

## WCCEAL Project Overview

### Background

- Wisconsin has a rich history of community based programs, including licensure of the first Community Based Residential Facility (CBRF) in 1979. As a public funding agency, the Department of Health Services (DHS) has honored consumer choice providing supports for people to live in the least restrictive, most integrated setting possible. Beginning with the enactment of the Community Option Program (COP) in 1981 and through the creation of Family Care in 1999, Wisconsin has been a national leader in relocation efforts from institutions to community settings.
- In 1980 Wisconsin ranked 2nd nationally in the number of nursing homes beds per capita with 87 nursing home beds per 1,000 residents 65 years of age and over. Thirty years later that ranking improved to 20th nationally with 46 nursing home beds per 1,000 residents 65 years of age and over, an improvement of 47%. In 2008 Wisconsin Assisted Living beds surpassed nursing home beds with the gap widening each year since.
- Since 1979 Assisted Living licensed beds have increased 34 consecutive years while the regulatory agency resources has not kept up with the increasing workload.
- Wisconsin's innovative regulatory approaches have improved overall quality in Assisted Living while also receiving national recognition.
- Wisconsin has four strong Assisted Living provider associations supporting their members to improve the care and services they provide to the residents/tenants in their communities.
- Wisconsin's ombudsman program is a national leader with committed resources to the advocacy of residents in Assisted Living Communities (ALCs).

### Project Goals

- Create a Public/Private collaboration with DHS Division of Quality Assurance and Division of Long Term Care, Wisconsin's four provider associations that include LeadingAge Wisconsin, Wisconsin Assisted Living Association (WALA), Wisconsin Center for Assisted Living (WiCAL), and Residential Services Association of Wisconsin (RSA-WI), Wisconsin's advocacy agency, the ombudsman program, and the University of Wisconsin-Madison's Center for Health Systems Research & Analysis (CHSRA)
- Incentivize Assisted Living Communities to strive for excellence through internal quality improvement
- Collaborate with provider associations to develop a comprehensive QI & QA program and to help their members to be successful.
- Collaborate with the CHSRA to improve long-term care and health systems by creating performance measures and developing information and decision support systems.
- Provide regulatory relief for high performing Assisted Living Communities.
- Define the level of excellence that will be recognized by public funding agencies, insurance companies, Assisted Living Communities, advocates, legislators, general public and other key stakeholders.

### Project Activities

- Implement the WCCEAL infrastructure using a grant secured by CHSRA;
- DHS approves provider association Quality Improvement and Quality Assurance programs;
- Develop a website and password-protected web-based information system for members of WCCEAL;
- Develop a standardized Resident Satisfaction Survey for WCCEAL members;
- Develop performance measures of quality improvement structures, processes, and outcomes for WCCEAL members;
- Create a firewall preventing the DHS from accessing Assisted Living Community specific WCCEAL data.; and

- Provide feedback to provider associations and Assisted Living Communities on their resident satisfaction and quality improvement performance with trend information and comparisons to peers and other cohorts.

## **Deliverables**

- 11/30/2009 - WCCEAL established
- 09/17/2010 - DQA updated database to capture WCCEAL members
- 05/09/2011 - CHSRA awarded \$200,000 to develop and pilot-test WCCEAL from the 2011 ICTR Community Collaboration Grant
- 04/06/2012 - All four provider Association's QA/QI programs approved
- 06/12/2012 – Resident Satisfaction Survey finalized and approved
- 11/02/2012 - CHSRA launched WCCEAL Website <https://wceal.chsra.wisc.edu/>
- 11/12/2012 - WCCEAL Satisfaction Survey process launched
- 02/25/2013 - WCCEAL Quality Improvement Data Submission process launched
- 06/18/2014 - CHSRA awarded \$150,000 to investigate falls prevention programs among WCCEAL members, from the 2014 ICTR Dissemination and Implementation Award
- 01/01/2015 – WCCEAL introduced new Falls Prevention questions
- 09/15/2015 – WCCEAL Membership Rules implemented
- 10/21/2015 – DHS and CHSRA awarded a \$1,000,000 grant to scale-up the statewide impact of WCCEAL from the 2015 Wisconsin Partnership Program Community Impact Grant
- 10/26/2015 – Music & Memory<sup>SM</sup> awarded \$10,292 to pilot-test the Music and Memory program with iPads in ALCs, from the Park Family Foundation

## **Dissemination**

- 30+ Presentations about WCCEAL to various stakeholder groups including CMS, the Center for Excellence in Assisted Living (CEAL), Assisted Living Federation of America (ALFA), national Ombudsman group and at the different state Assisted Living conferences.
- WCCEAL benchmark data on resident satisfaction and quality improvement currently covers 24% of Wisconsin Assisted Living Communities licensed beds.

## **Research and Evaluation**

- 7/1/2010 to Present: Wisconsin Department of Health Services (DHS) - WCCEAL Infrastructure and Research
- 09/01/2011 – University of Wisconsin Institute for Clinical and Translational Research Community Collaboration Grant
- 09/01/2014 – University of Wisconsin Institute for Clinical and Translational Research Falls Prevention grant
- 11/01/2015 – Park Family Foundation Music and Memory grant
- 03/01/2016 – Wisconsin Partnership Program Community Impact grant

## **Honors**

- 2015 – WCCEAL recognized as a Bright Ideas through the Harvard Innovations in Government Program, a program of the Ash Center for Democratic Governance and Innovation at the Kennedy School of Government at Harvard University.