

January 2023

# Assisted Living Matters

## Tips & Tools for Assisted Living Professionals

As an assisted living professional, are you looking for:

- Guidance and support from a team of professionals?
- Quick tips, tools, and resources to help you successfully operate your community?
- Ideas for building team collaboration and communication?
- New resources for team meetings?
- Guidance for your quality improvement program?

If you answered yes to any of these, welcome to *Assisted Living Matters*. Each month, we will provide you concise updates on the information you need to know, practical strategies to help you and your team, valuable tools and resources, and innovative tips and suggestions.

### Your Quality Improvement Action Plan for 2023 Ideas to Guide You and Your Team in Four Crucial Areas

The goal of the 2022 Echelon *Winning Strategies* meeting was to define Echelon participants' priorities, develop an action plan for 2023 to guide Echelon participants in addressing these priorities, and define the tools and resources LeadingAge Wisconsin can offer to help members in these defined areas.

Four areas of opportunity were identified and developed. The four areas included:

- **Recruiting and Training:** What new opportunities can we pursue to recruit dedicated employees and what steps can we take to onboard and train them thoroughly and successfully?
- **Building a Stronger Team:** What new or creative practices can we implement to nurture staffing connections, build staff support, and foster the team mentality among all employees?
- **Acuity:** How can we ramp up to care for the increasing acuity we are seeing in assisted living (physical and cognitive deficits) given the changing payer sources and dwindling workforce?
- **Balance:** What new practices can we put into place to achieve better balance in our life?

Echelon participants can click [here](#) for the full report outlining the action ideas identified throughout the meeting and to identify the actions in each area that would be most meaningful for your assisted living communities to pursue. From there, you can develop your community's 2023 action plan for quality improvement.

LeadingAge Wisconsin will be working throughout 2023 to develop new services and tools to help you as you pursue your action plan, and we will be networking throughout the year as we pursue these actions together. Each new issue of *Coffee Catch Up* will provide updates on the new tools and services as they become available for Echelon participants.

Echelon Featured Video



meeting to get your team focused on why you do what you do? Check out Simen Sinek's message on [How Great Leaders Inspire Action](#).

## Visit Our Website



### Echelon Featured Tool

Echelon is a quality improvement program for those who strive for excellence in assisted living. Approved by the Wisconsin Coalition for Collaborative Excellence in Assisted Living, Echelon features unparalleled networking among assisted living professionals as well as a wealth of tools and resources designed to help you launch and sustain a quality improvement program.

In each issue of Coffee Catch Up, we will feature one of the many resources available to Echelon participants. This month, we will take a deep dive into our Infection Control Quality Initiative.

RCAC Echelon participants can access this tool [here](#).

CBRF Echelon participants can access this tool [here](#) (scroll down to Quality Initiative M: Infection Control).

While you are on the CBRF Echelon site, please check out the tab for CRF Echelon Modules for Standardized Assessments, Decision-Making Trees, and ISP Templates. On this site, there are great tools related to health, activities of daily living, medication management, choking risk, falls risk, cognitive impairment, mental and emotional health, wandering/elopement, and social participation.

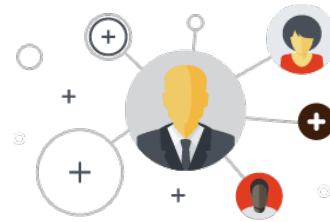
For suggestions on how to best implement the Quality Initiative on Infection Control or any of the other guidance on the Echelon site, please contact our clinical expert, [Robin Wolzenburg, RN](#).

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### WCCEAL Benchmarks: How to Use Trend Reports

WCCEAL trend reports provide graphic and table visualizations for some of the numerical Quality Improvement Variable data submitted by your facility each quarter. Your trend reports can help you track your outcomes over time, and compare previous quarterly data. Doing so will assist you in identifying areas where quality improvement initiatives could be considered.

Trend Data from the 3rd quarter 2022 submission



### Join Our Listserv

The LeadingAge Wisconsin listserv (Let's Talk) is a great way to connect with your peers throughout the state to pose a question, ask for a policy, or seek guidance for an ongoing issue. Here is information on how to access our listserv.

#### To subscribe to Let's Talk:

- Go to [www.LeadingAgeWI.org](http://www.LeadingAgeWI.org).
- Click on *Members & Subscribers Only*.
- Enter your email address and password. This is the same password you use for our member/subscriber restricted site. If you have not yet set your password, click on *Forgot Password*.
- Once you get to the *Members & Subscribers Only* page, click on *Let's Talk*.
- In the *Subscribe* column (left side), enter your name and your email address.
- Click the *Subscribe* button
- Click the box preceding any/all of the listservs you would like to join.
- Click the *Submit* button at the bottom of the page.

#### To send a message to a listserv group:

- Log into the listserv website by following steps 1-4 above.
- On the right side of the web page, click on the listserv to which you would like to send a message.
- An email box will come up. Type your subject and message, and send it as you would any other email.

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### Assisted Living: State Regulatory Update

The Bureau of Assisted Living (BAL) leadership shared thoughts with LeadingAge Wisconsin staff on the increase in nursing home-to-CBRF conversions across the state. BAL Director, Dan Perron, stressed the importance of conducting comprehensive assessments on all nursing home residents prior to the conversion to ensure they can be safely cared for in a non-skilled setting.

Perron noted that with the increase in SNF-to-CBRF conversions, residents who are considered to be in a skilled care setting one day and then in

shows that, as a whole, LeadingAge Wisconsin Echelon members reported the **lowest average number of falls in almost 3 years**.

As a whole, Echelon members reported a **slight increase in the number of hospitalizations and rehospitalization** over the past two quarters.

According to trend report data, LeadingAge Wisconsin Echelon members have seen a **slow and steady increase in average reported occupancy** over the past five reporting periods.

How is your assisted living using trend reports? We would love to hear what your AL is doing to track and trend your data. Please share your quality improvement ideas with us by emailing them to [rwolzenburg@leadingage.org](mailto:rwolzenburg@leadingage.org).

assisted living care the next often are at higher risk for negative outcomes. Perron stated that if the facility doesn't do its due diligence in assessing and understanding what type of care they are capable of providing, residents face a higher risk for poor outcomes to occur.

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### Save the Date for *The Greater Good*

The LeadingAge Wisconsin 2023 Spring Conference, *The Greater Good*, will be held May 3-5 in La Crosse, Wisconsin. We are planning an outstanding educational and networking event for this conference. More details will be coming your way in early March. Mark your calendar.

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## Generate Your WCCEAL Satisfaction Survey Tool

Once each year participants of the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) must log into [eQuality](#) and generate their annual resident satisfaction survey. This will create a PDF which the user then prints and makes the appropriate number of copies for their assisted living community (ALC) residents. If you include return envelopes with the survey, these also can be ordered on the website at this time. The paper surveys need to be distributed to the residents and returned to WCCEAL by April 15th.

An ALC must have at least one survey response in order to meet the WCCEAL membership duties. ALCs that reach a response rate of at least 25% (based on their 4th quarter reported occupancy) and have looked at their new satisfaction survey reports by the end of the Reports Review Period could be eligible for Gold Member designation.

WCCEAL CBRF participants also are required to download and complete the [CBRF Resident Records Insert](#) for each resident that has been provided this Department approved WCCEAL satisfaction survey. This document should be included in each resident's record.

If you need assistance, please contact [Janice Mashak](#) or [Robin Wolzenburg](#).

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### Clinical Tip of the Month

*Are we still supposed to be wearing masks in assisted living?*

According to the Wisconsin Department of Health Services (DHS), assisted livings (RCACs and CBRFs) should be following CDC and state/local health recommendations and guidelines.

Currently, the CDC Guidance titled [Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the COVID-19 Pandemic](#) recommends that when SARS-CoV-2 [Community Transmission](#) levels are **high**, source control is recommended for everyone in the healthcare setting when they are in areas of the building where staff could encounter residents.

When SARS-CoV-2 Community Transmission levels are not high, healthcare facilities could choose not to require universal source control. However, even if source control is not required, it remains recommended for individuals who:

- Have suspected or confirmed COVID-19 or other respiratory infections
- Had close-contact or high-risk exposure

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### Cost Savings Tip of the Month

**Value First** is a free service for LeadingAge Wisconsin members that can reduce operational costs through discounted pricing and rebates on food, medical, janitorial, office supplies, and capital equipment.

The **January Spotlight** belongs to Monthly Elevator Service Contracts.

Value First and HPSI partner with four leading elevator maintenance companies to provide members with comprehensive options for an elevator maintenance program: Kone, Otis, Schindler, and Thyssenkrupp. Current members saved an average of 10% by converting from their current monthly service contract.

### FEATURES

- Multiple pricing discounts and cost savings
- Comprehensive scope of services, response time standards, and performance metrics
- 24/7 emergency call back available
- Indemnity and significant liability insurance for owners and management companies
- Price adjustment cap of 3% on any potential increase
- Early termination permitted for ownership

with someone with COVID-19, for 10 days after their exposure; or

- Reside or work on a unit or area of the facility experiencing a COVID-19 outbreak.

**TIP:**

If you are looking for additional infection control support or have questions about your assisted living community's infection control program, don't forget you have resources. The Wisconsin HAI Prevention Program has experienced infection preventionists that provide free infection prevention support to each region of the state. Click [here](#) to find your regional infection preventionist.

change, modernization, or supplier deficiencies

- Current contracts are immediately eligible for program conversion

**Benefits:**

- All equipment maintenance, parts, testing, and repair items included
- Costs are predictable and easy to manage
- Extensive protection against exposure and risk due to safety incidents

Contact Denise May [DMay@LeadingAgeWI.org](mailto:DMay@LeadingAgeWI.org) if you would like a comparison for your community. For more info on this program, please click [here](#).

## Is Echelon for You?

Through Echelon, LeadingAge Wisconsin is working to:

- Ensure LeadingAge Wisconsin Echelon members are recognized for their commitment to excellence in assisted living.
- Raise the level of quality throughout LeadingAge Wisconsin Echelon members.
- Empower Echelon members with the highest educational opportunities and tools to achieve the highest quality of care.
- Set a standard for all Echelon members.
- 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 Echelon members strive for excellence in assisted living.

Through Echelon, LeadingAge Wisconsin provides a voluntary system of tools, guidelines, practices, educational opportunities, peer support, consulting services, facilitated discussions, and network meetings to enhance your quality improvement efforts. Our quest for quality is driven by our firm belief that your residents deserve excellent care and services.

Learn more about Echelon [here](#). Access the Echelon Participation and Attestation form [here](#).

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