

February 2023

Assisted Living Matters

Tips & Tools for Assisted Living Professionals

Assisted Living Matters is a monthly newsletter designed for those who strive for excellence in assisted living. 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.

2023 Advocacy Day at the Capitol Tuesday, March 14, 2023

Thank you to those of you who have registered to participate in LeadingAge Wisconsin's 2023 **Advocacy Day at the Capitol** taking place on Tuesday, March 14th from 9:00 am - 3:00 pm.

Participants will have the opportunity to hear from elected officials, the Governor's Administration, and others involved in the policy-making process, before you head up to the Capitol to meet with your state legislators. This is your time to connect with lawmakers while they are making critical decisions about the state budget and long-term care priorities. By sharing your story, you can personalize the issues and influence the outcome of the state budget and pending legislation. As providers, your credibility makes you the perfect experts to advocate for your community and the residents you serve!

If you have questions about your legislative visits, please contact **Annett Cruz** at acruz@hbstrategies.us.

Echelon Featured Video



Is your team committed to your purpose? Fire them up at your next team meeting with a powerful message and challenge to be "[All In.](#)"

[Visit Our Website](#)



Assisted Living Staff Education Programs

The Assisted Living Staff Education Training Programs are available to Echelon members to download and modify for your facility's training needs.

Each training program includes various materials to assist with the successful onboarding and continued education needs of your caregivers.

Program 1: The Purpose and Philosophy of Assisted Living

This program covers topics ranging from:

- The goals, purpose, and types of assisted livings
- Admission and assessment criteria for CBRFs, RCACs, and AFHs.
- Appropriate documentation and reporting
- Resident rights and HIPPA,
- Employee responsibilities when interacting with residents
- The role of the nurse in AL
- Behavior - what to report, chart, etc.
- Customer Service
- Interacting with families

Program 2: Resident Assistant Training Guide

This program is your one-stop shop for training new caregivers who have little to no caregiving experience.

This program covers topics such as:

- Personal Care
- Body Mechanics
- Resident Rights
- Taking Vital Signs
- Developing Interpersonal Skills
- Understanding Dementia/Alzheimer's Disease
- Understanding Body Systems
- Dietary
- Managing Information/Documentation/Change in Condition/On-Call Protocol

Including continuing education topics such as:

- Controlling Infection
- Maintaining a Safe Homelike Environment
- Restorative Care
- Death and Dying

To access these programs along with other tools and resources, visit our Members & Subscribers section of the [LeadingAge Wisconsin website](#) and go to the CBRF or RCAC Echelon webpages. You will need to be a member of Echelon to access these materials.

If you are a member of Echelon and do not have access or cannot recall your username or password, please contact [Janice](#), [Robin](#), or [Sarah](#) to assist you.

WCCEAL Update

2023 Resident Satisfaction Surveys

To date, **95%** of Echelon's WCCEAL participants **have successfully generated their resident satisfaction surveys.**

45% of Echelon participants **have one or more surveys already returned to WCCEAL** and entered into the database.

The goal is to have **100%** of our WCCEAL participants **have at least one resident satisfaction survey returned to WCCEAL by the deadline of April 15, 2023.**

Assisted Living: State Regulatory Update

Use of Technology Guidance

The Bureau of Assisted Living (BAL) recently added guidance on the Use of Technology to the BAL [Waivers, Approvals, Variances, and Exceptions: Assisted Living webpage](#).

Assisted living providers may request a waiver, approval, variance, or exception to utilize technology or various remote support devices in assisted living settings - when the use of the system or device is an alternate means of meeting

Quarterly Report Review

WCCEAL participants have until March 14, 2023, to [log into WCCEAL](#) and review your facility's 4th quarter 2022 QI variable reports in order to be considered for Gold Member status. To date, only 23% of WCCEAL participants **have viewed their 4th quarter reports**.

To view your reports:

1. [Log into WCCEAL](#)
2. Click on the **eQuality** tab on the top menu bar
3. Click on the **QI Variables** tab on the gray menu bar
4. Under the heading "Quality Improvement Variables Reports", click on one or both reports to view your facility's data. Clicking on either report will alert the system that you are in compliance with report-viewing requirements.

Please reach out to [Robin Wolzenburg](#) or [Janice Mashak](#) for assistance.

a requirement or the licensee wishes to be exempt from a requirement of licensure.

To seek approval, complete the [Assisted Living Facility Waiver, Approval, Variance, or Exception Request form \(F-62548\)](#) including the required information as noted on the webpage. Email the completed request form to your [BAL Regional Office](#). Your Regional Director should be your point of contact for questions about this process.

The previous 2016 DQA memo regarding [Electronic Video Monitoring and Flaming in BAL Regulated Facilities](#) is now obsolete.

DQA is in the process of putting out a new formal publication. In the meantime, should you have questions about the use of technology in your AL setting, contact your [BAL Regional Office](#) for guidance.

WCCEAL Gold Star Status

To date, over 81% of Echelon members who participate in WCCEAL are currently Gold Star Status.

This means they:

- Have been enrolled and in good standing in WCCEAL for more than 2 quarters
- Have submitted the most recent QI variables on time and have looked at their new QI Variable reports by the end of the Reports Review Period. (current deadline: March 14, 2023)
- Have administered the most recent resident Satisfaction Survey and have reached the 25% return rate and have looked at their new Satisfaction Survey reports by the end of the Reports Review Period.

Gold Star Status updates quarterly.

Clinical Tip of the Month

Defining an Outbreak

According to the Wisconsin Department of Health Services (DHS) webpage on [Preventing and Controlling Respiratory Illness Outbreaks in Long-Term Care Facilities](#), the definition of a suspected respiratory disease outbreak is different from the definition of a COVID-19 outbreak in your facility.

The [webpage](#) definitions:

Suspected respiratory disease outbreak - defined by the Division of Public Health (DPH) as **three or more residents and/or staff** from the same unit with illness onsets within 72 hours of each other and who have pneumonia, acute respiratory illness, or laboratory-confirmed viral or bacterial infection (including influenza).

Suspected COVID-19 outbreak - defined by DPH as **one or more residents and/or staff** who worked during their infectious period within a facility who have a case of COVID-19.

Reporting an Outbreak

Confirmed or suspected outbreaks of any disease in a health care facility, including long-term care facilities and assisted livings, are [Category 1 Diseases](#), meaning they **shall be reported immediately by telephone to the local public health officer, upon identification**.

Is Echelon for You?

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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