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Dear Members,

As EOEА prepares to implement their new information management platform, which includes the incident reporting system, they seek updated information from all ALRs in order to increase efficiency and accuracy. Please see below for their full message and the details about submitting the requested data.

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Good afternoon ALR Executive Directors,

The Assisted Living Certification & Compliance Unit at the Executive Office of Elder Affairs (EOEA) has been working diligently on the development of a new information management platform that will include an updated incident reporting system and database of each Assisted Living Residence (ALR) currently certified to operate in MA. The new incident reporting system is scheduled to go live by the end of 2023. As part of the transition to the new platform, we are committed to ensuring that the profile of each ALR is current and accurate which has prompted this outreach.

We are conducting a short survey aimed at updating the characteristics of each ALR that are not currently identified in the existing database. The information sought will enhance the quality of the ALRs record on file with this office when the new incident reporting system is launched.

#### **Survey Details:**

**Survey Launch:** Tuesday, October 10th, 2023

**Survey Closing Date:** Tuesday, October 24th, 2023

**Information Needed:** We will be seeking updated information related to:

- Dietary Program offerings
- Mechanical lift offerings
- Payment sources accepted by your ALR
- Clinical services offered
- Updated contact information for Executive Director and Resident Care Director
- Management company contact information

#### **Survey Link:**

Please take a moment to complete the survey by clicking [here](#). Your participation is highly valued and appreciated.

#### **Purpose and Importance of the Survey:**

- **Data Accuracy and Completeness:** Enhancing our database's integrity by ensuring it contains the most current and complete information regarding ALRs.
- **Optimizing Platform Integration:** Enabling seamless integration with the new incident reporting system to maximize functionality and efficiency. This will enhance EOEА's ability to use and reference the platform, both internally and in our responses to consumer inquiries.
- **Communication with ALRs:** Updated contact information for Executive Directors and Resident Care Directors is crucial to ensuring timely communication between EOEА and ALRs.

#### **If You Don't Respond:**

If we do not receive a response from your ALR, EOEА will utilize existing profile data

available to us. However, this data may not accurately reflect your residence's characteristics, potentially affecting the seamless integration of the new platform.

We appreciate your cooperation and collaboration with this important initiative. Please direct any questions to [ALRHELP@Mass.gov](mailto:ALRHELP@Mass.gov)

Thank you for your attention and timely response to this survey.

Trisha Marchetti

[EOEA ALR Characteristics Survey October 2023 \(keysurvey.com\)](https://keysurvey.com)

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