History of Assisted Living in Connecticut

**January 26, 1995**
- Introduction of DPH Assisted Living regulation at first CALA conference "From Concept to Reality." Held at the Waterbury Sheraton - Presented by DPH and the Advisory Committee on CCRC’s. Co-sponsored by CANPFA, CT Association for Home Care, CAHCF, CT Association of Adult Day Centers, National Association of Senior Living Industries, and the Assisted Living Facilities Association of America

**May 1995**
- Formation of the Connecticut Assisted Living Association

**1992-1995**
- Working group formed to develop Connecticut’s Assisted Living regulations

**Dec. 21, 1991**
- Edith Prague (then Gov. Weicker’s Commissioner on Aging) calls Law Firm Murtha Cullina (Atty. Martha Meng) to request meeting to discuss new concept of Assisted Living. George Prouty, David Vail, Edith Prague, and Atty. Meng meet with DPH Commissioner Susan Addis, Department of Consumer Protection Commissioner Gloria Shaffer, Steve Bongard, Chairman of Commission on Hospitals and Health Care (now DHCA)

**1981**
- Paul and Terry Klaassen open first Sunrise Assisted Living home in Oakton, VA and coin the term “Assisted Living.”
Connecticut Assisted Living Providers Listed by Trade Association Affiliation

CALA & Leading Age, 17%
CALA & AHCA (National membership), 38%
CALA Only, 23%
Leading Age Only, 10%
No Membership, 11%
Membership Benefits of CALA

- Communication regarding Connecticut-specific public policy advocacy
- **Education** opportunities designed for senior housing and service providers
  - Routine seminars
  - Annual meeting with surveyors of DPH (full house every year)
  - Annual Executive Director Training Course
  - Annual SALSA Training Course
  - Co-branding with Alzheimer's Association CT Chapter forming Connecticut Leadership in Dementia Care (CLDC) Certification
- Multiple annual awards events which celebrate and spotlight both member and resident accomplishment
  - Resident Achievement award
  - Chef Challenge
  - Community Awards
- Peer-based committees (SALSA Committee) and proactive quality initiatives that promote and support best practices
- Efforts to create public awareness of assisted living as a senior housing and service option
  - Partnership with Hartford Courant, sponsoring the CALA trade show and developing the annual Assisted Living resource guide
- State affiliate of Argentum – the leading national trade association serving companies that own, operate, and support professionally managed senior living communities

CT Center for Assisted Living Opportunities...

- Provide AL providers with **best practices** in areas such as:
  - Governance and Admin
  - Advanced Directives/End of Life
  - Move Out/Discharge Law
  - Resident Lease Agreements
  - Regional Mutual Aid Plan
  - Crisis Communication
  - Resident Care
  - Clinically Complex Scenarios
  - Reduction of Antipsychotics
  - Resident Assessment Tools
  - Falls Risk Assessment Tools
  - Elopement Prevention
National Center for Assisted Living
NCAL
(1 of 2)

- NCAL organization, structure and membership
- Governance
  - National Priorities
  - Capitol Hill Advocacy - Washington DC and membership engagement
  - Following National Trends
    - Regulations
    - Demographics

National Center for Assisted Living
NCAL
(2 of 2)

- Quality and Data Solutions
  - Establishment of National Quality Initiatives
  - Long Term Care Trend Tracker
  - The AHCA/NCAL National Quality Award Program, based on the core values and criteria of the Baldrige Performance Excellence Program
  - Measuring performance with AL Cost Calculator

- Professional Education, Development and Recognition
CT Center for Assisted Living
Next steps:
▶ Membership Activity
  ▶ Actively register and enroll AL providers
    ▶ State based providers
    ▶ National/Regional providers who are NCAL members in other states
▶ Governance and administrative structure
  ▶ Establish by-laws
  ▶ Develop Governance (structure, positions, duties)
  ▶ Establish strategic direction
▶ Member Support Initiatives
  ▶ Essential committees
  ▶ Educational opportunities
  ▶ Relationship with DPH
  ▶ Regulatory initiatives scheduled for 2020

ARBORS of HOP BROOK
On the road to Quality, a detour was taken...
▶ CCAC/CARF Accreditation
  ▶ Commission on Accreditation of Rehabilitation Facilities (CARF)
▶ What is CARF/CCAC accreditation and why is it important?
  ▶ The Continuing Care Accreditation Commission (CCAC), which was acquired by the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2003, is the nation’s only accrediting body for continuing care retirement communities (CCRCs).
▶ CCAL/NCAL WILL MAKE YOU BETTER
Featured Guests

- Helen Crunk
  - Executive Director, Pemberly Place
  - Vice Chair, National Center for Assisted Living

- Peggy Connorton
  - Director, Skilled Nursing Operations, Covenant Retirement Communities

The National Center for Assisted Living

Helen Crunk
NCAL Vice Chair
Who We Are

NCAL’s Mission Statement
NCAL’s mission is to lead the assisted living profession through public policy advocacy, knowledge, education and professional development.

NCAL’s Vision Statement
NCAL is dedicated to promoting high quality, principle-driven assisted living care and services with a steadfast commitment to excellence, innovation and the advancement of person-centered care.

What We Do

• Federation model
  • 50 AHCA state affiliates
  • 45 NCAL state affiliates

• Members
  • 1 million SNFs beds
  • 240,000 ALs beds

• Voice in Washington

• Leader on Quality
A Growing Membership

A Diverse Membership

Size
NCAL Membership
- Independent Owner
- Multi Facility Org

Ownership
NCAL Membership
- Not for Profit
- For Profit

INDEPENDENT OWNER = 10 OR FEWER FACILITIES
NCAL Governance

• NCAL Board of Directors
  • Three Officers: Chair, Vice Chair, Secretary/Treasurer
  • 14 At-Large Members
  • Reps from state affiliates, ABMs, & AHCA Board
  • Develops policy positions, annual dues rates and budget
  • Votes in NCAL Board elections

• NCAL State Leaders
  • Designated by each state affiliate
  • May serve on NCAL committees
  • Votes in NCAL Board elections

Ways to Engage

Committees & Workgroups
• Customer Relations
• Finance and Policy
• Quality
• Workforce (with AHCA)
• Risk Management Work Group

Constituency Groups
• Senior Living Executive Council
• Assisted Living Independent Owner Council

Leadership Training
• AHCA/NCAL Future Leaders Program
How We Win

• Being right on policy
  • Proactively taking solutions to the Hill
  • Leading with quality improvement
• Being a political and lobbying powerhouse
  • Engaging key members of Congress on assisted living

NCAL’s Priorities

Prevent federal regulation of assisted living
Protect Medicaid for HCBS
Increase participation in quality & data solutions
Why Should Long Term Care… Care?

<table>
<thead>
<tr>
<th>Republicans</th>
<th>Democrats</th>
<th>Divided Government</th>
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<tbody>
<tr>
<td>• Favor less regulation</td>
<td>• Favor more regulation</td>
<td>• Little gets accomplished</td>
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<tr>
<td>• May cut programs like Medicare &amp; Medicaid</td>
<td>• Usually protect Medicare &amp; Medicaid</td>
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- Federal implications for ALs
  - SNF federal regulations could be copied by the states for AL
  - Requirements for HCBS Medicaid providers (AL) could be copied for state licensure requirements/regulations
Committees with Jurisdiction over Assisted Living

SENATE
- Special Committee on Aging
- Senate Finance

HOUSE
- Energy and Commerce
- Ways and Means

Agencies That Can Impact Assisted Living

- CMS
- DOL
- ACL
- OSHA
- HUD
- NLRB
- DOJ
- EPA
- FDA
NCAL’s Policy Work

• Assisted Living State Regulatory Review
• Medicaid Advocacy
  • HCBS Final Rule
• New payment models
  • Managed care
• Risk management and compliance

NCAL’s Plan

• Continue to monitor all committees/key members of Congress with potential threats to assisted living
• Continue our political and lobbying activity
  • Educate members of Congress about AL
  • Develop relationships
  • Reinforce our quality message
• Coordinate with other stakeholders
How You Can Help

• Come to Congressional Briefing
• Grassroots - Become an advocate
  • [http://cqrcengage.com/ahca/home](http://cqrcengage.com/ahca/home)
• Host a community tour for your member of Congress
  • For tips, contact AHCA’s Matt Smyth: msmyth@ahca.org

Increasing State AL Regulations

• 29 states updated AL regs between June 2017 - June 2018
• Most common change – staff training and requirements
  • 9 states: CO, FL, LA, NH, NC, OH, OK, OR, TX
• Additional changes:
  • Residents Rights
  • Abuse and neglect
  • Emergency Preparedness

Source: NCAL’s 2018 State Regulatory Review
States are Increasingly Adopting Managed Care for LTSS

Demographics Indicate Potential
But Growth Also Presents Potential Challenges

Residents’ Needs are on the Rise

Percentage of AL Residents Requiring Assistance with ADLs

- Bathing: 61% (2013), 62% (2014), 64% (2016)
- Dressing: 45% (2013), 47% (2014), 48% (2016)
- Toilet: 37% (2013), 39% (2014), 40% (2016)
- Eating: 18% (2013), 20% (2014), 19% (2016)

Source: National Center for Health Statistics, Long-Term Care Providers and Services Users in the U.S.
Quality & Data Solutions

LTC trend tracker
YOUR QUALITY & PERFORMANCE SOLUTION

The QUALITY INITIATIVE
for Assisted Living

NCAL
NATIONAL CENTER FOR ASSISTED LIVING
Quality Initiative Goals

**Staff Stability**
Reduce turnover among direct care staff to a rate of 50% or less.

**Customer Satisfaction**
Residents and/or family members are satisfied with their experience at 90% or more.

**Hospital Readmissions**
Safely reduce hospital readmissions within 30 days of hospital discharges to a rate of 20% or less.

**Antipsychotics**
Safely reduce the off-label use of antipsychotics to a rate of 15% or less.

http://QualityInitiative.ncal.org

How to Measure?

www.LTCTrendTracker.com
Benefits of LTC Trend Tracker

- Uniform data - everyone's using the same math
- Comparative data
  - Set your own peer groups including state, region, nation
- Use for AHCA/NCAL Quality Award applications
  - Requires comparative data for Silver and Gold levels
- Market your community
- Share with potential consumers and referral sources (e.g., discharge planners)
- Identify areas for improvement
- Get staff invested
- It’s included in your NCAL membership.

Features of LTC Trend Tracker

- Assisted Living Dashboard
  - See progress on all quality measures
  - Highlight up to 4 metrics
  - Add in your specific goals
- Save and schedule reports
- Customize to your needs
  - View individual communities, divisions or your entire organization
  - Select peer groups (type of provider, bed size, area)
  - Choose time-frames (monthly, quarterly, 6-month, yearly)

www.LTCTrendTracker.com
AHCA/NCAL National Quality Award Program

• Pathway for providers to journey towards performance excellence
• Based on the core values and criteria of the Baldrige Performance Excellence Program
• Member communities may apply for three progressive levels of awards:
  • Bronze - Commitment to Quality
  • Silver - Achievement in Quality
  • Gold - Excellence in Quality

http://QA.ahcancal.org

Value of the Quality Awards

• Performance Improvement
  • Be intentional – understand your processes & procedures
  • Make your organization better
  • Prepare for regulatory demands
• Staff Motivator
  • Morale booster - creates a culture of excellence throughout the organization
• Esteemed Recognition
  • External validation at a local and national level
  • Market to your potential residents and family members

http://QA.ahcancal.org
Value of the Quality Awards

- Silver & Gold recipients have better
  - Survey scores and fewer deficiencies
  - Quality Measures
  - Five-Star Ratings
  - Rehospitalization rates
  - Staff retention & less turnover
  - Occupancy

http://QA.ahcancal.org

It’s About the Journey

http://QA.ahcancal.org
The AHCA Quality Award: Perspective of a Recipient/Participant

Chanté Drasdis, CASP, MHA, NHA
Executive Director, Arbors of Hop Brook

Introduction

2008-2010
Assisted our Health Care Center with successful Bronze, Silver, Gold Award application
First in CT, first single site operator to achieve Gold.

2016
Successfully obtained Bronze Award at our IL/AL component of CCRC.
2016 first AL award winners in CT
Only CCRC to obtain award across the continuum.
AHCA/NCAL National Quality Award Program

Mission:
Promote and support the application of continuous quality improvement in AHCA/NCAL member organizations

- Launched in 1996
- Based on the Baldrige Performance Excellence Program

Program Criteria
Our Experience

The quality award process provided the pathway & the foundation to identify successes & communicate performance excellence by quantifiable indicators.

The process brought the team together around performance practices and capabilities, and helped incorporate our mission statement and stakeholder needs.

The award is source of great pride & accomplishment for our entire organization.

AHCA Quality Award Benefits

• Reaffirm your mission, goals & customer expectations
• Assess and maximize your facility’s strengths
• Apply systematic approaches that produce results
• Validate and secure links between continuous improvement, quality & customer satisfaction
• Increase your performance management
AL Cost Calculator

- New NCAL member benefit
- Resident assessment tool with 25 different categories
- Calculates monthly costs for direct care (licensed and unlicensed) per resident with completed assessment form
- Ability to factor in anticipated company costs
  - licensed and unlicensed wages
  - taxes and benefits
- Allocates total monthly care costs per community
  - Multi-facility companies can compare costs per community over time
- Customizable graphs of cost data across the organization

www.alcostcalculator.org

Thought Leadership
Events, Education, Programs and Additional Benefits
AHCA/NCAL Conferences

- Quality Summit
  - March 18-20, 2019
  - Tampa, Florida
- Independent Owners Conference
  - March 20-22, 2019
  - Tampa, Florida
- Congressional Briefing
  - June 3-4, 2019
  - Washington, DC
- Convention & Expo
  - October 13-16, 2019
  - Orlando, FL
  - NCAL Day - October 13th

ahcancaLED

- Exclusive AHCA/NCAL online learning management system
- Access
  - Resources
  - Training materials
  - Webinars on-demand

https://educate.ahcanca.org
Awards Programs

• AHCA/NCAL National Quality Award Program
• Jan Thayer Pioneer Award
• NCAL Awards Program
  • Administrator of the Year
  • Nurse of the Year
  • Noble Caregiver of the Year
  • National Assisted Living Week® Programming

Preferred Provider Programs

• Designed to help cut costs on products and services
• Exclusive member benefit discounts
• Start saving today on:
  • Employee Health Benefit Programs
  • General and Professional Liability Insurance
  • Gero Nurse Prep
  • Assisted Living Certification
  • Dementia Training Programs
  • Discounted Shipping Program
  • Energy Savings Programs
LTC Career Center

• Online job board network for LTC employers and talent
  • Employers: Network of millions of members of more than 300 prestigious health care professional societies and associations.
  • Job Seekers: Career opportunities from quality employers. Free resource for any health care professionals

www.ahcancal.org/careers

Questions?
A Provider’s Perspective
Peggy Connorton
Covenant Retirement Communities

Why are a member of AHCA/NCAL

- Covenant Retirement Communities has 14 communities in 9 states
- Membership allows us to be prepared for changes in regulations
- Utilize the AHCA/NCAL tools-
  - Quality Award
  - LTC Trend Tracker
  - Involved in committees
Quality Award-AL

- Allows for us to start applying performance excellence
  - We are getting away from a compliance program to a quality program
- Allows for a strategic thinking mindset
- One of our AL Directors who is starting the Bronze application
  - This allows me to start thinking about how quality impacts the business
  - The questions in the application are going to make me and my team better leaders and have better outcomes for our residents

LTC Trend Tracker

- We use the LTC Trend Tracker tool as the basis of our QAPI program in AL
- NCAL measures-
  - We trend monthly and enter in to the LTC Trend Tracker Systems
  - Hold the campuses accountable at the national level