

Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

Guiding Values for Associations' Participation in WCCEAL

The following guiding values are requirements for approval of an association-sponsored comprehensive quality assurance and quality improvement program by the Wisconsin Department of Health Services (DHS) in consultation with the Center for Health Systems Research & Analysis (CHSRA) at the University of Wisconsin-Madison. Approval of such a program is required for participation in the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL).

1. **Assisted Living Provider Association Support**—Implement strategies to organize and support assisted living communities (ALCs) in their full membership and participation in WCCEAL. Strategies may include training, mentoring, networking, peer review, resources, and consultation.
2. **Association Oversight and Monitoring to Ensure Quality**—Provide oversight and monitoring of WCCEAL ALCs to ensure quality. This includes:
 - Helping members meet WCCEAL membership rules.
 - Reminding members to comply with due dates.
 - Reviewing quarterly reports and annual survey results for anomalies and areas to focus resources.
 - Meeting with members to address issues that may be identified as potential quality issues.
3. **Promising Practices**—Implement Promising Practices for ALCs to provide person-centered and culturally appropriate care and services, such as: Alzheimer's/dementia care, behavioral health care, intellectual/developmental disability care, activities of daily living, diabetic care, pain management, pressure ulcers, falls prevention, treatment and recovery, infection control, emergency preparedness, abuse investigations, medication management, and food service.
4. **Regulatory Compliance**—Use systemic methods, tools, and techniques to ensure that the ALC maintains substantial compliance with the appropriate regulations, including Wisconsin Administrative Code and State Statutes.
5. **Activity and Community Involvement**—Establish methods that provide opportunities for integrated activity and community involvement to ensure the resident/tenant stays active, involved, and connected.
6. **Consumer and Advocate Feedback and Participation**—Solicit feedback and participation from residents/tenants, families, legal representatives, staff, and funding agency representatives. Methods can include resident and family councils, satisfaction surveys, complaint and grievance procedures, and quality questionnaires.
7. **Leadership and Workforce Support**—Establish methods and components to foster leadership and develop a competent, dynamic workforce that provides excellent quality of life and care to residents/tenants of the ALC.
8. **Continuous Quality Improvement**—Embrace the principles associated with continuous quality improvement, including data collection, benchmarks, performance analysis, and prioritization of improvement opportunities.
9. **Commitment**—Demonstrate organizational commitment to being a full and active member of *WCCEAL*. The licensee will sign a self-attestation that the ALC is in substantial compliance with the appropriate Wisconsin Administrative Code.