



*Maximizing wellness
and independence
in our community.*

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A Message from the Director

I am pleased to present this annual report of Senior Care Network's major outcomes for 2011, our twenty-seventh year as a department of Huntington Memorial Hospital. We are privileged to continue serving the San Gabriel Valley community with an array of programs and services delivered by a highly committed and skilled staff and volunteer workforce. These accomplishments are made possible by the steadfast dedication of Huntington Hospital to its mission to *excel at the delivery of healthcare to our community*.

Throughout its history, Senior Care Network has been an innovative response to community residents' strong preference to "age in place." The healthcare industry has not always recognized this as an essential component of healthcare. In recent years, however, there is mounting evidence and greater recognition for why we exist.

Our approach stems from the notion that successful healthcare delivery requires that an individual's basic needs must be met first and that services are delivered with an understanding of the individual's needs, preferences and expectations. The healthcare system calls this "person-centered care." Simply put, if one's healthcare goals are set by someone else, one is less likely to achieve those goals. Success further requires that the individual and their support system of family and friends under-

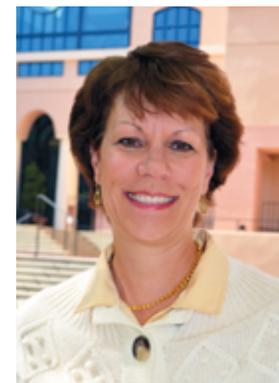
stand, embrace and be equipped with the necessary knowledge, skills and resources.

The importance of recognizing the connection between social needs and good health is well stated in *Health Care's Blind Side*, a December 2011 report by the Robert Wood Johnson Foundation:

There is strong evidence linking social needs to health and life expectancy. Health care itself plays a surprisingly small role (10 percent of contributing factors) in life expectancy. Social circumstances, environmental exposure and behavior are estimated to account for 60 percent of risk of premature death.

Summarizing findings from a survey of 1,000 physicians, the report also states that 85 percent of physicians "say unmet social needs are directly leading to worse health" of their patients and 87 percent "say the problems created by unmet social needs are problems for *everyone*, not only for those in low-income communities."

Senior Care Network remains committed to person-centered approaches that respond to the holistic needs of those we serve and add value to the hospital's mission. We are grateful for the support and trust of the community these past 27 years and look forward to contributing further to the health of our community.



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

In Appreciation of Our Volunteers

People are Huntington Hospital Senior Care Network's most valuable asset. In addition to a dedicated staff, we are fortunate to have committed volunteers who offer their talents and time to further our mission.

In 2011, 17 volunteers gave 1,125 hours of service to visit and follow up with hospitalized 50+ Health Connection members (see page 7), respond to calls to the membership telephone line, enter data in the computer, file, type and perform other office assistance. The value of their efforts is calculated at over \$24,000.

The volunteers ranged in age from 18 to 82 and two had more than 20 years of volunteer service. Whether presenting a positive image when they interact with the public on behalf of HSCN or contributing to the information we provide to our customers, our volunteers enhance our work and do it with a smile.

Thank you, 2011 volunteers!

Jeff Baskin
Roxanna Bickerstaff
Willa Dalrymple
Roxie Gilliam
Geraldine Kehoe
Gloria Kilian
Richard Lieboff
Lawrence Lim
Fatima Ramirez
Rosanita Ratcliff
Enrique Romero
Michele Sawnor
Sadie Seto
Janna Siemon
Karen Sordan
Max Van Doren
Delores Ware

Among the volunteers who provided assistance to HSCN in 2011 are, from left to right, Sadie Seto, Richard Lieboff, Enrique Romero, Max Van Doren and Gloria Kilian.



Person-centered care has become an important concept in healthcare delivery. Instead of imposing care on the individual, healthcare providers are urged to focus on the person and bring that person along in the process. Person-centered care is what Huntington Hospital Senior Care Network (HSCN) has excelled at for more than 25 years. In 2011, we continued to enhance our expertise and gain new skills that place older adults and their families in our community at the center of our work.

New in 2011

As the hospital continued efforts to improve the care transitions of patients from hospital to home, the critical role of HSCN transition coordinators, now called health navigators, expanded. Building upon experiences and knowledge from previous projects, the health navigators became immersed in collaborative learning and perfecting proven techniques such as motivational interviewing that support patient empowerment.

One of those projects, which began as the Chronic Disease Management pilot project, is now the Patient Partners Program with funding from the UniHealth Foundation. A cardiac nurse educator instructs patients with congestive heart failure at the bedside about their illness and follow-up care. A health navigator also sees the patient and once the patient is at home provides reinforcement and support

by phone and home visits as needed. This program is a collaborative effort involving several hospital departments, including HSCN. In 2011, 1,137 patients were screened and 523 were enrolled.

The Program to Improve Transitions of Care at Huntington Hospital (PITCH), a project that focused on patients with diabetes and funded in part through the Practice Change Fellows program by the Atlantic Philanthropies and the John A. Hartford Foundation, concluded mid-year. This target group is now being served by the Huntington Ambulatory Care Center where a health navigator continues to help 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 the final months of PITCH in 2011, 237 patients were screened and 124 were enrolled.

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 2011:

- 5,159 telephone inquiries plus 34 walk-in visitors
- Four 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 2011:

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

As a HSCN health navigator, Clara Iniguez, MSW, helps patients make a safe transition from hospital to home. Here she explains how to use a Personal Health Record.



Care Coordination

Master's/bachelor's-level social work and nurse care coordinators offer families, older adults and adults with disabilities assistance to identify needs, develop a plan, obtain necessary services and monitor care. Staff bilingual capacity in Spanish, Mandarin, Cantonese and Tagalog and language translation partners allow us to serve many languages. In 2011:

- The Multipurpose Senior Services Program (MSSP), a publicly-funded program for low-income, community-dwelling, nursing-home eligible seniors, served an average of 370 clients monthly
- Assisted Living Waiver (ALW), a government-sponsored program to return seniors living in an institution to the community, served an average of 97 clients monthly
- Community Options, a fee-for-service program, served an average of 50 clients monthly
- 1,566 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*, a newsletter published three times a year, gives up-to-date health and program information. In 2011:

- 10,498 members
- 956 attendees at *Noon Hour* lectures by hospital physicians, staff and community experts
- 160 participants in other programs including Saturday lectures, *Taking Care of You: Powerful Tools for Caregivers* and an AARP driver safety class
- 135 hours spent by Members Care volunteers visiting hospitalized members, screening for post-discharge needs and conducting follow-up phone calls after discharge

Community Networking and Support

Staff attend community health events, give community presentations, offer education programs and facilitate support groups for family caregivers at large employers in our area to address unmet needs. In 2011:

- Assistance and information provided at 11 community health fairs that reached over 1,200 attendees
- Four community presentations
- Seven couples attended eight sessions of the Alzheimer's Association's Memory Club led by HSCN facilitators
- Six trainings of acute care and skilled nursing facility staff on Physician Orders for Life-Sustaining Treatment (POLST) including a regional palliative care conference presentation and interactive teaching at three nursing facilities as part of the Greater Pasadena Area POLST Coalition
- Average of seven family caregivers attended 15 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 2011:

- Nine on-site inservices
- 20 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 2011:

- 2,100 hours of service
- 79 GSWEC students trained at HSCN since 2000
- 14 students hired by HSCN and Huntington Hospital since 2000

HSCN Website

Visitors to our website are 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*, *50+ Health Connection* newsletter and HSCN annual reports are posted on the site. A professional-quality video, "Introducing Huntington Senior Care Network," is also posted. In 2011:

- 4,767 home page and 3,980 Resource Center page visits
- 443 *Perspective* newsletter subscribers

Geriatric Assessment Clinic

A partnership of Huntington Hospital's graduate medical education program and HSCN that is staffed by a multidisciplinary team led by a board-certified geriatrician and including an internal medicine resident, nurse, HSCN social worker and other specialists, the clinic provides a comprehensive treatment plan to the senior and the senior's physician and referral to recommended services. In 2011:

- 30 patients evaluated for symptoms limiting their independence
- Average age of 79, with a range from 60 to 96 years

Educational inservices for staff call upon experts to offer up-to-date information and innovative ideas to better serve our clients and their families.



10 Celebrating The Huntington Collection's contribution of proceeds to HSCN are, left to right, Jane Haderlein, Huntington Hospital senior vice president, external affairs; Linda Stephens, Huntington Collection manager; Ginny Lechler, Huntington Collection advisory board president; Stephen A. Ralph, Huntington Hospital president and CEO; and (following page) Eileen Koons, HSCN director.





Contributions to HSCN

Generous contributors help HSCN provide needed services (see inside front cover, 2011 Donors). In 2011:

- \$171,930 in private donations
- \$1.9 million in government funding
- \$225,000 in proceeds from The Huntington Collection for a total of \$8,216,732 since 1984

What Clients and Caregivers Say about Us

In client satisfaction surveys, 98 percent of responses in 2011 would recommend HSCN to family and friends. Some typical comments:

“I value my social worker very much. She continues to amaze me with the vastness of her knowledge. She is always extremely helpful. She is very understanding and offers practical suggestions. I feel she really cares about my well-being.”

“The expert service (of the Resource Center) and help provided to me was 100%. Everyone was more than professional. They cared and went above the job description.”

“You have a first class operation!”

“I don’t know what we would do without (the care coordinator) and Senior Care Network. As a caregiver, I appreciate her visits and telephone calls. I am able to discuss any concerns I may have regarding my mother-in-law’s care. Thank you for the incredible service you provide.”

Patty Watson-Wood, RN, BSN — Saluting 35 Years of Service



If education is at the core of Huntington Hospital Senior Care Network’s mission, it’s surely at the heart of the 35-year hospital career of Patty Watson-Wood. Since joining HSCN in 1990, where she has been senior health and caregiver support coordinator for the past 12 years, Patty Watson-Wood has been a consistent voice in informing older adults and their families on how to stay well and access the services they need.

Perhaps it’s her distinctive blend of nursing and social service skills — what she calls her “social work style of nursing” — that best describes her role as an educator. Combining roles and reaching across disciplines just seems to come naturally. “I enjoy working collaboratively with people,” she acknowledges, “and I’ve had many opportunities at Senior Care Network.”

Watson-Wood fell into nursing “accidentally” because it was her college roommate’s choice, she says, and began her hospital career working in the intermediate and intensive care units. After she earned her bachelor’s degree in 1987, the tug to “help a sick person but get to know them better through a long-term relationship” persisted. When she became a visiting nurse, her attraction to community-based work blossomed.

“The idea of having some effect on keeping people well — I loved it,” she recalls. “I was working in their home, helping them recover on their own terms and giving them information.”

By the time Watson-Wood came to HSCN to help with client care planning, the fit felt perfect. Today, imparting information continues to be central to her role whether she’s

planning health promotion programs on healthy aging or helping family caregivers learn self-help skills.

But she doesn’t stop there. She is a dedicated advocate of education about advance healthcare planning and is closely involved with the Coalition for Compassionate Care of California and the San Gabriel Valley End-of-Life Care Coalition. It’s a long-standing passion that stems from her experiences as a critical care nurse.

“In the 1980s we had a lot of younger patients who were actively dying of AIDS as well as older people with end-stage medical conditions who had never addressed end-of-life care. We were seeing what could go wrong. I knew it didn’t have to be that way,” she says. “I can speak from real life experience about why advance planning makes a difference.”

For Watson-Wood, the rewards of being an educator are getting back what you give. She admires the resilience she sees in older adults and finds she is continually learning from them.

“Older people have gone through so many life experiences and have much to share,” she observes. “Those who have gotten past tough times have life in perspective. They know what’s worth worrying about and what to let go. I’ve learned from them to be present in the moment.”

Patty Watson-Wood’s zest for learning and educating has enriched the lives of countless clients, patients, caregivers and community residents in a remarkable career of service to others that shows no signs of slowing.

2011 Statistics Summary

Transitions Projects

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Huntington Hospital

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Design | Terry D. Griest

Huntington Hospital Senior Care Network has helped older adults in the San Gabriel Valley and neighboring communities remain healthy, productive and independent since 1984. Reaching thousands of 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.

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