

*Thriving in
challenging
times.*



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

Margaret Mead, U.S. anthropologist and popularizer of anthropology

A Message from the Director

For Huntington Hospital Senior Care

Network (HSCN), 2010 brought significant changes at all levels. There was change as an organization with the retirement of HSCN's long-time director (see page 11), change as a society brought on by the "Great Recession" and change as a nation with the passage of national healthcare reform known as the Patient Protection and Affordable Care Act — also referred to as the Affordable Care Act (ACA).

In 2010, Huntington Memorial Hospital launched several initiatives to change how patients with chronic illness transition from hospital to home in an effort to prevent unnecessary hospital re-admissions. HSCN provides expertise as a member of the care transitions team that oversees these programs, which you will read about in this report.

At the state and local levels, HSCN and the hospital were at the forefront of training and implementing the Physician Orders for Life-Sustaining Treatment (POLST), a document designed to allow seriously ill individuals to express their wishes for medical care toward the end of life and to continue to live with dignity until death. A grant enabled us to help individuals and their healthcare providers understand this new form.

At the national level, national healthcare reform (ACA) includes small but mighty provisions that reinforce and validate all that HSCN has been about in its 26-year history, indeed aligning directly with our mission to *maximize the wellness and independence of adults in our community*. One such provision, the Community Living Assistance Services and Supports (CLASS) Act, creates the first ever national long-term care insurance program relying solely on premiums paid by program participants. It aims to reduce the number of persons who become impoverished by their health and long-term care costs and supports them and their families in avoiding unnecessary nursing home placement.

Such significant healthcare provisions bring new relevance to the work of community-based programs like HSCN. These and other changes challenge us to ensure that our focus on high quality of care is adaptable and ready for the future. I could not be more proud to be a part of Huntington Hospital Senior Care Network, whose programs, staff and supporters are committed to the belief that a small group of individuals really can change the world...one intervention at a time.



Eileen Koons, MSW, ACSW
 Director, Huntington Hospital Senior Care Network



Huntington Hospital Senior Care Network expanded its support for Alzheimer's patients in 2010 through a new Memory Club. Lynn Palin, BSW, (right), who co-facilitates the new program with Neil Kaminsky, LCSW, (not pictured), chats with two local residents about available services.

As a swell of baby boomers stands poised

to enter their retirement years, services that help older adults stay well and independent are as relevant as they were in 1984 when Huntington Hospital Senior Care Network began. In 2010 we continued to hone our expertise and skills by utilizing best practices and exploring new ways to deliver services that meet the diverse needs of older adults and their families in our community.

New in 2010

As part of the hospital's effort to improve the care transition of patients from hospital to home, a Huntington Hospital Senior Care Network (HSCN) transition coordinator became an essential part of two projects based on a patient empowerment model developed by Eric Coleman, MD, and previously piloted by HSCN.

In the Chronic Disease Management initiative (CDM), funded by Huntington Hospital, a cardiac nurse educator instructs patients with congestive heart failure at the bedside about their illness and follow-up care. A HSCN transition coordinator also sees the patient and, once the patient is at home, provides telephone reinforcement and support. In 2010, 16 patients were enrolled.

The Program to Improve Transitions Care at Huntington Hospital (PITCH), funded in part through the Practice Change Fellows program by the Atlantic Philanthropies and the John A. Hartford Foundation, focuses on patients with diabetes. The HSCN transition coordinator again helps patients bridge the gap between hospital and reconnection with their primary care physician through follow-up telephone calls and a home visit if necessary. In 2010, 58 patients were enrolled.

As members of the Greater Pasadena Area POLST Coalition, HSCN and the hospital are educating professional staff about the Physician Orders for Life-Sustaining Treatment (POLST), a physician's order that outlines a plan of care reflecting a patient's wishes concerning end-of-life care. In 2010, HSCN was

part of two trainings for physicians and acute care and skilled nursing facility staff.

This year also marked the launch of the Alzheimer's Association's Memory Club, a multi-session group program that offers information and support for people in the early stages of dementia and their care partners. Led by trained HSCN facilitators, the successful initial offering was attended by five couples.

Resource Center

A one-stop shopping service, the Resource Center provides free telephone consultation with professionals skilled at problem solving and identifying community resources, with access to over 1,500 resources. In 2010:

- 4,215 telephone inquiries plus 34 walk-in visitors
- Six percent on average referred for HSCN care coordination each month

Hospital Liaison

Resource Center specialists also attend hospital rounds and work with an interdisciplinary team to help formulate appropriate discharge plans for patients with ongoing health needs and provide assistance after discharge to ensure patients' safety at home. In 2010:

- 438 patients identified by hospital staff for post-discharge HSCN contact

Care Coordination

Master's/bachelor's-level social work and nurse care coordinators offer families and older adults short- and long-term assistance to identify needs, develop a plan of action, obtain necessary services and monitor care. Staff bilingual capacity in Spanish, Mandarin and Tagalog and language translation partners allow us to serve many languages. In 2010:

- The Multipurpose Senior Services Program (MSSP), a publicly-funded program for low-income, community-dwelling, nursing home-eligible seniors, served an average of 389 clients monthly

- Community Options, a fee-for-service program, served an average of 55 clients monthly
- Assisted Living Waiver (ALW), a government-sponsored program to return seniors living in an institution to the community, served an average of 85 clients monthly
- 2,427 home visits conducted

50+ Health Connection

A free membership program offers health education programs to help community residents age 50 and over stay healthy and age well. *50+ Health Connection* newsletter, published three times yearly, gives up-to-date health and program information. In 2010:

- 11,204 members
- 1,058 attendees at *Noon Hour* lectures by hospital physicians, staff and community experts
- 206 participants in other programs including *Master Caregiver Series*, *Taking Care of You: Powerful Tools for Caregivers* and an AARP driver safety class
- 103 hours spent by Members Care volunteers visiting hospitalized members, screening for post-discharge needs and conducting follow-up phone calls after discharge

Community Networking

Staff arrange scheduled time at senior community sites, attend community health events, partner with the hospital's community outreach team, and facilitate support groups for family caregivers and health education lectures at Jet Propulsion Laboratory and California Institute of Technology to address unmet needs in our service area. In 2010:

- 206 persons served by outstationing efforts
- 85 employees attended three workplace health education lectures at Jet Propulsion Laboratory as part of The Janet Sainer Health and Wellness Education Series

- Assistance and information provided at 17 community health fairs that reached over 3,600 attendees
- Average of seven family caregivers attended 14 support group sessions

Staff Education

Inservices, conferences and professional training keep staff current on evidence-based practices and innovative program ideas to better serve clients and their families. In 2010:

- 8 on-site inservices
- 16 off-site trainings

Student Training/Education

Master's-level social work students from the Geriatric Social Work Education Consortium (GSWEC), a university and senior services alliance, receive training to help ensure a future pool of skilled and knowledgeable professionals for an aging population. In 2010:

- 2,152 hours of service
- 74 GSWEC students trained at HSCN since 2000
- 13 students hired by HSCN and Huntington Hospital since 2000

HSCN Website

Visitors to our website were able to request a free consultation from the Resource Center, join the membership program and subscribe to *Perspective*, a free electronic newsletter on aging issues and services for older adults published twice a year. *Perspective* and *50+ Health Connection* are posted on the site. A professional-quality video, "Introducing Huntington Senior Care Network," is also posted. In 2010:

- 16,590 site visits
- 689 *Perspective* newsletter subscribers
- 126 free Resource Center consultation and general information requests

Age-Related Macular Degeneration (AMD)

Rizwan Bhatti, MD

Retina Institute of California



Hospital physicians, staff and community experts offer information on how to stay healthy and age well at the popular *Noon Hour* lecture series.



Medication assessment is one of the important services offered by the Geriatric Assessment Clinic team.

Geriatric Assessment Clinic

A partnership of Huntington Hospital's medical education program and HSCN that is staffed by a multidisciplinary team led by a board-certified geriatrician and including a nurse, HSCN social worker, pharmacist and other specialists, the clinic provides a comprehensive treatment plan to the senior and the senior's physician and referral to recommended services. In 2010:

- 29 patients evaluated for symptoms limiting their independence
- Average age of 82, with a range from 63 to 94 years

Contributions to HSCN

Generous contributors help HSCN provide needed services (see inside back cover, 2010 Donors). In 2010:

- \$401,036 in private donations
- Over \$2 million in government funding
- \$305,000 in proceeds from The Huntington Collection

What Clients and Caregivers Say about Us

In client satisfaction surveys, 99 percent of responses in 2010 would recommend HSCN to family and friends. Some typical comments:

- “Three years ago my daughter contacted you and you sent (the care coordinator) to me. My life has entirely changed since the day I met her! She found resources so needed by me I can't believe how my quality of life has improved. Thank you so very much.”
- “I was very pleased to receive all the information I required. I was treated with care and dignity with one phone call.”
- “I have been taking care of my mom for almost 12 years. I just don't know how I would have gotten through it all without Senior Care Network and (the care coordinator). Thank you.”
- “The Huntington Hospital Senior Care Network is an excellent source of assistance to the community. It has provided truly professional services for many years to my family. Thank you for your excellent care.”

Huntington Hospital Senior Care Network 2010 Statistics Summary

Resource Center

- 4,215 telephone inquiries plus 34 walk-in visitors
- Six percent on average referred to HSCN care coordination programs each month

Hospital Liaison

- 438 patients identified by hospital staff for post-discharge HSCN contact

Care Coordination

- Average of 389 clients served monthly by Multipurpose Senior Services Program
- Average of 55 clients served monthly by Community Options
- Average of 85 clients served monthly by Assisted Living Waiver
- 2,427 home visits

50+ Health Connection

Membership Program

- 11,204 members
- 1,058 attendees at *Noon Hour* lectures
- 206 participants in other educational programs
- 103 hours of Members Care volunteer service with hospitalized members

Community Networking

- 206 persons served by outstationing efforts
- 85 employees attended three health education lectures at their workplace
- Assistance and information provided at 17 community health fairs
- Average of seven family caregivers attended 14 support group sessions

Staff Education

- Eight on-site inservices
- 16 off-site trainings

Student Training/Education

- 2,152 hours of service
- 74 GSWEC students trained at HSCN since 2000
- 13 students hired by HSCN and Huntington Memorial Hospital since 2000

HSCN Website

- 16,590 site visits
- 689 *Perspective* newsletter subscribers
- 126 free Resource Center consultation and general information requests

Geriatric Assessment Clinic

- 29 patients evaluated for symptoms limiting their independence
- Average age of 82, with a range from 63 to 94 years

HSCN Contributions

- \$401,036 in private donations
- Over \$2 million in government funding
- \$305,000 in proceeds from The Huntington Collection

As part of a free telephone consultation, Resource Center specialist Eddie Hernandez, BSG, helps problem solve and identify services that can keep a senior independent.





Neena Bixby's illustrious career at Huntington Hospital spanned 34 years.

In Appreciation of Neena Bixby, LCSW — Reprinted from *Perspective*, #2, 2010

Neena Bixby, who recently retired as director of Huntington Hospital Senior Care Network (HSCN) and community outreach services after 34 years at Huntington Memorial Hospital, fondly recalls following her beloved uncle, a physician, around town as he made rounds. “I thought I wanted to be a doctor too,” she says, but an aversion to math and a lack of encouragement for women had her looking for another way to help people, a path that led to social work.

Coming to Huntington Hospital early in her career proved to be, as she describes it, “being in the right place at the right time.” As the hospital’s first master’s degree social worker for medical, surgical oncology and critical care services, she went on to develop the cardiac rehabilitation and oncology social work programs and became social work field instructor for the University of Southern California (USC). By 1985 she was director of the social work department, advancing in 1994 to administrative director of ambulatory services, and later community outreach as well. She was named HSCN director in 2002.

Throughout her time at the hospital, Bixby says, her guiding principle was “to always be aware that the reason we’re here is that we care for human beings and want to make their lives better.” Asked to sum up her career, she responds, “I’ve had the opportunity to help a lot of people. I’m proud of the fact I took good care of my programs and people respected that. I taught them that they couldn’t do without social workers and they let us do new things.”

To those who have worked with her and know her well, her impact has been unique and extends far beyond her numerous achievements. She has been a special colleague, mentor, supporter and friend to many. Here are some of their reflections.

A Committed Passion

Neena Bixby has been, for so long, vital to the ongoing success of Huntington Hospital. From her early days, in what was then our new and expanding patient services department, to her more recent role overseeing our innovative senior care network and community outreach activities, Neena has always been the person to “get it done.” With a quiet and committed passion, she did what it took to move us forward. Never wanting the limelight, it was her dedication, knowledge and hard work that is evident in everything she was involved with.

Stephen A. Ralph
President and CEO, Huntington Hospital

Leading with Quiet Grace

Neena’s contributions to the hospital have been too numerous to count — from her early efforts integrating social work into the inpatient setting to her leadership of the first urgent care center to her thoughtful stewardship of our programs for seniors. She led with quiet grace, never budging on the things she believed in. She thought of doing things in terms of good deeds and those around us, including the community she was dedicated to serving, are better for it.

Jane Haderlein, Senior Vice President,
Philanthropy and Public Affairs,
Huntington Hospital

A Consummate Professional

Neena lives by the motto “relationship first.” She is such a caring and genuine person — she has an amazing way of putting a person at ease and drawing them out. She has an incredible memory for the details of peoples’ lives, so that she conveys her caring on such a personal level, continuing the dialogue, even if it’s been months or years since the last interaction. And the other person comes away from the interaction feeling understood. She is the consummate professional but at the same time down to earth and approachable.

Eileen Koons, Director, Huntington
Hospital Senior Care Network

High Standards Delivered with Tenderness

My best friends in USC's evening MSW program were placed with Neena at Huntington Hospital. "You've got to get this placement" was their clear message. I interviewed with Neena and have been at the hospital ever since.

Neena was all that my friends had said and more. It is so reassuring to meet a person who is willing to hear anything I had to say and Neena was that person. Her loyalty to her colleagues is unfailing. This is not to say that Neena is all accepting. Through the years she has taken the opportunity to redirect my path, reign in my youthful exuberance, disabuse me of my naiveté and generally model good comportment for my growth and enlightenment. In return my initiative, passion and need for growth were always welcomed and cultivated.

I was not the only target of guidance for Neena's high standards delivered with tenderness. She brought her honest and very hard working approach to every new assignment she took on and every department flourished under her leadership.

Chris Garcia, Clinical Supervisor,
Huntington Hospital Senior Care Network

Consistent Talent, Vision and Values

Neena has displayed very consistent talent, vision and values over her 34-year history at Huntington Hospital and has had a unique impact on staff within her department and throughout the hospital departments. Her steadfast support for staff while assuring their enduring efforts to achieve the best outcomes for patients and their families resulted in so many lives being touched in positive ways.

Staff were able to grow, holding their values dear and building high quality services. Departments were able to design their services to assure a caring environment while respecting the special needs of both staff and patients. This strength in holding to top standards while assuring individualization and gentleness in a learning environment has distinguished a proud career noted for great results in individual lives

achieved through building and maintaining a value-based culture of caring and excellence.

W. June Simmons, President and CEO,
Partners in Care Foundation; former
Huntington Hospital administrator

Unfailingly Supportive

Neena was my field instructor while I was getting my MSW at the USC School of Social Work. From the very beginning, she was warm, knowledgeable, really cared about my growth and best interest. She guided me in the clinical work and context of the work so that I could operate at all levels: patient/family, hospital and community. She was unfailingly supportive, but could also correct my thinking or my behavior in a way that I was responsive to — I felt very much respected by her. I am better professionally because of her role in my life.

Julie Anne Miller, Director, Utilization
Management, Social Services and
Spiritual Care, Huntington Hospital

One of the Best

I have had the distinct pleasure of working with Neena at Huntington Hospital for many years first as a co-worker and then as her "boss." Neena was and is one of the quickest studies that I've had the pleasure to work with. She likes to tell the story of how she had been given the challenge of creating annual operating budgets for the first time. To her this was not just an exercise to get through, as many managers saw it, but rather an experience she wanted to embrace and learn from. I was able to show her what needed to be done and how to do it. After that she never looked back.

Over the years it became clear to me that Neena was not only one of the best managers of personnel that I've ever met but also one of the best financial managers. She knew how to effectively deal with everything including her staff, the medical staff, finances, the many demands of her service and her job and as always handled it with grace and a smile.

Jeff Weigand, President, Congress
Services, Huntington Hospital

2010 Donors to Huntington Hospital Senior Care Network

Accredited Nursing Services
Mr. and Mrs. Donald C. Applegate
Mrs. Harry I. Ashkenas
Mr. David A. Bailey
Mr. David H. Bailey and
Ms. Barbara G. Reeve-Bailey
Mrs. Theodora F. Bidwell
Ms. Neena B. Bixby
Mr. and Mrs. Norman Bradley
Mrs. Regina A. Burhenn
Mr. and Mrs. E. George Burr
Mr. and Mrs. John R. Carr
Mr. James A. Cashin
Ms. Lee Hogan Cass
Mr. and Mrs. Lawrence H. Cate
Norman T. Chien, MD
Mrs. Ruth Christensen
Mr. and Mrs. Jerry Clark
Ms. Lois M. Di Santo
Mr. Thomas H. Donnelly
Mrs. June D. Dooley
Mr. Avice "Happy" C. Downey and
Ms. Susan D. Williams
Mrs. Lucile McVey Dunn
Mrs. Robert E. Dunne
Dr. and Mrs. John L. Easthope
Ms. Adrienne A. Edmonston
Mr. Barclay D. Edmundson
Faye A. Eggerding, MD, PhD
ExxonMobil Upstream Research
Mr. and Mrs. Jerry Fleeter
Wayne M. Flicker, MD
Mr. and Mrs. James D. Fraser
Mr. and Mrs. James D. Fullerton
Mr. and Mrs. David Glanzrock
Robert T. Goldweber, MD, and
Ms. Veronica M. Thomas
Mr. and Mrs. Joseph J. Grieco
Mr. Thomas F. Grose
Mrs. Harold B. Hadfield
Mr. and Mrs. John W. Haines
Mr. and Mrs. H. Frank Haltom
Helen J. Hancock Estate
Mr. and Dr. Charles J. Hanzel
Mr. and Mrs. Tyrus G. Harmsen
Ms. Kirsten Harnum
Mr. and Mrs. John S. Harris
Mr. and Mrs. Lawrence L. Harsha
Mrs. Salonas H. Hathout
Mrs. Cecelia Haupt
Mr. and Mrs. Thomas E. Hays
Mr. Donald R. Hinkley
Mr. Ed Honowitz and
Ms. Ellen R. Pais
Ms. Fumiko Humberd
Dale W. Hurley, MD
Mrs. James R. Hutter
Marylou Ingram, MD
Mrs. Suzie S. Ito
Mr. and Mrs. Frank Ituarte
Ms. Harriet A. Jackson
Mr. John H. Jacobs and
Ms. Joan Gantz
Mr. and Mrs. G. William Johns
Mrs. Robert H. Kawashima
Robert J. Keown Trust
Mrs. Constance J. Kofahl
Mr. Charles G. Kurzweil
Mr. and Mrs. Gary L. Kvisler
Mr. Jeff Lancaster
Mrs. Robert Lansford
Mr. and Mrs. Leland E. Larson
Las Jardineras Garden Club
Mr. Richard H. Lashley and
Virginia S. Lashley, PhD
Latham & Watkins LLP
Mr. and Mrs. Ben H. Lee
Dr. and Mrs. Terry M. Lee
Mr. and Mrs. Alan C. Leonard
Mrs. Edward B. Lewis
Dr. Harry Lieberman and
Dr. Ellin Lieberman
Mr. and Mrs. William S. Lochhead
Mr. and Mrs. Francis D. Logan
Mr. Samuel J. Losh
Mrs. Hugh MacInnes
Dr. Robert J. Mackin
Mr. Francis D. Marshall
Mrs. Howard E. Martens
Mr. and Mrs. Phillip D. Matthews
Ms. Emily P. Mazurek
Mrs. Olive J. McCloskey
Dr. William I. McLaughlin
Mr. and Mrs. Paul Miller
Mr. and Mrs. David J. Mings
Ms. Kazuko Miyauchi
Mrs. Georgia-Lee Mon
Dr. and Mrs. David L. Moritz
Mr. Hans E. Morkisch
Dr. and Mrs. Steven N. Morrison
Richard W. Nelson Estate
Ms. Roberta M. Nielsson
Mr. and Mrs. Lawrence J. O'Brien
Mr. and Mrs. Thomas F. O'Neil, Jr.
Mrs. Patricia R. Olson
Mr. and Mrs. Ronald R. Parks
Mrs. David L. Passon
Ms. Evelyn W. Pickering
Mrs. L. Maxine Pittroff
Mr. David O. Powell
Ms. Nancy S. Powell
Ms. Betty-Jean Prosser
Mr. and Mrs. Walter Psaila
Ms. Frances L. Quan
Mr. and Mrs. Vincent J. Rangel
Mr. and Mrs. Robert M. Robin
Mr. and Mrs. John H. Robinson, Jr.
Reverend Daniel F. Romero
Mrs. Richard K. Roszkopf
Mr. and Mrs. Jalal M. Sabbagh
Mrs. Francis E. Schlueter
Mr. and Mrs. Louie E. Schweiner, Esq
Mrs. William A. Scribner
Ms. Rebecca A. Shehee
Mrs. Anne M. Shirvanian
Ms. Leticia Shterenverg
Mr. Amiel Shulsinger
Mr. and Mrs. Leonard W. Smith
Ms. Barbara J. Spaulding
Mr. and Mrs. Harold Stearn
Mr. and Mrs. Emanuel Stein
Dr. H. William Steinberg and
Ms. Mary Quirk
Mr. William H. Stockly and
Ms. Elizabeth S. Bleecker-Stockly
Mr. and Mrs. O. Eugene Strand
Mrs. Pelletier H. Supple
Mr. and Mrs. Victor M. Suzuki
Mr. Theodore H. Sweetser and
Ms. Jane L. Valentine
Mr. and Mrs. Edmund Sylvis
Ms. Jean Tam
Mr. John R. Tucker
Mr. and Mrs. Robert J. Ullman
Mrs. Mildred Vander Hoeven
Mrs. Jack K. Washburn
Mr. and Mrs. George Way
Mr. and Mrs. Daniel Williams
Mr. and Mrs. George Wong
Dr. and Mrs. John W. Wong
Mr. and Mrs. Stanley L. Wong



Huntington Hospital

Huntington Memorial Hospital
100 West California Boulevard
Pasadena, California 91105

*Writer/Editor, Gladys Gundrum
Design, Terry D. Griest*

***Huntington Hospital Senior Care Network**, a program of Huntington Memorial Hospital, has helped older adults in the San Gabriel Valley and neighboring communities remain healthy, productive and independent since 1984. Reaching more than 23,000 individuals each year, we educate on aging, link to in-home and community services, and increase the skills of caregivers, service providers and others. Our models of eldercare have earned us a national reputation for excellence and innovation.*

(626) 397-3110 | (800) 664-4664 | Fax (626) 397-2982 | www.huntingtonhospital.com/SCN