Assuring Quality in Assisted Living: Guidelines for Federal and State Policy, State Regulation, and Operations
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A Report
To The
U.S. Senate Special Committee On Aging
From The
Assisted Living Workgroup

April 2003
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Assisted Living Workgroup
Participating Organizations

ACCREDITING ORGANIZATIONS
CARF-CCAC
Joint Commission on Accreditation of Healthcare Organizations

AGING/LONG TERM CARE ORGANIZATIONS
American Geriatrics Society
National Academy of Elder Law Attorneys
National Adult Family Care Organization
National Association of Professional Geriatric Care Managers
National Council on Aging
Pioneer Network

CONSUMER ADVOCATES
AARP
American Bar Association Commission on Law and Aging
Alzheimer's Association
Consumer Consortium on Assisted Living
Center for Medicare Advocacy
National Association of Local Long Term Care Ombudsmen
National Association of State Ombudsman Programs
National Association for Continence
National Citizens’ Coalition for Nursing Home Reform
National Committee for the Prevention of Elder Abuse
National Committee to Preserve Social Security and Medicare
National Senior Citizens Law Center
NCB Development Corporation, The Coming Home Program

DISABILITY COMMUNITY
National Multiple Sclerosis Society
Paralyzed Veterans of America
United Cerebral Palsy

HEALTH CARE PROFESSIONALS
American Academy of Home Care Physicians
American Assisted Living Nurses Association
American College of Health Care Administrators
American Medical Directors Association
American Occupational Therapy Association
American Physical Therapy Association
American Society of Consultant Pharmacists
Consultant Dietitians in Health Care Facilities
National Association of Activity Professionals
National Association of Social Workers
National Network of Career Nursing Assistants
National Conference of Gerontological Nurse Practitioners
National Hospice and Palliative Care Organization

PROVIDER ASSOCIATIONS
American Association of Homes and Services for the Aging
American Association of Service Coordinators
American Seniors Housing Association
Assisted Living Federation of America
Catholic Health Association of the United States
National Association for Home Care
National Center for Assisted Living

REGULATOR ASSOCIATIONS
Association of Health Facility Survey Agencies
National Association for Regulatory Administration

STATE/LOCAL GOVERNMENT
National Association of State Units on Aging

OTHER
American Institute of Architects
Assisted Living Workgroup
Steering Committee

AARP
American Assisted Living Nurses Association
American Association of Homes and Services for the Aging
American Medical Directors Association
American Seniors Housing Association
Assisted Living Federation of America
Association of Health Facility Survey Agencies
Consumer Consortium on Assisted Living
National Association of State Ombudsmen Programs
National Center for Assisted Living
National Citizens’ Coalition for Nursing Home Reform
The NCB Development Corporation/Coming Home Project
Pioneer Network
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Introduction

As a result of the April 2001 hearing held by the U.S. Senate Special Committee on Aging, committee staff members asked assisted living stakeholders to develop recommendations designed to ensure more consistent quality in assisted living services nationwide. The primary directive was to be inclusive and permit any interested national organization to participate in the endeavor. Shortly thereafter, a core group of assisted living stakeholders extended invitations to numerous national organizations. Subsequently, the Assisted Living Workgroup formed with nearly 50 organizations representing providers, consumers, long term care and health care professionals, regulators and accrediting bodies. Meetings on assisted living and the development of recommendations began in Fall 2001.

The ALW identified overarching interests or principles that all topic groups were to consider. Those interests were:

- Quality Indicators
- Dementia Care
- Outcome Measures
- Accountability
- Regulations & Legislation

- Facility Size
- Research
- Best Practices
- Affordability

Much of the ALW’s early work focused on developing the rules and processes under which the ALW would operate, including a four-stage approval process for recommendations. After much discussion, it was decided that a two-thirds majority vote of the participating organizations present (or through written proxy) at a full ALW meeting was necessary to move a recommendation forward to the next stage of the ALW’s four-stage approval process. Many recommendations were significantly modified as they moved through the development stages. Each approved recommendation was voted on at least three times by the organizational representatives present at the full monthly ALW meetings.

The chapters in this report are organized by ALW topic group. In each chapter, both recommendations that received a two-thirds majority vote of the ALW participating organizations voting at the meeting and those that did not are included. Recommendations receiving two-thirds majority support appear first in each chapter; recommendations that did not receive two-thirds majority support follow.

Voting records are included for all approved recommendations and for those that failed in the last stage of the ALW voting process (on the third and final vote). Recommendations that failed earlier in the ALW process are included but do not have voting records. Finally, it should be noted that an organization was allowed to change its initial vote on a recommendation after the full report was compiled. However, the ALW determined that such vote changes would not affect whether the recommendation is listed as receiving a two-thirds majority.

The ALW also allowed participating organizations to submit supplemental positions on any recommendation published in this report. Supplemental positions were limited to 500 words and required a minimum of two organizational signatories.
Finally, the appendices at the end of the report include three additional resources. Many topic groups made recommendations for operational models or best practices that have been included as Appendix A. These recommendations were not voted on by the full ALW, but are included for the reader's information. Appendix B is a list of recommendations by topic group. Appendix C is a glossary of terms used in the report.

This report was requested by the U.S. Senate Special Committee on Aging, but is intended to be useful to a broad range of stakeholders, including:

- policymakers at the federal and state levels;
- agencies at the federal and state levels that are involved in service delivery, regulation, quality monitoring and enforcement, and providing public subsidies;
- consumers and their families;
- assisted living providers;
- health and long term care professionals, such as nurses, medical directors, pharmacists, social workers, activity directors, nutritionists, etc.;
- insurers, both public and private;
- financiers, both public and private; and
- public policy researchers.

Contact Information
For further information about the ALW, please check the Web site, alworkgroup.org, or send an e-mail with questions to info@alworkgroup.org. Written inquiries can be addressed to Assisted Living Workgroup, 2519 Connecticut Avenue, NW, Washington, DC 20008.