

April 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.

Sample Policies & Resources

Resident Rights, CPR, Advance Directives, and Applying for Medicare & Medicaid

In response to member requests, LeadingAge Wisconsin is offering a number of legal documents and sample policies to help you address common issues you encounter. We thank Jack Howard, an Associate with Reinhart Boerner Van Deuren (LeadingAge Wisconsin Legal Counsel) for preparing these documents for us to share with our members.

- A model [Resident Rights Summary for RCAC Residents](#)
- A model [Resident Rights Summary for CBRF Residents](#)
- A model [CPR and Advance Directive Policy](#)
- Information you can share with residents on [how to apply for Medicare and Medicaid](#)

The resident rights summaries are designed for you to incorporate into the admission agreements you provide for your residents.

Members also have asked for clarification on how residents can receive refunds for previous payments covered by Medicare and Medicaid residents. This requirement calls for a facility to inform residents about how they can receive refunds from the facility for previous payments made by the resident to *the facility* which are covered by Medicare or Medicaid benefits. This ties to the facility's refund policies, which will vary from facility to facility. For example, a facility could agree to directly refund any previous payments made by a resident that are covered by Medicare or Medicaid within a set time period (e.g., 30 days, 60 days, etc.). Alternatively, a facility might choose to instead credit the amount to the resident's next private pay statement. Because different facilities may have different refund policies, and as opposed to a specific refund policy, Reinhart Boerner Van Deuren recommends that facilities include in their refund policies a description of how they will handle refunds of previous payments covered by Medicare and Medicaid residents.

For further information, or if you have related questions, you may contact Reinhart Boerner Van Deuren through the LeadingAge Wisconsin Legal Hotline at 608-229-2257.



Are you going to stay stuck or are you going to move forward?

<https://www.youtube.com/watch?v=sHLpOUZe388&t=46s>

Echelon Featured Tool



Are you aware that the Echelon websites offer a multitude of tools to help assisted living communities to operationalize continuous quality improvement?

For CBRFs, we offer Quality Improvement Modules for Standardized Assessment, Decision-Making Trees, and ISP Templates. These modules cover illness, activities of daily living, medication management, pain management, choking risk, falls risk, cognitive impairment, mental and emotional health, behaviors, wandering/elopement, and social participation. Each module includes a decision tree, an assistance review, a decision tree review and explanation, and a sample ISP template. If you are a member of the CBRF Echelon, you can access these tools [here](#).

For RCACs, we offer sample [assessment tools](#), [sample tenant care cards](#), and an outline for a [RCAC residency and services agreement](#).

If you would like assistance in utilizing these tools to operationalize continuous quality in your assisted living community, please contact [Robin Wolzenburg](#).

Echelon Will Meet May 31st

Mark your calendars for our next Echelon in person meeting scheduled for 10:00 a.m. to 2:00 p.m. on Wednesday May 31st. Our guest for this meeting will be Bob Lightfoot from Reinhart Boerner Van Deuren. Our discussion will focus on surviving an assisted living survey and evaluating for appeal. More details and registration information will be coming your way soon.

Cost Savings Tip of the Month



Be sure to talk with the Value First partner BraunAbility to receive a custom quote including discounts offered through the HPSI/Value First saving program.



Is your community in the process of budgeting for a new vehicle or raising capital funds for a new van.

Click [here](#) to learn more about the different types of vehicles offered.

If you have any questions, please contact Denise May at dmay@leadingagewi.org.

Is Masking Still Required in AL?

The Public Health Emergency (PHE) is set to expire on May 11, 2023, leaving long-term care

communities waiting and wondering what will come next in regard to masking, testing, and other COVID-19 pandemic-related requirements.

We are hearing that some of our local hospital systems and clinics have relaxed their masking requirements, yet long-term care facilities (LTCFs) are still masked up. Why is this?

According to the Wisconsin Department of Public Health (DPH), current [CDC guidance for healthcare settings](#) (including hospitals, clinics, and LTCFs) still recommends source control (masking) when [COVID-19 Community Transmission levels](#) are high. LTCFs can opt to relax masking when their Community Transmission levels are not high.

While nothing has been released yet, we are anticipating some changes and/or relaxations to the current recommendations, however, we have not been informed as to what those changes will be. As soon as we learn more, LeadingAge Wisconsin will be sharing and supporting our LTC communities through the transition.

In the meantime, the Bureau of Assisted Living (BAL) is still recommending that assisted living communities continue to follow the most current CDC and [DPH recommendations](#).

Need assistance with your assisted living's infection control program? Contact your [regional Infection Preventionist](#) for free support.

Look What's Coming Your Way!

Building Strong Assisted Living Leaders through a Series of 4 Educational Offerings

A flourishing assisted living community (ALC) starts with strong leadership. Confident, empathetic leaders understand that knowledge and compassion can be the foundation of the decision-making process. Successful leaders are able to blend regulatory compliance with the "soft skills" of customer service and employee engagement, resulting in stellar experiences for residents, families and staff.

LeadingAge Wisconsin invites you to register for a series of four sessions designed to help assisted living managers/administrators to enhance their leadership skills and their ability to manage an assisted living community.

In the first session, offered as a pre-conference workshop on Wednesday, May 3rd, we will explore customer service and employee engagement, and we will introduce the concept of a Facility Assessment. Participants will begin to develop and refine the facility assessment for their organization. You can register for this first session through the registration site for our [2023 Spring Conference](#). The registration fee for this pre-conference workshop (PC1) is \$45.

Sessions #2, #3, and #4 will build on these concepts as we explore how to operationalize the Facility Assessment as it relates to assessments, policies/procedures, care delivery, education, competencies, and audits. These sessions will be offered as follows:

Session #2 of 4 -- *The Assisted Living Evaluation Tool as it Relates to Developing Policies/Procedures and Identifying Educational Opportunities* -- 10:00 a.m. to 3:15 p.m. (CST)

- Altoona - June 14, 2023
- Dousman - June 20, 2023
- Appleton - June 22, 2023

Session #3 of 4 -- *The Assisted Living Evaluation Tool Supports Staffing Models and Regulatory Compliance Efforts* -- 10:00 a.m. to 3:15 p.m. (CST)

- Dousman - July 12, 2023
- Appleton - July 13, 2023
- Altoona - July 18, 2023

Session #4 of 4 -- *The Assisted Living Evaluation Tool Drives Payment Models, as well as Audits and Competencies* -- 10:00 a.m. to 3:15 p.m. (CST)

- Altoona - August 15, 2023

- Dousman - August 16, 2023
- Appleton - August 29, 2023

You can learn more about these three additional in-person programs and register [here](#). Registration fees will increase after May 18, 2023.

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](#).

204 S Hamilton Street
Madison WI 53703

Contact
Us

LeadingAge Wisconsin | 204 South Hamilton Street, Madison, WI 53703

[Unsubscribe jmashak@leadingagewi.org](mailto:jmashak@leadingagewi.org)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by jmashak@leadingagewi.org in collaboration
with



Try email marketing for free today!