NEW:

PEAL/WCCEAL TOOLKIT

WHCAWICAL.ORG/PEAL-PROGRAM

\\\\\\ *check it out* //////

PERFORMANCE EXCELLENCE IN ASSISTED LIVING

Achieving excellence in assisted living requires a comprehensive approach that addresses the physical, emotional, social, and intellectual needs of residents while promoting their autonomy, dignity, and quality of life. The Performance Excellence in Assisted Living (PEAL) program is designed to provide WiCAL members with key performance improvement techniques, along with the guidance and support needed to ensure WiCAL members achieve the highest standards of excellence in the assisted living sector. Through PEAL, WiCAL members are able to ensure their residents and resident families know of the commitment and dedication to excellence.

Unlike other programs, participating in PEAL is free to all WiCAL members. The goal of the association is to have all WiCAL members enrolled in PEAL. We encourage all members to maximize their membership benefits by enrolling in PEAL.

PEAL focuses on key factors that contribute to assisted living excellence in long-term care and provides all PEAL members with needed support, training, and tools to excel in each of these key factors:

- **Staffing**: Quality of care is highly dependent on staffing levels, training, and experience. Assisted living facilities should have enough staff to provide adequate care, respond promptly to residents' needs, and maintain a high level of engagement and communication.
- **Resident-centered care**: Assisted living facilities should prioritize the needs, preferences, and values of residents and provide individualized care plans that reflect their unique circumstances and goals.
- **Safety and security**: Assisted living facilities should have robust systems in place to ensure the safety and security of residents, including emergency preparedness plans, medication management, and fall prevention measures.

- **Comfortable living environment**: Assisted living facilities should provide comfortable, clean, and well-maintained living spaces that promote privacy, independence, and socialization. Facilities should also offer a range of amenities and activities that support residents' physical, emotional, and social well-being.
- **Family involvement**: Assisted living facilities should encourage and support family involvement in the care of residents, including regular communication, family meetings, and involvement in care planning.
- **Quality improvement**: Assisted living facilities should have a culture of continuous quality improvement that includes monitoring and evaluating care processes and outcomes, soliciting feedback from residents and families, and implementing evidence-based practices and interventions to improve care.

WICAL is a proud partner and dedicated sponsor of the Wisconsin Collaborative Coalition for Excellence in Assisted Living (WCCEAL). The PEAL program was approved by WCCEAL, the Bureau of Assisted Living (BAL) and by the Center for Health Systems Research & Analysis (CHRSA) in April 2012. For over a decade, WICAL has used PEAL to expand the many benefits, opportunities, and educational programs to our WICAL members participating in the program.

WCCEAL is a group of dedicated people organized to improve the outcomes of individuals living in Wisconsin assisted living communities (ALCs). The state of Wisconsin recognized the importance of addressing quality in Assisted Living. In 2009, WCCEAL was formed to redesign the way quality is ensured and improved for individuals residing in ALCs. This public/private coalition utilizes a collective impact model approach that brings together the state, the industry, the consumer, and academia to identify and implement agreed upon approaches designed to improve the outcomes of individuals living in Wisconsin ALCs.

The WCCEAL Advisory group meets monthly to discuss, build and improve the WCCEAL program. CEO, Rick Abrams, Vice President of Business Development, Jena Jackson, and Director of Administration & Member Services, Taylor Larson, all serve as WCCEAL Advisory Group members.

Participation in PEAL allows facilities to enroll in WCCEAL and access critical data, information, resources, and education. Since its inception, WCCEAL has gained significant recognition and attention, and participation is taking on greater tangible significance. WiCAL members that do not currently participate in PEAL/WCCEAL are encouraged to join their fellow members in this important collaboration.

Overall, achieving excellence in assisted living requires a commitment to person-centered care, a focus on resident safety and security, a comfortable living environment, family involvement, and a culture of continuous quality improvement. By enrolling in PEAL & WCCEAL, you are one step closer to becoming a shining star. Let us help you achieve your goals and become the best of the best providers in Wisconsin.

ENROLL IN PEAL

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PEAL

Performance Excellence in Assisted Living

INTRO TO WCCEAL

The mission of WCCEAL is to promote excellence in assisted living by developing and implementing evidence-based practices, policies, and training programs that improve the quality of care and quality of life for residents. The coalition also works to enhance collaboration and communication among stakeholders, share best practices and resources, and support research and innovation in the field of assisted living.

WCCEAL has developed a set of core competencies for assisted living facilities in Wisconsin, which serve as a framework for assessing and improving the quality of care provided. The competencies cover a range of areas, including resident-centered care, staff training and development, health and safety, and quality improvement.

Overall, WCCEAL plays an important role in promoting excellence in assisted living in Wisconsin and serves as a model for collaborative efforts to improve the quality of care for older adults and people with disabilities across the United States. WCCEAL approval means more than striving for excellence. Active participation means you are mitigating risk, actively working to reduce complaint surveys, limiting the frequency of BAL surveys, improving resident satisfaction, and engaging staff. All can be achieved if you:

- *Are a current WiCAL member*
- *Are an active participant in WiCAL's Peal Program & WCCEAL*
- *Are actively working to implement PEAL/WCCEAL's quality improvement initiatives and/or modules*
- *Are in compliance with state regulations & being proactive at mitigating risk*

Choose quality. Become the standard for care in the state of Wisconsin. Let us guide you and help you on this journey. Enroll in PEAL & WCCEAL today!

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I'M ENROLLED IN PEAL & WCCEAL - NOW WHAT?

Step 1: Use the Data!

Here are some ways you can utilize data from the WCCEAL program:

1. **Identify areas for improvement:** Use the data to identify areas where your facility can improve its performance. For example, if your facility has high rates of resident falls or pressure ulcers, you can use this data to implement targeted interventions and improve outcomes for residents.
2. **Benchmark your facility against others:** The WCCEAL program collects data from a wide range of assisted living facilities across Wisconsin. You can use this data to benchmark your facility's performance against other facilities in the state and identify areas where you may be lagging behind or excelling.
3. **Develop evidence-based interventions**: The WCCEAL program collects data on interventions that have been implemented by facilities to improve care outcomes. You can use this data to develop evidence-based interventions that have been shown to be effective in other facilities.
4. **Track progress over time**: Use the data to track your facility's progress over time and identify trends in performance. This can help you make data-driven decisions about where to focus your improvement efforts.
5. **Educate staff and stakeholders:** Share the data with staff and other stakeholders to raise awareness about areas for improvement and the progress being made. This can help build support for improvement efforts and create a culture of continuous quality improvement.

The data collected & shared through WCCEAL is a valuable tool for improving care and outcomes in assisted living facilities. By utilizing the data in meaningful ways, you can drive positive change and improve the lives of residents in your care.

Step 2: Educate & Improve Outcomes!

After reviewing the data to identify areas of improvement, use the Clinical Resource Center (CRC) for education and to help improve outcomes. The CRC is staffed by clinical experts who provide guidance and support to facility staff on a wide range of clinical issues, including infection prevention and control, medication management, wound care, behavioral health, and more.

Here are some ways that the CRC can help your facility staff:

1. **Expert guidance:** The CRC staff can help you develop care plans, review medications, provide guidance on infection control protocols, and offer recommendations for managing challenging resident behaviors.
2. **Educational resources:** The CRC can provide educational resources and training opportunities for facility staff on a wide range of clinical topics. This can help your staff stay up-to-date on best practices and ensure that they are providing high-quality care.
3. **Problem-solving support:** If your facility encounters a clinical challenge that requires additional expertise or resources, the CRC can help connect you with the appropriate resources and provide guidance on how to address the issue.
4. **Quality improvement support:** The CRC can help your facility develop and implement quality improvement initiatives to improve clinical outcomes and resident satisfaction. They can provide guidance on data collection and analysis, and offer recommendations for interventions that have been shown to be effective in other facilities.
5. **Regulatory compliance support:** Along with the support & guidance provided by WiCAL, the CRC can help your facility stay up-to-date on regulatory requirements and provide guidance on how to ensure compliance with state and federal regulations related to clinical care.

Overall, the CRC is valuable resource for long-term care facilities looking to improve the quality of care they provide.

Step 3: Market & Celebrate Successes!

Your community, your residents' families, future residents, and potential employees need to know your dedication and commitment to providing the highest levels of quality care. Marketing your participation in PEAL & WCCEL Is priceless. Now is the time to celebrate your successes!

But how? It's so easy! Leverage the data and survey information provided through WCCEAL and turn the data into testimonials. Use responses from satisficed residents and their families as social media campaigns, share as testimonials on your website, and include the information in your marketing materials. Don't forget to promote your participation in PEAL & WCCEAL by adding the logo to your website, social medical accounts, and email signatures. Use Facebook to promote your active participation in PEAL & WCCEAL and creates posts that celebrate successes.

WCCEAL Gold Members: proudly display your certification of recognition in a high-traffic area at your facility.

By promoting your facility's successes, you begin to change the narrative and the way your community, residents families, and potential future employees view long term care. This is also an excellent recruiting tool, as you continue to promote your dedication to making a differing in the lives of the residents you care for. We encourage you to actively market your involvement in PEAL & WCCEAL. It's vital that you continue to celebrate successes and promote your commitment to providing compassionate, high-quality care.

WICAL & PEAL SUPPORT

WiCAL is dedicated to providing PEAL & WCCEAL members with the tools, resources, and education necessary to achieve their quality initiatives. WiCAL is here to support you along your quality journey.

The monthly PEAL PAUSE will provide PEAL members with a quick insight into a trending issue or area of support. These quick segments, hosted by VP of Business Development, Jena Jackson, will be aired live on Facebook at 10 AM on the 3rd Wednesday of the month. Can't tune in live - no problem! The video will be saved online at whcawical.org/peal-program. PEAL members can watch or listen, as Jena identifies a trending issue, provides support resources, and shares new ways to market your successes.

WiCAL/PEAL Webinars: After each WCCEAL reporting quarter, WiCAL will host a webinar for WCCEAL members. WiCAL will identify the top 3 areas in need of improvement and provide attendees with solutions and tools to improve future outcomes in those identified troublesome areas. All WiCAL members participating in WCCEAL will receive invitations to these free webinars.

Looking for a WCCEAL Demo and Training? Please reach out to Director of Administration & Member Services, Taylor Larson, to schedule a personal WCCEAL onboarding and demonstration session. Email Taylor at taylor@whcawical.org.

LOGOS & GRAPHICS

WHCAWICAL.ORG/PEAL-PROGRAM

\\\\\\ *Marketing* //////

MEDIA KIT

Use the graphics on the following page to promote your active focus on high quality care standards. Add these logos to your email signature, website, social media, and marketing materials.

It's important to promote your dedication to advancing the excellence of caregiving in Wisconsin's ALC's. Marketing your participation in both PEAL & WCCEAL is a priceless promotional tool that will draw in quality staff and bring new residents into your facility. It is a savvy and vital business development opportunity!

Please reach out to VP of Business Development, Jena Jackson, with any questions on how to best market your facility and PEAL/WCCEAL participation. Jena is happy to provide you with marketing insight and share her tips on how to best promote your facility and performance excellence.

Jena Jackson | 608.279.5615 | jena@whcawical.org

LOGOS & GRAPHICS

PEAL

Performance Excellence in Assisted Living

WCCEAL

Wisconsin Coalition for Collaborative Excellence in Assisted Living

WHCA / WiCAL

Wisconsin Health Care Association   Wisconsin Center for Assisted Living

HOW-TO QUICK REFERENCE GUIDE

WHCAWICAL.ORG/PEAL-PROGRAM

\\\\\\   *HELP*   //////

CONTACTS & URL'S

WiCAL Membership, PEAL Program, Education Questions, & Marketing Support:

Jena Jackson, jena@whcawical.org

WCCEAL Enrollment and Program Questions:

Taylor Larson, taylor@whcawcial.org

QID Helpdesk

helpdesk@qid.wisc.edu | 608.263.8575

PEAL Website

https://www.whcawical.org/peal-program/

WCCEAL/QID Website

https://qid.wisc.edu/wcceal/index.php

Clinical Resource Center Website

https://qid.wisc.edu/crc/index.php

How do I enroll in PEAL?

- Go to: www.whcawical.org/peal-program and click on the button that says: **Click HERE to enroll your facility in PEAL!**
- Once approved by our team, we will enroll your facility in WCCEAL during the next enrollment period, at the start of a new quarter.

How do I register for a WCCEAL user profile?

- Go to: **https://qid.wisc.edu**.
- Click **Register** in the upper right-hand corner.
- Under **What project(s) are you registering for?,** select **eQuality: WCCEAL** and click **Continue**
- Enter and confirm your email address and click **Continue**
- Choose a username.
- Enter the following info:
    - First Name
    - Last Name
    - Job Title/Area
    - Telephone Number
    - Address (Street, City, State, Zip)
- Under **I qualify for access to eQuality: WCCEAL because…,** select **PEAL (WiCAL)** under **I am part of a WCCEAL sponsored QI Program**
- Under **What is your role?**, select **I work for a WCCEAL Assisted Living Community (ALC)**
- Type/Select the facilities that you oversee.
- If they do not show up on the drop-down menu, type the facility names along with a brief description as to why they may not be in the WCCEAL facility list under **I didn't find my ALC in the list (please explain)**
- Once registered, check your email for an email from QID to complete your registration and set up a password.

Important WCCEAL Dates:
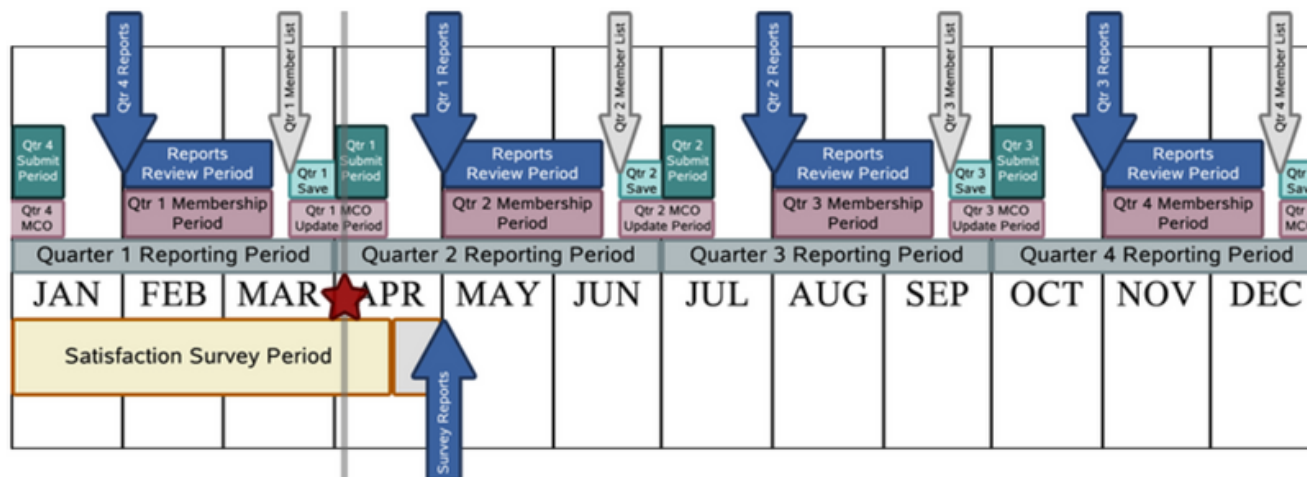
One page, printable PDF of the WCCEAL Timeline
One page, printable PDF of the specific ALC tasks that need to be completed each year

Please note: A printable WCCEAL Timeline as well as an ALC Task Checklist are available by clicking one of the two links below the timeline photo within the eQuality page.

# What are my responsibilities as a WCCEAL member?

- Promptly submit quarterly QI Variables during the four submission periods per year. The submission period is open for the final 2 weeks of every quarter and closes on the 15th of January, April, July and October.
  - The first time you collect and submit the QI Variable data, it may take approximately 30 minutes, but subsequent quarters typically take between 5-20 minutes to complete.
  - At least 3 quarters in any 4 consecutive quarters must be submitted to remain in good standing.
- Generate and print the annual Satisfaction Survey PDF. The surveys should then be distributed to all of your residents with a return envelope. All satisfaction surveys must be returned to WCCEAL before April 15th.
  - Pre-addressed return envelopes can be ordered on the WCCEAL website.
  - At least **one** survey needs to be returned during the survey period (January 1-April 15) to remain in good staning.

How do I log in?

- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
  - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the ***Login*** button.
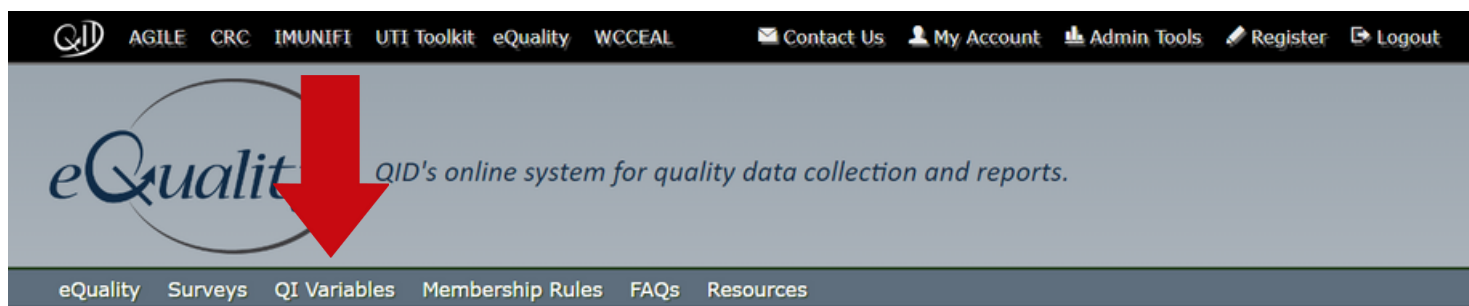

How do I access the eQuality site?
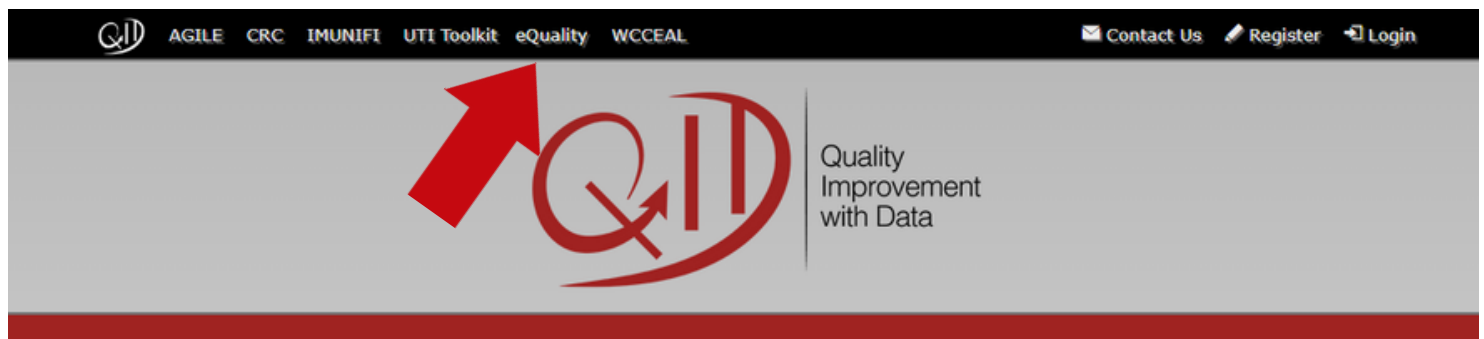
- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
- If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the **Login** button.
- Select the ***eQuality*** tab at the top-center of the page.

How do I submit quarterly QI Variables?

- Go to: *https://qid.wisc.edu*.
- Click *Login* in the upper right-hand corner.
- Enter your username and password
  - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the *Login* button.
- Click the *eQuality* tab at the top-center of the page
- Click the *QI Variables* tab (photo below)

- Click the *QI Varaibles Form* button (photo below)
- Submit your data for the quarters reporting period.

**Input Quality Improvement Variables**

You can use the QI Variables form to track and save your data during the quarter; at the end of each quarter there will be a 2 week submission period to upload your data to WCCEAL for analysis.

QI Variables Form

QI Variables History

Sample QI Variables Data Entry Form v18
+ show previous versions

How do I generate the annual Satisfaction Survey?
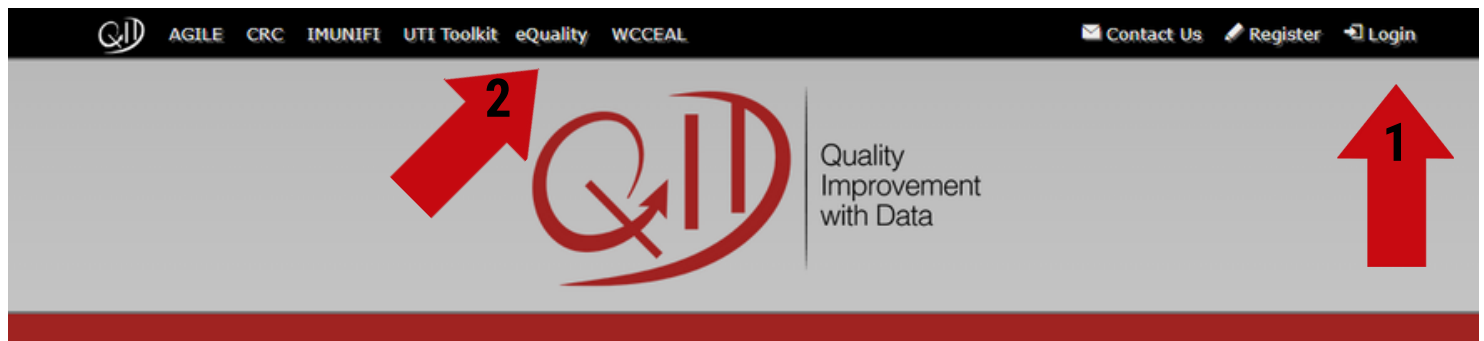
- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
  - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the ***Login*** button.
- Click the ***eQuality*** tab at the top-center of the page
- Click the ***Surveys*** tab (photo below)
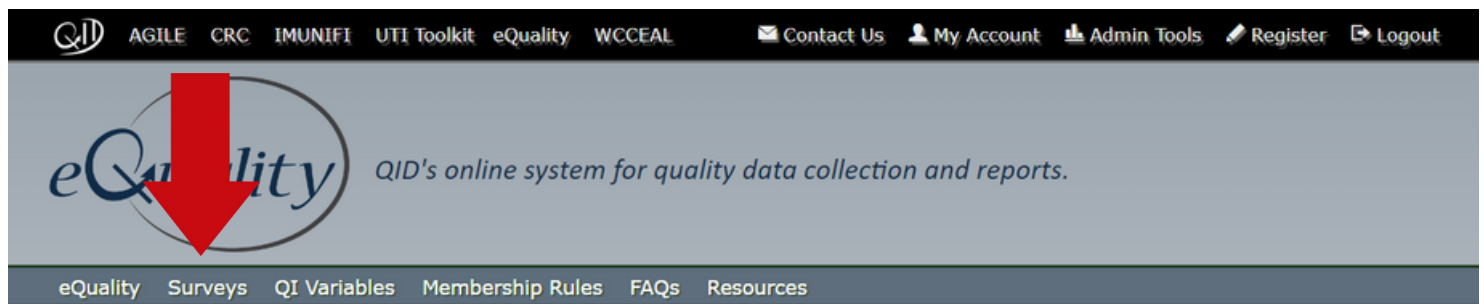
- Click the ***Go To Satisfaction Survey Generation*** button (photo below)

Continued -

How do I generate the annual Satisfaction Survey?

Which version of the survey would you like to generate?
- ◉ 1 page version
- ○ 2 page, large print version (generates a 4 page PDF with a blank second page to facilitate 2 sided printing)

Save and Generate Survey PDF ◀━━

- Select which page version you would like to print (regular or large print)
- Click the *Save and Generate Survey PDF* button
- Distribute the satisfaction survey and a return envelope to each resident
- Surveys much be return to WCCEAL and post marked by April 15th.
- At least one survey return is required per year to remain in good standing

How do I order pre-addressed return envelopes for the annual Satisfaction Survey?

Satisfaction Survey Generation (JANUARY 1- APRIL 15, 2023)

Generate surveys → Order envelopes if needed → Distribute surveys and envelopes to residents → Ensure surveys are postmarked before **April 15, 2023**

To Satisfaction Survey Generation

RETURN ENVELOPES

You will either need to order return envelopes from WCCEAL (free of charge) or provide your residents with pre-addressed and stamped envelopes. If you wish to provide your own envelopes with the survey or to return your surveys in bulk, please address them to:

WCCEAL/eQuality Satisfaction Survey
WARF Building UW-Madison
610 Walnut Street
Madison, WI 53726-2397

- Once on the *Surveys* tab within the *eQuality* site, click the *order return envelopes* link and follow the prompts.
- If you do not wish to order envelopes from WCCEAL, you should then pre-address envelopes to the address set forth above.

How do I view QI Variables Quarterly Summary?

- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
  - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the ***Login*** button.
- Click the ***eQuality*** tab at the top-center of the page
- Click the ***QI Variables*** tab (photo below)
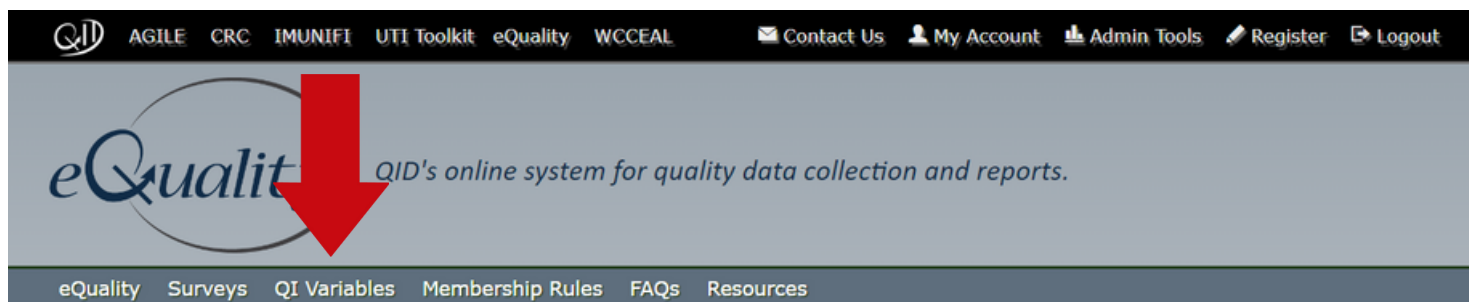
- Click the ***QI Varaibles Quarterly Summary*** link (photo below)

Quality Improvement Variables Reports

How to read your report ▼

QI Variables Quarterly Summary

QI Variables Trend Report

- Next to Report Period at the top of the report, select the quarter you wish to review.
- Under ***Comparison Group***, reports are customizable by ALC Type, Licensed Beds, Reported Occupancy, Public Pay, Primary Population, and Secondary Population (see photo below)

Comparison Group

ALC Type	Licensed Beds	Reported Occupancy	Public pay	Primary Population	Secondary Population
All	All	All	All	All	All

How do I view QI Variables Trend Report?

- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
  - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the ***Login*** button.
- Click the ***eQuality*** tab at the top-center of the page
- Click the ***QI Variables*** tab (photo below)

- Click the ***QI Variables Trend Report*** link (photo below)

Quality Improvement Variables Reports

How to read your report ▼

QI Variables Quarterly Summary

QI Variables Trend Report ◀

- Next to ***Report Period*** at the top of the report, select the quarter you wish to review.
- Click which trend you would like to compare: ***Occupancy***, ***Falls***, ***Infections***, or ***Hospitalizations***
- Under ***Comparison Group***, reports are customizable by ALC Type, Licensed Beds, Reported Occupancy, Public Pay, Primary Population, and Secondary Population (see photo below)

ALC Type	Licensed Beds	Reported Occupancy	Public pay	Primary Population	Secondary Population
All	All	All	All	All	All

Where can I find more information about how to customize and read reports?
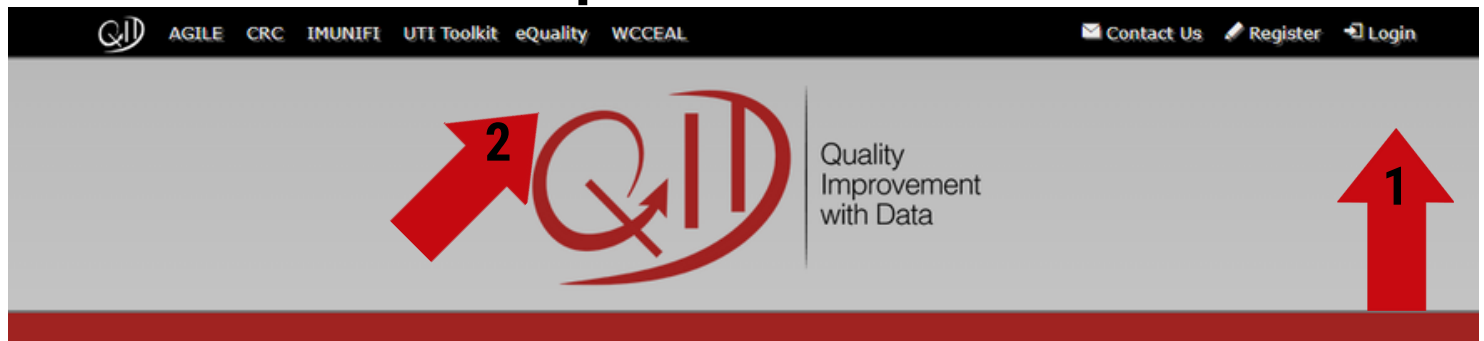
- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
    - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the ***Login*** button.
- Click the ***eQuality*** tab at the top-center of the page
- Click the ***QI Variables*** tab (photo below)
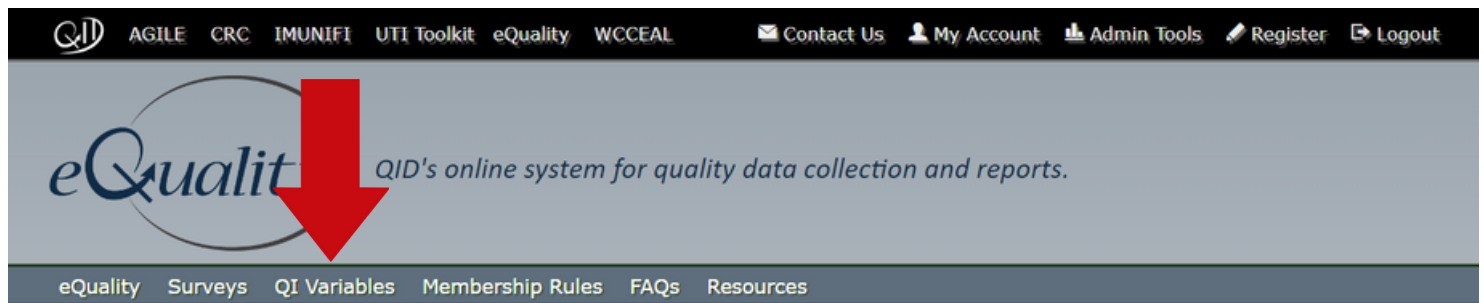
- Click the ***How to read your report*** button (photo below)

- Once you click the ***How to read your report*** button, you will be directed to a page with an informative YouTube video and additional information on the following:
    - How to Customize Your Reports
    - About Summary Reports
    - About Trend Reports
    - Box Plots
    - Horizontal Bar Graphs
    - Vertical Bar Graphs

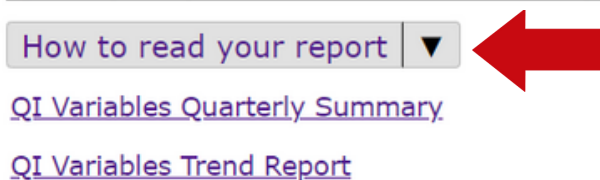# How do i view the Satisfaction Survey Reports?

- Go to: ***https://qid.wisc.edu***.
- Click ***Login*** in the upper right-hand corner.
- Enter your username and password
  - If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the ***Login*** button.
- Click the ***eQuality*** tab at the top-center of the page
- Click the ***Surveys*** tab (photo below)
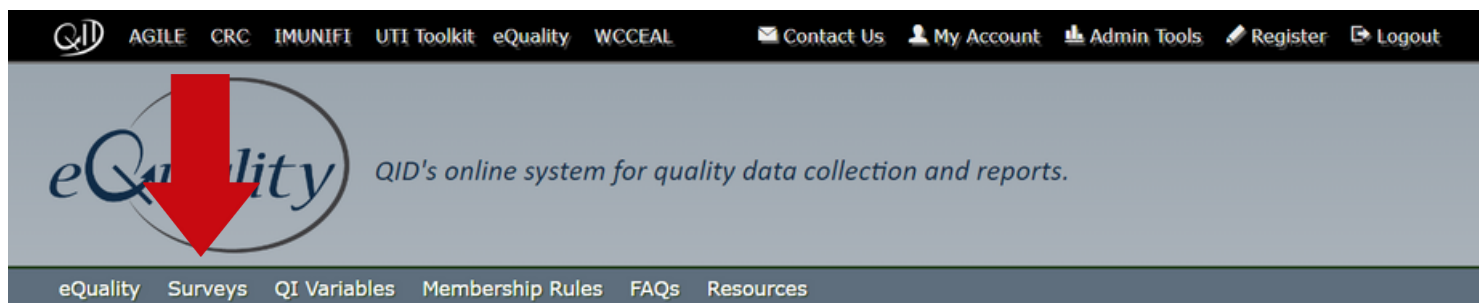
- Under the ***Satisfaction Survey Reports*** section, select which report you wish to review. The reports available are ***Satisfaction Summaries***, ***Single Year Comparison Reports***, and ***Multi-Year Comparison Reports*** (photo below)

- For each report, next to ***Report Period*** at the top of the report, select the year(s) you wish to review.

Satisfaction Survey Reports

Satisfaction Survey Summaries (2013-2023)

Single Year Comparison Reports (2013-2022)

Multi-Year Comparison Reports (2013-2022)

What data can I gather from each of the Satisfaction Survey Reports?

Satisfaction Survey Reports

Satisfaction Survey Summaries (2013-2023)

Single Year Comparison Reports (2013-2022)

Multi-Year Comparison Reports (2013-2022)

- *Satisfaction Survey Summaries :*
  - This report allows you to view your satisfaction survey results.
- *Single Year Comparison Reports:*
  - This report allows you to compare your satisfaction survey results to all other members in PEAL and in WCCEAL.
- *Multi-Year Comparison Reports:*
  - This report allows you to compare your satisfaction survey results to all other members in PEAL and in WCCEAL over the course of multiple years.

Satisfaction Survey Percentiles

≤ 25th percentile   ≥ 75th percentile

Each report is color-coded with the percentages shown in the photo above to show areas you are excelling and areas in which you may need improvement.

Sample QI Variable Trend Report:

QI Variables Trend Report: Q1 2019 - Q4 2022
Sample ALC (ALC, CBRF, 0000016)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022
Report Sponsor	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program	Sample QI Program
Report Status	Regular Member	Regular Member	Regular Member	Regular Member	Regular Member	Regular Member	Gold Member	Gold Member	Gold Member	Gold Member	Gold Member	Regular Member	Regular Member	Gold Member	Gold Member	Gold Member	Gold Member
Required	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Current: Gold Member, Sample QI Program

Comparison Group Filters Applied

ALC Type	Licensed Beds	Reported Occupancy	Public pay	Primary Population	Secondary Population
CBRF	All	51-100	All	All	All

			Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022
Sample QI Program	Matching Communities	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5
	Includes the Community																
Excluding Sample QI Program	Matching Communities	18	15	18	20	17	17	18	13	14	12	14	14	16	16	17	14
	Includes the Community	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
WCCEAL	Matching Communities	20	17	20	22	19	19	20	15	16	14	16	16	18	18	19	16
	Includes the Community	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Falls

Falls and Falls with Injury per 1,000 Residents | Falls and Falls with Injury

Falls and Falls with Injury Per 1,000 Resident Days
Sample ALC (ALC, CBRF, 0000016)
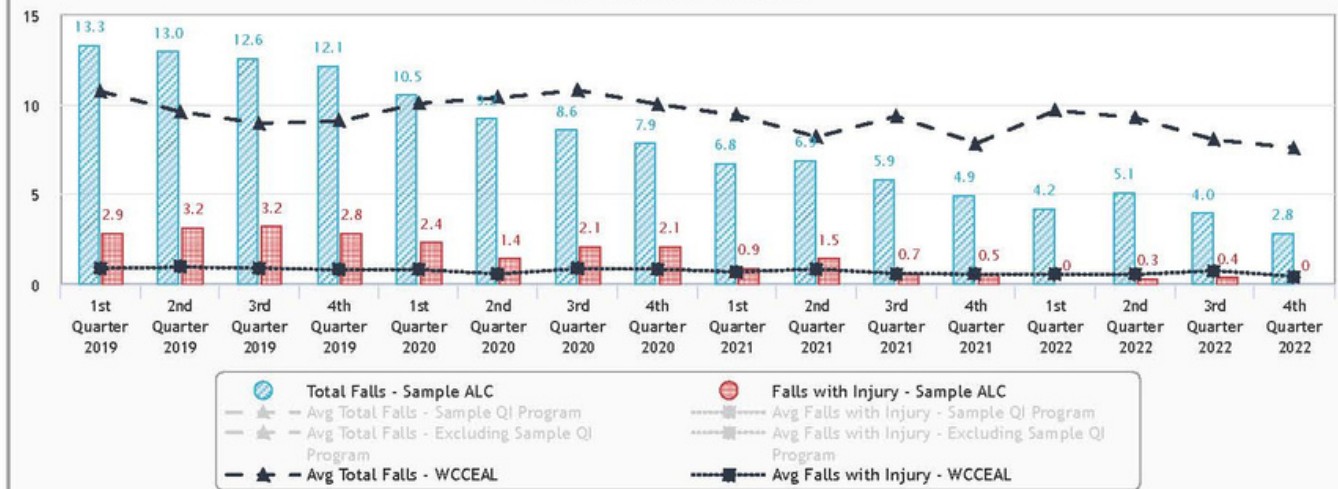
# Sample Multi-Year Satisfaction Survey Comparison Report:

Satisfaction Survey Results

	2022			2021			2020			2019		
	Sample ALC	Sample QI Program	WCCEAL	Sample ALC	Sample QI Program	WCCEAL	Sample ALC	Sample QI Program	WCCEAL	Sample ALC	Sample QI Program	WCCEAL
	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score	Score
TOTAL	4.75	4.39	4.35	4.55	4.45	4.35	4.35	4.41	4.40	4.12	4.39	4.37
A. STAFF	4.78	4.42	4.39	4.77	4.46	4.39	4.73	4.46	4.42	4.20	4.40	4.39
1. The staff members are courteous	4.91	4.57	4.55	4.84	4.59	4.55	4.99	4.62	4.58	4.62	4.46	4.54
2. The staff members are available to talk with me	4.80	4.46	4.37	4.68	4.42	4.36	4.70	4.52	4.41	4.08	4.44	4.39
3. The staff members know what I like and dislike	4.64	4.29	4.24	4.77	4.40	4.27	4.44	4.26	4.27	3.97	4.29	4.25
4. I can get help when I need it	4.78	4.35	4.38	4.80	4.42	4.38	4.79	4.44	4.42	4.14	4.41	4.39
B. RIGHTS	4.74	4.43	4.40	4.71	4.53	4.42	4.40	4.51	4.44	4.17	4.43	4.42
1. I was informed of my rights	4.85	4.37	4.37	4.81	4.54	4.41	4.51	4.53	4.42	4.09	4.51	4.41
2. The people who work here protect my rights	4.72	4.51	4.38	4.72	4.53	4.41	4.89	4.58	4.43	4.05	4.36	4.40
3. My privacy is respected	4.80	4.51	4.45	4.87	4.56	4.46	4.57	4.57	4.49	4.60	4.47	4.47
4. I am informed of rate and policy changes that might affect me	4.43	4.28	4.27	4.41	4.42	4.31	3.83	4.41	4.31	3.86	4.30	4.28
5. I am treated with dignity and respect	4.90	4.52	4.51	4.76	4.56	4.52	4.18	4.50	4.55	4.26	4.54	4.53
C. ENVIRONMENT	4.84	4.46	4.50	4.72	4.51	4.50	4.54	4.44	4.53	4.42	4.43	4.50
1. The residence is homelike and well-maintained	4.89	4.41	4.47	4.67	4.48	4.47	4.64	4.38	4.53	4.58	4.45	4.49
2. I feel safe here	4.97	4.50	4.59	4.90	4.63	4.59	4.78	4.62	4.62	4.71	4.57	4.60
3. My personal belongings are safe here	4.66	4.49	4.43	4.60	4.43	4.44	4.21	4.31	4.45	3.96	4.29	4.40
D. ACTIVITIES	4.61	4.26	4.17	3.91	4.15	4.11	3.97	4.33	4.28	3.88	4.27	4.27
1. Activity programs are offered daily that interest me	4.55	4.01	3.93	3.41	3.96	3.95	3.53	4.06	4.03	3.55	4.00	4.02
2. There are opportunities for me to fulfill my spiritual needs	4.39	4.36	4.11	3.74	4.15	4.05	3.77	4.36	4.28	3.92	4.34	4.28
3. I have the opportunity to socialize with others	4.88	4.40	4.44	4.58	4.34	4.33	4.60	4.58	4.52	4.17	4.46	4.51
E. MEALS AND DINING	4.58	4.24	4.09	4.52	4.34	4.11	3.88	4.20	4.15	3.65	4.21	4.11
1. I get enough to eat	5.00	4.55	4.51	4.96	4.58	4.52	4.96	4.55	4.56	4.60	4.52	4.53
2. The menus offer a variety of food selections	4.72	4.37	4.18	4.37	4.38	4.18	3.82	4.26	4.25	3.88	4.24	4.20
3. I can participate in meal planning if I want	4.07	4.00	3.75	4.00	4.12	3.78	3.27	3.86	3.79	3.22	4.05	3.77
4. My special diet needs are met	4.68	4.12	4.07	4.83	4.39	4.09	4.27	4.23	4.13	3.51	4.19	4.10
5. The food is to my liking	4.66	4.10	4.01	4.63	4.31	4.02	3.54	4.11	4.06	3.38	4.03	4.01
6. The temperature of the food is to my liking	4.32	4.14	3.95	4.32	4.26	3.97	3.44	4.12	4.04	3.30	4.21	3.99
F. HEALTH MANAGEMENT/CARE	4.88	4.50	4.45	4.58	4.58	4.46	4.54	4.48	4.47	4.32	4.53	4.45
1. My family/representative is kept informed about me as I choose	4.93	4.53	4.45	4.61	4.64	4.44	4.59	4.53	4.46	4.50	4.51	4.41
2. My choices of health care providers are respected	4.67	4.51	4.49	4.23	4.55	4.50	4.30	4.44	4.50	4.19	4.51	4.49
3. I get the care and services I need	4.91	4.44	4.44	4.54	4.57	4.46	4.54	4.47	4.47	4.50	4.53	4.45
4. I receive medications on time in a manner acceptable to me	5.00	4.52	4.44	4.95	4.56	4.46	4.72	4.51	4.45	4.07	4.54	4.45
G. OVERALL	4.81	4.41	4.44	4.60	4.52	4.42	4.42	4.47	4.47	4.22	4.47	4.44
1. My lifestyle choices are respected	4.86	4.45	4.47	4.56	4.49	4.45	4.52	4.52	4.49	4.53	4.51	4.47
2. I am satisfied with my overall experience here	4.82	4.42	4.42	4.63	4.54	4.42	4.61	4.49	4.46	4.01	4.44	4.42
3. I would recommend this residence and its services to a friend or loved one	4.75	4.42	4.43	4.60	4.52	4.42	4.13	4.41	4.47	4.12	4.45	4.43

How do I become a ⭐ Gold Member in WCCEAL?

- Gold Member status in WCCEAL means that you exceed the standard requirements of WCCEAL Membership. To obtain Gold member status, you must follow all standard WCCEAL Membership responsibilities in addition to the following:
  - You have been enrolled and in good standing for more than 2 quarters.
  - You submit QI variables on time and look at your new QI Variables reports by the end of the Reports Review Period.
  - You return at least 25% of the annual Satisfaction Surveys (if required to administer) and look at your new Satisfaction Survey reports by the end of the Reports Review Period.

How do I access the Clinical Resource Center (CRC) site?
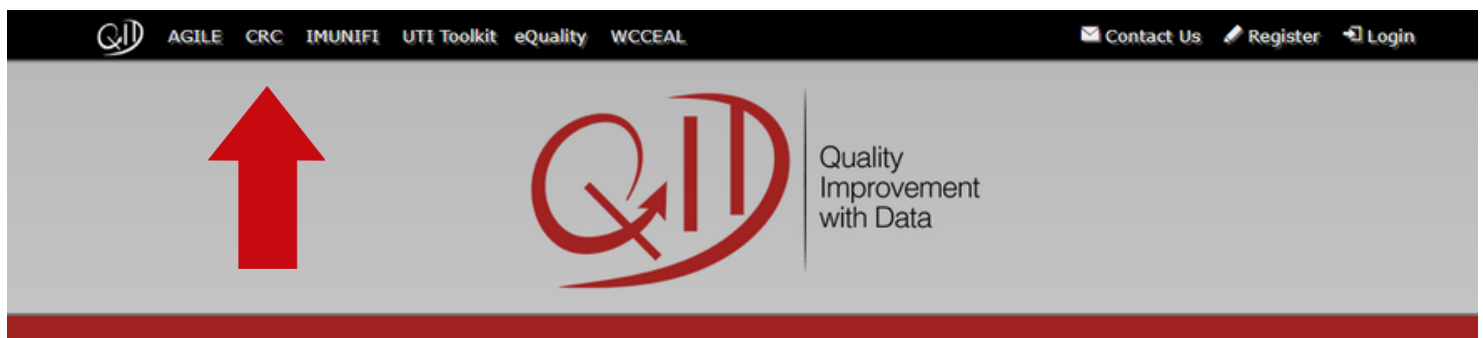
- Go to: **_https://qid.wisc.edu_**.
- Click **_Login_** in the upper right-hand corner.
- Enter your username and password
- If you need any assistance with logging in, please reach out to taylor@whcawical.org **OR** helpdesk@qid.wisc.edu.
- Click the **Login** button.
- Select the **_CRC_** tab at the top-center of the page.