

# Family Care/Partnership Provider Quality Newsletter

Q4 2024

## Don't let the flu stop you

The Fall and Winter Virus season is upon us and it's important for you and those you care for to stay healthy and virus free this season. Follow these simple tips below:

1. Clean frequently used surfaces with disinfectant, including places like the kitchen counter, tables, door handles, and stair railings.
2. Encourage the members you support to cover their nose and mouth when coughing or sneezing. Keep tissues in common areas as using a tissue is best.
3. If needed, help the members you support wash their hands frequently especially before and after meals and after coughing or sneezing into their hand. If soap and water are not available, use an alcohol-based hand sanitizer.
4. Prepare healthy meals and encourage the members you support to drink plenty of fluids to stay hydrated.
5. Keep quiet hours at night and maybe in the afternoon to foster good sleep habits and low stress environments.



6. Assist the members you support and your staff to get their annual flu vaccine.

The CDC recommends everyone 6 months and older get a flu vaccine every season. Flu vaccines are offered in many doctors' offices and clinics. Flu vaccine is available in many other locations including health departments, pharmacies, urgent care clinics, and health centers. Vaccines may also be offered at a school or workplace setting. Visit [www.vaccinefinder.org](http://www.vaccinefinder.org) to find a flu vaccination clinic near you.



# NEW 1-2 Bed AFH Standards

The rewritten 1-2 Bed Adult Family Home (AFH) Standards are here and started August 1, 2024. The standards rolled out and will affect how these homes operate. Understanding these new standards is crucial for ensuring compliance and providing the best possible care for members. The new standards aim to improve member care and safety. Having a standardized environment means that all providers meet certain criteria, which can lead to better outcomes for members.

## **Following the new standards contributes to better overall experiences and provides peace of mind.**

**Review:** Familiarize yourself with the new requirements and adjust your policy & procedures.

**Evaluate:** Review your current work and identify areas needing improvement. Assessment of your business in each area of the new standards is crucial.

**Training Session:** Conduct training sessions for your staff. Well trained staff are essential for smooth transitions and compliance.

Fortunately, several resources are available to help providers understand and transition to the new standards. The following links can be found at the DHS web page for the standards and 1-2 Bed AFH HCBS Benchmarks.

[Medicaid Standards for Certified 1-2 Bed Adult Family Homes | Wisconsin Department of Health Services](https://www.dhs.wisconsin.gov/publications/p0/p00638.pdf)

<https://www.dhs.wisconsin.gov/publications/p0/p00638.pdf>

<https://www.dhs.wisconsin.gov/publications/p0/p02060.pdf>

Following the new standards contributes to better overall experiences, providing peace of mind. Enhanced care contributes significantly to a high quality of life for members.

Remember, staying ahead of the curve is key to success in adult family home care. Don't hesitate to reach out to available resources and collaborators in the field. Together, we can navigate these changes successfully!

# DHS Pay-for-Performance

## Community Connections

Community Connections (CC) is the topic of a 5-year Department of Health Services (DHS) Pay-for-Performance (P4P) initiative for Family Care (FC) and Family Care Partnership (FCP) that began in 2023. CC focuses on increasing the percentage of members who are active in inclusive community life and civic engagement and aims to increase opportunities for members to integrate into their communities and be socially connected based on their preferences. As with other P4P initiatives, meeting the objectives of the P4Ps impacts the funding that Managed Care Organizations (MCOs) receive from DHS for the FC and FCP programs. Meeting benchmarks outlined in the P4P allows for My Choice WI (MCW) to use funds to better support our providers, members, and the organization.

Throughout 2024, the collective WI MCOs have hosted quarterly Stakeholder Collaboration Committee meetings for providers, stakeholders, and community members in 11 separate geographic service regions throughout Wisconsin. During these meetings, committee members have been updated on statewide CC efforts and have helped to identify and problem solve specific barriers to community

connections. These committees have helped MCO staff gain expert counsel into the ongoing efforts to increase community engagement for our members. Thank you, to all who have participated in the CC Stakeholder Collaboration committees in 2024!

In addition to the Stakeholder Committees, in 2024, the WI MCOs have also been completing Community Readiness Assessment interviews with providers, stakeholders, and community members to evaluate how 'ready' a specific community in Wisconsin is to connect members to the community. MCW is conducting these Community Readiness Interviews in Rock County, Milwaukee County, and in the Watertown area. These interviews help to identify areas that communities are doing well to connect people but also aim to address barriers communities face when connecting people. Thank you to all those who have already participated in the Community Readiness Assessments!

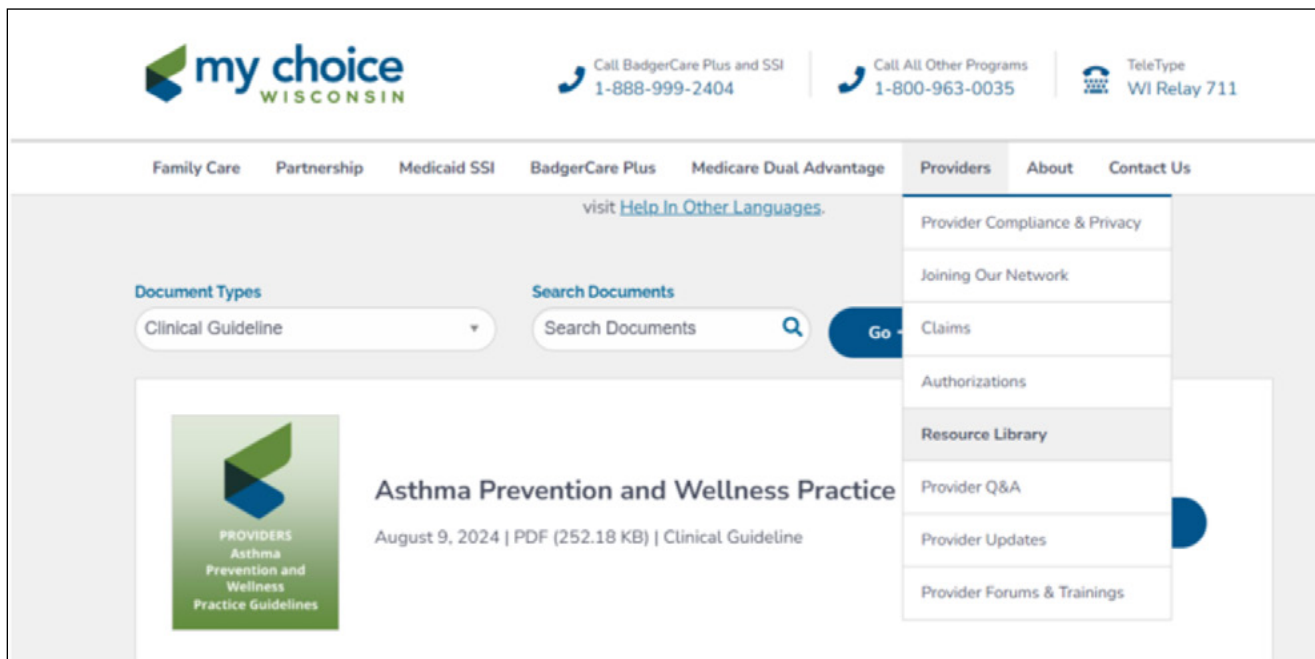
As the final months of 2024 end, My Choice WI looks forward to continuing to connect our members in meaningful ways in 2025, and in the years to follow.



# P&W Practice Guidelines and CPGs

My Choice Wisconsin's previously known Clinical Practice Guidelines have now been renamed to Prevention and Wellness Practice Guidelines. Prevention and Wellness practice guidelines continue to be diagnosis related and contain an overview of the disease, information related to anticipating, recognizing and responding to condition/disease related symptoms, best practice standards for the prevention

and management of the disease, guidelines for the care team for incorporation into the member centered plan, and lastly a plan for quality assurance monitoring of the guideline's effectiveness. As a provider, you can continue to access these Prevention and Wellness Practice Guidelines at [www.mychoicewi.org](http://www.mychoicewi.org) under the providers tab, resource library and then switch the document type to practice guideline.



My Choice Wisconsin has adopted Molina's Clinical Practice Guidelines. These guidelines are very clinical in nature and are used by clinicians to help diagnose and develop a plan of care for treatment. You can find the links for all of the Molina Clinical Practice Guidelines at [www.mychoicewi.org](http://www.mychoicewi.org) under the providers tab, resource library and then switch the document type to Practice Guidelines.

# Quality Assurance Programs Big and Small

Your business is thriving and you are doing well in your endeavors to build your business. You may think you do not need a quality program. Read on for some insights on the importance of quality assurance programs, regardless of the size of your business.

In today's highly competitive and dynamic market, the success of a business is not solely determined by the quality of its products or services, but also by the consistency and reliability of its operations. Quality assurance programs play a vital role in ensuring that your business consistently delivers excellence, thereby fostering customer trust, loyalty, and satisfaction.

Regardless of the size of your business, a well-designed quality assurance program can bring about numerous benefits. It serves as a powerful tool for identifying and addressing potential issues before they escalate, ultimately saving you time, resources, and the costly repercussions of product or service failures. By implementing robust quality control measures, you can enhance the overall efficiency of your operations, reduce waste, and streamline your processes, ultimately driving profitability and growth.

Moreover, a strong quality assurance program can be a valuable asset in building your brand's reputation. In an age where customer expectations are higher than ever, the ability to consistently deliver high-quality services can set your business apart from the competition and position you as a trusted and reliable provider in the eyes of your clientele.

Embracing a culture of quality assurance, regardless of your business size, is a testament to your commitment to excellence and your dedication to your customers. It demonstrates your willingness to go the extra mile to ensure that your offerings meet or exceed the standards of your industry, ultimately positioning your business for long-term success and sustainability.

Explore the transformative power of quality assurance programs and view them as an investment in the future of your business. Programs in the industry like WCCEAL can help launch and support your business. By taking proactive steps to ensure the consistent delivery of quality, you will not only strengthen your competitive edge but also cultivate a loyal customer base that will propel your business towards greater heights.

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## **REMINDER:**

All providers receiving Medicaid funds must enroll with Forward Health for a Provider ID.



# Regulations: Assisted Living Forum

**The Assisted Living Forum brings together people who work in assisted living to discuss:**

- Assisted living care rules
- Best practices for assisted living care
- Local and national trends in assisted living
- Public funding issues

The Wisconsin Division of Quality Assurance (DQA) and the Bureau of Assisted Living hold the Assisted Living Forum four times a year. More meetings are scheduled as needed.

## **Who can attend an Assisted Living Forum?**

Anyone who works in the assisted care industry can attend. This includes:

- Health care providers
- Wisconsin Department of Health Services (DHS) regulators
- People who work at different kinds of assisted living facilities

Members of the media are welcome to attend. However, they should avoid asking questions during the forum. Please contact DHS Communications with questions at [dhsmedia@dhs.wisconsin.gov](mailto:dhsmedia@dhs.wisconsin.gov).

<https://www.dhs.wisconsin.gov/regulations/assisted-living/asstdlvg-forum.htm>

# Regulations: Division of Quality Assurance Email Subscription

Do you work with the [Division of Quality Assurance \(DQA\)](#) or one of its 40 programs? Would you like to receive regular DQA updates? If yes, subscribe to one of our DQA email lists.

## DQA email lists

Select a link to view the related subscription page. Add your email address to receive electronic updates.

- **[DQA Assisted Living Forum Email Updates](#)** - Get updates about issues related to assisted living and the [Assisted Living Forum](#).
- **[DQA Notifications and General Email Updates](#)** - Get updates about entities that DQA regulates. Updates include:
  - CMS program letters
  - [DQA Memos](#)
  - [Pharmacy Newscapsule](#)
  - Public health bulletins
- **[DQA Nurse Aide Training and Testing Email Updates](#)** - Get updates about DQA nurse aide training programs.
- **[DQA Plan Review and Inspections Email Updates](#)** - Get updates about issues related to building or expanding health or residential care facilities. This includes DQA physical plant memos, CMS (Centers for Medicare & Medicaid Services) Life Safety Code program letters, and more.
- **[Wisconsin Admin. Code ch. DHS 75 Email Updates](#)** - Get updates on the revised Wis. Admin. Code ch. DHS 75. This is helpful for providers who are certified under this administrative code.
- **[Other Wisconsin Department of Health Services \(DHS\) email lists.](#)**

<https://www.dhs.wisconsin.gov/regulations/listserv-signup.htm>

## Attn: Nursing Home Providers New Resources Available

The Division of Quality Assurance is sending this message as part of our commitment to Collaboration, Innovations and Quality.

The Wisconsin Department of Health Services, Division of Quality Assurance (DQA) is pleased to announce the release of the following new resources to assist new and existing managers in nursing homes.

The [Welcome Guide and Resources for Nursing Home Administrators and Directors of Nursing](#) was developed by DQA staff in conjunction with the Wisconsin Board on Aging and Long Term Care, the Wisconsin Director of Nursing Council, Leading Age Wisconsin, and the Wisconsin Health Care Association. The [Welcome Guide](#) provides nursing home managers with information on a variety of topics, including educational and clinical resources, as well as contact information to related organizations for additional guidance.

The [Survey Readiness Guide](#) was developed by the Bureau of Nursing Home Resident Care (BNHRC) to help nursing home managers and their staff be survey ready every day of the year. The guide provides managers with survey forms, checklists, and training material to help prepare staff for the survey.

<https://content.govdelivery.com/accounts/WIDHS/bulletins/38095b0>