Saying Yes…for a Lifetime

A few years ago I was leading operations for a network of retirement communities, and over time we grew a reputation for concierge-like services on our campuses. Whatever the needs of our guests and residents, we always found ways to say "yes."

Due to this spirit of "yes," questions came about concierge-like services off our campuses, in homes and communities. Our challenge was we weren't organized to handle these off-campus requests. A new idea was born.

Why not create a very special team, ready to say yes to seniors for all services… over a lifetime? Needs like:

- Getting to appointments (transportation)
- Constructing a ramp (home modification)
- Help at home (home care, home health)
- Active senior living (assisted living, dementia care)
- Skilled help for a few days (respite care)
- Recovery after procedures (skilled rehabilitation)
- And more…

In most communities, you'll have to call several numbers for all these services. With Shea Family, you can call one number, 24 hours a day, 7 days a week. Caring coordinators will listen, match needs with services, and help navigate options for paying for them – offering welcome relief as decisions are made.

When services are coordinated across a continuum, unprecedented quality becomes possible. Compare for yourself Shea Family's metrics against peers in San Diego, across California, and nationwide – and you'll see data-driven quality in action. This debut annual report shares the results, and celebrates the very special teams who make it possible.

One number to call 24/7. Measurably better quality. Yes, how can we help you?

Kenneth Lund, CEO

75%
Of patients in Shea Family skilled rehab go home in less than 2 weeks, compared to 35% across California.

13%
Of patients in Shea Family skilled rehab return to the hospital, compared to 34% across California.

50%
Of Shea Family skilled facilities have achieved Joint Commission Accreditation, and are among an elite few in San Diego County with this honor.

Advancing Education

The senior care industry is constantly advancing. While all clinicians are required by law to have varying degrees of education, a new board-certified gerontological nursing program, or GERO, teaches the highest standards of excellence. The program was created to expand skills, competencies, and personal and professional growth of registered nurses (RNs) in skilled nursing. Achieving certification is a distinction only 1% of all U.S. nurses have. Currently, **ten nurses at Shea Family are in the program**, with more to come.

Excellence in wound care is a top quality initiative at Shea Family. Three Shea Family nurses achieved Wound Care Certification from the National Alliance of Wound Care and Ostomy, among the top wound care programs in the country.

Advancing Technology

In addition to education, technology plays a key role in helping teams achieve goals for quality care delivery. In 2013, two major technology initiatives included:

Pro-active care. Shea Family Care utilizes a software program called Daylight IQ™ developed by doctors. It catches small health changes at the point of care, enhancing stability and reducing unnecessary hospitalizations. This program has helped cut 30-day hospital readmission rates in half.

Electronic health records. As treatment goals are created, families, patients, doctors, and clinicians collaborate on personalized plans of care that guide care teams. Every interaction is captured – giving a real-time view of progress for continuous quality improvement. Details matter, and electronic health records help the Shea Family team efficiently and accurately manage complex care needs.
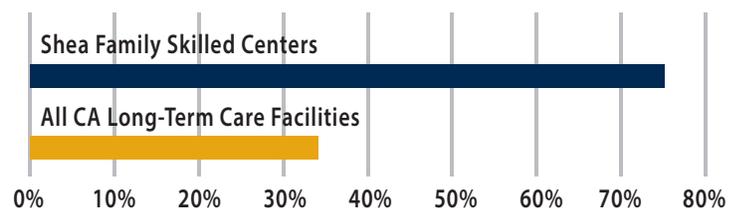
2012 Return to Hospital Rates
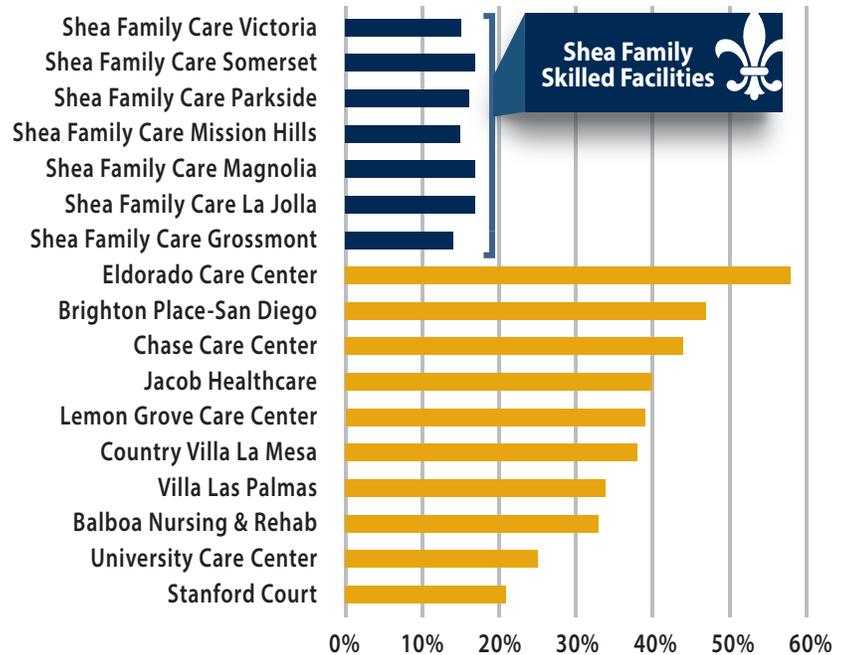
How many patients go home?
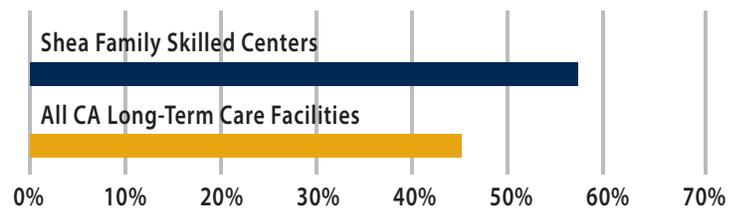
How many patients stay 2 weeks or less?

Source for all three graphs: OSHPD

At LoHar, the personal touch makes all the difference.

+50%

…of staff have 5-18 years of service.   That matters to residents, who enjoy the same familiar, friendly faces each day.

5%

…of residents are prescribed anti-psychotic medications by their doctors. Instead, caring staff are highly trained in gentle techniques that don't involve medications.

Zero

…complaints from families, per two years of exit survey data.

"Thank you for making LoHar the best home I could ever imagine for my mom. Mom loves you all and appreciates your tender care, loving words, sense of humor, and warm surroundings."

2013 Client Letter

Assisted Living

All residents at Shea Family LoHar have Alzheimer's or Dementia.
Caring staff have achieved exceptional quality by getting to know residents:

What did they do for a living?

What was their daily routine?

What are their personal preferences?

What about their lifestyle offered the most happiness?

The difference is in these details, and as a result, when behavioral challenge arise, caregivers are able to gently redirect residents in ways that don't involve medications. This is very different from other communities, where medications are more often than not used as interventions. The American Healthcare Association has identified the reduction of anti-psychotic medications a top quality imperative.

Heart felt examples at LoHar:

- **"George" an editor-in-chief** of a large regional newspaper, started each morning with a staff stand-up editorial meeting—for decades. Upon learning this, the staff at LoHar continued the tradition, and each morning the LoHar team gathered for George's 'staff editorial meeting,' to help George start his day on the right foot.

- **"James," a career fire chief**, arrived and immediately took to walking around the building. Staff offered him a clipboard, and James enjoyed "checking every door to ensure the building was safe and secure," – putting him at ease.

Staff at LoHar receive constant training. Other top quality initiatives include fall and wound care and prevention – the same key quality measures embraced by Shea Family's skilled rehab teams.