



Division of Quality Assurance

STATE OF ASSISTED LIVING

Calendar Year 2024



Bureau of Assisted Living
Ken Brotheridge, Director
February 24, 2025



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)

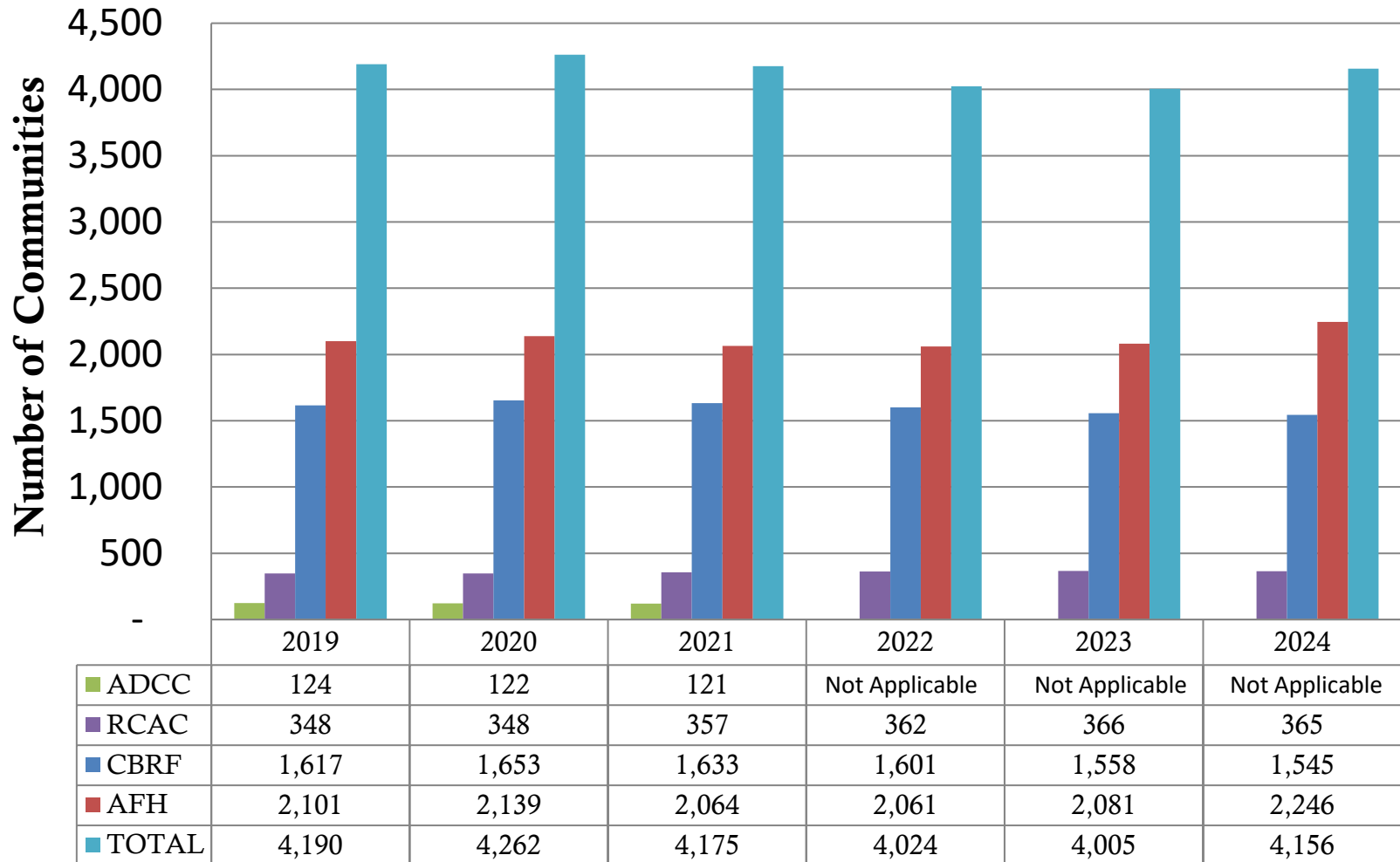
- Wis. Admin. Code ch. DHS 89
- Wis. Stat. ch. 50

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



Assisted Living Facilities

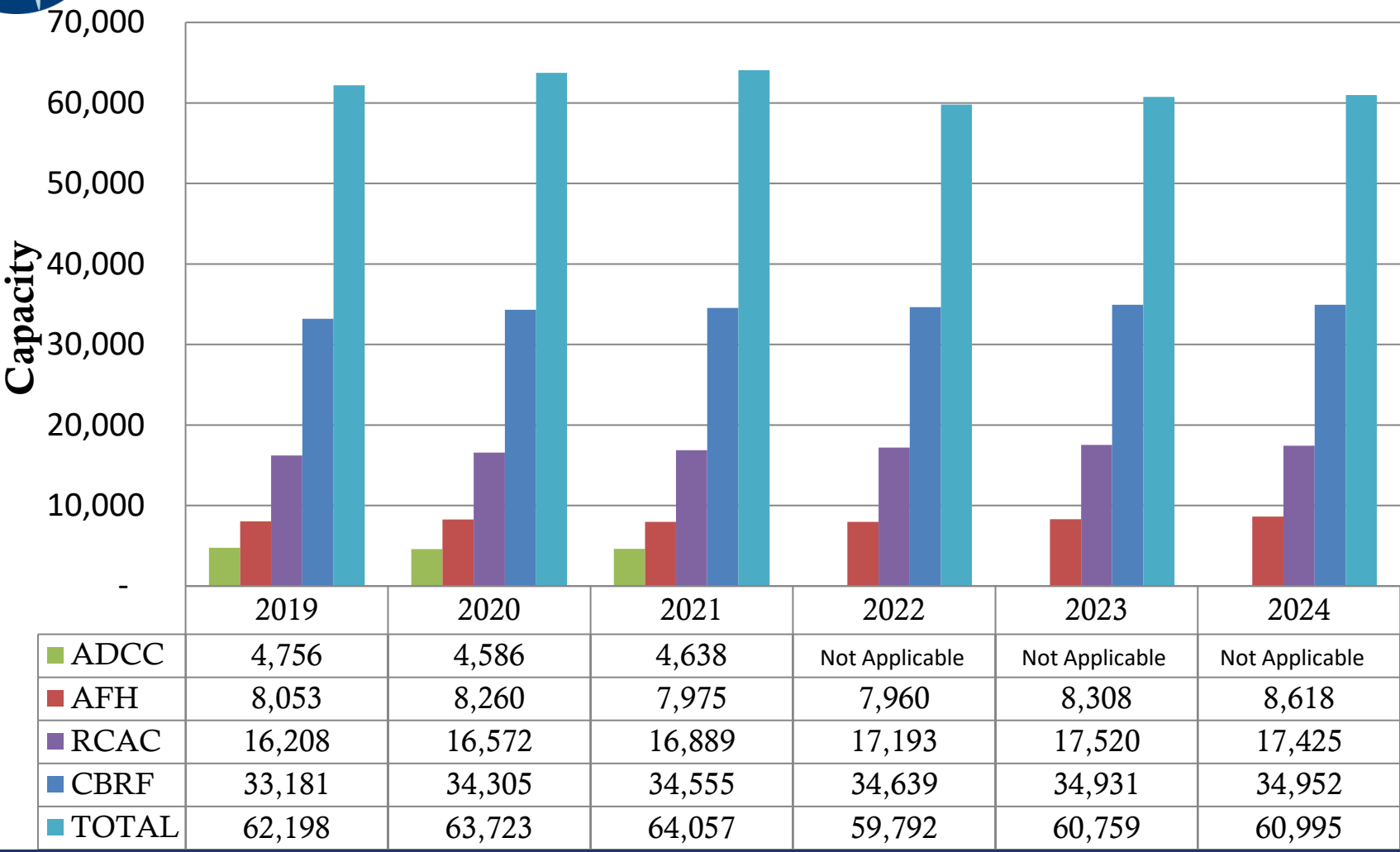
Trend in Number of Facilities





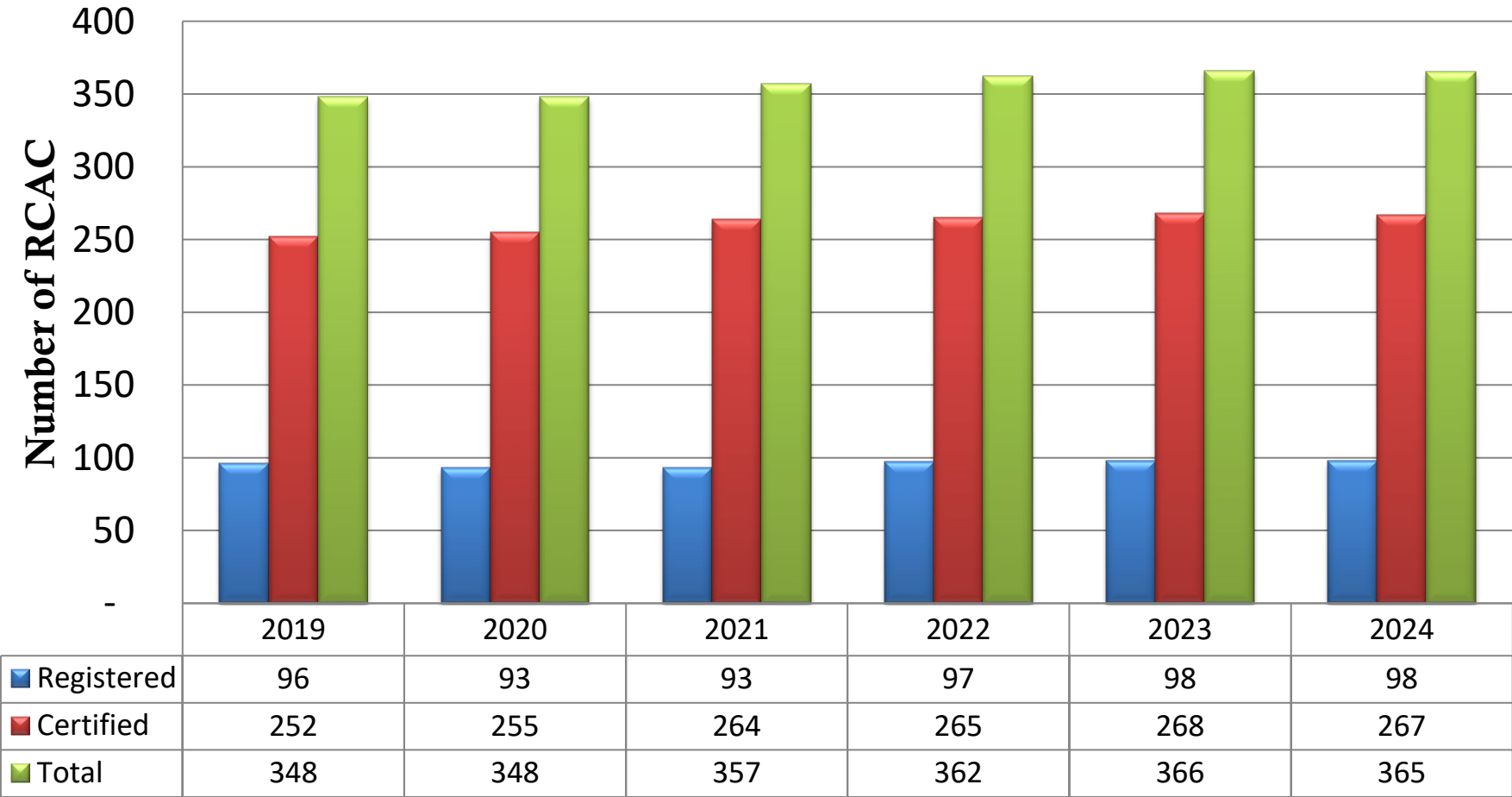
Assisted Living Capacity

Trend in Assisted Living Capacity



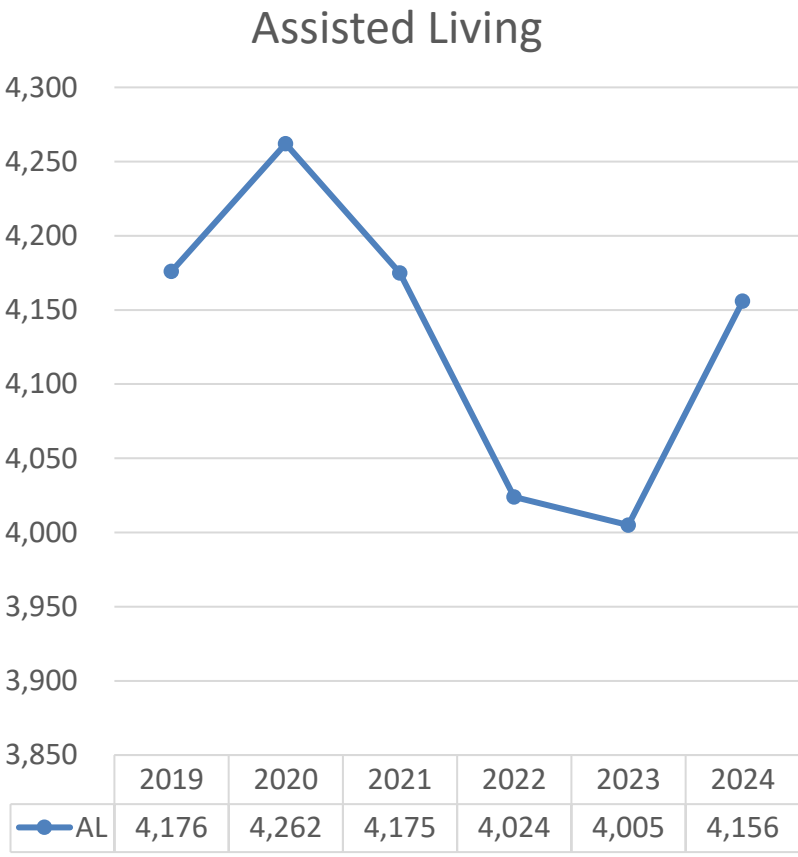
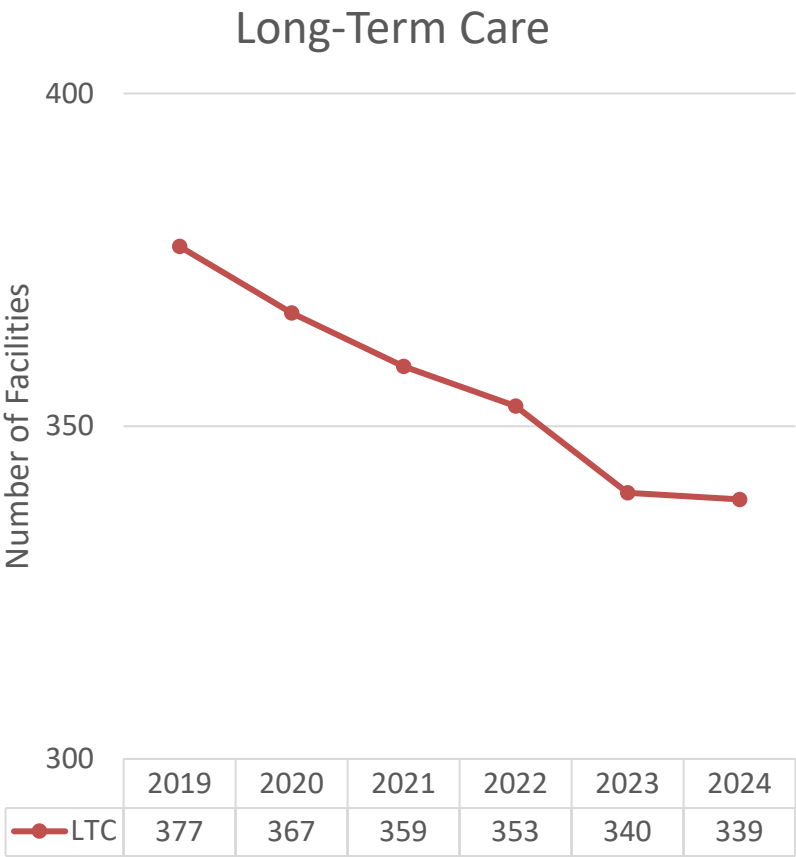


Residential Care Apartment Complex (RCAC)





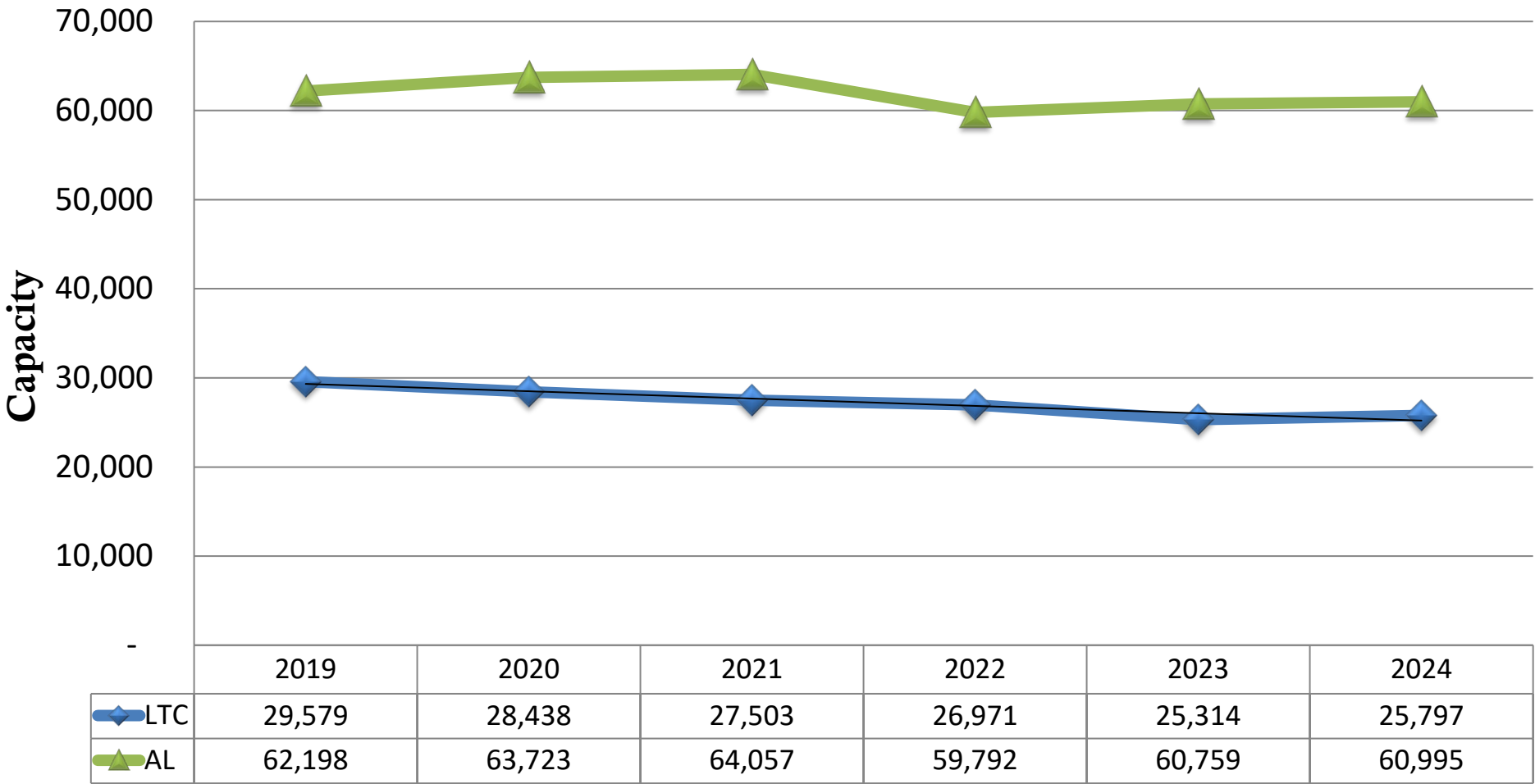
Assisted Living vs. Long-Term Care (LTC) Facilities





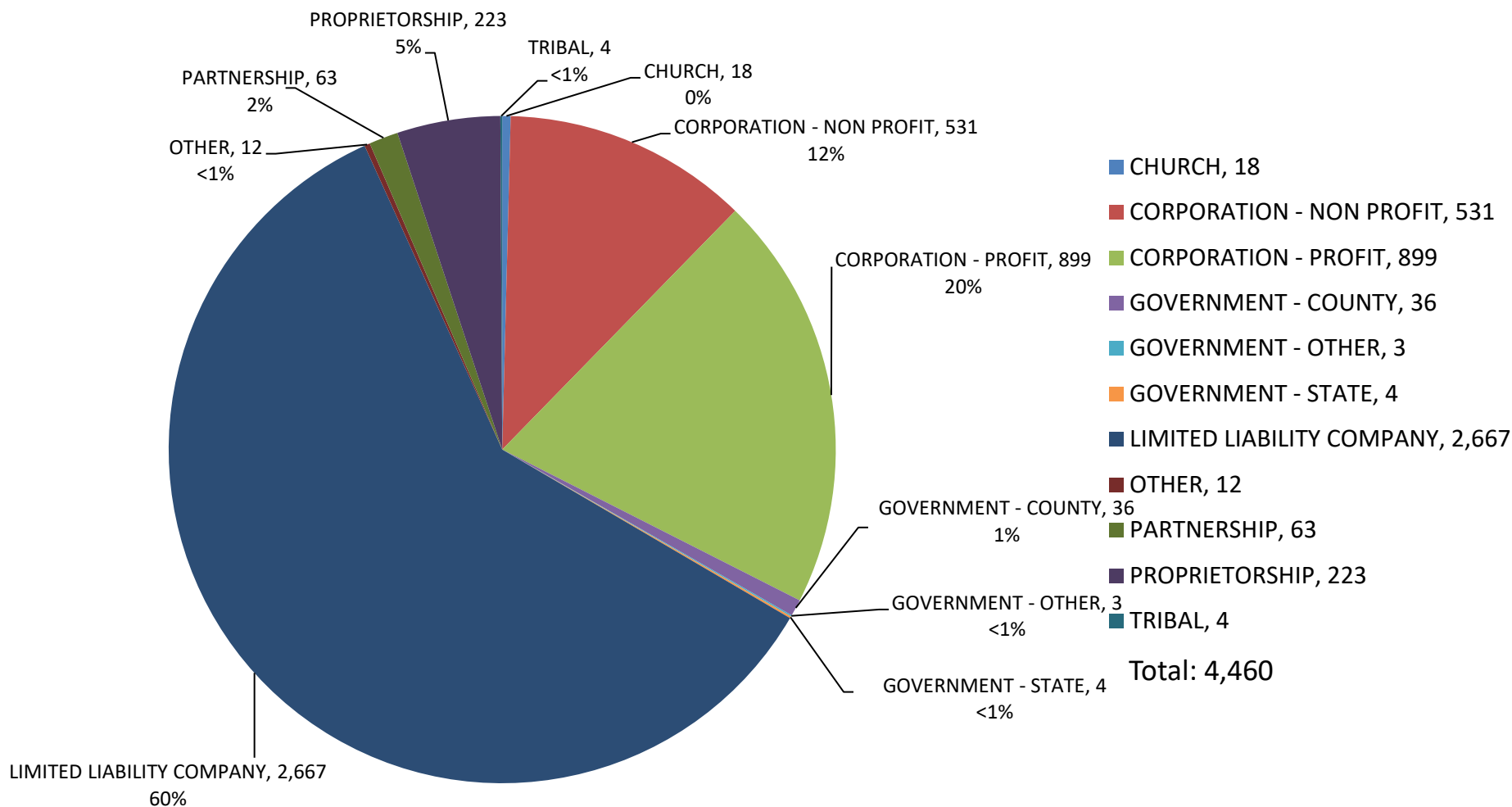
Assisted Living vs. LTC Capacity

Trend in Capacity for Residents



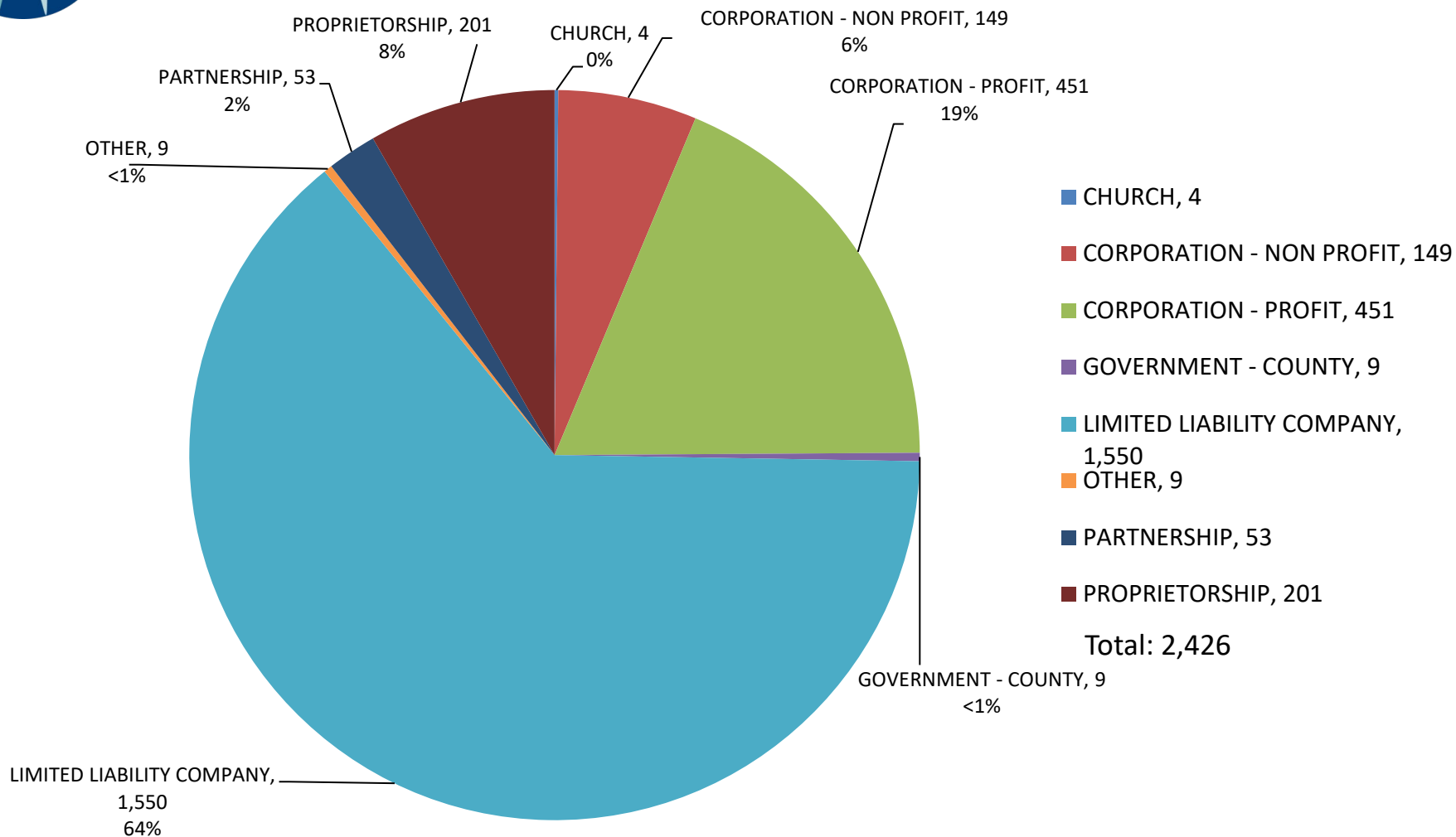


Ownership by Percentage: All AL Facilities



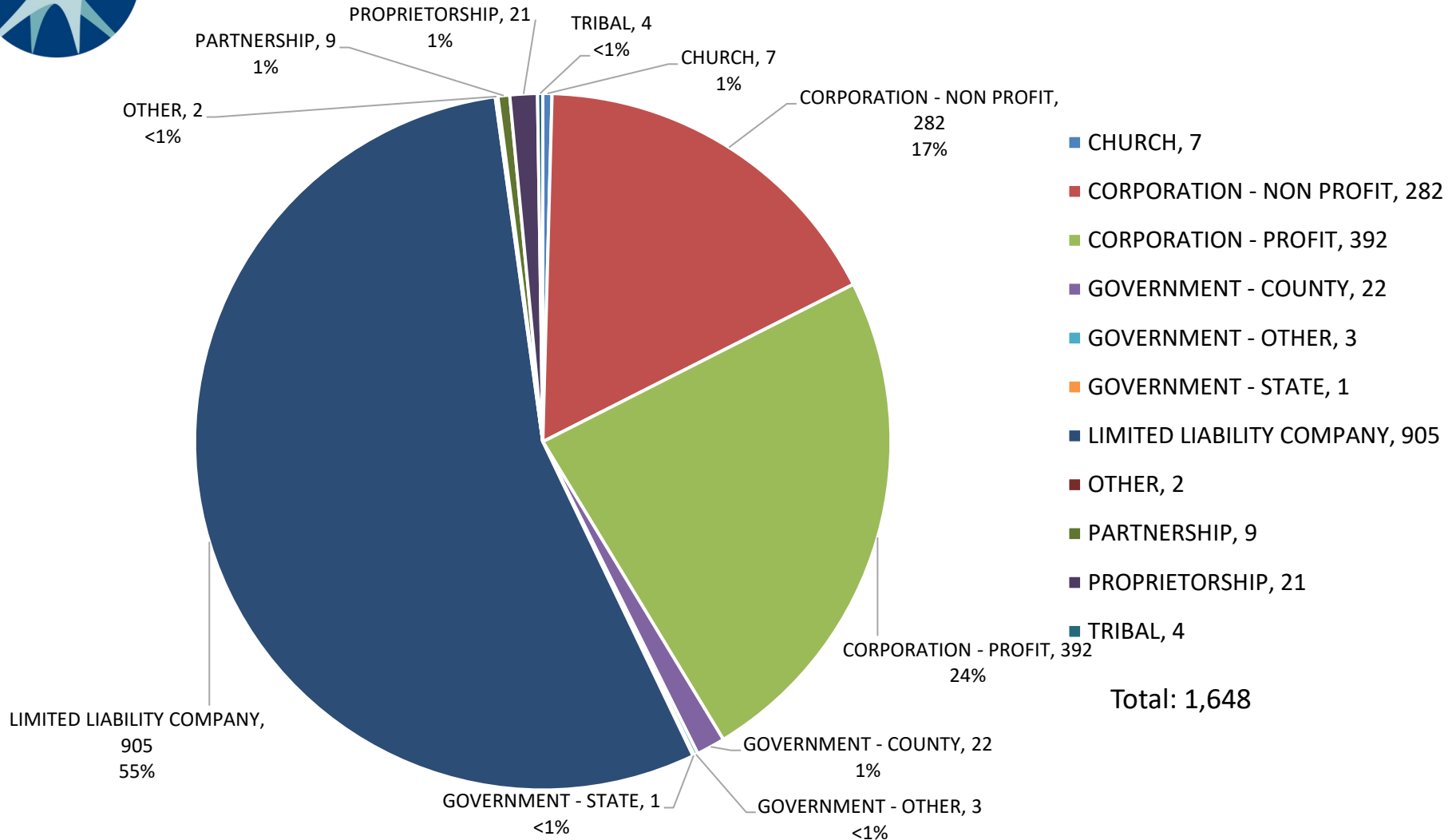


Ownership-AFH



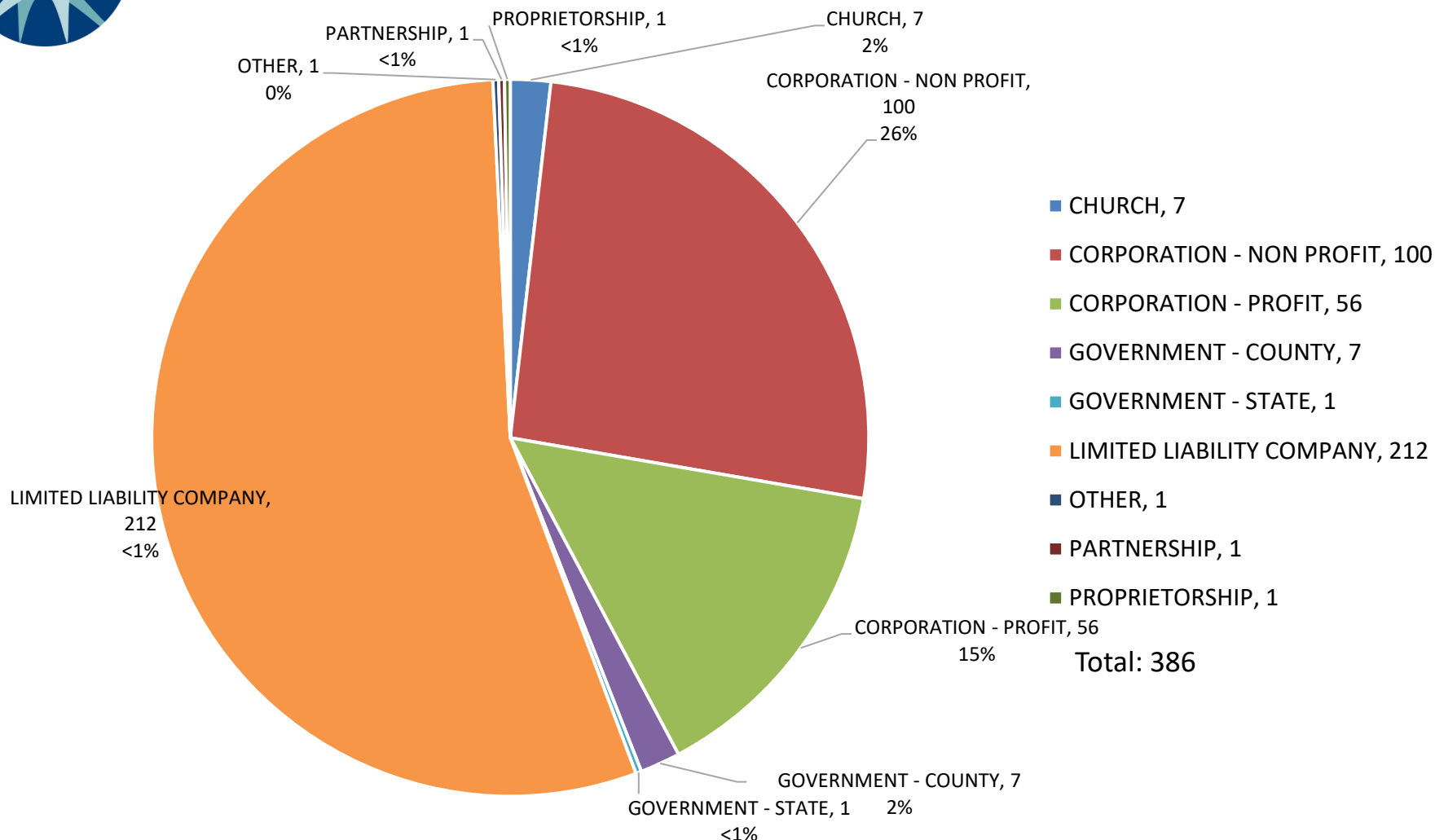


Ownership-CBRF



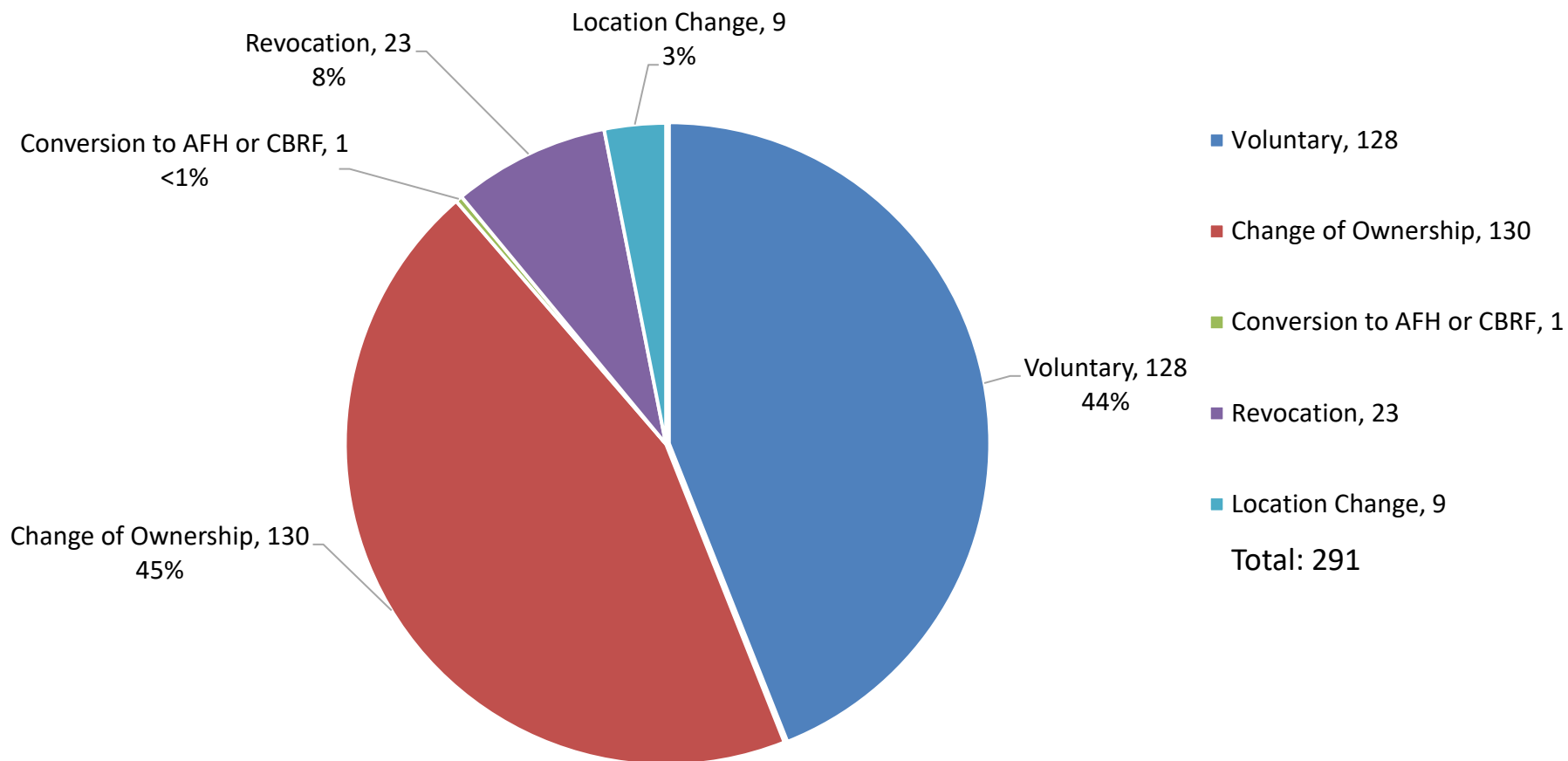


Ownership-RCAC





Assisted Living Facility Closures 2024

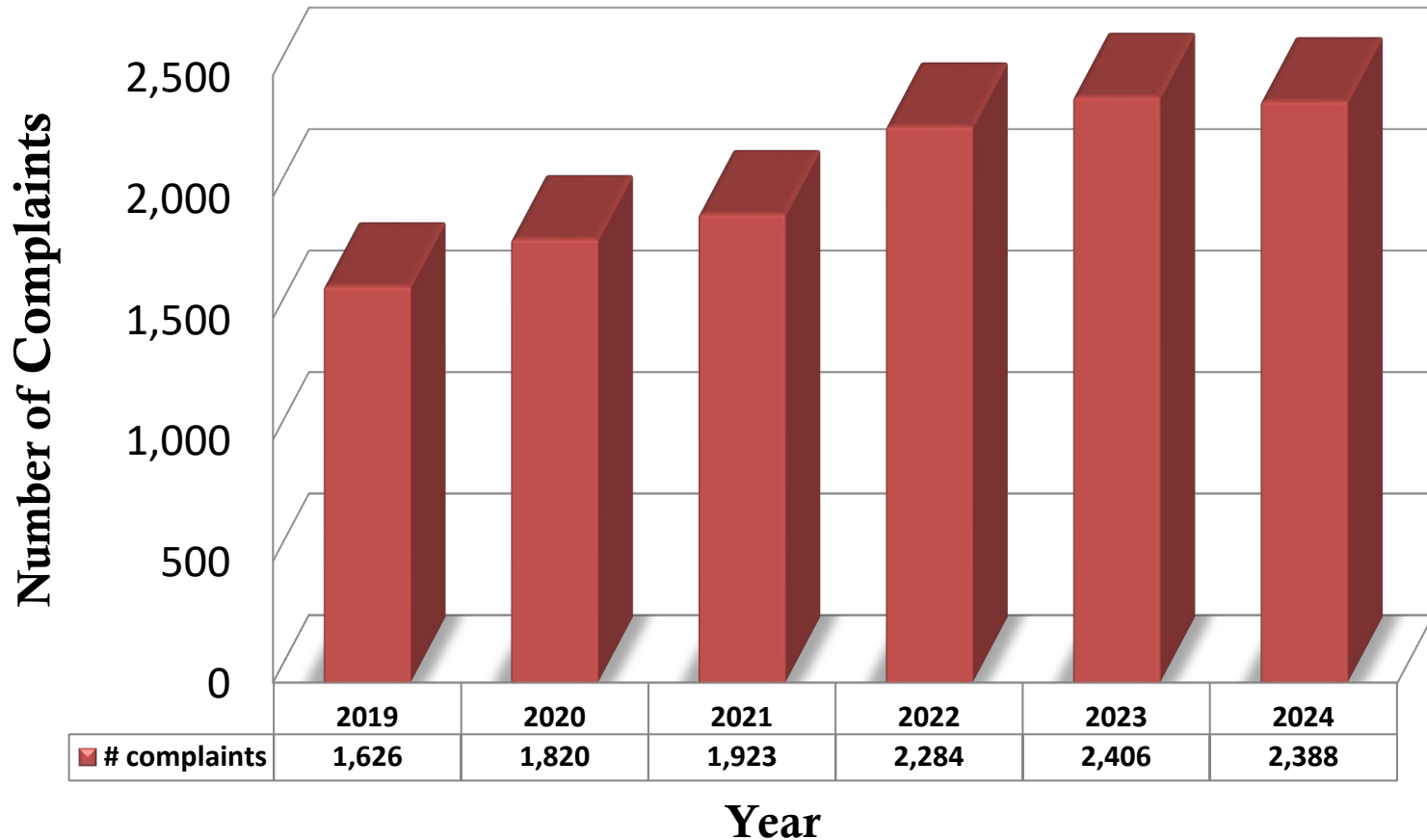




Assisted Living Complaints Calendar Year (CY) 2024

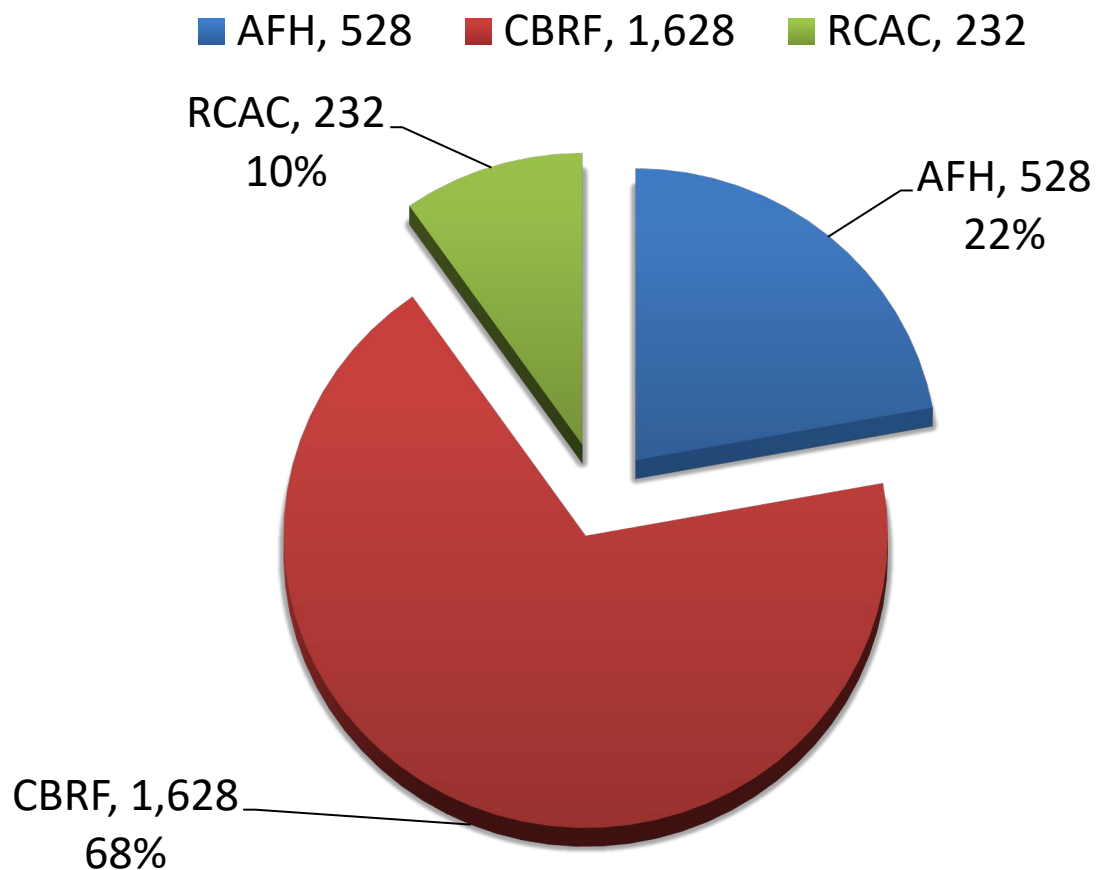


Assisted Living Complaints Received



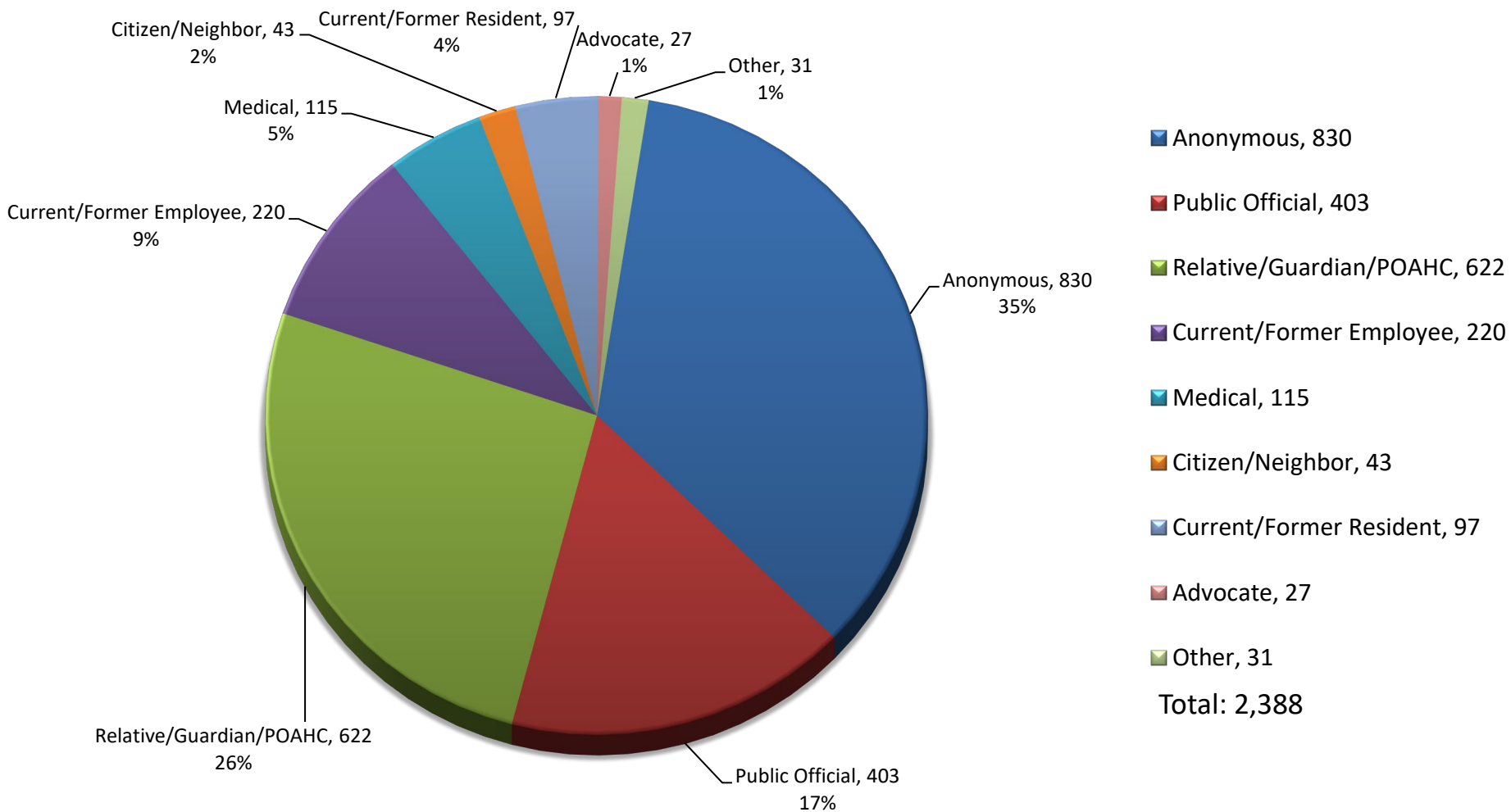


Complaints Received CY 2024



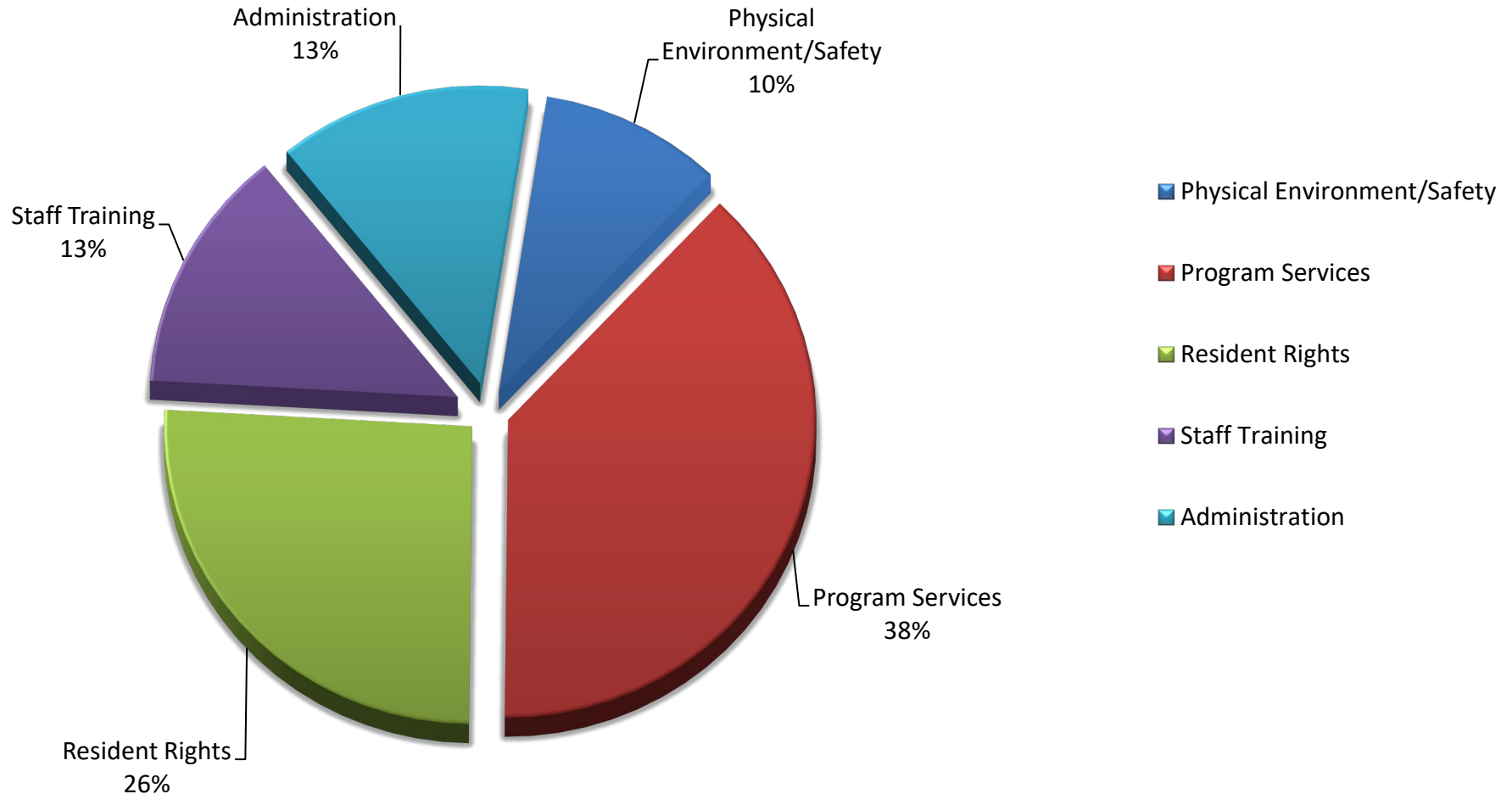


Source of Complaint CY 2024



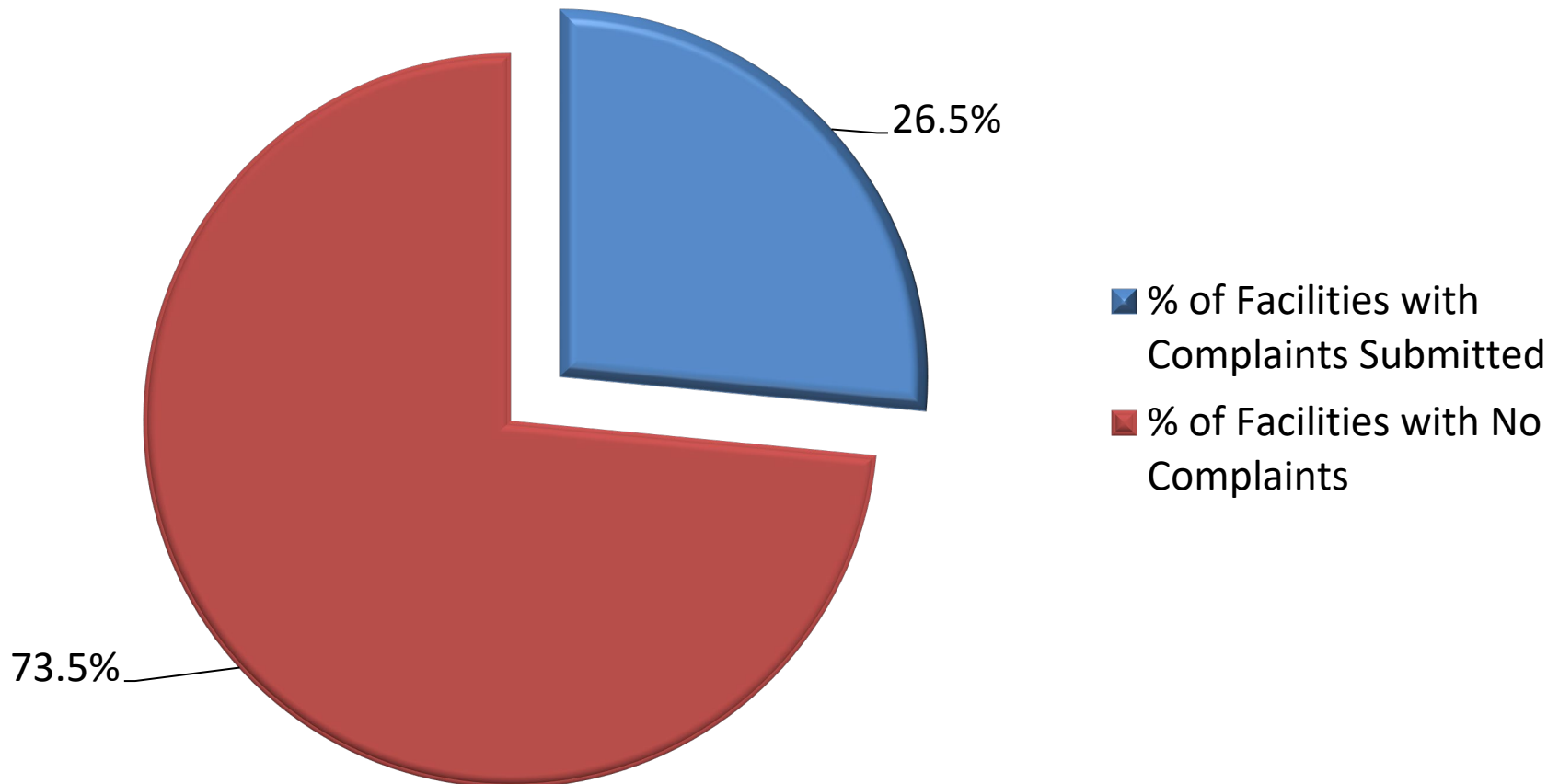


Findings of Complaint Investigation by Type of Violation CY 2024



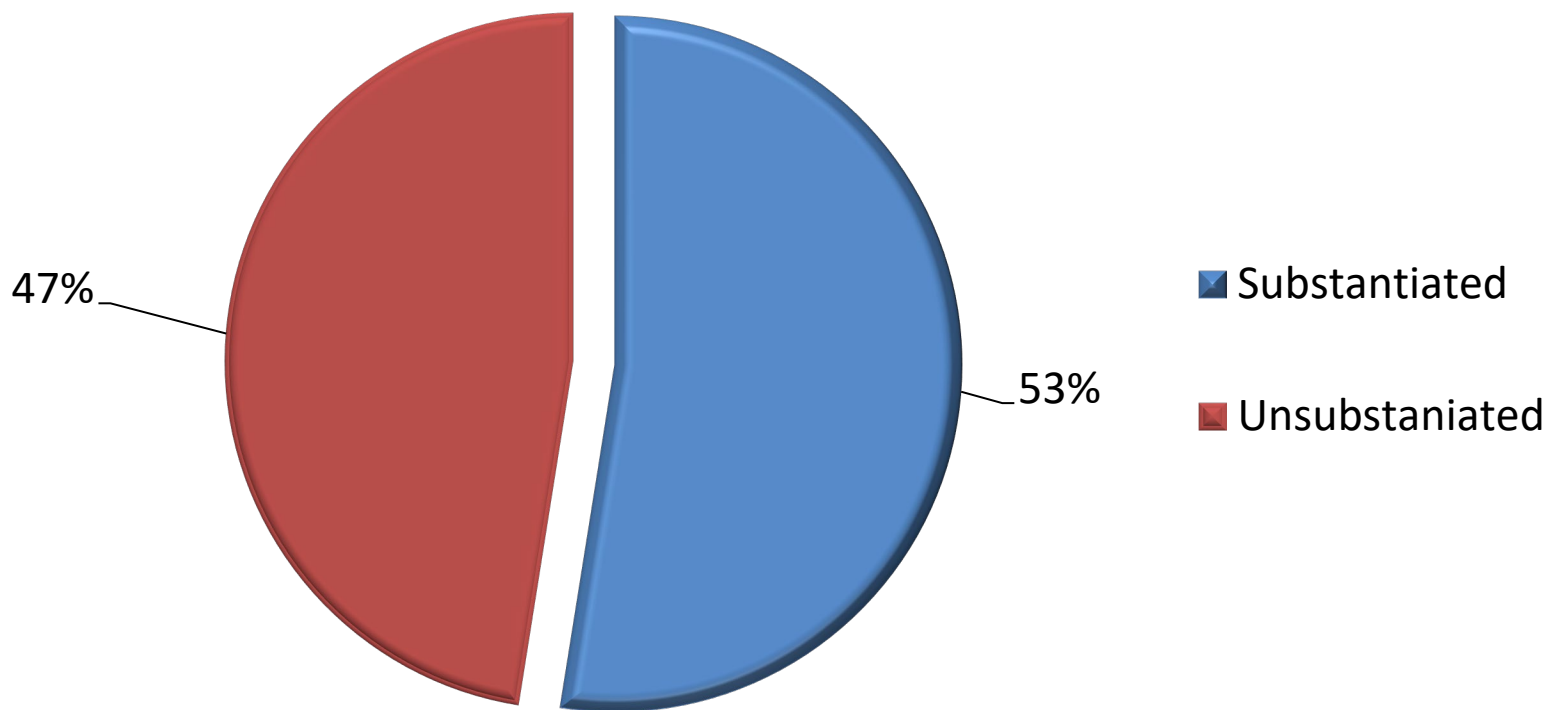


Percentage of Facilities with Complaints Submitted





Percentage of Substantiated Complaint Investigations

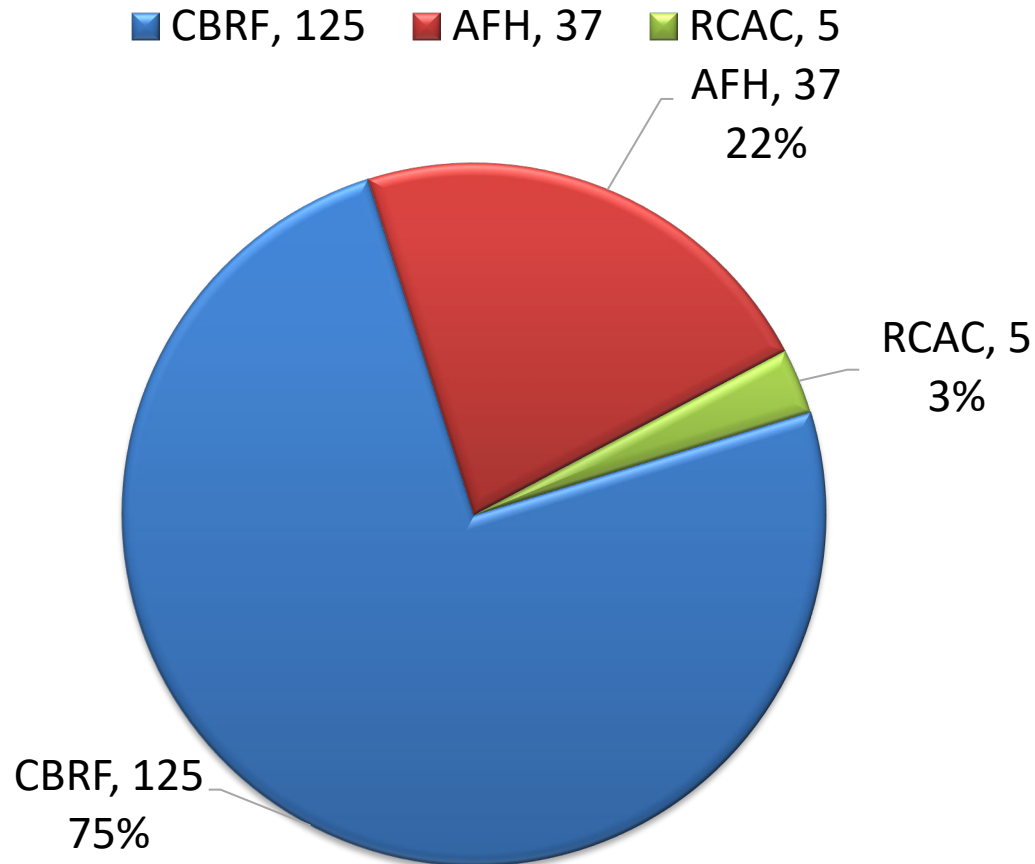




Assisted Living Self-Reports Calendar Year 2024

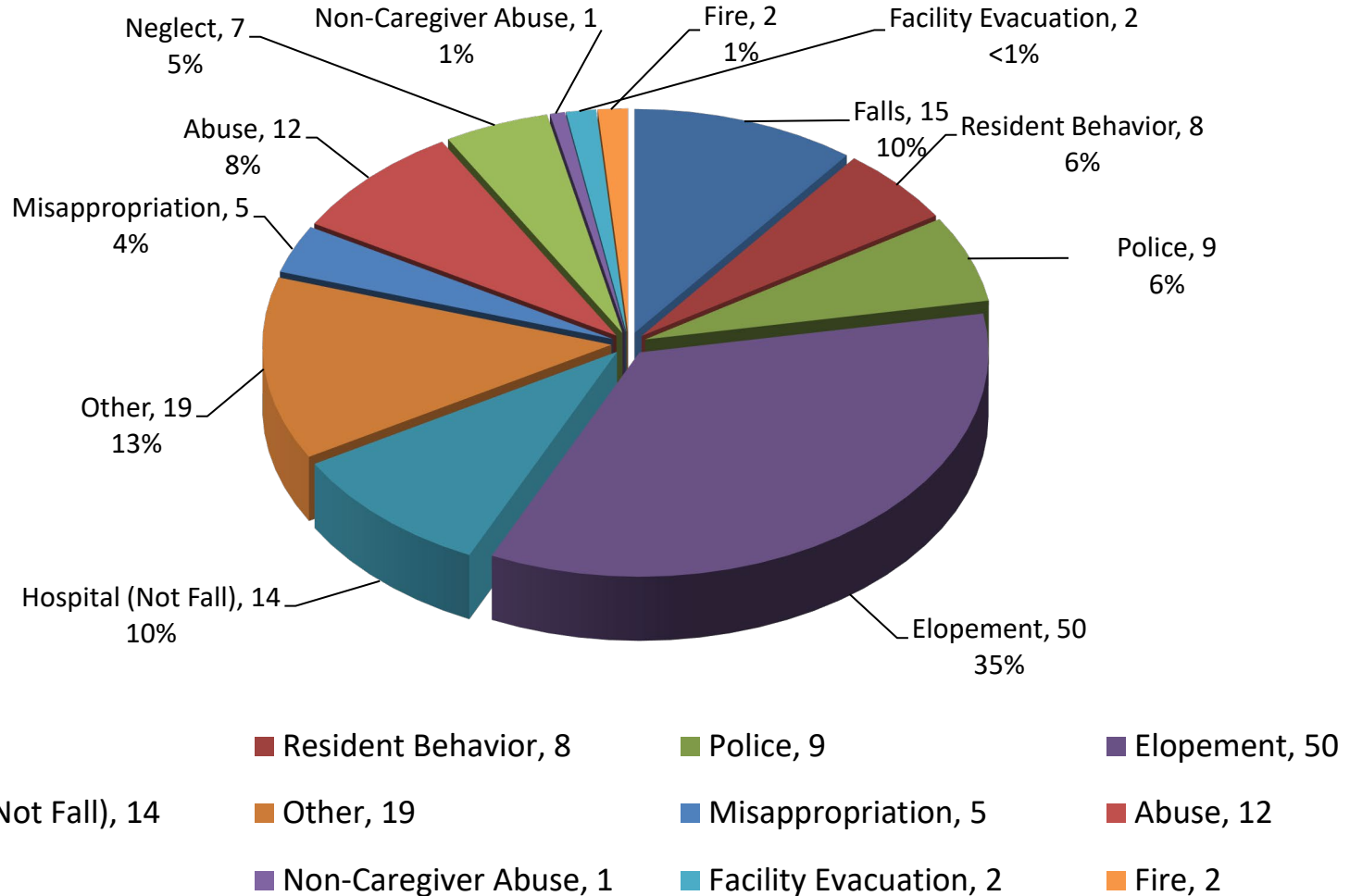


Self-Reports Opened for Investigation by Provider Type



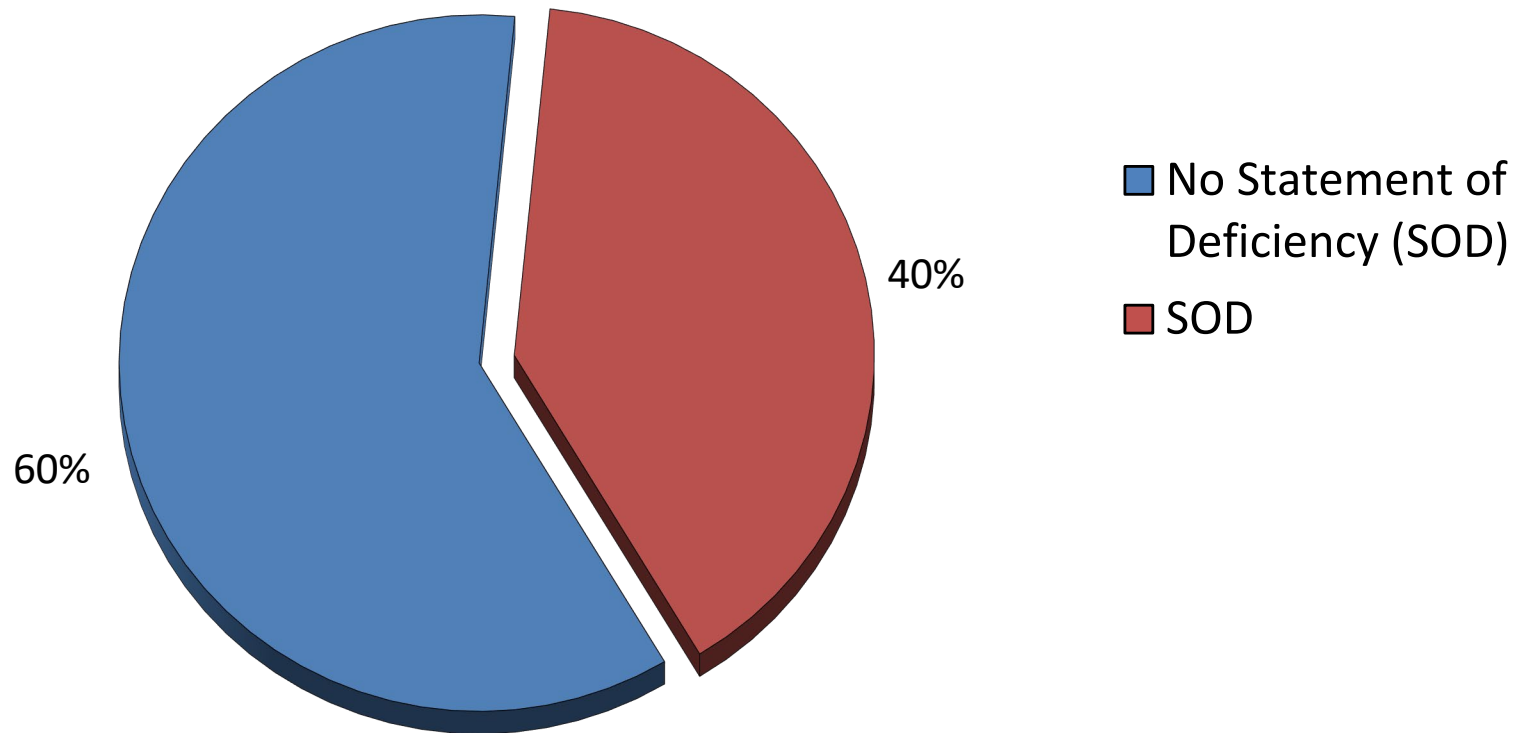


Self-Reports Opened for Investigation by Subject Area





Self-Reports Investigated CY 2024





Bureau of Assisted Living Surveys Calendar Year 2024



Abbreviated Surveys CY 2024

- No deficiency survey – 37%
- Statement of deficiency – 63%

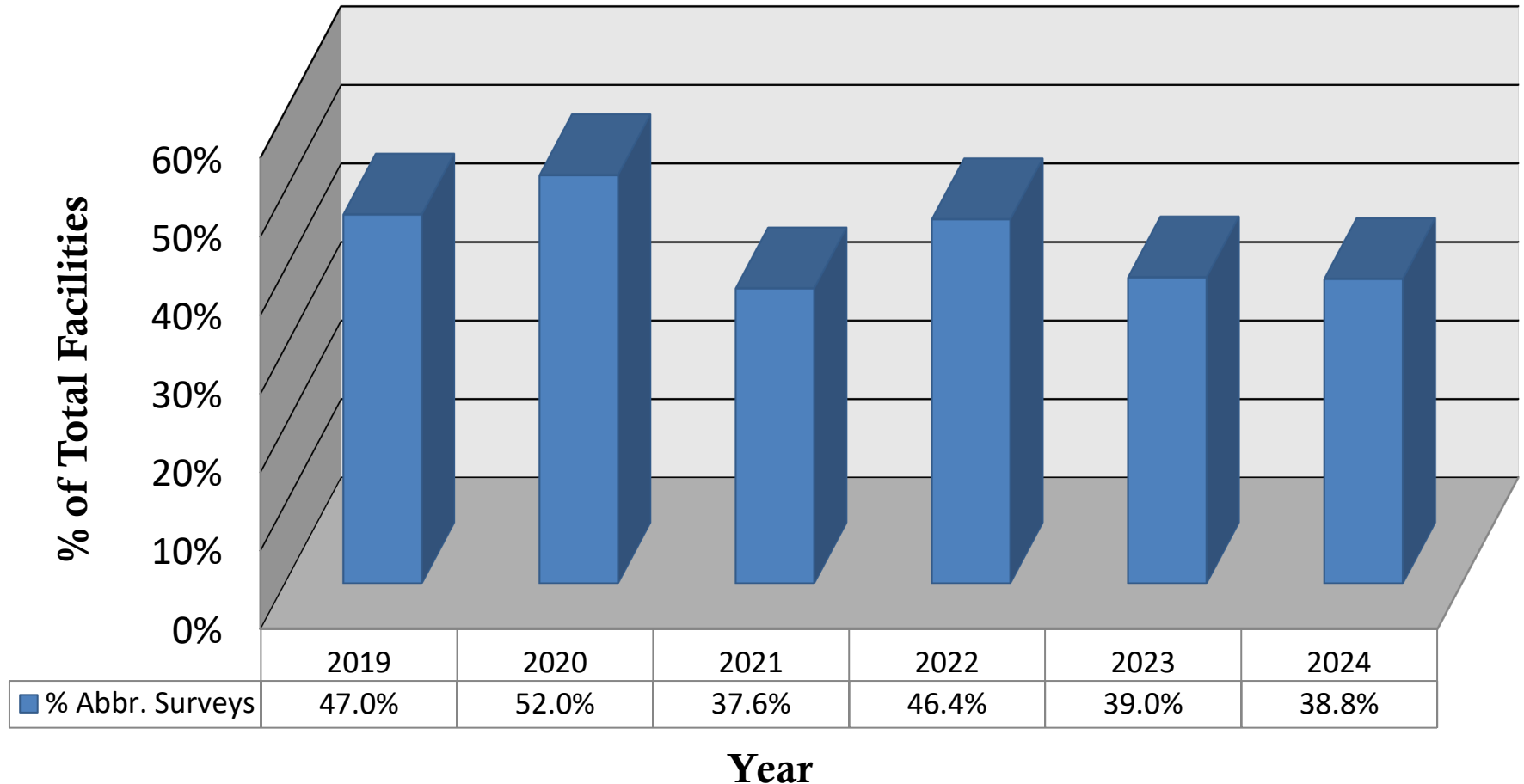


Facilities Qualifying for Abbreviated Surveys CY 2024

- Adult family home 43%
- Community-based residential facility 33%
- Residential care apartment complex 36%
- Statewide 39%

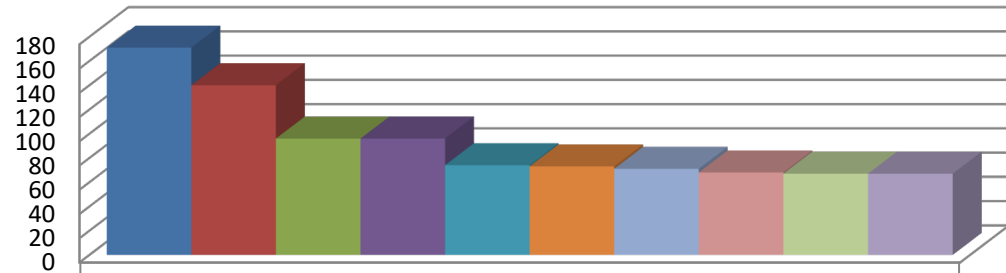


Facilities Qualifying for an Abbreviated Survey





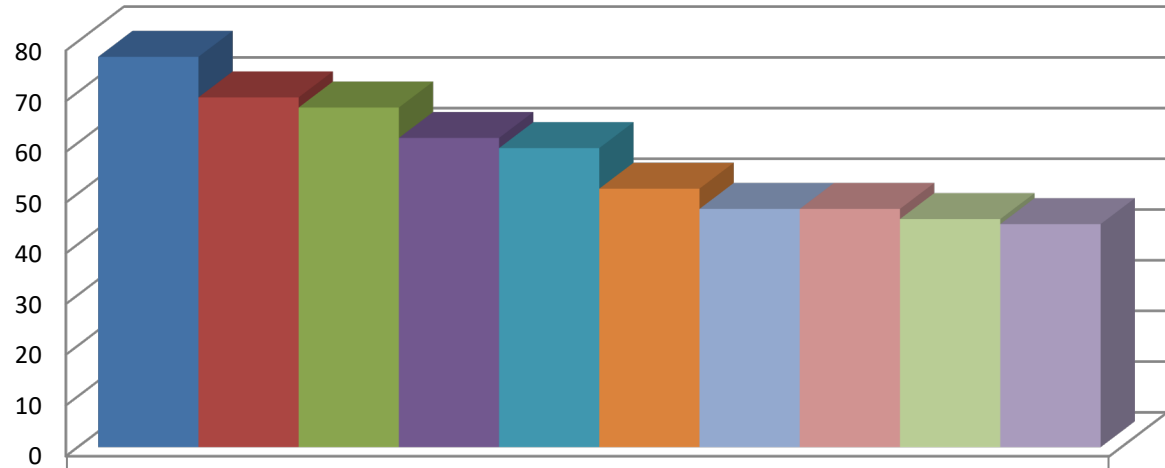
CBRF Top Ten Citations CY 2024



	Number of Citations
■ 83.35(3)(d) SERVICE PLANS UPDATED ANNUALLY OR ON CHANGES	171
■ 83.32(3)(h) RIGHTS OF RESIDENTS: TO RECEIVE MEDICATION	140
■ 83.43(1) ENVIRONMENT SAFE, CLEAN, AND COMFORTABLE	96
■ 83.43(1) FIRE PROTECTION SYSTEM	96
■ 83.20(2)(a)-(d) DEPARTMENT-APPROVED TRAINING COURSE	74
■ 83.14(2)(a) LICENSEE ENSURES FACILITY COMPLIES WITH LAWS	73
■ 83.17(2)(a) EMPLOYEES SCREENED FOR COMMUNICABLE DISEASE	71
■ 83.47(2)(d) FIRE DRILLS	68
■ 83.38(1)(g) HEALTH MONITORING	67
■ 83.45(3) TOXIC SUBSTANCES	67



AFH Top Ten Citations CY 2024

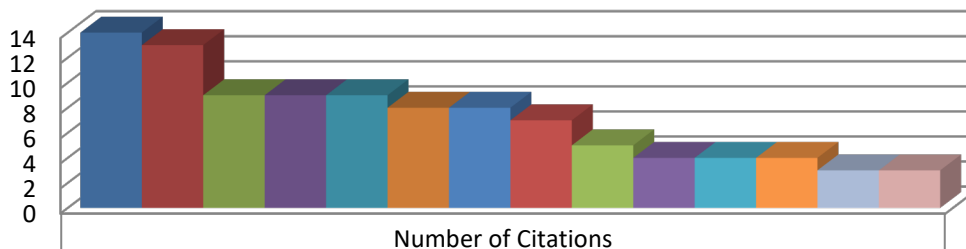


Number of Citations

88.05(3)(a) HOME ENVIRONMENT	77
88.10(3)(l) SAFE PHYSICAL ENVIRONMENT	69
88.07(3)(a) PRESCRIPTION MEDICATIONS	67
88.04(2)(g)1 HEALTH SCREENING FOR STAFF	61
88.06(3)(f) REVIEW OF ISP	59
88.07(3)(e)1 MEDICATION - RECORD KEEPING	51
88.07(3)(d) MEDICATION - WRITTEN ORDER	47
88.03(4)(b) RENEWAL REQUIREMENTS	47
88.03(3)(b) CRIMINAL RECORDS CHECK	45
88.04(5)(b) TRAINING - 8 HOURS ANNUALLY	44



RCAC Top Ten Citations CY 2024



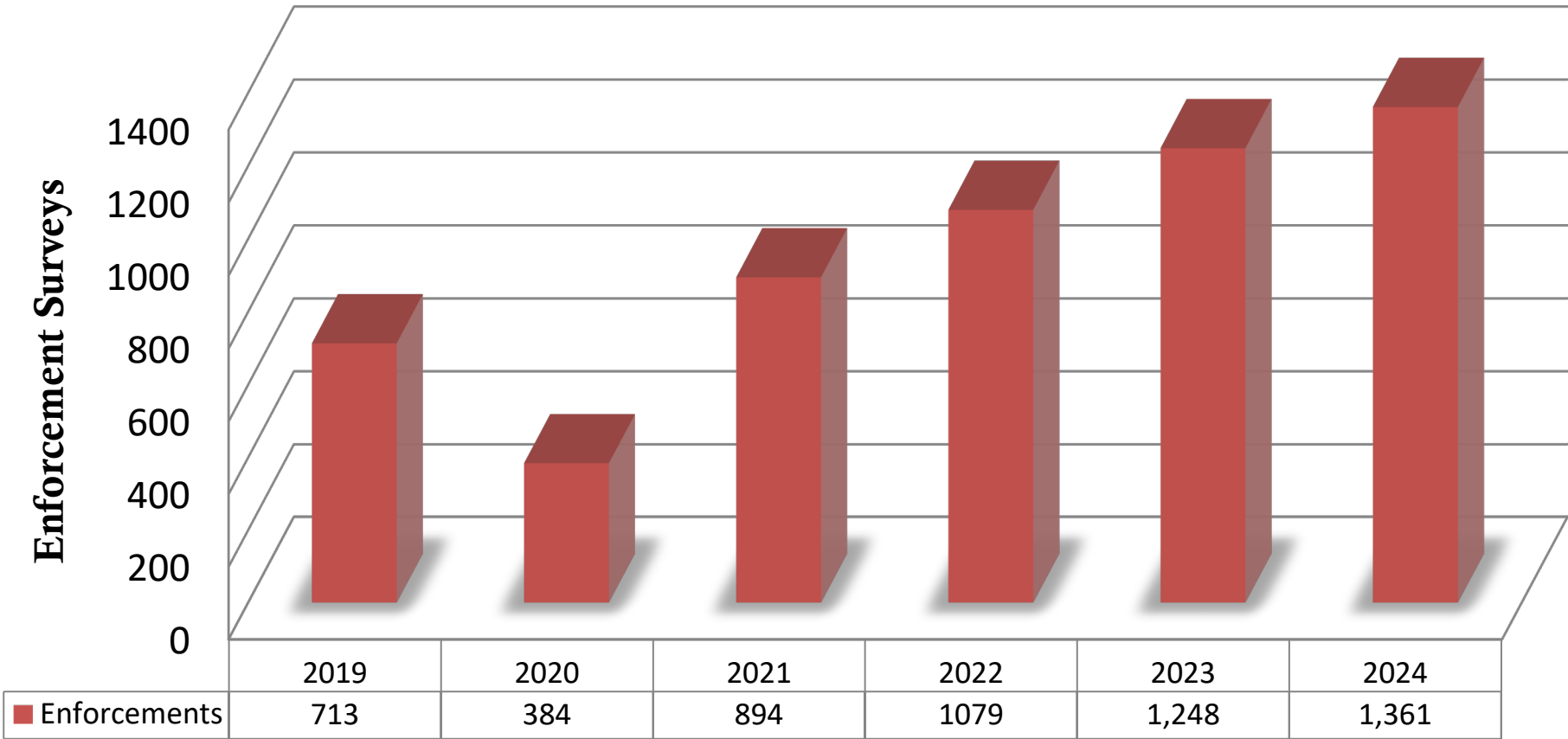
	Number of Citations
89.23(2)(a)2.c SERVICES - NURSING SERVICES	14
89.34(17) TENANT RIGHTS - SAFE ENVIRONMENT	13
89.34(16) TENANT RIGHTS - MEDICATIONS	9
89.23(4)(d)1 SERVICES - STAFF TRAINING	9
89.28(1) RISK AGREEMENT - REQUIREMENTS	9
89.23(4)(a)2 SERVICES - STAFF TRAINING	8
89.23(3)(f) SERVICES - SERVICE QUALITY	8
89.26(4) ANNUAL REVIEW	7
89.23(4)(c) SERVICES - FREEDOM FROM ABUSE, NEGLECT AND EXPLOITATION	5
89.23(2)(c) SERVICES - NURSING SERVICES	4
89.27(4) SERVICE AGREEMENT - REVIEW AND UPDATE	4
89.28(2)(a)1 RISK AGREEMENT	4
50.065(2)(bm) OUT OF STATE BACKGROUND CHECKS	3
89.28(6) RISK AGREEMENT - UPDATING	3



Assisted Living Enforcement CY 2024

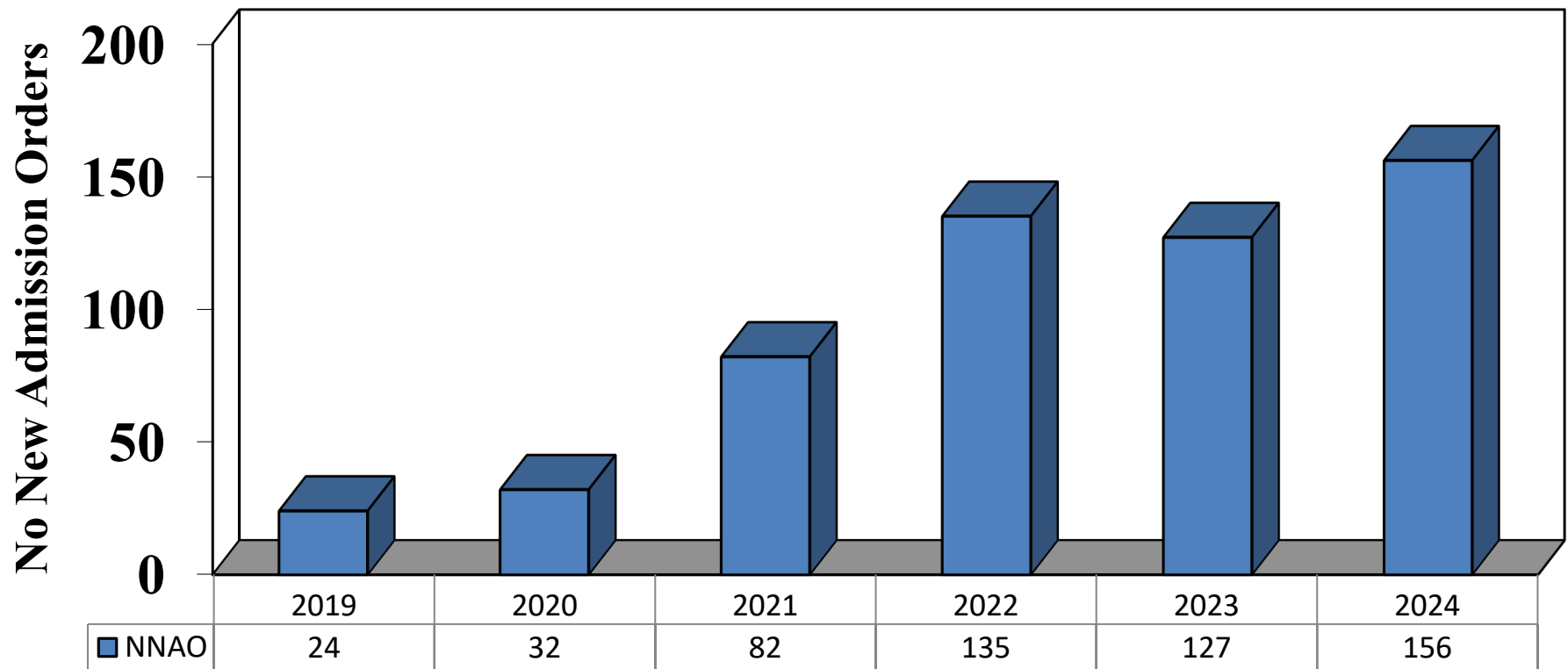


AL Surveys with Enforcement



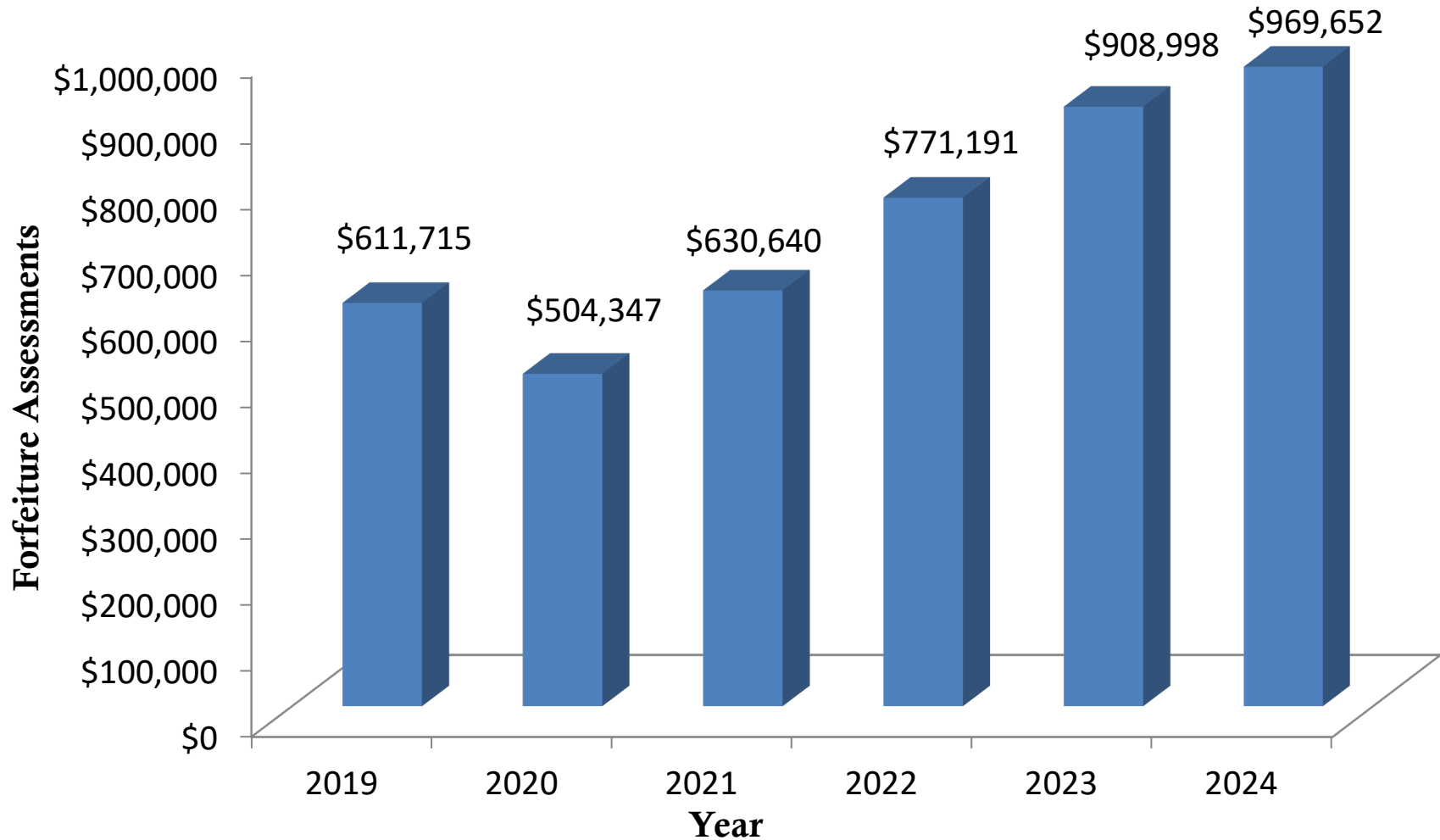


Assisted Living Facilities with No New Admission Orders



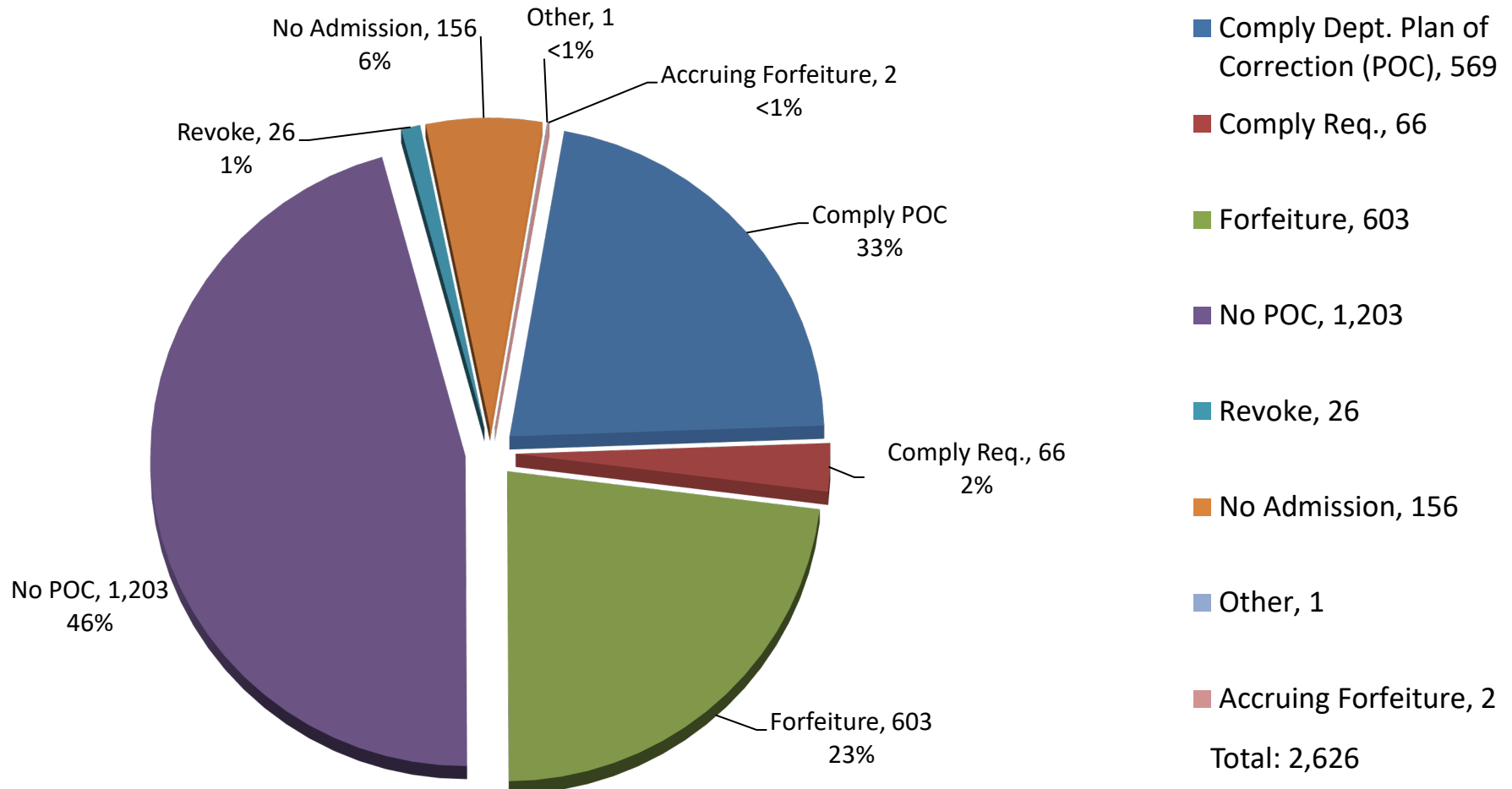


Forfeiture Assessments



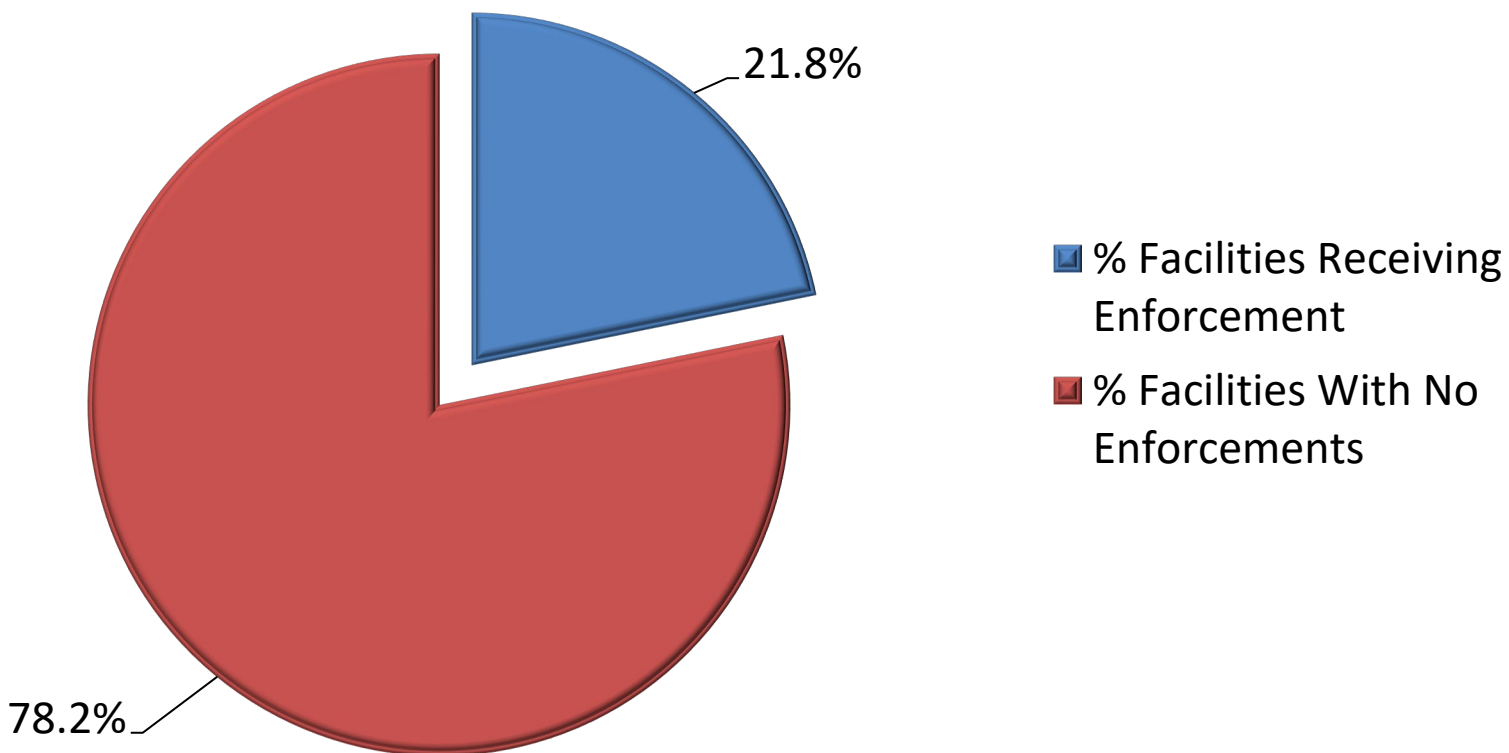


Number of Facilities with Enforcement Sanctions by Type



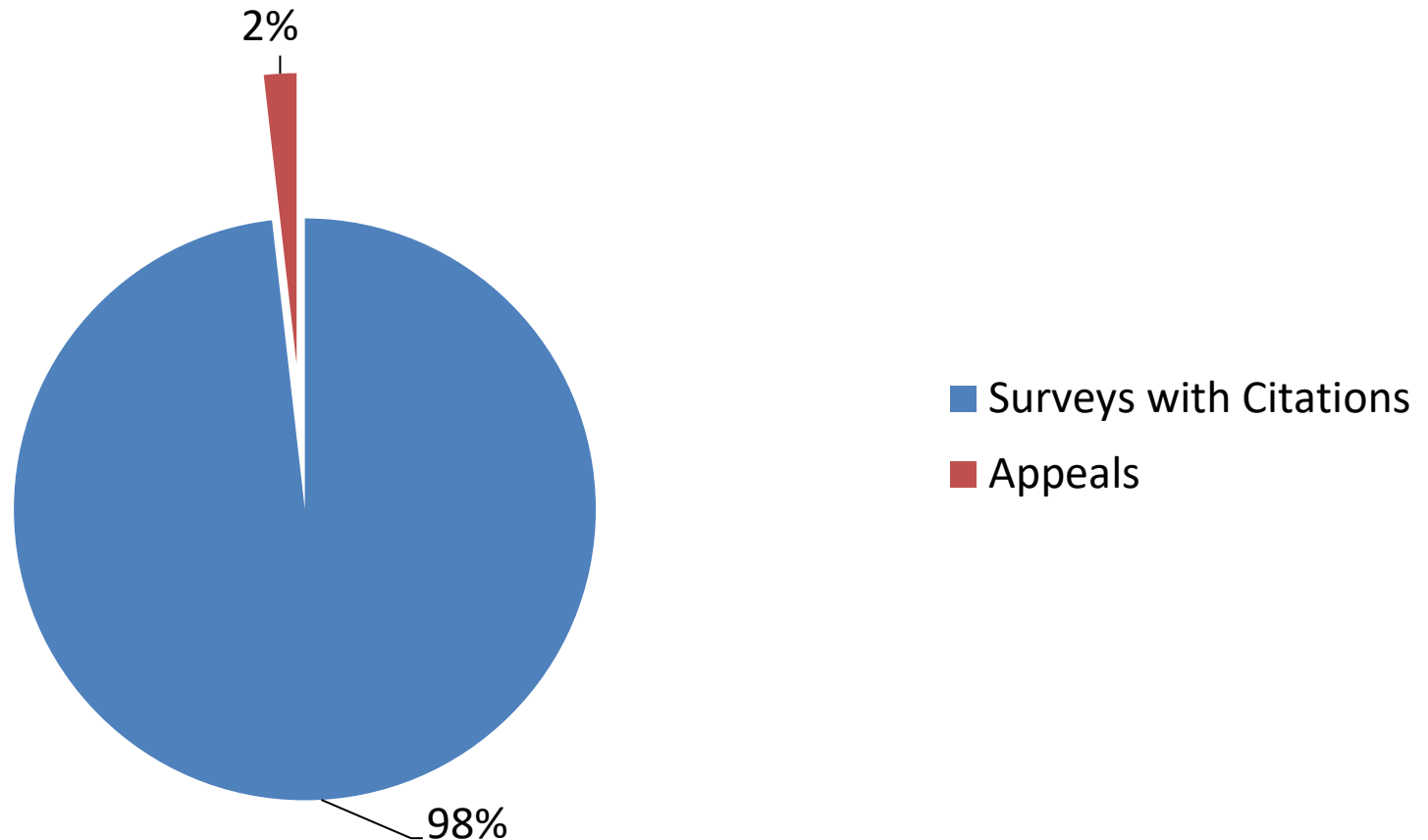


Percentage of Facilities Receiving Enforcements CY 2024





Assisted Living Surveys with Citations and Percentage of Appeals CY 2024





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
 - 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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