improvement tools.
 - LeadingAge Wisconsin will notify a member mentor and ask the mentor to make contact with the member.
 - LeadingAge Wisconsin will encourage the member to attend the next network meeting so that we can address the problem through our case study discussion, thereby seeking a variety of perspectives and opinions on how the member can best address the problem.
 - LeadingAge Wisconsin will suggest the member meet with a peer to further review and implement the quality improvement tools.
 - LeadingAge Wisconsin will contact the CEO of the owning corporation to discuss the problem and possible ways to resolve the issue.
 - If the member and the owning corporation still are not able to resolve the problem, LeadingAge Wisconsin will suggest the member contact the Bureau of Assisted Living (or LeadingAge Wisconsin could refer the facility) for assistance and consultation.
 - If there is a pattern of non-compliance and the member refuses all assistance, the member could be suspended from Echelon until the problem is resolved.



Excellence



Striving for Excellence

Ultimately, our goal is that members of Echelon are recognized as the best of the best assisted living facilities throughout the state. Our system of continuous quality improvement is unparalleled, and benchmark data indicates that members of Echelon are outperforming other assisted living facilities in Wisconsin.

One fact that sets our assisted living services apart from others is we have a truly unique system for networking and sharing among our assisted living providers. Through this system, our tools are suggested, developed, and tested by assisted living providers for assisted living providers. The facilities that have implemented these tools readily admit the tools have brought not only higher quality care but also a simplified and systematic process to their operation. Echelon members share best practices. They troubleshoot for one another. They move forward together as each one continues on an individual journey towards continuous improvement.

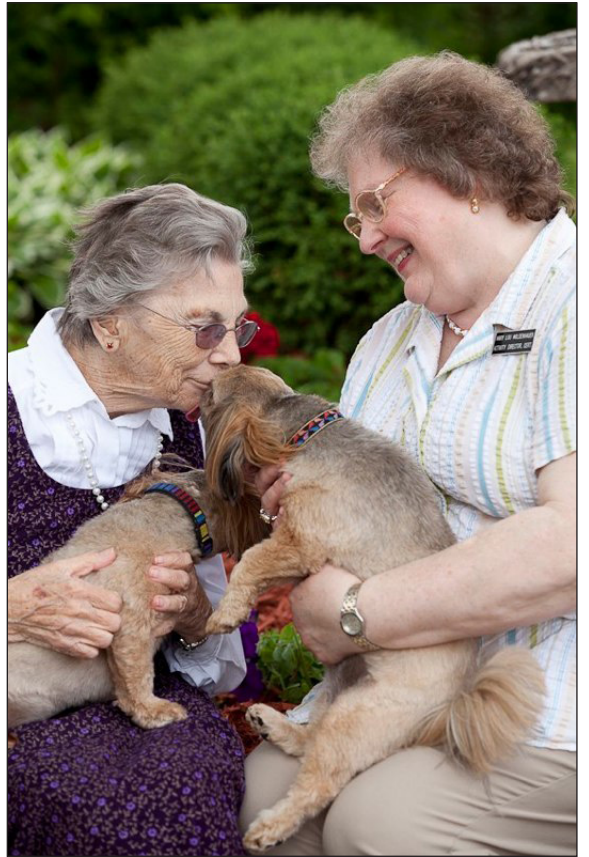
LeadingAge Wisconsin will continue building Echelon, developing new tools, addressing members' interests and needs, sharing best practices, networking among peers, nurturing new leaders, and working collectively and individually to advance quality improvement so that Echelon members always are striving for excellence in assisted living. While we continue these efforts, we also will be working with WCCEAL to move the collaborative forward and to measure the outcomes and success of this innovative initiative.

LeadingAge Wisconsin worked with WCCEAL to develop a customer satisfaction survey for assisted living. (CBRFs participating in WCCEAL are exempted from the survey required by DHS 83 so that they can participate with this new survey.) With this WCCEAL customer satisfaction survey, based heavily on the survey developed by LeadingAge Wisconsin, you will be able to benchmark your results with other assisted living facilities throughout the state.

LeadingAge Wisconsin will continue working with WCCEAL to develop outcome measures for participating facilities and the collaborative overall. Echelon members are asked to submit information related to Community Profile, Structure Quality Improvement Indicators, Process Quality Improvement Indicators, and Outcome Quality Improvement Indicators. As we collect this data, you again will be able to benchmark your outcomes with those of other assisted living facilities across Wisconsin. LeadingAge Wisconsin will be able to utilize this data to develop new tools to assist you in areas where you want or need additional assistance.

The journey ahead is very exciting, and we are honored to be able to take this journey with you. If you are an assisted living professional who strives for excellence in the care you provide and the services you offer, then Echelon is for you.

For additional information about the Assisted Living Quality Improvement Network and/or for information about joining the network, please contact Janice Mashak, Vice President of Member Services & Innovation, 608-255-7060 or JMashak@LeadingAgeWI.org.



Join Echelon

Echelon Participation & Self-Attestation Form

Type of Assisted Living (AL) Community: CBRF RCAC AFH

Name of AL Community _____

License # _____ or Registration # _____ or Certification # _____

Total Capacity _____ Current Occupancy _____

Mailing Address _____

City _____ County _____ State _____ Zip _____

Area Code _____ Phone Number _____ Fax _____

Website Address _____

AL Manager _____ Title _____

AL Manager's Email Address _____

LeadingAge Wisconsin assumes the AL manager listed above is the appropriate person to whom all future Echelon mailings should be directed. Please let us know if this is not the case.

By agreeing to participate in the LeadingAge Wisconsin Echelon, I am making a commitment to implement the quality initiatives/quality modules as provided.

- I understand that active participation in Echelon entails participating in the Echelon meetings as my schedule allows and sharing policies, procedures, and best practices as appropriate to help build Echelon and to strengthen the Quality Initiatives. I promise to work with Echelon to raise the level of quality within my AL community and throughout all LeadingAge Wisconsin member AL communities..
- I understand I am requested to complete the RCAC or CBRF Manager's Certificate Program. (This program is available on DVD from LeadingAge Wisconsin.)
- I understand I am expected to attend (at a minimum) at least one LeadingAge Wisconsin Echelon meeting each year and one LeadingAge Wisconsin educational event annually. In lieu of attending an educational program, I could agree to spend a minimum of three hours with another Echelon member (in either facility) for purposes of networking, peer audits, troubleshooting, mentoring, sharing best practices, discussing the implementation of LeadingAge Wisconsin's quality improvement tools, or other similar peer-to-peer activities.
- I understand I am expected to participate in the WCCEAL required outcome reports and the WCCEAL required customer satisfaction survey.
- I understand each year I will be asked to renew my membership Echelon and to attest to the fact that:
 1. My AL community is in compliance with or needs assistance with the implementation of state regulations.
 2. My AL community is working to implement or needs assistance with the LeadingAge Wisconsin quality improvement program.
 3. My AL community has read and addressed each of the state memos addressed to AL communities that came out in the past year.

I have read, understand, and agree to the protocol LeadingAge Wisconsin has for working with any Echelon member that might be having problems or concerns with quality improvement.

Yes No

Please check one of the following statements:

- My AL community is in compliance with the state regulations governing the operation of this type of AL community.
- My AL community needs assistance with the implementation of state regulations governing the operation of this type of AL community.

The fee to be a member of Echelon is \$125 per year.

- Enclosed is a check in the amount of \$125 made payable to LeadingAge Wisconsin for membership in Echelon. (If you prefer to pay by credit card, please call LeadingAge Wisconsin at 608-255-7060.)

I attest that the information on this Echelon membership and self-attestation form are true and complete to the best of my knowledge.

Signed _____ Date _____

Please Print Your Name _____

Title _____

Once we receive your completed Membership & Self-Attestation form, LeadingAge Wisconsin will send your Echelon membership certificate.

Please return your completed Echelon Participation & Self-Attestation Form and your payment of \$125 (annual network membership fee) to:

LeadingAge Wisconsin
204 South Hamilton Street
Madison WI 53703
Phone (608) 255-7060
Fax (608) 255-7064

www.LeadingAgeWI.org
info@LeadingAgeWI.org

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