



**CITY OF FORT ATKINSON, Fort Atkinson, WI, 53538**

**Date: January 8, 2016**

**TO:** Fort Atkinson Planning Commission

**FROM:** Andy Selle, P.E.

**SUBJECT:** Adult Care Facilities Workgroup

The recommendations below were developed by the Adult Care Facilities Workgroup which met in December 2015 – January 2016. The workgroup was a diverse assemblage of individuals with experience in the adult care industry of greater Fort Atkinson. The workgroup was developed to determine a course of action in response to a significant strain on emergency services provided by the City of Fort Atkinson by the adult care community.

These recommendations will be presented at the January 12<sup>th</sup> meeting of the Fort Atkinson Planning Commission. Discussions here will be captured within this document if needed, and reviewed by the workgroup, in anticipation of presentation in FINAL form at the January 19<sup>th</sup>, 2016 meeting of the Fort Atkinson City Council.

## **Proposed Recommendations of the Adult Care Facilities Workgroup**

### **1. Establish the “Fort Adult Care Professionals Consortium” FACPC**

- a. **Objective:** To provide a professional forum for those involved in the adult care industry in Fort Atkinson where regular communication can occur. The group is tasked with improving the industry among a number of current and future needs and ensuring a sustainable, high level of patient service continues in Fort Atkinson.
- b. **Suggested Membership:** All entities involved in Adult Care within the extended Fort Atkinson boundaries. Including, Managed Care Organizations (those serving AND placing residents in Fort Atkinson), Adult Day Services, Residential Care Assisted Communities, Supported Apartment Programs, Adult Family Homes, Community Based

Residential Facilities, Nursing Facilities, Hospital Staff, Emergency Services and City Representatives are eligible for membership.

The Fort Atkinson Planning Commission will make membership and ACTIVE participation in FACPC a condition of approval for all new facilities.

- c. **Meeting Frequency:** The FACPC should meet a minimum of 4 times/year at quarterly intervals.

More frequent meetings may be required at the outset to assure timely progress on directives noted below.

- d. **Initial Directives:** The Adult Care Facilities Workgroup which met from December 2015 - January 2016 developed the following initial directives to reduce the number of preventable calls placed to the Police, Fire, and Ambulance services of Fort Atkinson.

Progress related to these directives must be updated to the Fort Atkinson Planning Commission every 3 months for a period of 1 year from the day of the first FACPC meeting. The progress made on these directives will be used to determine if the temporary moratorium may be lifted at that time.

- i. **Establish a Framework for the Society** - establish dues, rules of order, formal positions with tenure, articles of incorporation, subcommittees, and membership obligations suitable to meet the objective of this professional group
- ii. **Enact Measures to Reduce Emergency Calls (YEAR 1 - 2016)** - establish solutions to reduce the number of non-emergency and preventable calls placed to emergency services within the Fort Atkinson service area by 5%, compared to 2015 calls, by the end of 2016. The workgroup has provided the following areas of focus in support of this.

1. Emergency Call Analysis

- a. Establish definitions for “Non-emergency,” “Preventable,” and “Emergency” calls.
- b. A committee to develop this critical piece of information has been established by the workgroup to ensure timely progress. The committee will forward their recommendation for codification in a City Ordinance. The following volunteered: Chris Rogers,

Tracey Hansen, Becky Brokmeier, Richard Gorniak, Karen Harden, Rob Lulling, Adrian Bump, Mike Reel, Andy Selle.

- c. An appeal procedure will be developed within the City Ordinance with input provided by the committee.

## 2. Competency Based Training

- a. Develop Minimum Required Best Practices for Emergency Services as a template for each facility to adopt and develop further. Best Practices should exceed standard state requirements
- b. Develop minimum required competency based training for new hires that exceed state requirements
- c. Develop a means to track and report competency based training progress among staff.
- d. Develop minimum required continuing education - (annual, monthly etc) for existing staff that exceeds state standard requirements.
- e. Develop a schedule for regular training opportunities for members of FACPC, coordinated by FACPC, to improve care and management of facilities and those providing indirect care to residents of adult care facilities.

## 3. Reporting

- a. Establish annual reporting to the Fort Atkinson City Council to include:
  - i. Overall progress toward emergency call reduction
  - ii. Overall progress on training and facility improvements to support emergency call reduction
  - iii. A 1 year look ahead that details additional goals, challenges and expected progress schedule
- b. Develop a means to distribute semi-annual call summaries provided by emergency services to MCOs and Facility owners

- c. Develop a mechanism for communicating information to members via website, list serv email, paper circular etc.

4. Oversight

- a. Establish a liaison from FACPC with the DHS - BQA to ensure oversight is occurring on schedule and effectively.

iii. **Develop a 5 Year Plan (YEAR 2 – 2017)**

- 1. The plan should outline a strategy and objectives for the continuation of the group to support and overall improvement of this industry in Fort Atkinson. Elements might include
  - a. Community outreach regarding the industry within Fort Atkinson, particularly those facilities in residential communities
  - b. Develop analyses and metrics that will inform long term decisions related to density of adult care facilities and the attendant staffing required by emergency services

**2. Establish Emergency Services Forfeitures**

- a. Members of the FACPC will receive 2 courtesy calls from either police, fire, or ambulance collectively that are defined as preventable or non-emergency in the City Ordinance. Upon the 3rd call to the same address, a meeting between a member of emergency services, the facility owner, and the MCOs with patients housed at the facility will be arranged. Upon the 4<sup>th</sup> call and for subsequent calls in the calendar year a forfeiture of \$1000.00 per call will be assigned to the facility owner.
- b. Non-members of the FACPC will be charged a \$1000.00 forfeiture for each call to emergency services defined as preventable or non-emergency within the City Ordinance
- c. Forfeitures will be assessed in addition to existing cost recovery efforts.