



Division of Quality Assurance

STATE OF ASSISTED LIVING Calendar Year 2023



Bureau of Assisted Living
Ken Brotheridge, Director
February 26, 2024



Agenda

1. Trends and Statistics
 - ✓ Assisted Living (AL) Capacity
 - ✓ AL Complaints
 - ✓ AL Self-Reports
 - ✓ AL Survey
 - ✓ AL Enforcement
2. Bureau of Assisted Living (BAL) Initiatives
3. Wrap-Up



Bureau of Assisted Living Regional Assignments

SERO

- Kenosha, Milwaukee, Racine

NERO

- Adams, Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Ozaukee, Portage, Shawano, Sheboygan, Washington, Waushara, Waupaca, Winnebago, Wood

SRO

- Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Richland, Rock, Sauk, Walworth, Waukesha

NWRO

- Ashland, Barron, Bayfield, Buffalo, Burnett, Chippewa, Clark, Douglas, Dunn, Eau Claire, Florence, Forest, Iron, Jackson, Juneau, Langlade, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Polk, Price, Rusk, Sawyer, St. Croix, Taylor, Trempealeau, Vernon, Vilas, Washburn



Wisconsin Assisted Living Facilities

Community-Based Residential Facility (CBRF)

- Wis. Admin. Code ch. DHS 83
- Wis. Stat. ch. 50

Adult Family Home (AFH)

- Wis. Admin. Code ch. DHS 88
- Wis. Stat. ch. 50

Residential Care Apartment Complexes (RCAC)

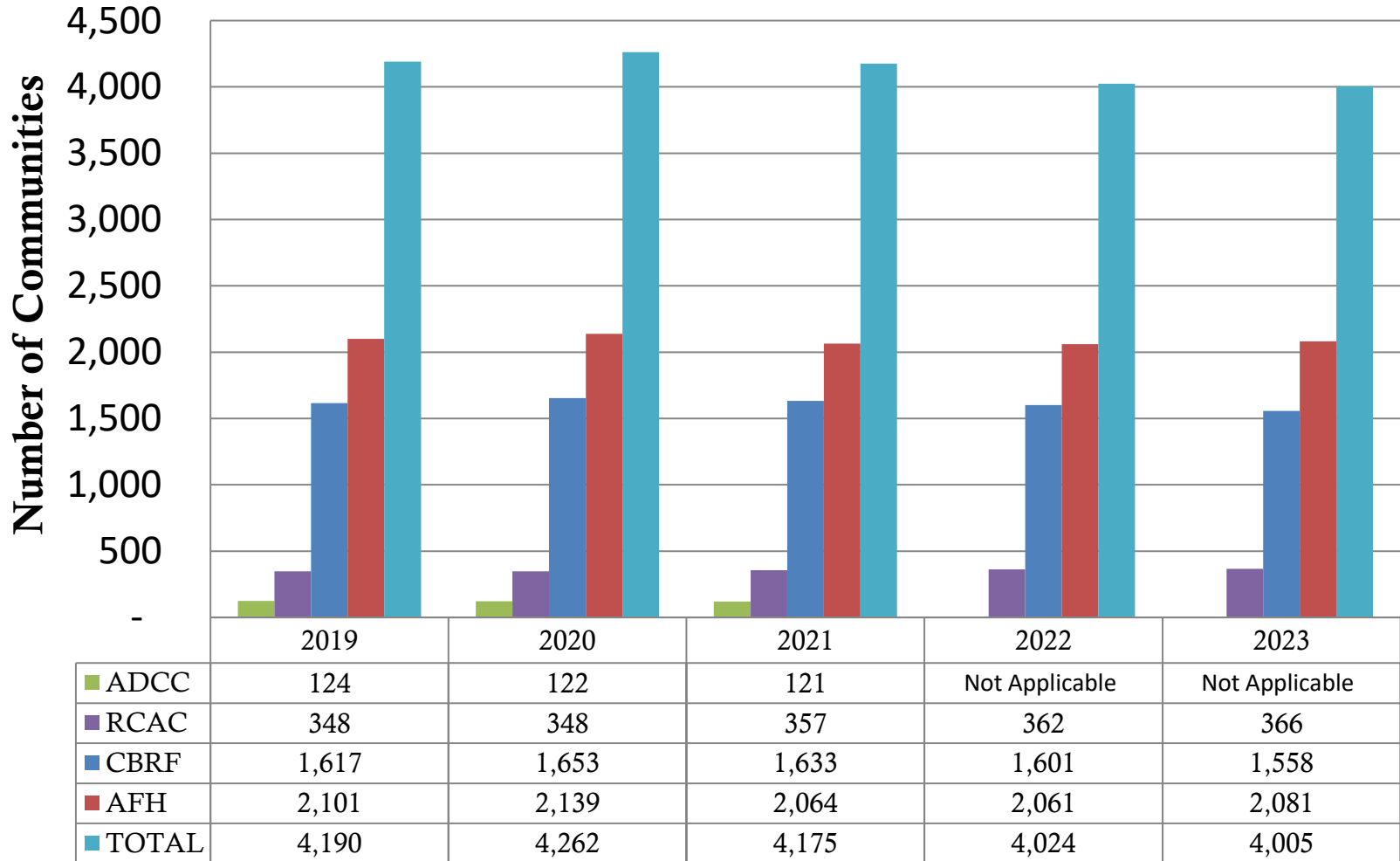
- Wis. Admin. Code ch. DHS 89
- Wis. Stat. ch. 50

Effective 7/1/2022, Adult Day Care Centers are regulated by the Division of Quality Assurance, Bureau of Health Services



Assisted Living Facilities

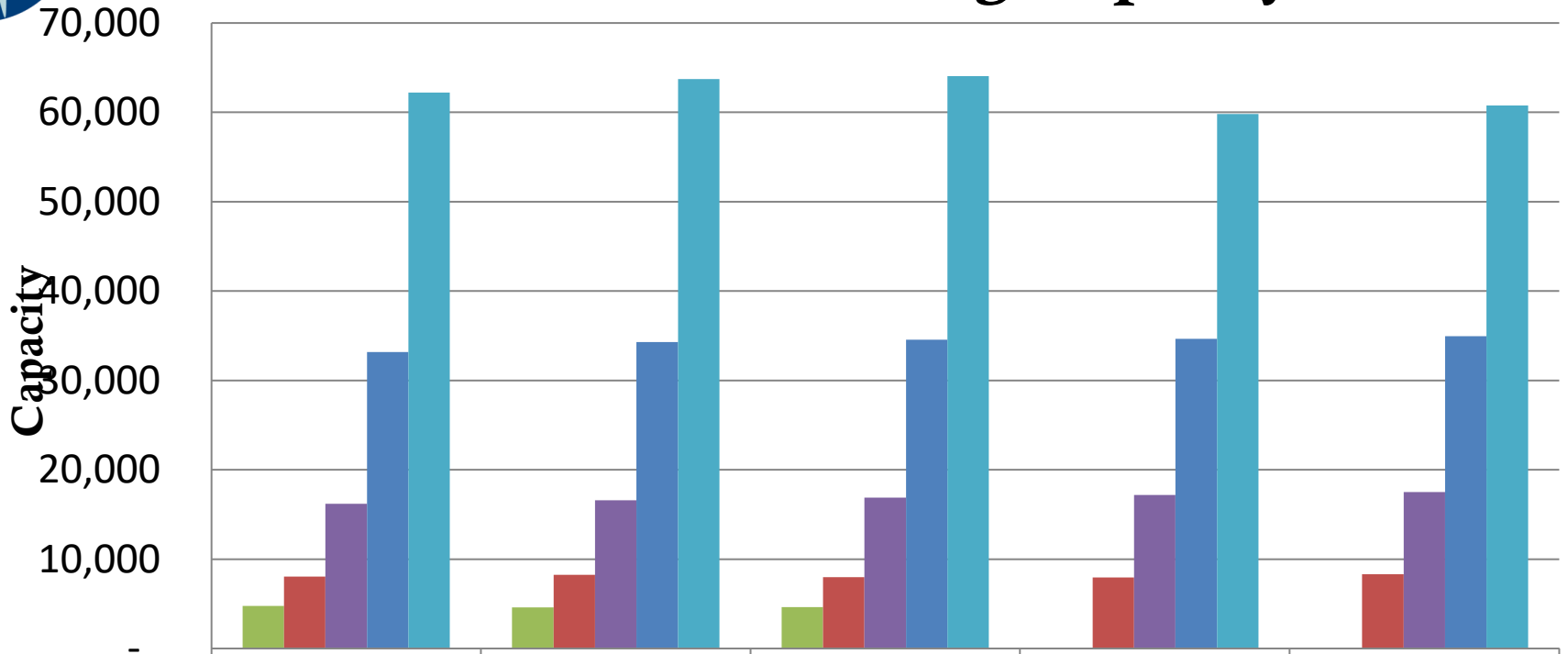
Trend in Number of Facilities





Assisted Living Capacity

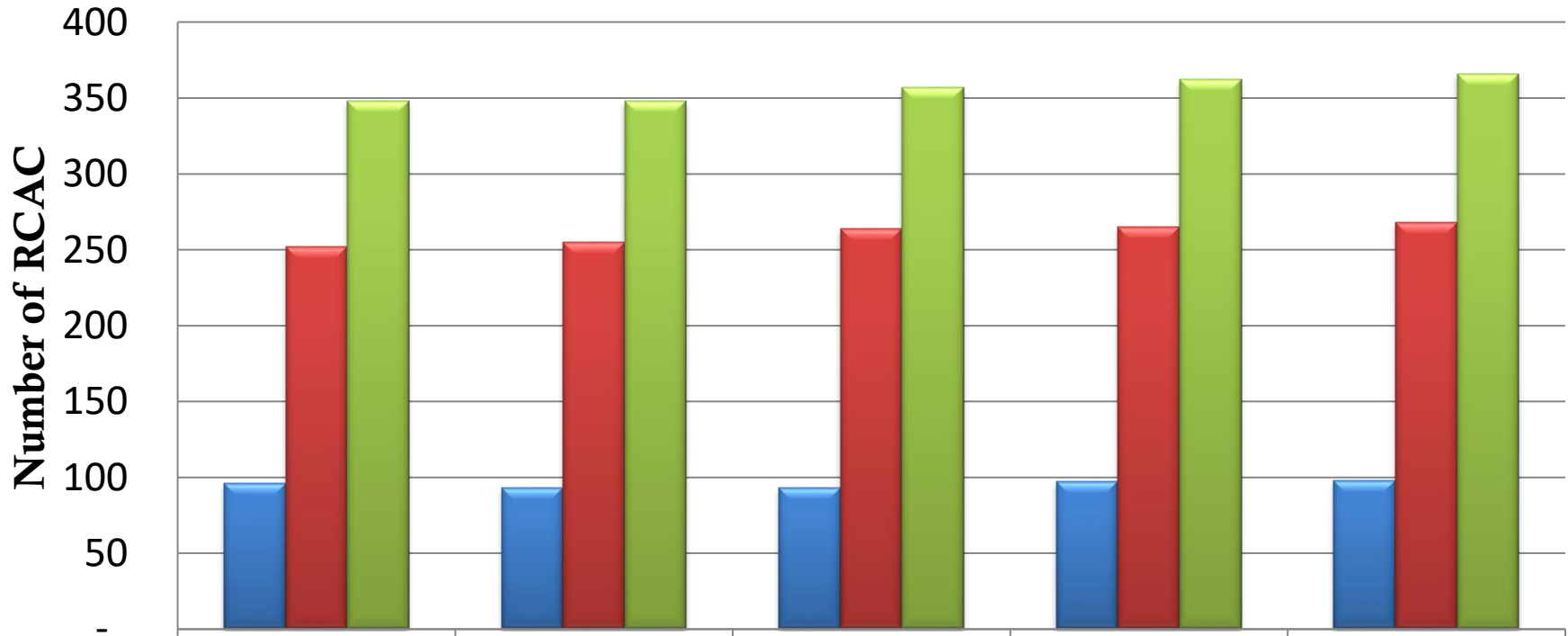
Trend in Assisted Living Capacity



	2019	2020	2021	2022	2023
ADCC	4,756	4,586	4,638	Not Applicable	Not Applicable
AFH	8,053	8,260	7,975	7,960	8,308
RCAC	16,208	16,572	16,889	17,193	17,520
CBRF	33,181	34,305	34,555	34,639	34,931
TOTAL	62,198	63,723	64,057	59,792	60,759



Residential Care Apartment Complex (RCAC)

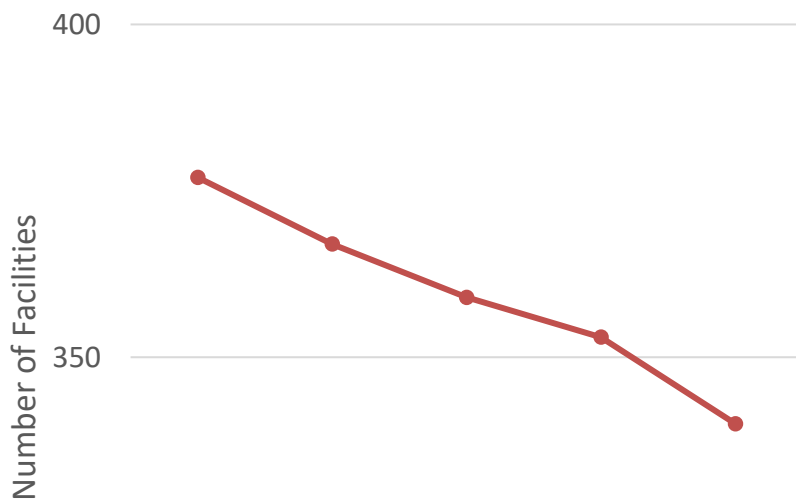


	2019	2020	2021	2022	2023
Registered	96	93	93	97	98
Certified	252	255	264	265	268
Total	348	348	357	362	366



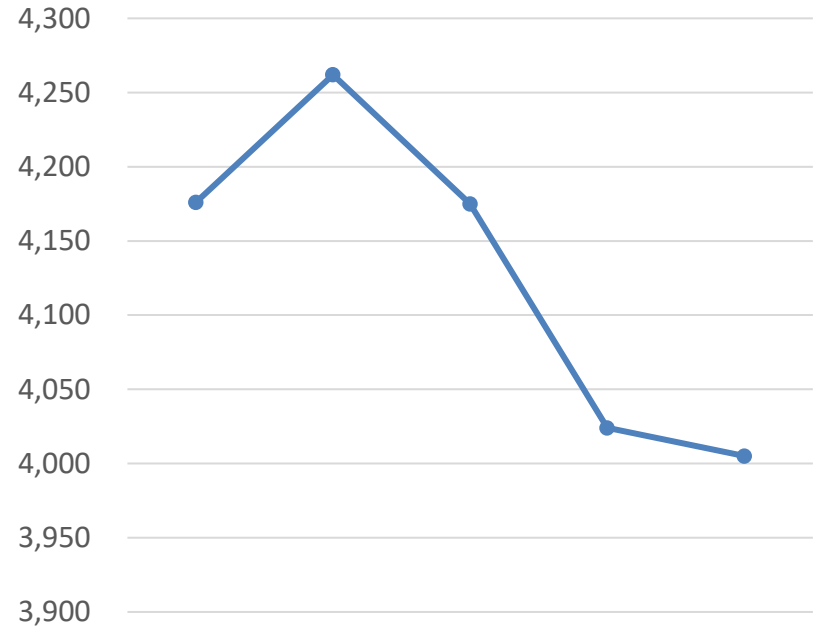
Assisted Living vs. Long-Term Care (LTC) Facilities

Long-Term Care



	2019	2020	2021	2022	2023
LTC	377	367	359	353	340

Assisted Living

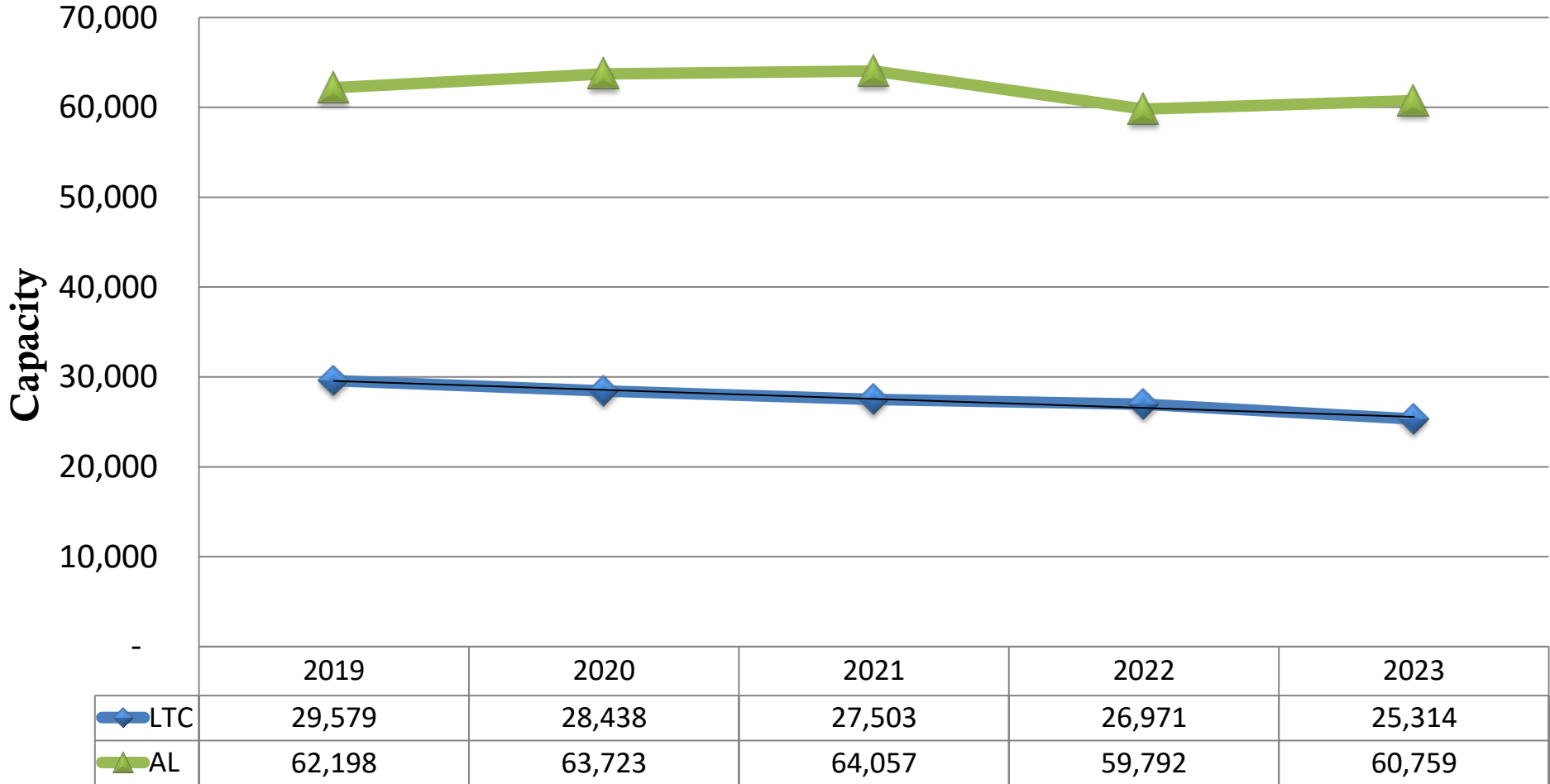


	2019	2020	2021	2022	2023
AL	4,176	4,262	4,175	4,024	4,005



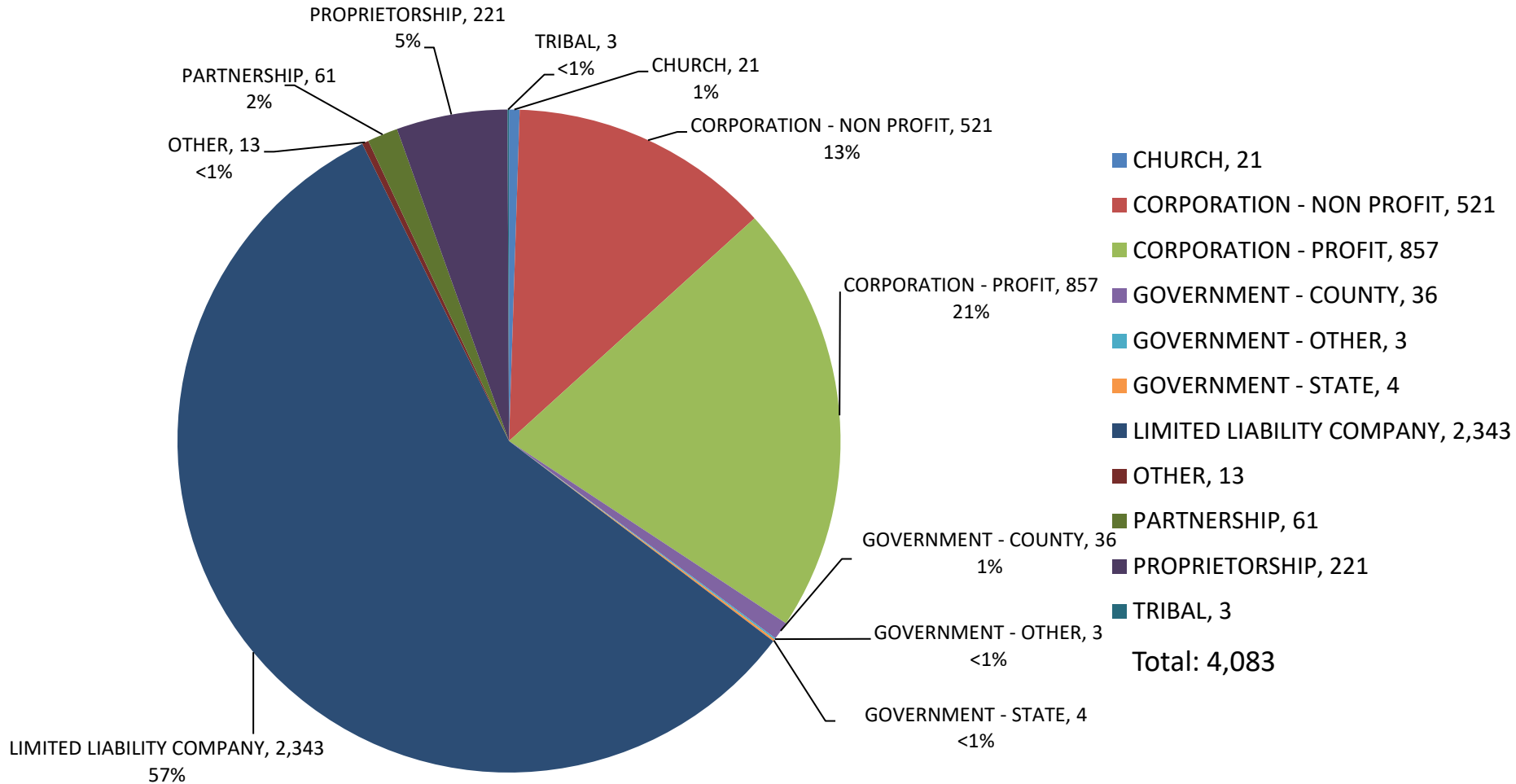
Assisted Living vs. LTC Capacity

Trend in Capacity for Residents



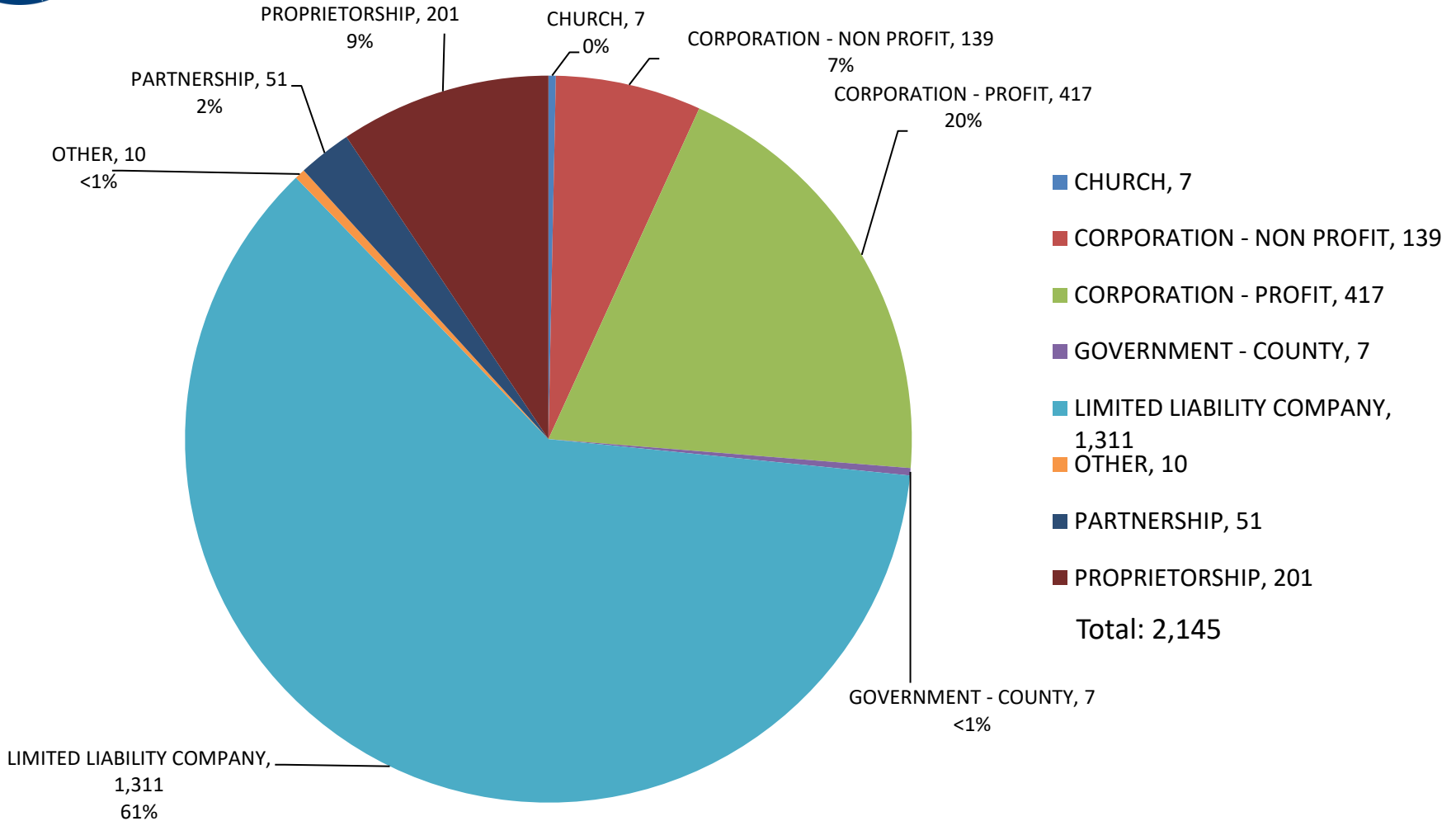


Ownership by Percentage: All AL Facilities



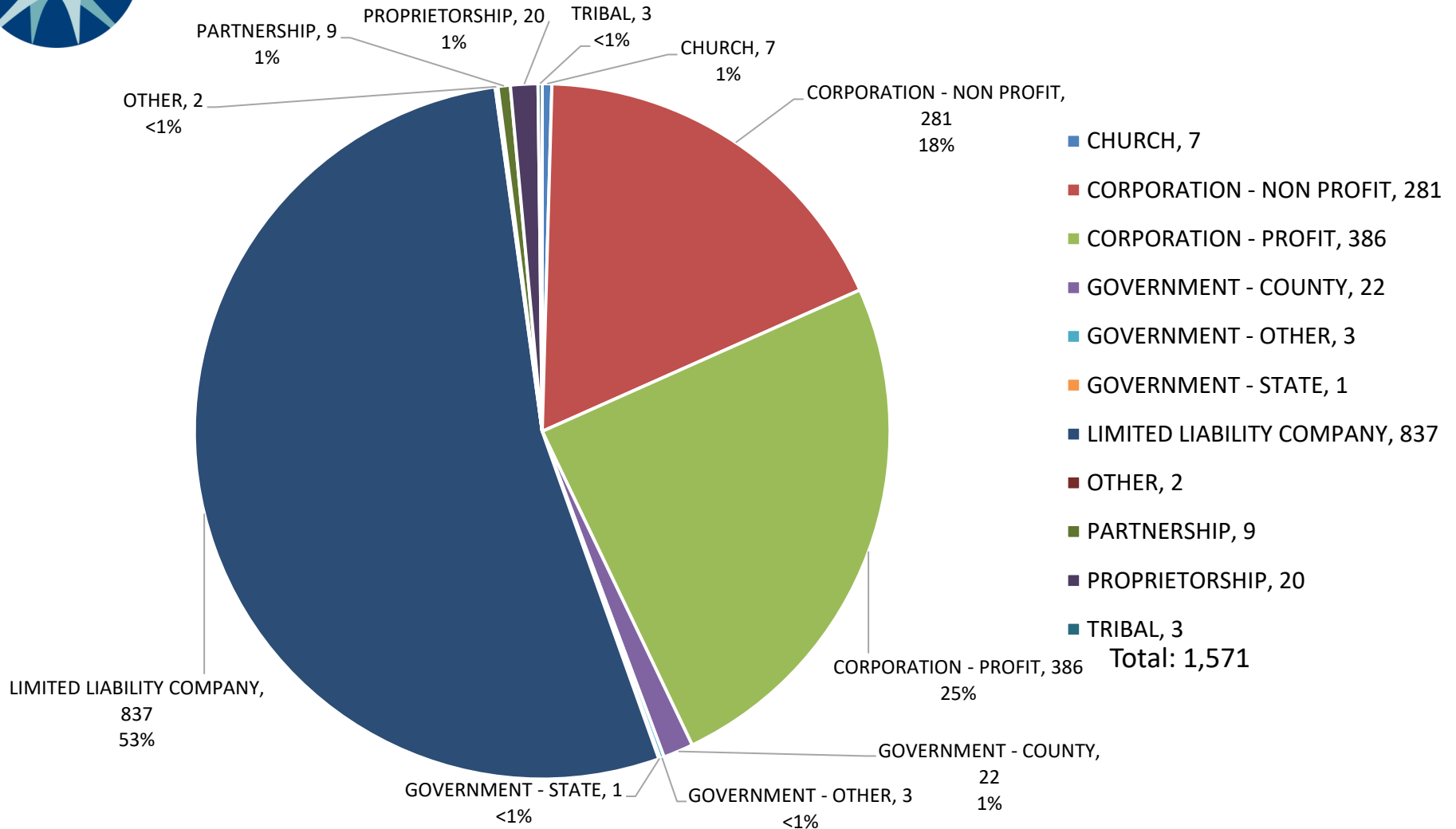


Ownership-AFH



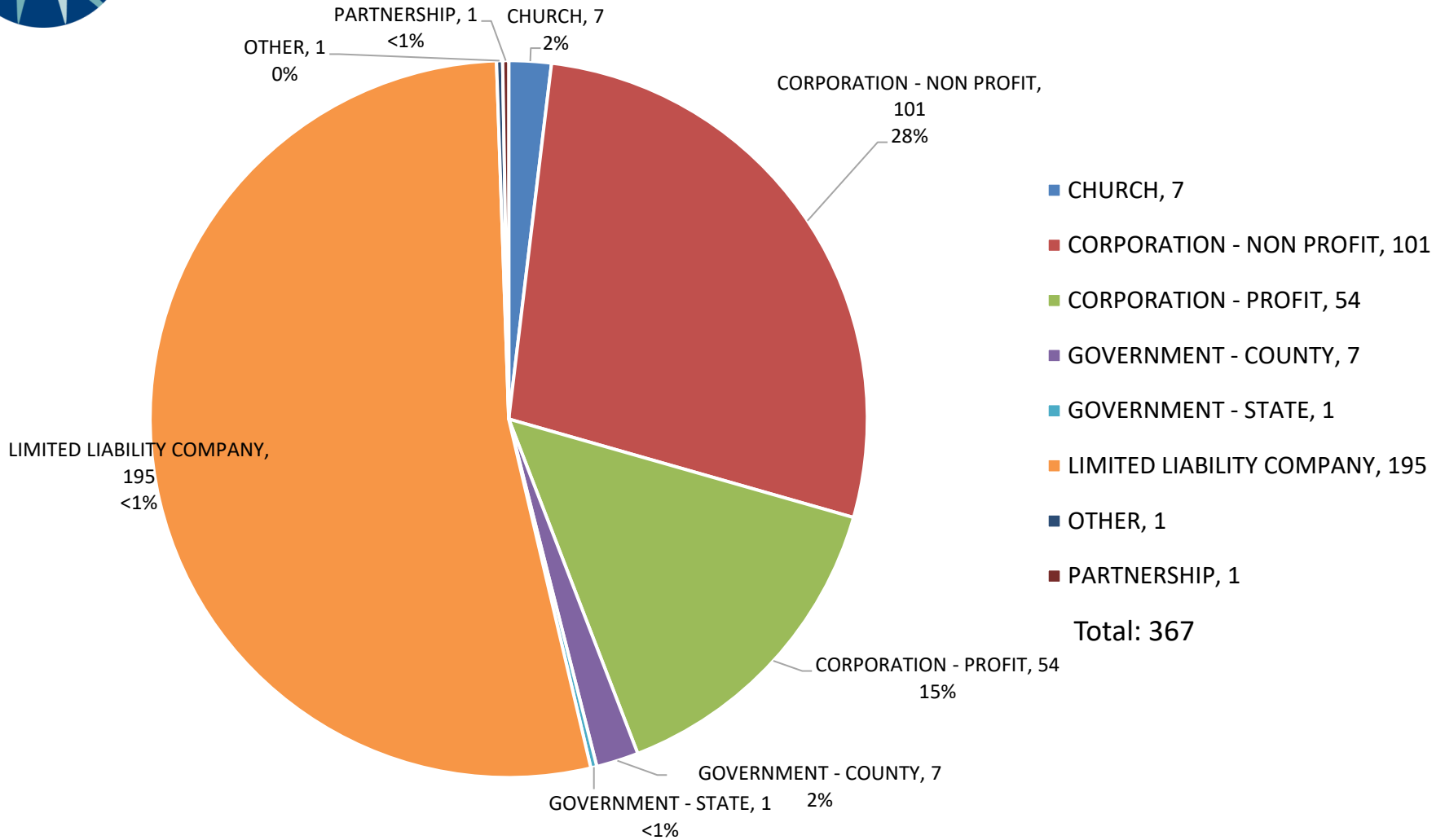


Ownership-CBRF



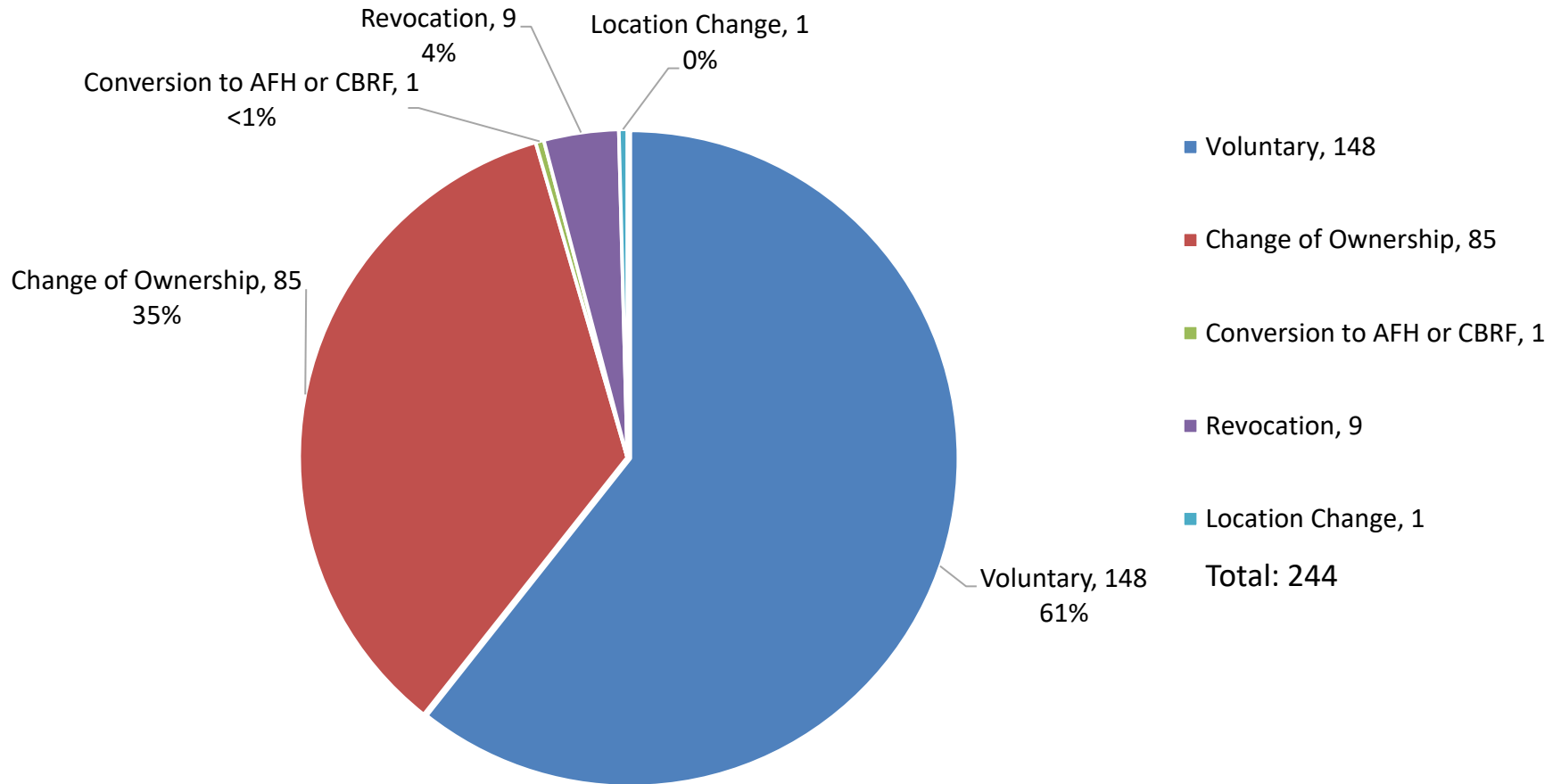


Ownership-RCAC





Assisted Living Facility Closures 2023

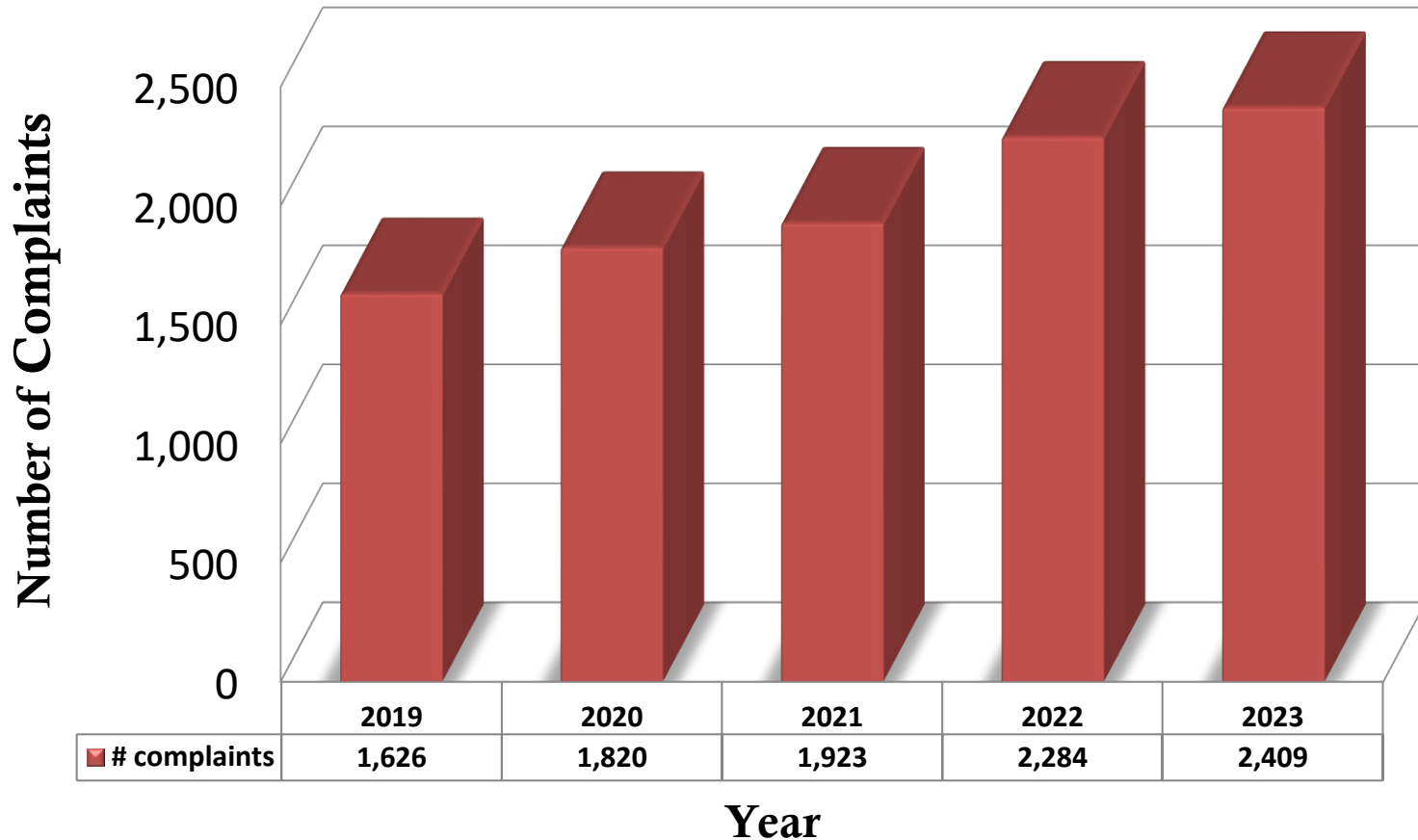




Assisted Living Complaints Calendar Year (CY) 2023

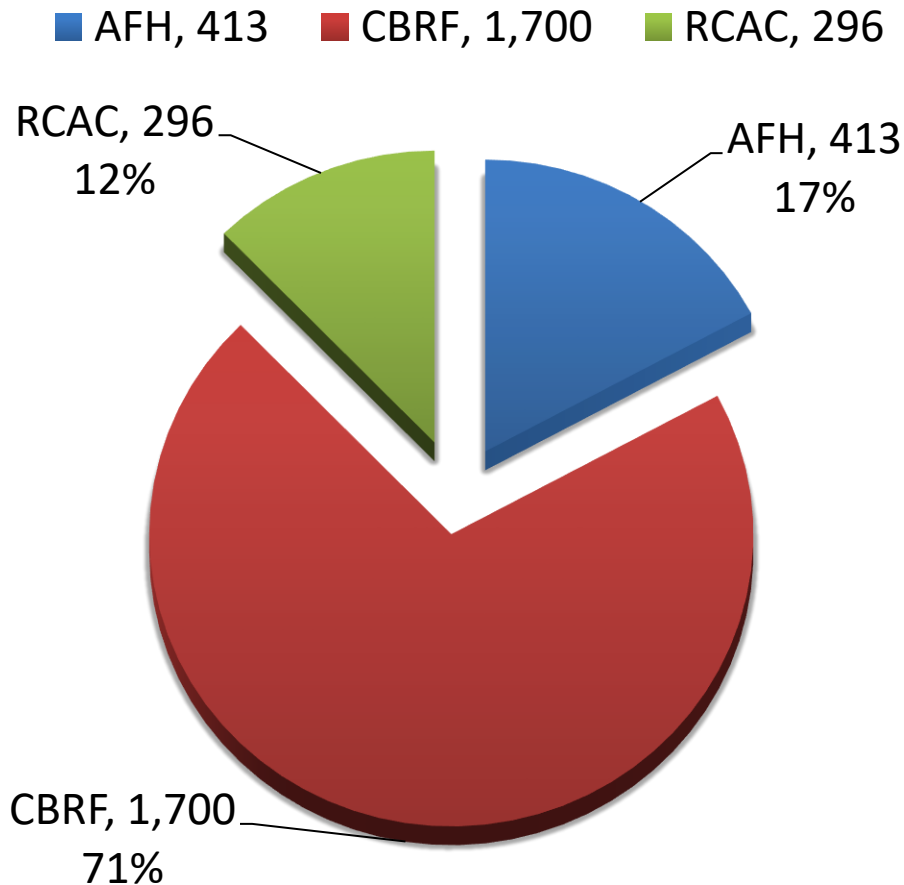


Assisted Living Complaints Received



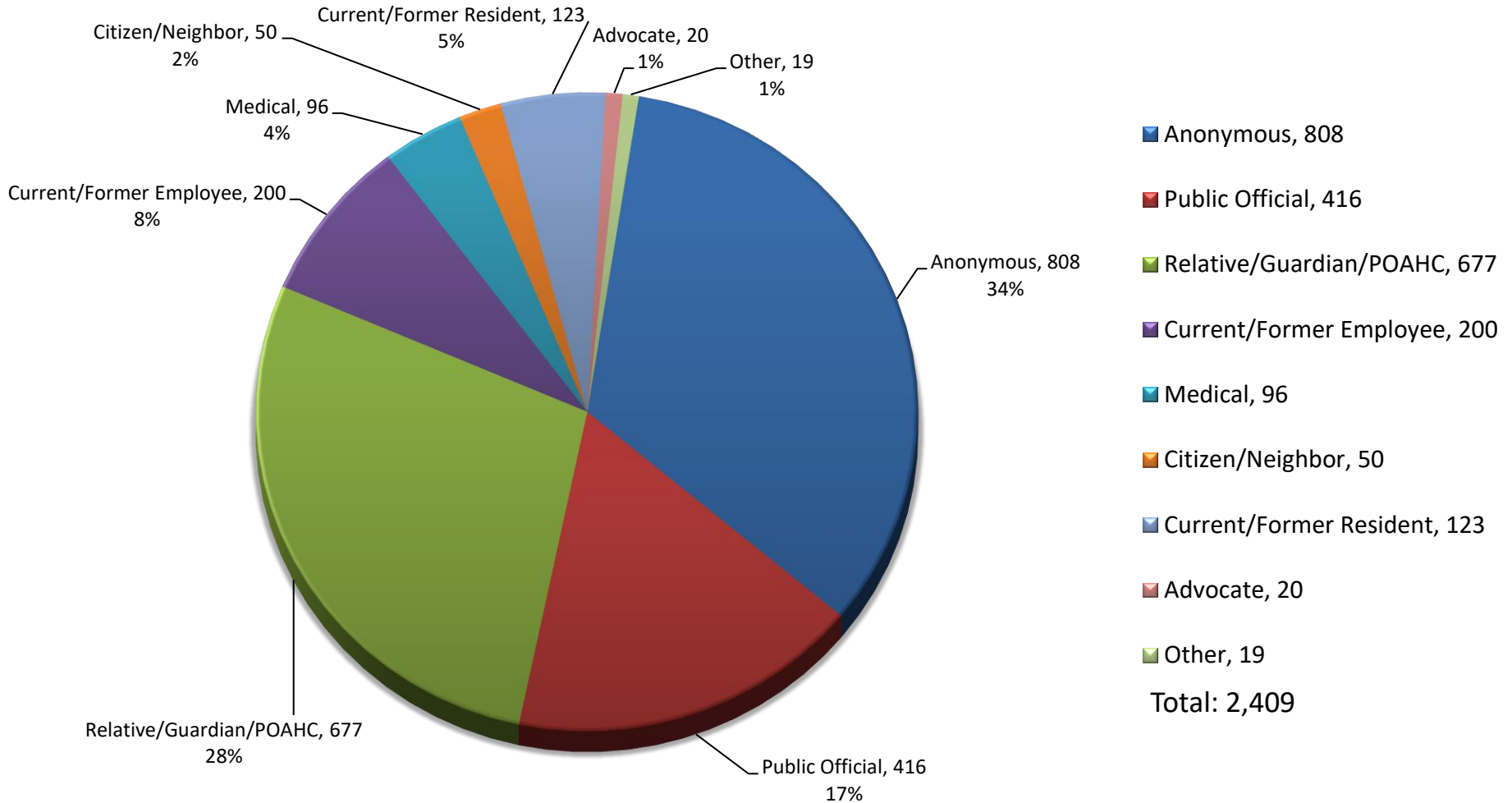


Complaints Received CY 2023



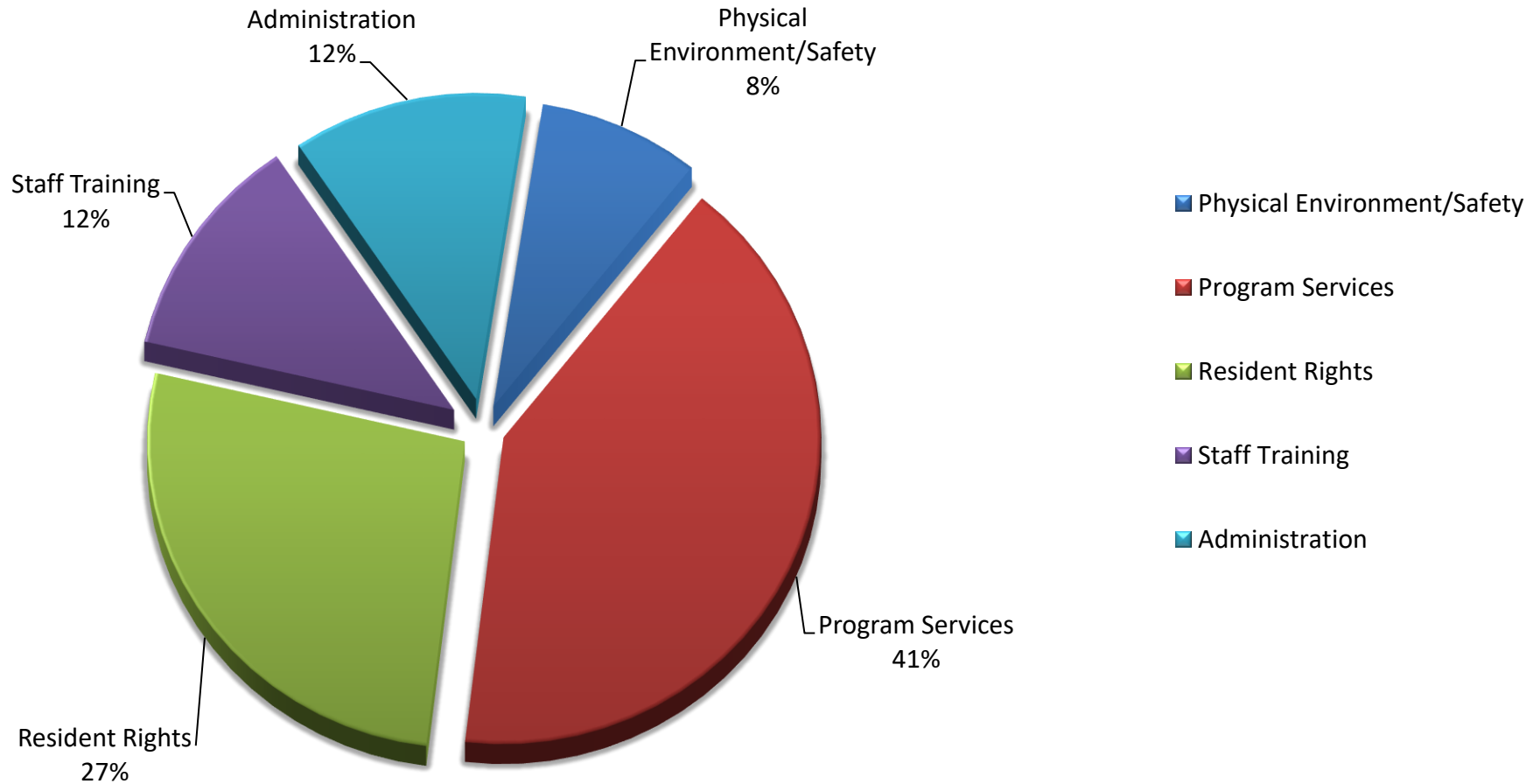


Source of Complaint CY 2023



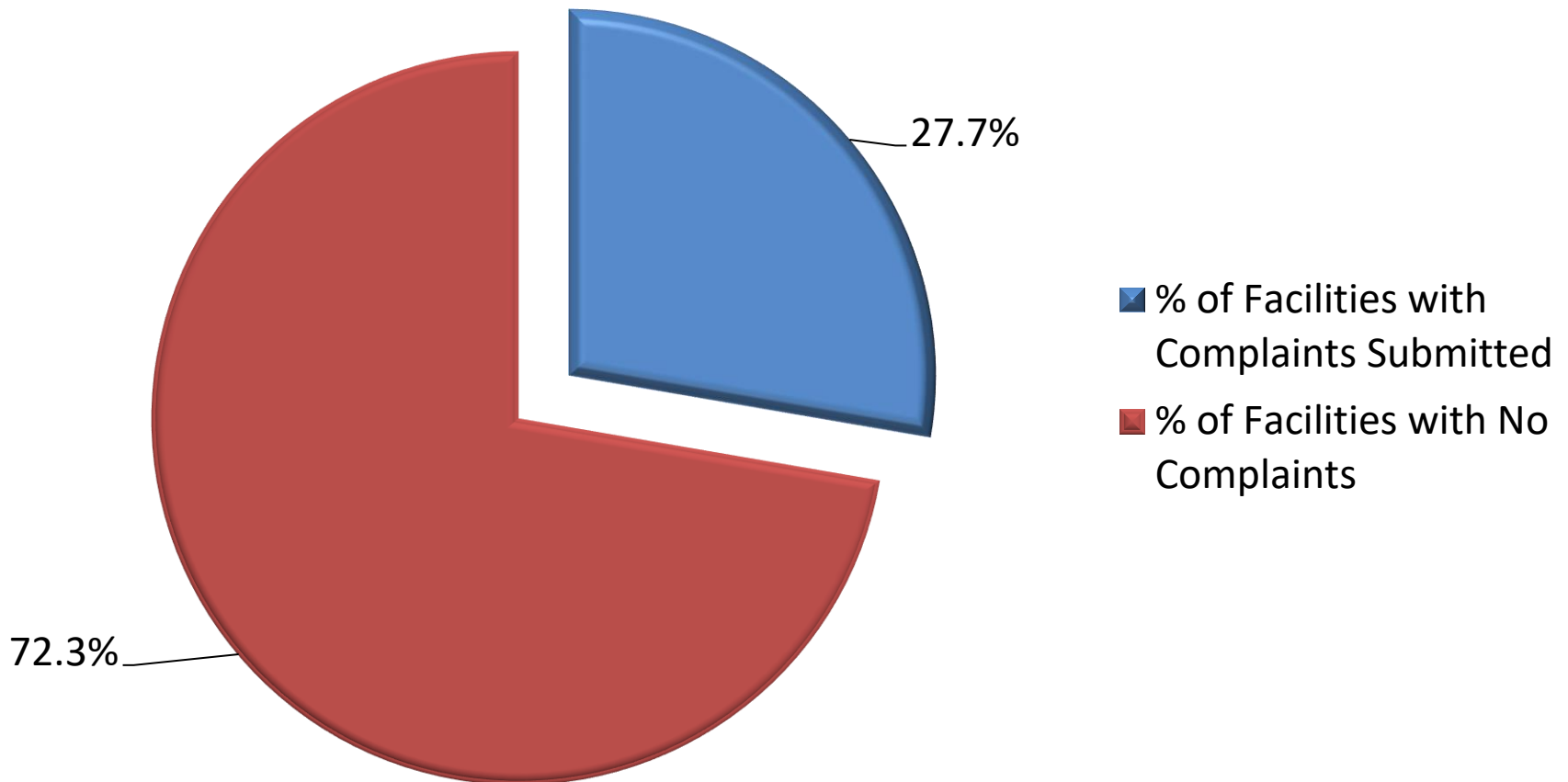


Findings of Complaint Investigation by Type of Violation CY 2023



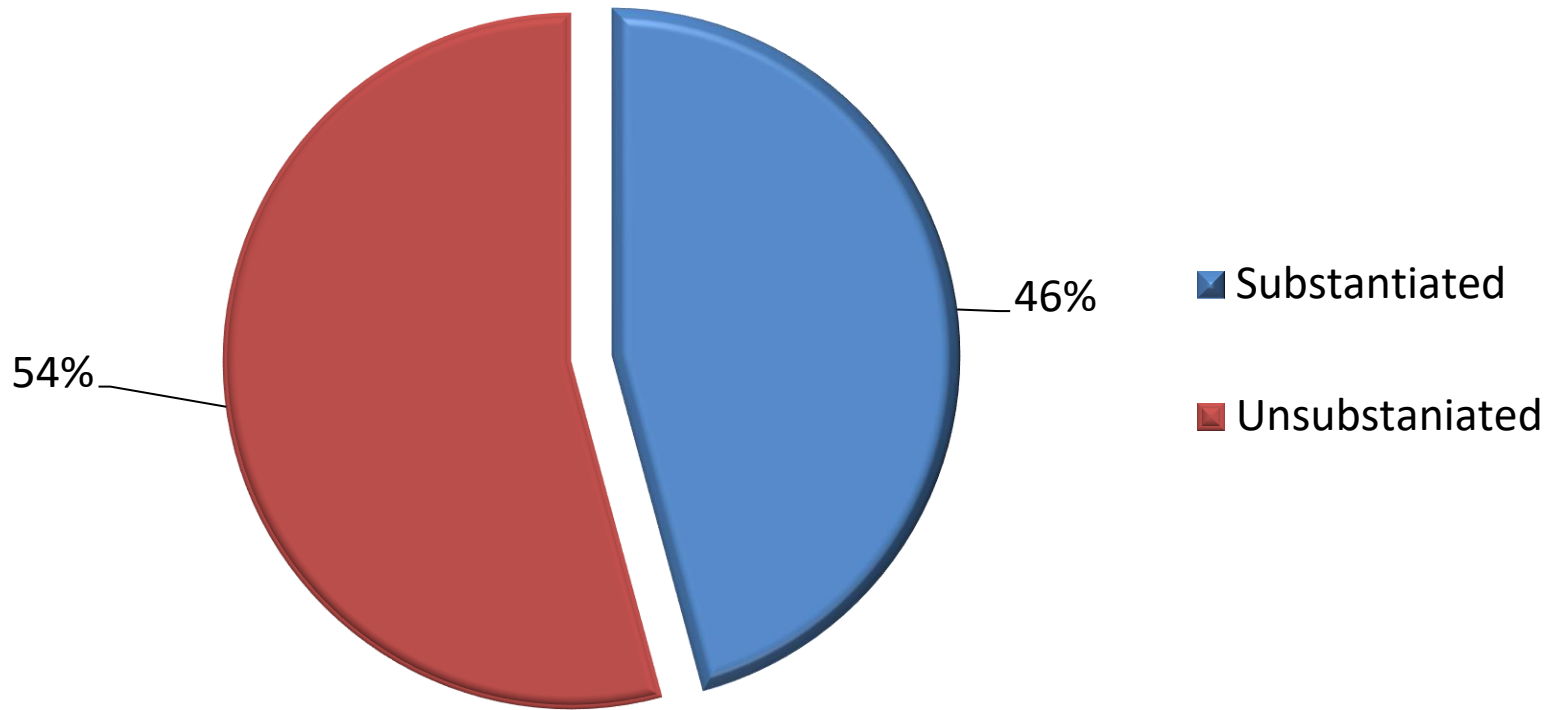


Percentage of Facilities with Complaints Submitted





Percentage of Substantiated Complaint Investigations

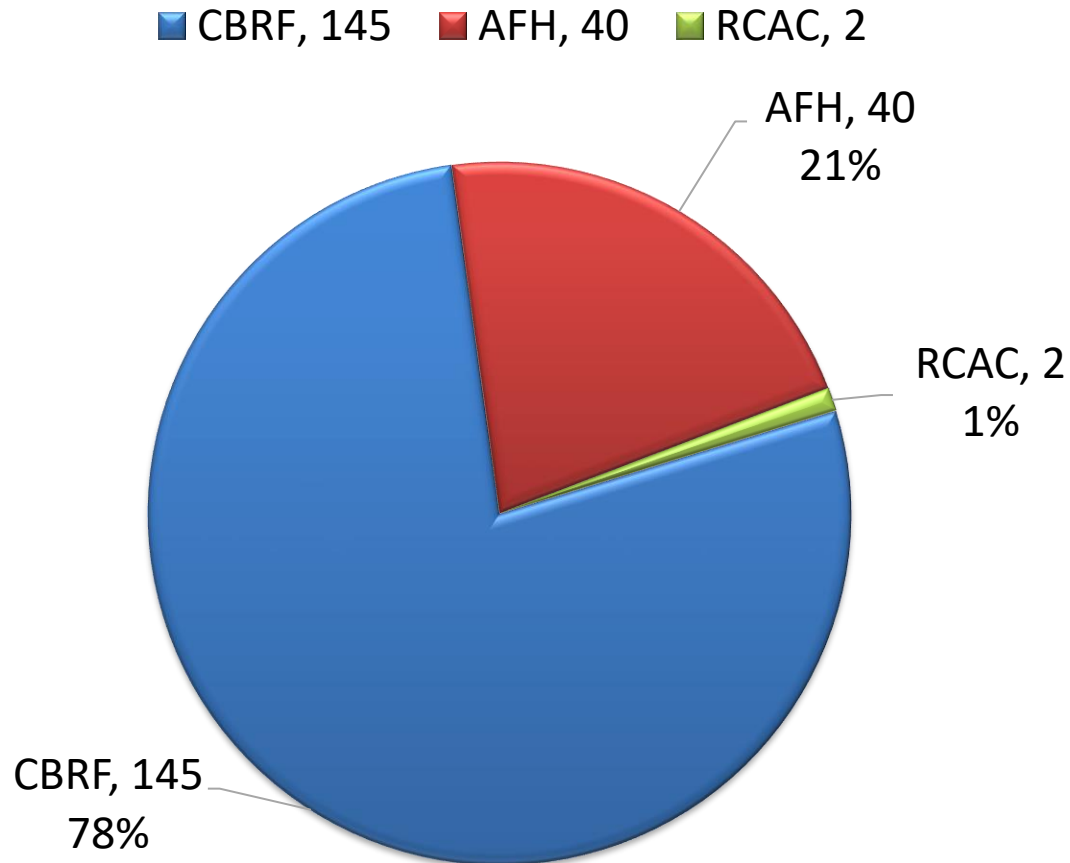




Assisted Living Self-Reports Calendar Year 2023

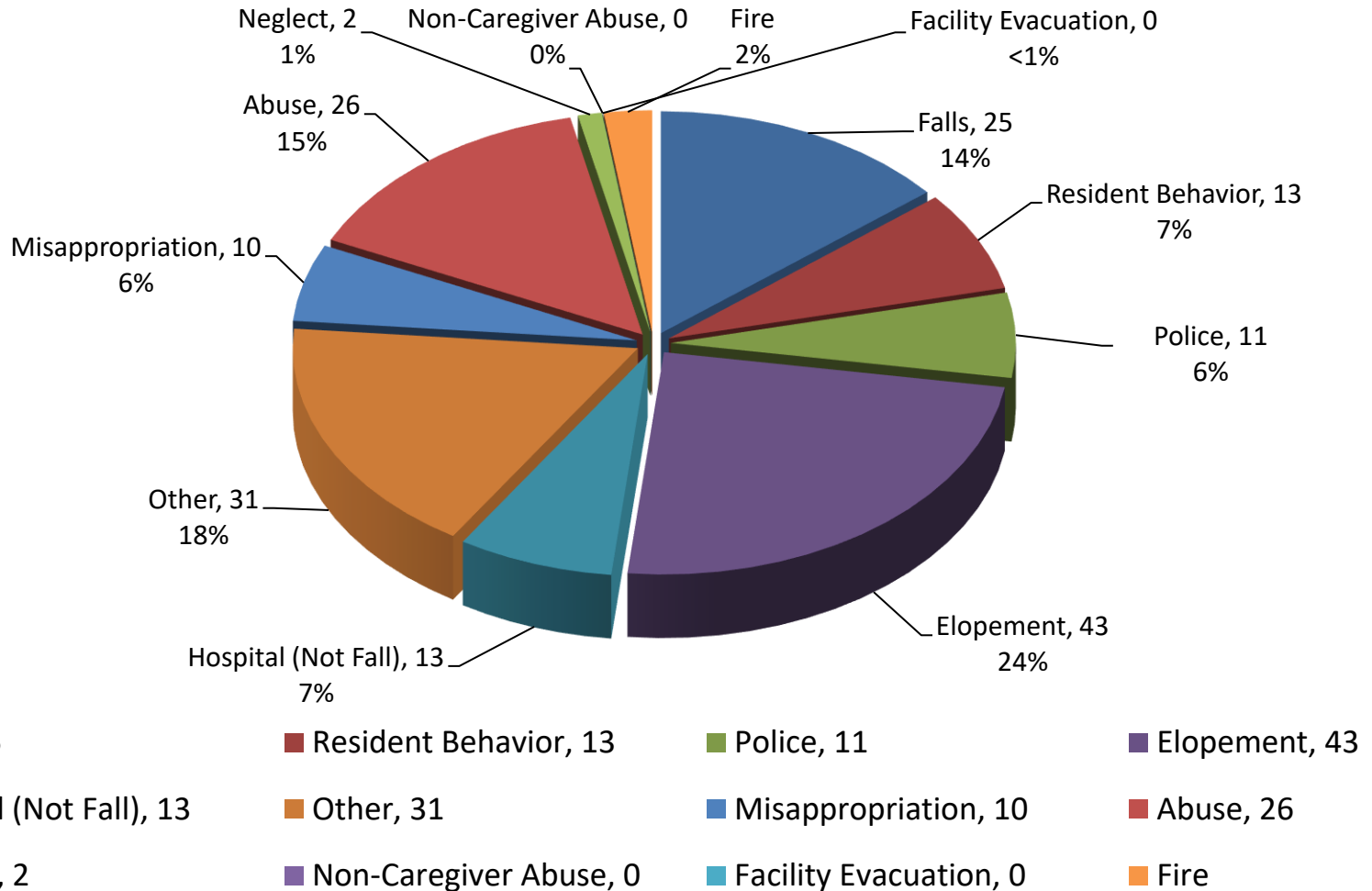


Self-Reports Opened for Investigation by Provider Type



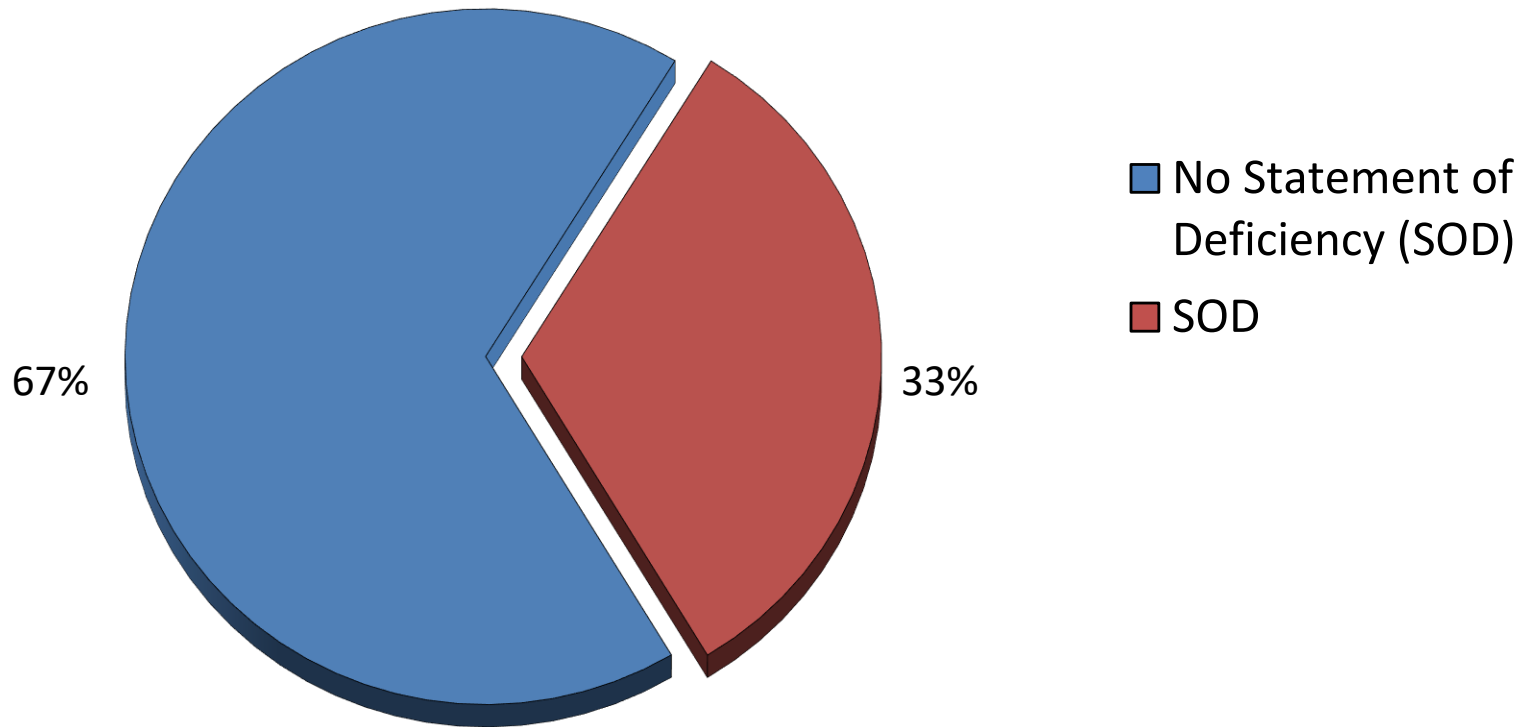


Self-Reports Opened for Investigation by Subject Area





Self-Reports Investigated CY 2023





Bureau of Assisted Living Surveys Calendar Year 2023



Abbreviated Surveys CY 2023

- No deficiency survey – 32%
- Statement of deficiency – 68%



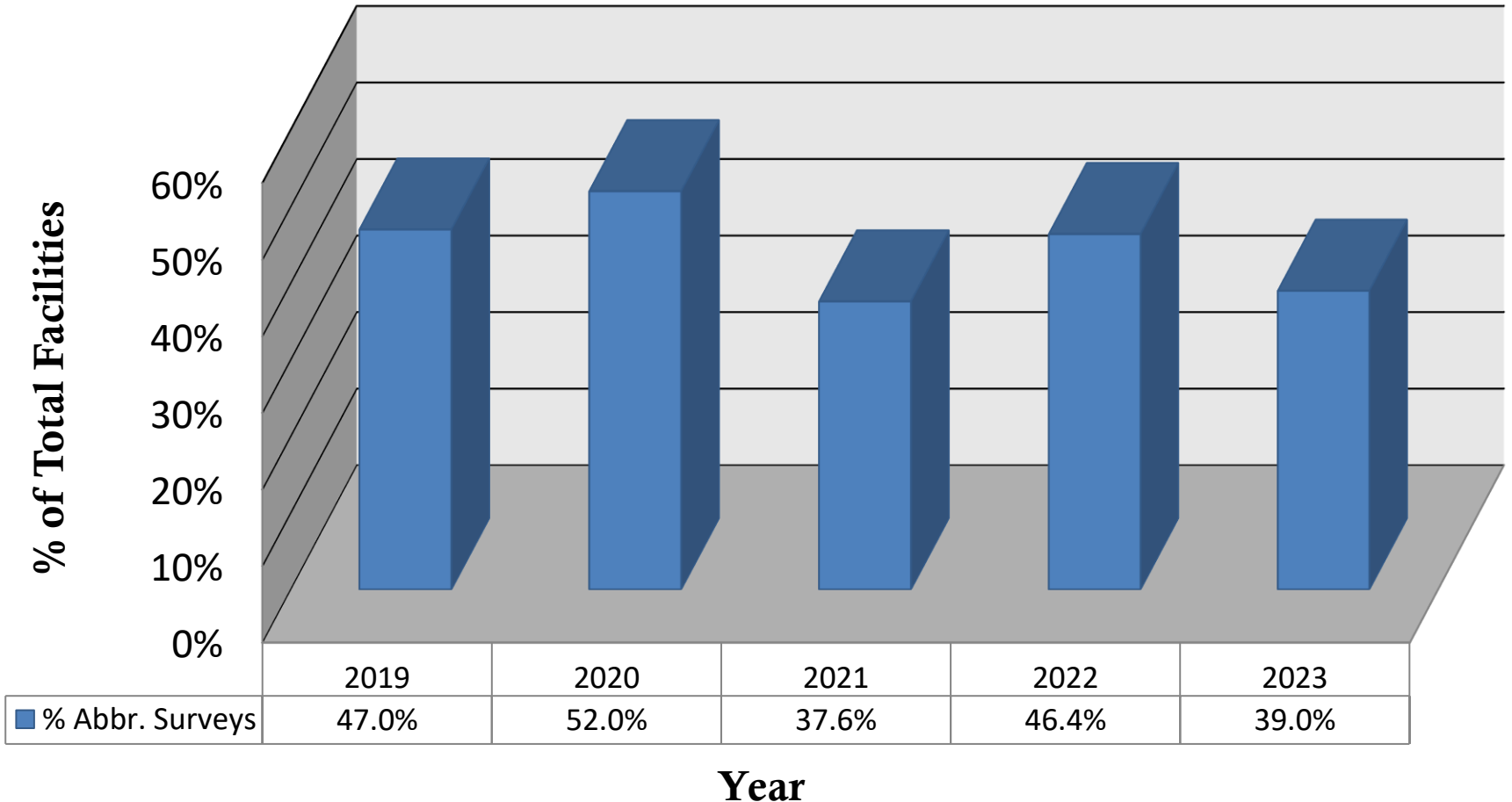
Facilities Qualifying for Abbreviated Surveys CY 2023

- Adult family home 44%
- Community-based residential facility 35%
- Residential care apartment complex 35%

- Statewide 39%

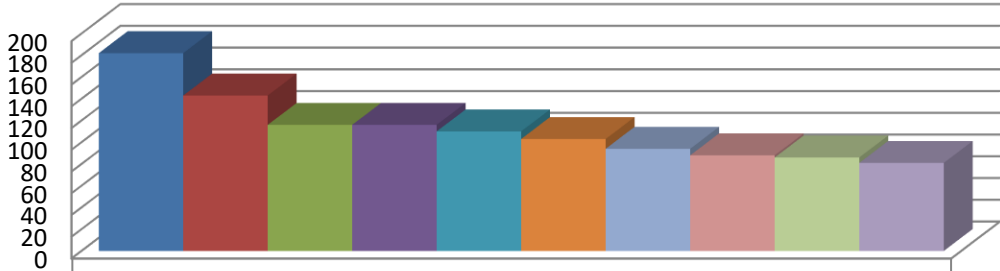


Facilities Qualifying for an Abbreviated Survey





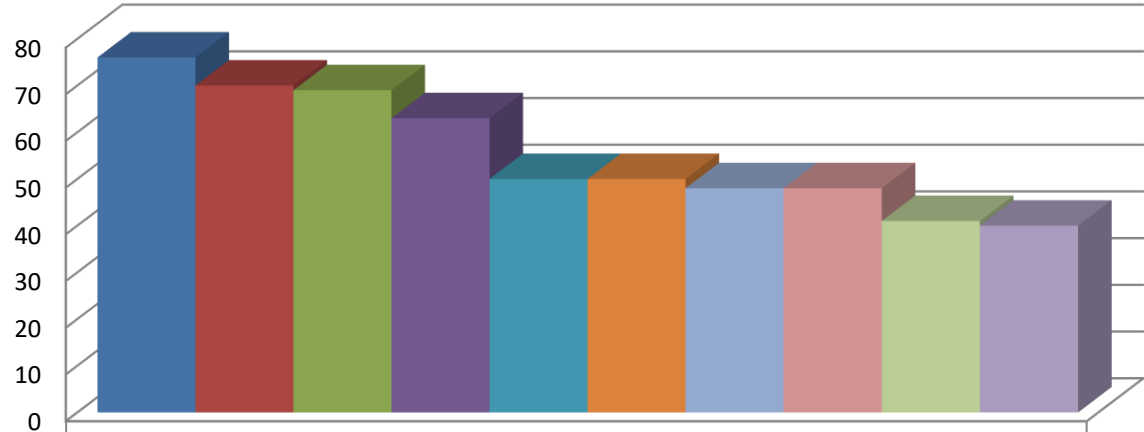
CBRF Top Ten Citations CY 2023



	Number of Citations
■ 83.35(3)(d) SERVICE PLANS UPDATED ANNUALLY OR ON CHANGES	182
■ 83.32(3)(h) RIGHTS OF RESIDENTS: TO RECEIVE MEDICATION	143
■ 83.43(1) ENVIRONMENT SAFE, CLEAN, AND COMFORTABLE	116
■ 83.43(1) FIRE PROTECTION SYSTEM	116
■ 83.45(3) TOXIC SUBSTANCES	110
■ 83.20(2)(a)-(d) DEPARTMENT-APPROVED TRAINING COURSE	103
■ 83.37(2)(d) DOCUMENTATION OF MEDICATION ADMINISTRATION	94
■ 83.47(2)(e) OTHER EVACUATION DRILLS	88
■ 83.47(2)(d) FIRE DRILLS	86
■ 83.17(2)(a) EMPLOYEES SCREENED FOR COMMUNICABLE DISEASE	81



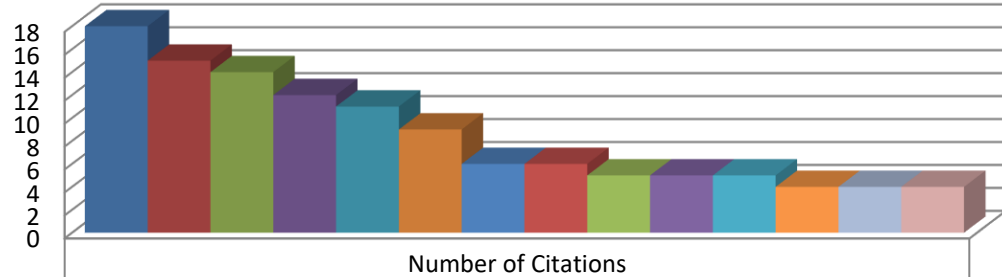
AFH Top Ten Citations CY 2023



	Number of Citations
■ 88.05(3)(a) HOME ENVIRONMENT	76
■ 88.06(3)(f) REVIEW OF ISP	70
■ 88.10(3)(l) SAFE PHYSICAL ENVIRONMENT	69
■ 88.04(2)(a) RESPONSIBILITIES	63
■ 88.07(3)(d) MEDICATION- WRITTEN ORDER	50
■ 88.07(3)(a) PRESCRIPTION MEDICATIONS	50
■ 88.04(5)(b) TRAINING-8 HOURS ANNUALLY	48
■ 88.04(2)(g)1 HEALTH SCREENING FOR STAFF	48
■ 88.06(2)(a) ADMISSION-HEALTH EXAM	41
■ 88.05(4)(b)2 SMOKE DETECTORS-TESTING AND MAINTENANCE	40



RCAC Top Ten Citations CY 2023



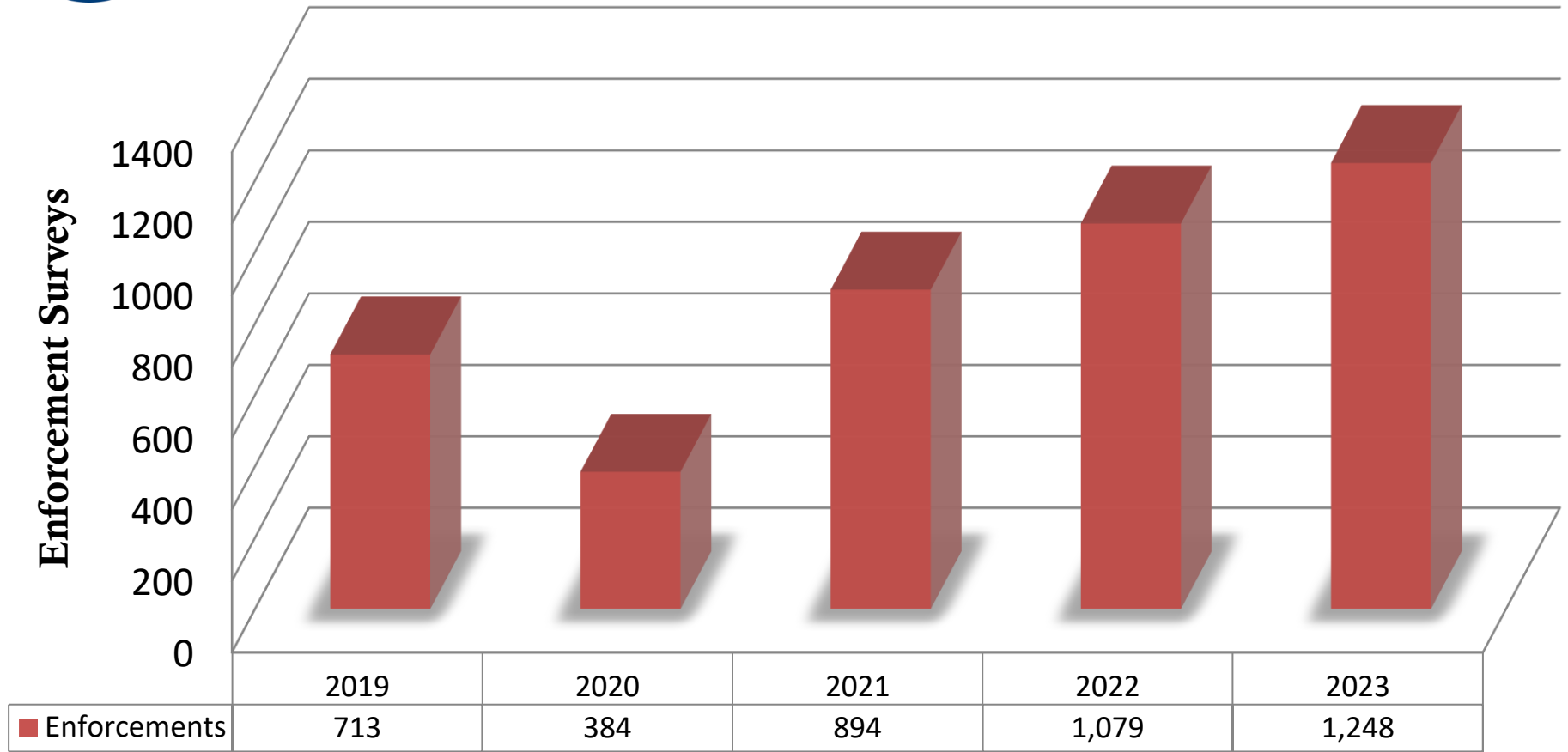
	Number of Citations
■ 89.34(16) TENANT RIGHTS - MEDICATIONS	18
■ 89.23(2)(a)2.c SERVICES - NURSING SERVICES	15
■ 89.23(4)(a)2 SERVICES - SUPERVISION OF DELEGATED NURSING SERVICES	14
■ 89.23(3)(f) SERVICES - SERVICE QUALITY	12
■ 89.34(17) TENANT RIGHTS - SAFE ENVIRONMENT	11
■ 89.28(2)(a)1 RISK AGREEMENT - RISK TO TENANTS	9
■ 89.26(4) ANNUAL REVIEW	6
■ 89.23(3)(d) SERVICES - RESIDENT ASSESSMENT	6
■ 89.28(1) RISK AGREEMENT	5
■ 89.23(2)(a)2.b SERVICES - PERSONAL SERVICES	5
■ 89.28(6) RISK AGREEMENT - UPDATING	5
■ 89.35(3) GRIEVANCES	4
■ 89.27(4) SERVICE AGREEMENT - REVIEW & UPDATE	4
■ 89.23(1) SERVICES - GENERAL REQUIREMENT	4



Assisted Living Enforcement CY 2023

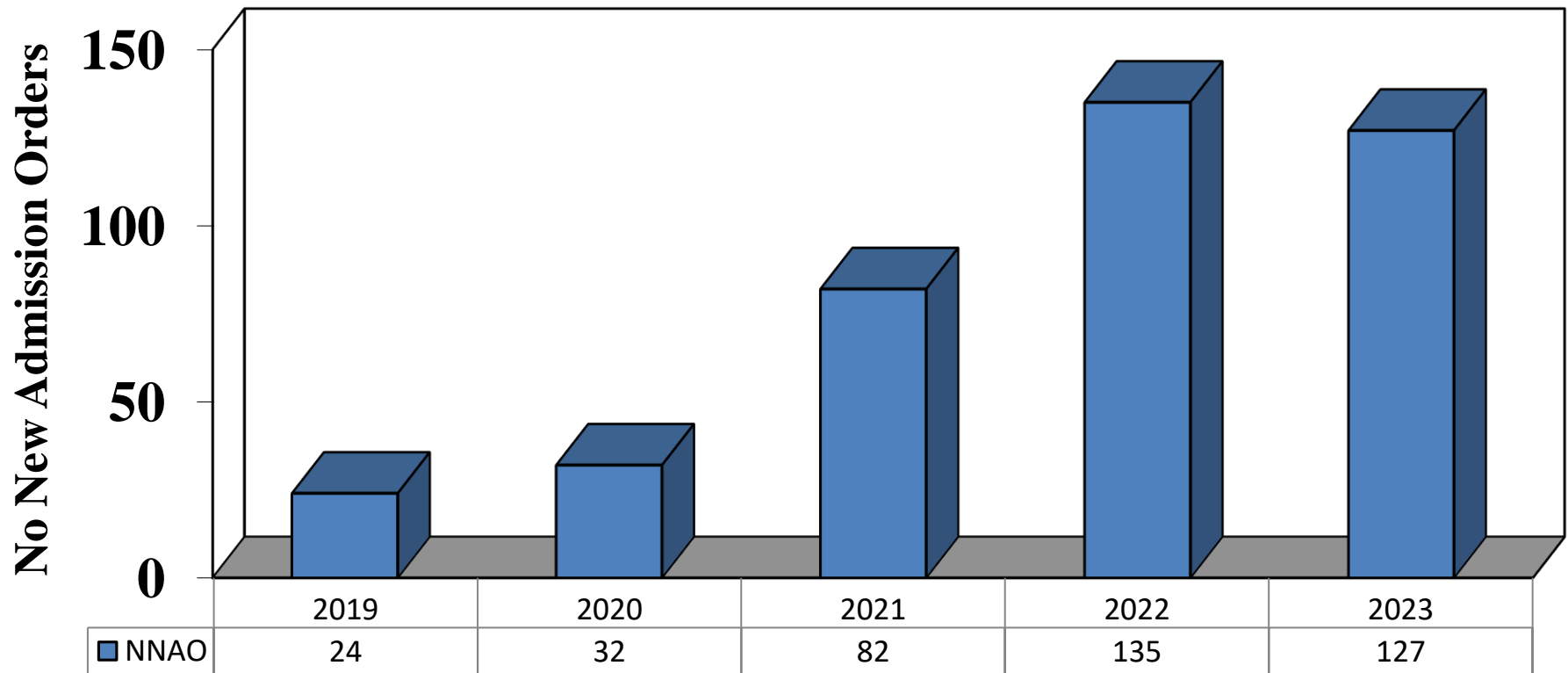


AL Surveys with Enforcement



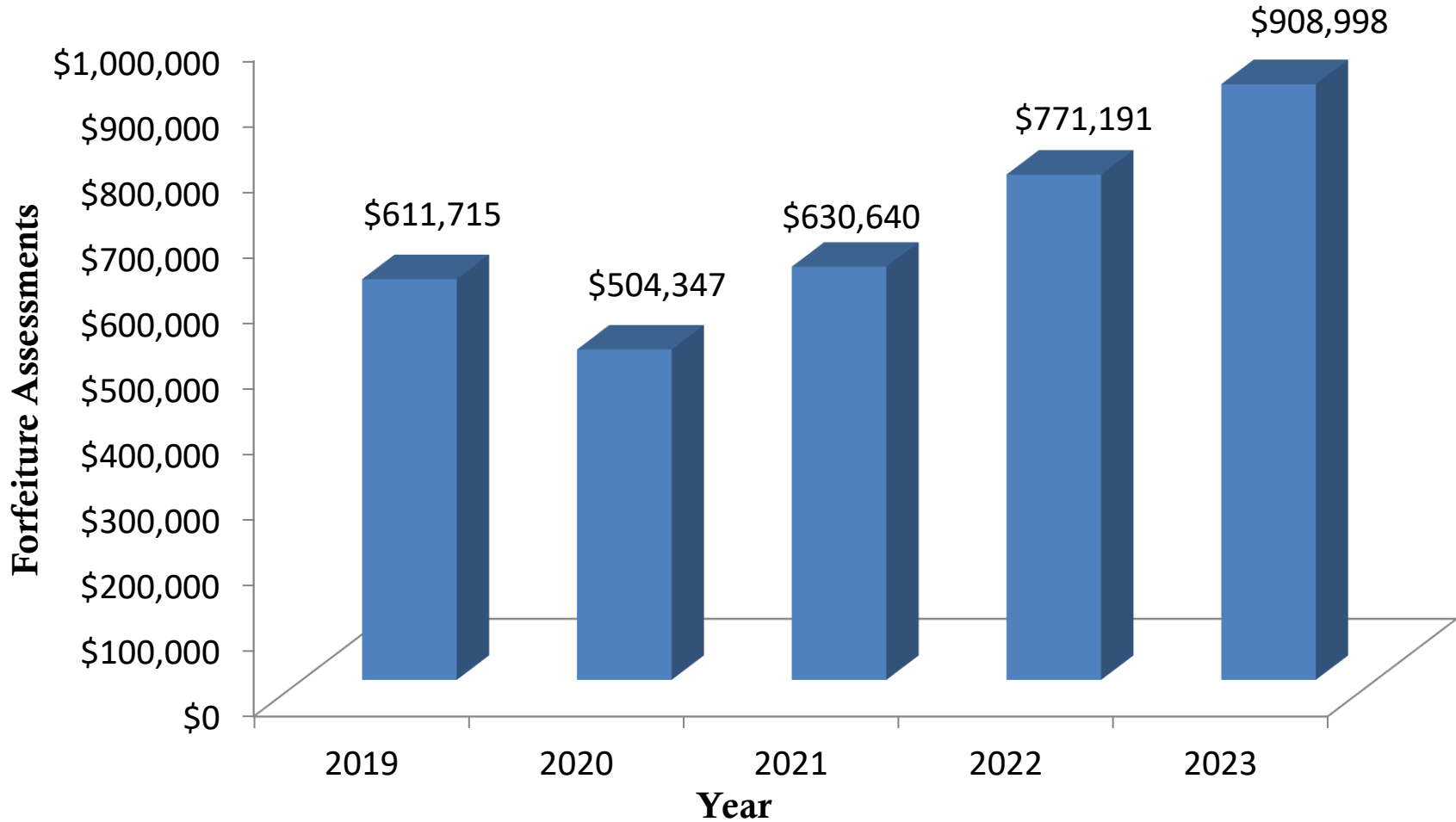


Assisted Living Facilities with No New Admission Orders



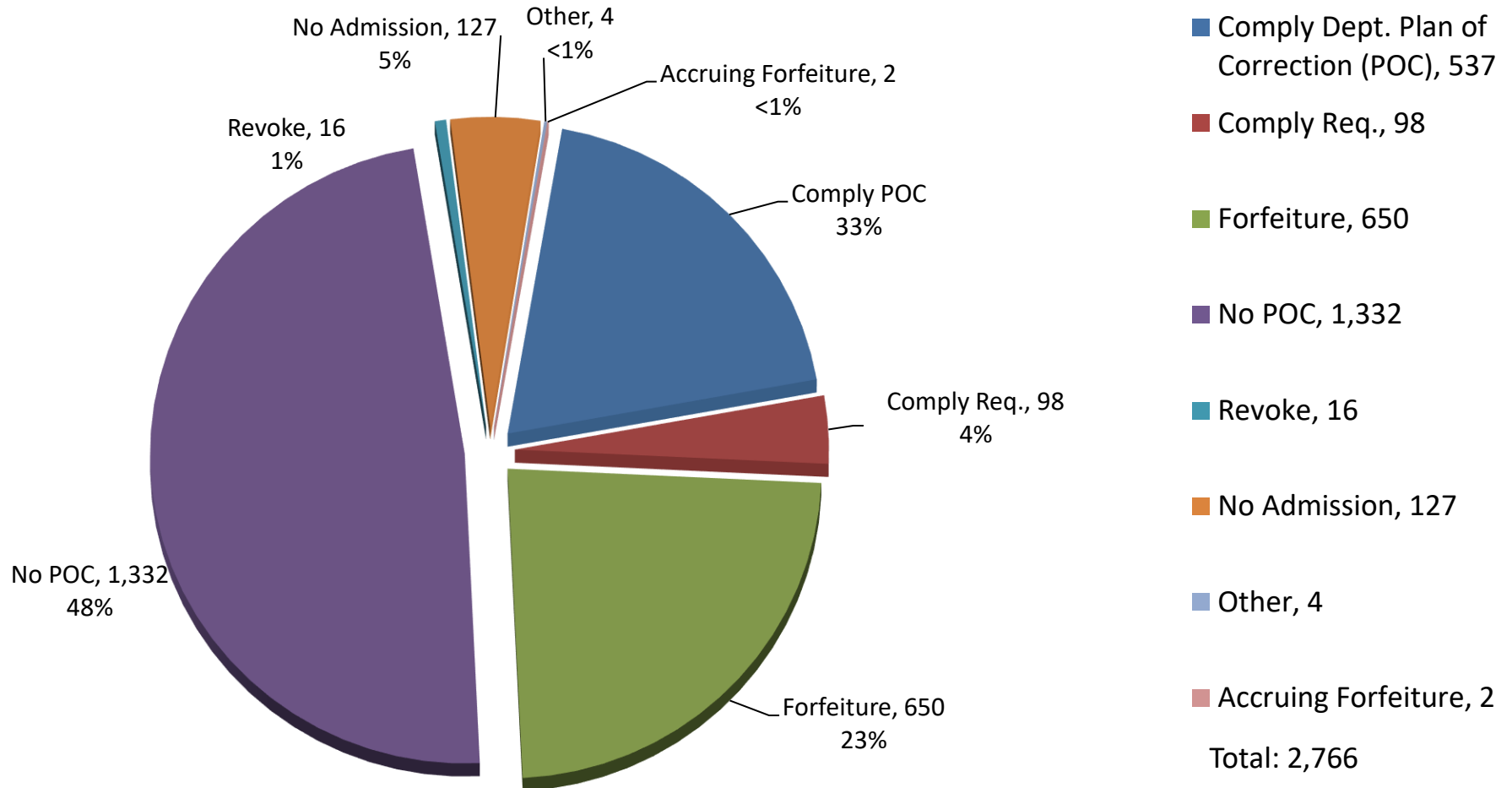


Forfeiture Assessments



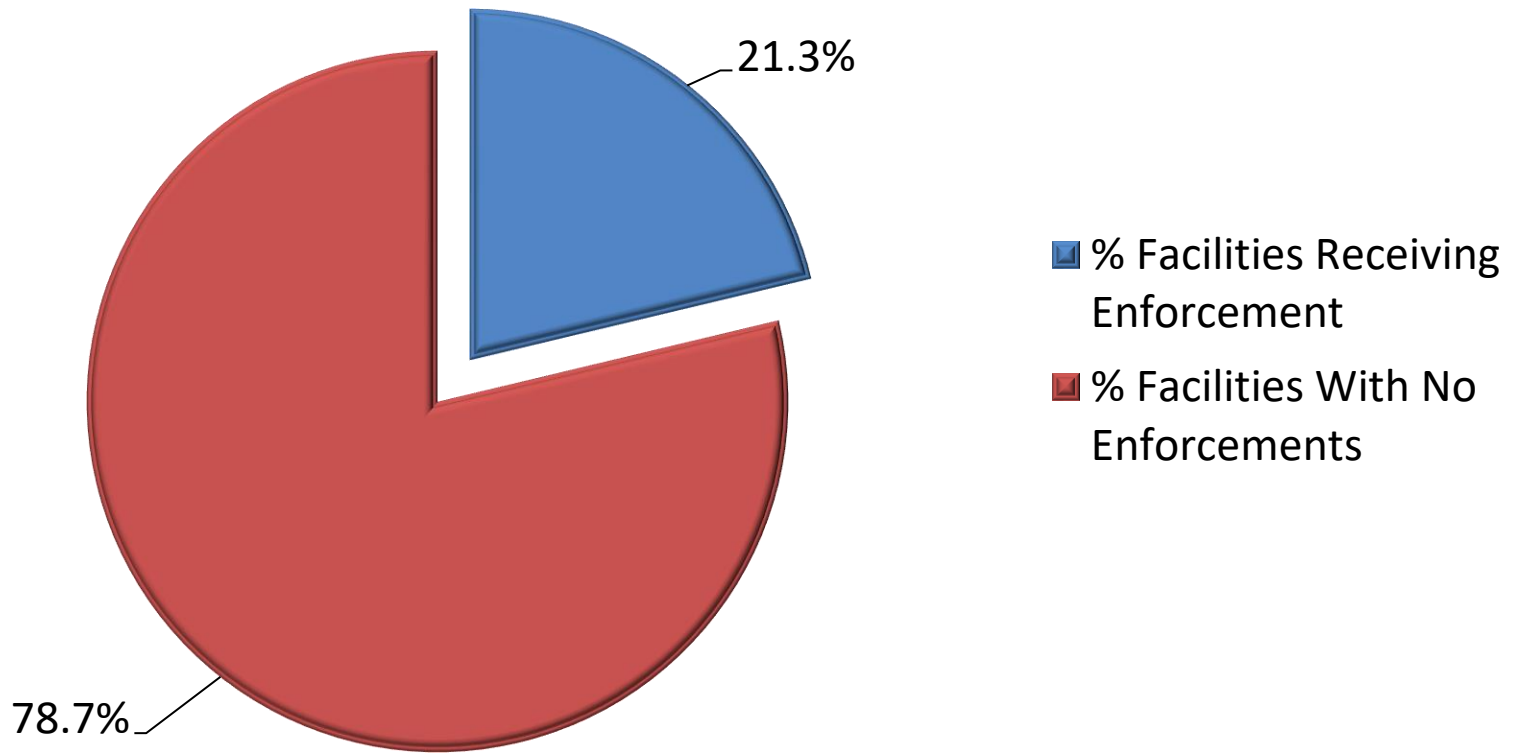


Number of Facilities with Enforcement Sanctions by Type



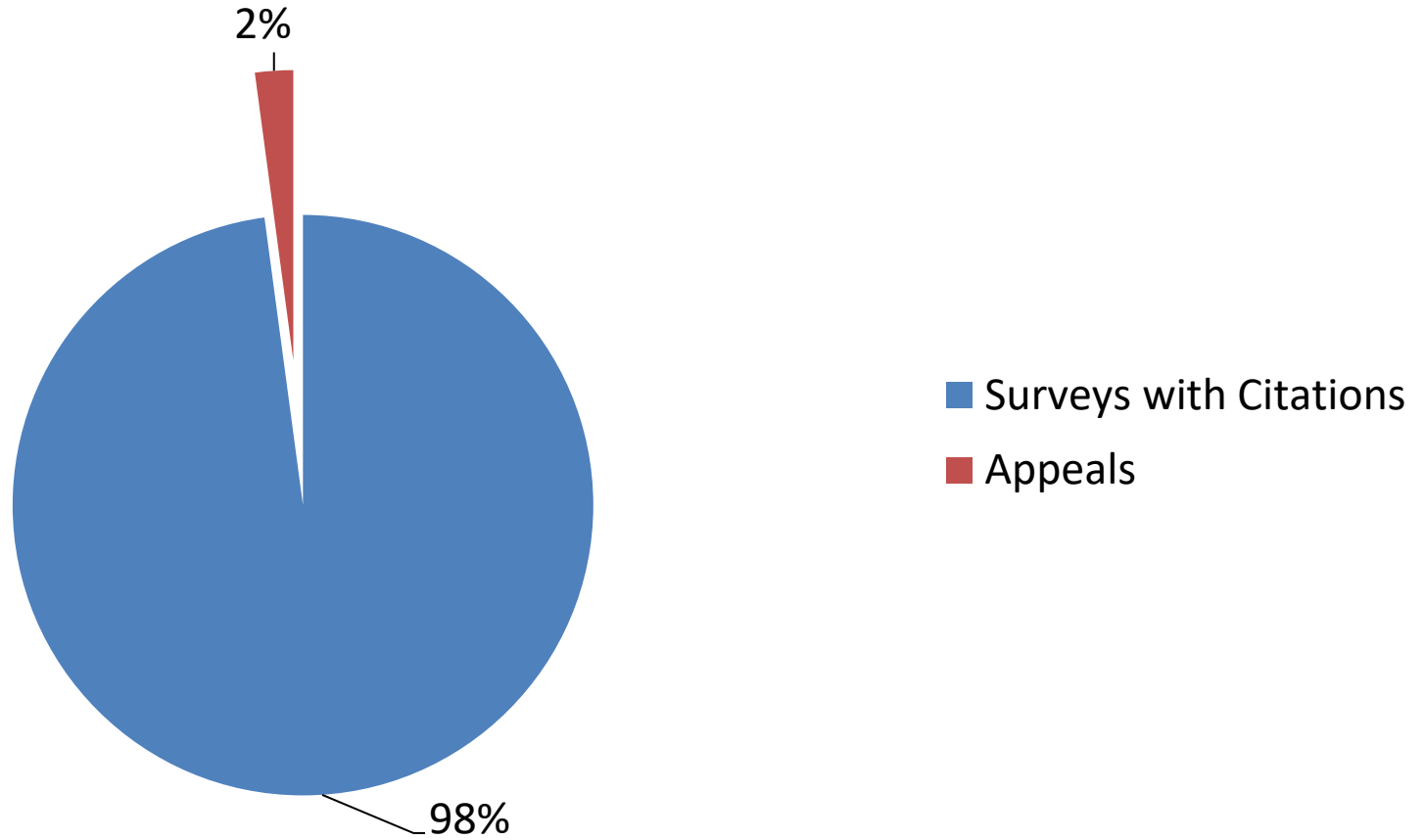


Percentage of Facilities Receiving Enforcements CY 2023





Assisted Living Surveys with Citations and Percentage of Appeals CY 2023





Bureau of Assisted Living (BAL) Initiatives



Current/Future Regulatory Initiatives

- E-Licensure
- Assisted living forums
 - Regulatory trends/solutions
 - Licensing forums



Current/Future Regulatory Initiatives

- Promote quality improvement strategies within assisted living facilities
 - Customer Service Initiative
 - Facility and Resident Assessment Project
 - Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)



Current/Future Regulatory Initiatives

- Regulatory reform
 - DHS 88 (AFH)
- Promote internal quality improvement strategies within the Bureau of Assisted Living
 - Customer service and improvement survey
 - Procedural standardization
 - Form and Publication updates
 - Webpage review



Key Code (Core Areas)

- Consumer Rights
- Provision of Services / Quality of Care
- Nutrition and Food Service
- Physical Environment & Safety
- Staff Training
- Medication Management



Thank You

Wisconsin Division of Quality Assurance

The Division of Quality Assurance (DQA) is responsible for assuring the safety, welfare and health of persons using health and community care provider services in Wisconsin

DQA - Working to Protect - Promote - Provide Quality in Wisconsin's Health Care Facilities

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