

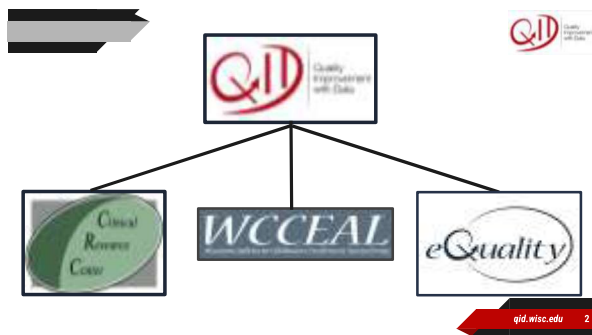
Transforming Care:
Elevating Resident Quality
of Life Through Diamond
Program Participation

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Possibilities
WALA ANNUAL CONFERENCE 2023

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Objectives

1. Learn to pinpoint Quality Assurance and Performance Improvement (QAPI) opportunities within your organization.
2. Understand how to conduct effective root cause analyses to address key challenges in consumer care.
3. Develop actionable performance improvement plans using evidence-based resources provided by the Clinical Resource Center.
4. Explore the WCCEAL program for data comparison to track progress and outcomes in quality improvement initiatives.

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Quality Assurance and Improving Performance

- **Quality** refers to the ability of a service to meet its consumer need
- **Quality Assurance (QA)** is the process that *ensures* quality
- **Quality Improvement (QI)** is the framework used to systematically improve care

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Dimensions of Quality in the ALC Environment

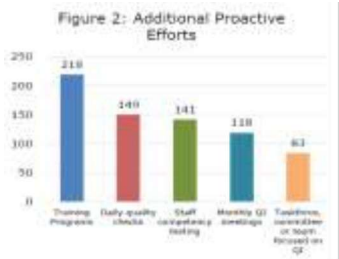
- ✓ Resident and family satisfaction
- ✓ Resident health outcomes/adverse events
- ✓ Resident psychosocial well-being

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ALC Provider Feedback

Figure 2: Additional Proactive Efforts



Effort	Count
Training Programs	218
Early quality checks	149
Staff competency testing	141
Monthly QI meetings	118
Leadership involvement or support focused on QI	83

WIDHS, Quality Assurance and Quality Improvement in Assisted Living Report 2021



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No Plan of Correction Initiative of 2020

Providers need to self identify non-compliance and implement an internal system that contains all of the following:

- ✓ What corrective action and system changes will be made to ensure violations are corrected and regulatory compliance is maintained?
- ✓ Who is responsible for monitoring for continued regulatory compliance?
- ✓ Date of completion for each corrective action (Violation, Order).
- ✓ Internal quality improvement processes should assist the ALC in proactively identifying and addressing non-compliance and improving consumer satisfaction.

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The Case for WCCEAL



<https://youtu.be/RTmpyGK14ho>




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WALA- Diamond Program



RESIDENT/TENANT CENTERED LEADERSHIP COMMUNITY WORKFORCE

THE THREE PILLARS OF CARE




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THE QUALITY LOOP



ANALYZE THE DATA SET THE GOALS DEFINE THE PLAN SET MEASURES

QUALITY




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How do you know what needs a quality review?

- ✓ Survey
- ✓ Complaints
- ✓ MCO Feedback reports
- ✓ Incident reporting system
- ✓ Record reviews
- ✓ Rounding
- ✓ Audits
- ✓ Others?







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When considering an individual approach to quality you may start by asking:

- ✓ What is required to improve quality of life for the residents who live here?
- ✓ What are the issues that impact quality of life?

WALA Diamond Program- Individualized Quality Approach

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Root Cause- 5 WHYS

Problem Statement	One sentence description of event or problem
Why?	
Why?	
Why?	
Why?	
Why?	
Root Cause(s)	1. 2. 3.

To validate root causes, ask the following: If you removed this root cause, would this event or problem have been prevented?

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RCA 5 WHYS Sample

1. CBUs didn't have the equipment needed to care for the resident
2. Needed equipment is sometimes hard to find
3. Not enough specialized equipment to care for residents with unique needs
4. The anticipated number of residents with unique needs and their equipment requirements are not known
5. The strategic planning and budgeting process does not include projections of the equipment needs of residents with unique physical and psychological needs

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Goal Setting- WALA Diamond Program Components

S.M.A.R.T.	
Specific	Who should be included to help you achieve your goal? Why is this your goal?
Measurable	How will you measure your progress? How will you know when you've successfully completed your goal?
Achievable	Do you have the skills and/or resources required to achieve the goal? Is the outcome worth the effort?
Realistic	Why are you setting this goal now?
Timely	What is the end date? Is the deadline realistic?

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Capture and track your QI efforts

Project/Initiative	Start Date	End Date	Lead	Status

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Sustainable changes

<p>Stronger Actions</p> <ul style="list-style-type: none"> ✓ Change Physical Surroundings ✓ Engineering controls- force action before advance ✓ Simplify process and remove unnecessary/ repetitive steps 	<p>Weaker Actions</p> <ul style="list-style-type: none"> ✓ Double Checks ✓ New policy/ memo/ procedure ✓ Training ✓ Continue to monitor
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WCCEAL benefits

- Access to a secure data-driven platform to assess their quality improvement structures, processes, and outcomes using measures co-designed by statewide stakeholders.
- Regular feedback through data-driven reports to compare themselves to ALC peer groups of their choice.
- Targeted support to adapt their quality improvement efforts, including expert coaching, peer mentoring, and active engagement in a state-approved quality improvement program.
- Free access to the Clinical Resource Center including Clinical practice Guidelines from PALTmed.
- Access to promotional media resources.

- Public recognition on the WCCEAL website
- Regulatory flexibility
- Eligibility for premium discounts for liability insurance

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WCCEAL Satisfaction Survey data

Continuum Survey Results

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overall	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
A. Staff	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
1. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
2. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
3. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
4. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
5. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
6. Staff are respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
7. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
8. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
9. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
10. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
11. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
12. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
13. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
14. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
15. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
16. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
17. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
18. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
19. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
20. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
21. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
22. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
23. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
24. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
25. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
26. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
27. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
28. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
29. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
30. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
31. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
32. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
33. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
34. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
35. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
36. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
37. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
38. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
39. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
40. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
41. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
42. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
43. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
44. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
45. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
46. Staff are friendly	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
47. Staff are helpful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
48. Staff are knowledgeable	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
49. Staff are courteous and respectful	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58
50. Staff are professional	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58	4.58

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Resources to Support Sustainable Quality Improvement

Clinical Resource Center

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Time to formalize your quality journey is now

Join Us!

Questions? Feedback.

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- ### Resources
- ✓ WI Department of Health Services: [Quality Assurance and Quality Improvement in Assisted Living](#)
 - ✓ Wisconsin Department of Health Services, Bureau of Assisted Living: [No Plan of Correction Initiative 10.23.2020](#)
 - ✓ Wisconsin Coalition for Collaborative Excellence in Assisted Living
 - ✓ Clinical Resource Center
 - ✓ Wisconsin Assisted Living Association- [Diamond Program](#)
 - ✓ Wisconsin Department of Health Services [Assisted Living Survey Guide](#)
 - ✓ Centers for Medicare and Medicaid: [Guidance for Performing Root Cause Analysis \(RCA\) with Performance Improvement Projects \(PIPs\)](#)

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