

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.

SKILLED REHABILITATION

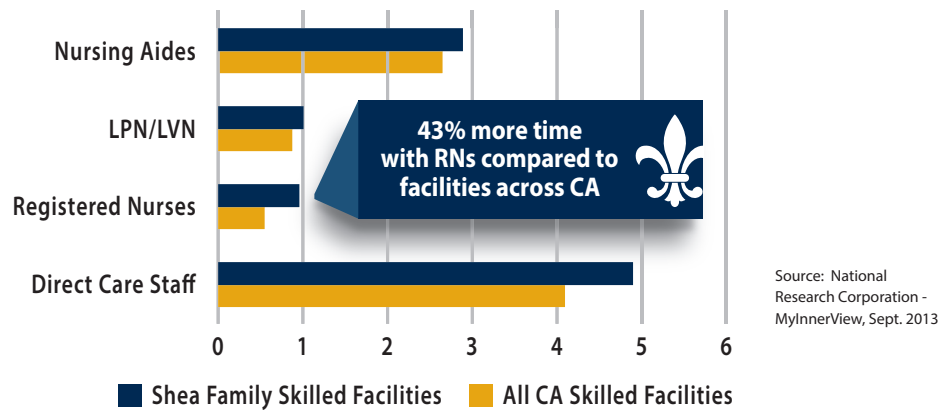
The Road to Home

When patients are recovering from surgery, or need just a little extra TLC, the Shea Family Care team is a highly trained, deeply specialized team that delivers measurably better quality. Patients will:

- Be welcome, even the most complex cases
- Go home in half the time compared to peer facilities
- Be half as likely to return to the hospital

A passion for quality is more than a mission – it’s a way of life. The key to great quality at Shea Family? More time for care. Shea Family nurses spend more time with patients compared to peers:

Hours Per Patient, Per Day



Award-winning quality

Each year the California Association of Healthcare Facilities offers “Super Star Awards” to those dedicating their lives to serving seniors, making communities better, and mentoring others who share their passion for quality care. In 2013, two Shea Family team members were honored:

- **Elvia McDaniel**, DSD, Shea Family Care Magnolia, 23 years caring for seniors. “Elvia is always willing to assist with a smile,” says Lisa Parker, Administrator.
- **Ricardo Vera**, Environmental Manager, Shea Family Care La Jolla, 10 years of service. “Ricardo has a heart of gold and a smile to match,” says Laurie Flores, Administrator.

CA ASSOCIATION OF HEALTHCARE FACILITIES NURSE OF THE YEAR



Gloria Cervantes-Reyes RN MSN, Director of Nursing Services, has served seniors for over 20 years and is currently the Director of Nursing at Shea Family Care Mission Hills.

ACHIEVEMENTS:

- 5-Star rated facility
- <10% return to hospital rate, vs. a San Diego County average of 33%

“If caring is in your heart, and if your goal is to help people recuperate and get back to their lives, you can do big things,” offers Gloria.

As reported in her award for 2012 nurse of the year, Gloria leads a weekly safety task force and pioneered individualized ring tones to make each safety monitor unique. This creative approach preserves the dignity of residents while effectively reducing the number of falls.

A surveyor once remarked the team should patent the idea.

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.

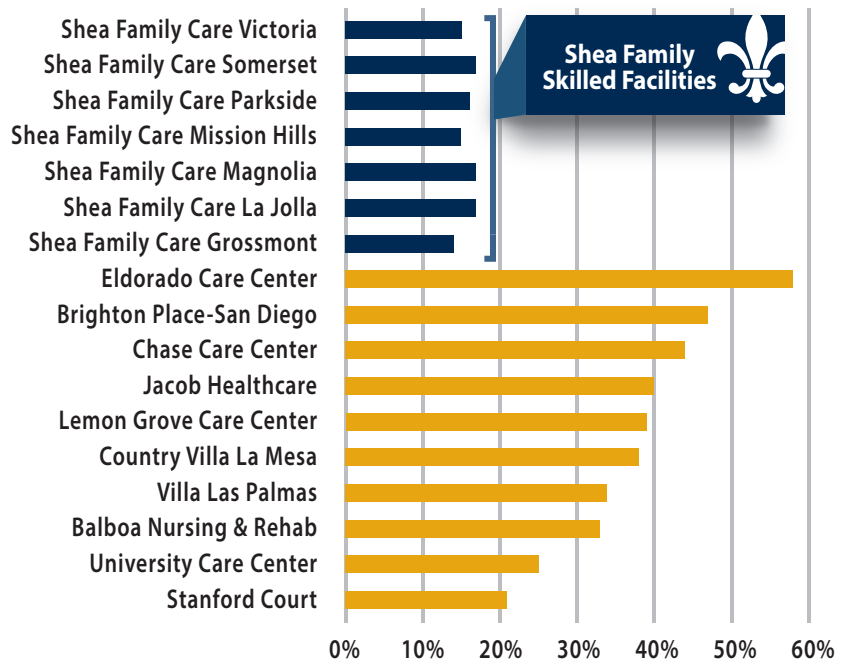
Advancing Technology

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:

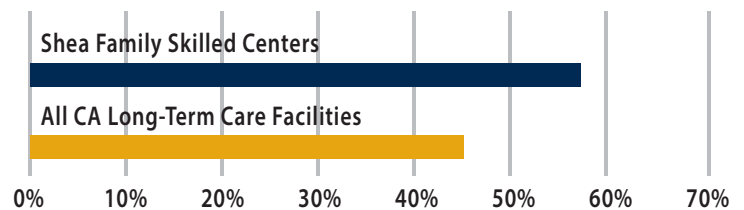
Pro-active care. Shea Family Care utilizes a software program called Daylight IQ™ developed by doctors. It catches small health changes at the point of care, enhancing stability and reducing unnecessary hospitalizations. This program has helped cut 30-day hospital readmission rates in half.

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.

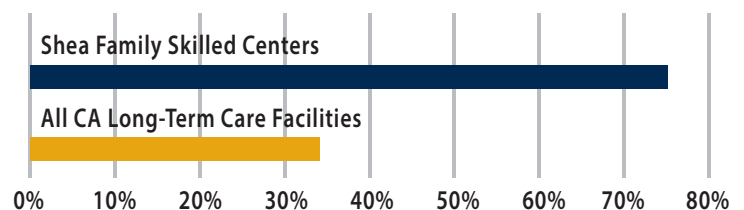
2012 Return to Hospital Rates



How many patients go home?



How many patients stay 2 weeks or less?



Source for all three graphs: OSHPD