



DIAMOND ACCREDITATION PROGRAM



INFORMATION GUIDE

WALA'S DIAMOND ACCREDITATION PROGRAM

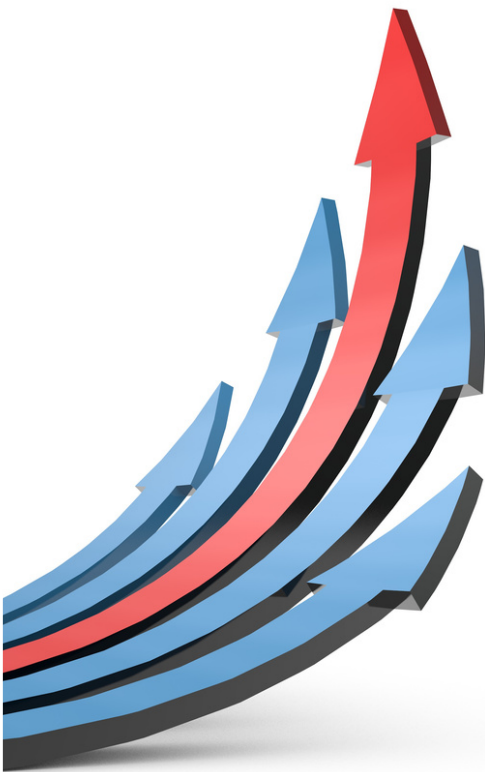
The WALA Diamond Accreditation Program is a quality improvement program in which assisted living communities can identify areas of their services which may need improvement and are then given the tools, support, and education necessary to help them attain their goals.

What are the Diamond Program Requirements?

- Be a regulated entity in the state of Wisconsin as an AFH, a CBRF, or a RCAC
- Be a WALA member in good standing
- Have a commitment to participate in all components of the Diamond Program

PROGRAM PARTICIPATION BENEFITS

- Demonstrates dedication to continuous quality improvement
- Networking opportunities with other assisted living communities
- Access to peer and program support to assist in the operation of your assisted living community
- Recognition by consumers of a commitment to excellence that may increase occupancy in your assisted living community
- Quality improvement resources and tools
- Peer validation of your operations
- Recognition from state regulators



PROGRAM SUPPORT



- Quality Process Education
- Compliance Strategies
- Planning Workbook
- Resident Satisfaction Survey
- Benchmarking Reports
- Access to Consultants
- Dedicated WALA Staff Person
- Additional Discounts on Products & Education

GOALS OF THE DIAMOND PROGRAM

- Design and develop quality management approaches that allow providers to continually monitor and improve their performance and provide better care for their residents
- Define a set of quality indicators that will be leveraged to measure improvement efforts
- Provide assisted living providers with tools, training, and support that are affordable, comprehensive, and practical
- Develop and maintain strategic partnerships with providers, advocacy groups, and state agencies to promote assisted living quality
- Uphold the highest level of integrity in communications among the program, providers, and strategic partners, to maintain trust and confidentiality while still upholding the vision of the program



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