

*Positively  
impacting health  
and well-being.*



## A Message from the Director



**I am pleased to present** the 2013 annual report of Huntington Hospital Senior Care Network (HSCN) and to share with you how the programs and services provided by our skilled and professional staff help keep adults healthy and independent and assist their families.

The support and goodwill of others is essential to our work at HSCN, so it is fitting that this year's report honors the outstanding contributions of very special friends of HSCN, the staff and volunteers of The Huntington Collection, the hospital's resale and consignment shop. Their unwavering dedication to our mission has a long and wonderful history, resulting each year in financial support from proceeds of sales at the Collection. Visit and interact with them and you will hear inspiring stories of why they choose to be there and their sense of being part of a close-knit family. We are truly grateful for their support.

It continues to be a time of enormous change in healthcare and also great opportunity. But as we strive to be flexible and remain open, it is also the time to hold on to the truths we know. A leading example is the Multipurpose Senior Services Program (MSSP), which offers care coordination in the home to help frail elderly individuals remain independent and avoid premature nursing home placement. The power of this proven model is in

the relationship developed between the care coordinator and the client and family, and the face-to-face contact with clients where they live. It is what ensures that those who are part of a very vulnerable population — people who *really* need help — get what they need. Take away the face-to-face connection and the program's value is seriously compromised.

How a society treats its older members and adapts to change is telling. In his TED talk on "How Societies Can Grow Old Better," culture scientist Jared Diamond, author of the Pulitzer Prize-winning book *Guns, Germs, and Steel*, describes the low status our society affords older people in contrast with the high respect some traditional societies give to their elders. Diamond makes a compelling argument for our need to do better by our own seasoned elders.

Amidst all the change before us, I look to the future of healthcare with hope. There is hope that in the drive for greater efficiencies and better outcomes, person-centered care will have real meaning for vulnerable populations like frail MSSP clients and their family caregivers to have greater access to the special services they need. It is our challenge, as a healthcare provider, a nation and a society, to find the right recipe — to adapt and yet stay anchored to what we know.

Eileen Koons, MSW

*Director, Huntington Hospital Senior Care Network*

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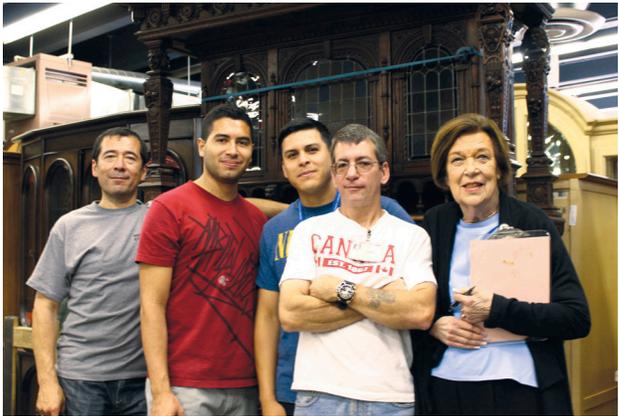
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1. Frank Taylor, the oldest volunteer at age 100, greets customers to the annex and enjoys working with staff member Eric Claudio. 2. Volunteers (left to right) Jae Buck, Betsy Olson, Maxine Manley and Trish Bredesen prepare finer items for display. 3. Estate services are provided by the able team of (left to right), Alfredo Tapia, Eric Claudio, Jessie Ruiz, James Hopkins and estate specialist Babs Stewart. 4. Staff member Lourdes Infante (left) and volunteers Jane Sorensen, E. Carolyn Artiaga and Sharon Phippen handle cashiering duties. 5. Volunteer Kathy Kobayashi has made the boutique section a special place.

## In Gratitude to The Huntington Collection Staff and Volunteers



The inspiring leadership of Linda Stephens (standing), manager, and Betty MacInnes, assistant manager, has been vital to The Huntington Collection's success.

**Like the life-long close friends they are,** The Huntington Collection and Huntington Hospital Senior Care Network (HSCN) share a special connection. The hospital's upscale resale and consignment shop, well-known for vintage items and designer goods at great prices, has donated its proceeds to HSCN ever since its very first sale in 1984, the same year HSCN began. By 2013, the Collection's history of financial support to HSCN exceeded \$8,670,000. This amazing amount reflects the sweat, toil and, yes, maybe some tears, of an incredibly devoted staff and volunteers.

But dollars are only part of the relationship. There is a genuine, unmistakable spirit of collaboration and camaraderie. Collection folks are enthusiastic ambassadors for HSCN, spreading the message of our services and enhancing our visibility in the community. Their dedication is evident in all they do. Ask the volunteers why they are there and you will hear similar responses: *I wanted to give back. It's the best thing I ever did. It's like family here. I like that we help seniors in our community.*

Nearly 60 active volunteers, ranging in age from 18 to 100 years old, tackle every aspect of merchandising. They are supported by nine multi-talented staff with a seemingly endless supply of energy. Under the unflagging leadership of manager Linda Stephens and Betty MacInnes, the Collection's first employee and manager and now assistant manager, The Huntington Collection is truly top-drawer. We extend to each staff member and volunteer a profound and heartfelt thank you!

**Maintaining a solid grounding amid perpetual change** continued to challenge health-care providers in 2013. Throughout the history of Huntington Hospital Senior Care Network (HSCN), our response to shifting sands has been the same: to stay true to our core values. Adherence to our mission to positively impact the health and well-being of adults in our community throughout the care continuum has served us well and has never been more important.

### **New in 2013**

Collaborative efforts with other hospital departments and service lines were expanded and reinvigorated in 2013. The results included a return of the Alzheimer's Association's Memory Club at Huntington Hospital for individuals diagnosed with early stage dementia and their care partner, a half-day brain health and wellness seminar, and special educational displays and screenings offered prior to HSCN's *Noon Hour* programs. These activities support the hospital's focus to improve healthcare in the community and empower consumers in disease prevention and management.

In recognition of the hospital's commitment to nursing excellence and growth through the Magnet Recognition Program®, an HSCN staff member earned an advanced nursing credential in Guided Care, an interdisciplinary model designed to improve quality of life and effectiveness of healthcare for persons with multiple health conditions. A community nursing supervisor position was also created to enhance oversight of staff nursing and promote further collaboration around community nursing assessment, care transitions and complex care management to benefit the people we serve.

Performance improvement projects led to new tools that reflect best practices and add value to our services. Concurrently with

a hospital-based falls prevention outreach campaign and guided by current research and practice, Resource Center staff adapted a falls protocol to help them assess areas of falls risk and provide accurate guidance to people who call the Resource Center. Staff also pilot-tested a new satisfaction survey adapted from research-based surveys to better determine effectiveness of Resource Center services.

### **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 2013:

- 5,874 telephone inquiries plus 45 walk-in visitors
- Four percent on average referred for HSCN care coordination each month

### **Hospital Liaison**

Resource Center specialists also enhance the continuity of healthcare by attending hospital rounds and working with an interdisciplinary team to provide referrals and consultation after discharge to ensure patients' safety and access to medical care at home. In 2013:

- 777 patients identified by Resource Center and other hospital staff that received post-discharge HSCN follow-up and assistance with care transitions as needed



Resource specialists Eddie Hernandez, BSG, and Zim Liang, BA, utilize their extensive knowledge of community resources to assist people who call the Resource Center with health and aging issues.



Participants took to the floor to learn first-hand about the benefits of exercise as part of “Keeping It Sharp,” a health program presented by HSCN and hospital partners to educate the community on brain health and overall wellness.

### 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 of action, obtain necessary services and monitor care. Staff bilingual capacity and translation partners allow us to serve many languages. In 2013:

- The Multipurpose Senior Services Program (MSSP), a publicly-funded program for low-income, community-dwelling, nursing-home eligible seniors, served an average of 354 clients monthly
- Assisted Living Waiver (ALW), a government-sponsored program to return seniors living in an institution to the community, served an average of 227 clients monthly
- Community Options, a fee-for-service program, served an average of 20 clients monthly
- 4,035 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 2013:

- 9,876 members
- 1,200 attendees at *Noon Hour* lectures by hospital physicians, staff and community experts
- 151 participants in other programs including Saturday lectures, *Taking Care of You: Powerful Tools for Caregivers* and an AARP driver safety class
- 118 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 members 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 2013:

- Assistance and information provided at five community health fairs that reached over 800 attendees
- Nine community presentations with 268 attendees
- One training of skilled nursing facility staff on Physician Orders for Life-Sustaining Treatment (POLST)
- Average of eight family caregivers attended 23 support group sessions
- 10 persons with memory impairment and 10 care partners attended the Alzheimer's Association's Memory Club at Huntington Hospital
- 41 attendees at a brain wellness event co-sponsored with hospital partners

### 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 2013:

- Five on-site inservices, which included several multi-day intensive inservices to develop a motivational interviewing skill set

### 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 2013:

- 1,846 hours of service
- 87 GSWEC students trained at HSCN since 2000
- 15 students hired by HSCN and other Huntington Hospital departments 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* and *50+ Health Connection* are posted on the site. A professional-quality video, "Introducing Huntington Senior Care Network," is also posted. In 2013:

- 14,318 total page views
- 5,866 home, 1,331 care coordination and 1,271 Resource Center page views
- 425 *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 2013:

- 25 patients evaluated for symptoms limiting their independence
- Average age of 80, with a range from 63 to 96 years

### Contributions to HSCN

Generous contributors help HSCN provide needed services (see page 12, 2013 Donors). In 2013:

- \$15,040 in private donations
- \$2.1 million in government funding
- \$230,000 in proceeds from The Huntington Collection for a total of \$8,671,732 since 1984

### What Clients and Caregivers Say about Us

In client satisfaction surveys, 95 percent of respondents in 2013 would recommend HSCN to family and friends. Some typical comments:

*"(The care coordinator) is the best. She has never failed to help resolve any issues we have had and she always has a positive and professional attitude. Thank you."*

*"I've used SCN in the past and knew it was an amazing resource. Now, when faced with housing challenges for my dad, not only did you supply very helpful contacts, but support for me! Thank you!"*

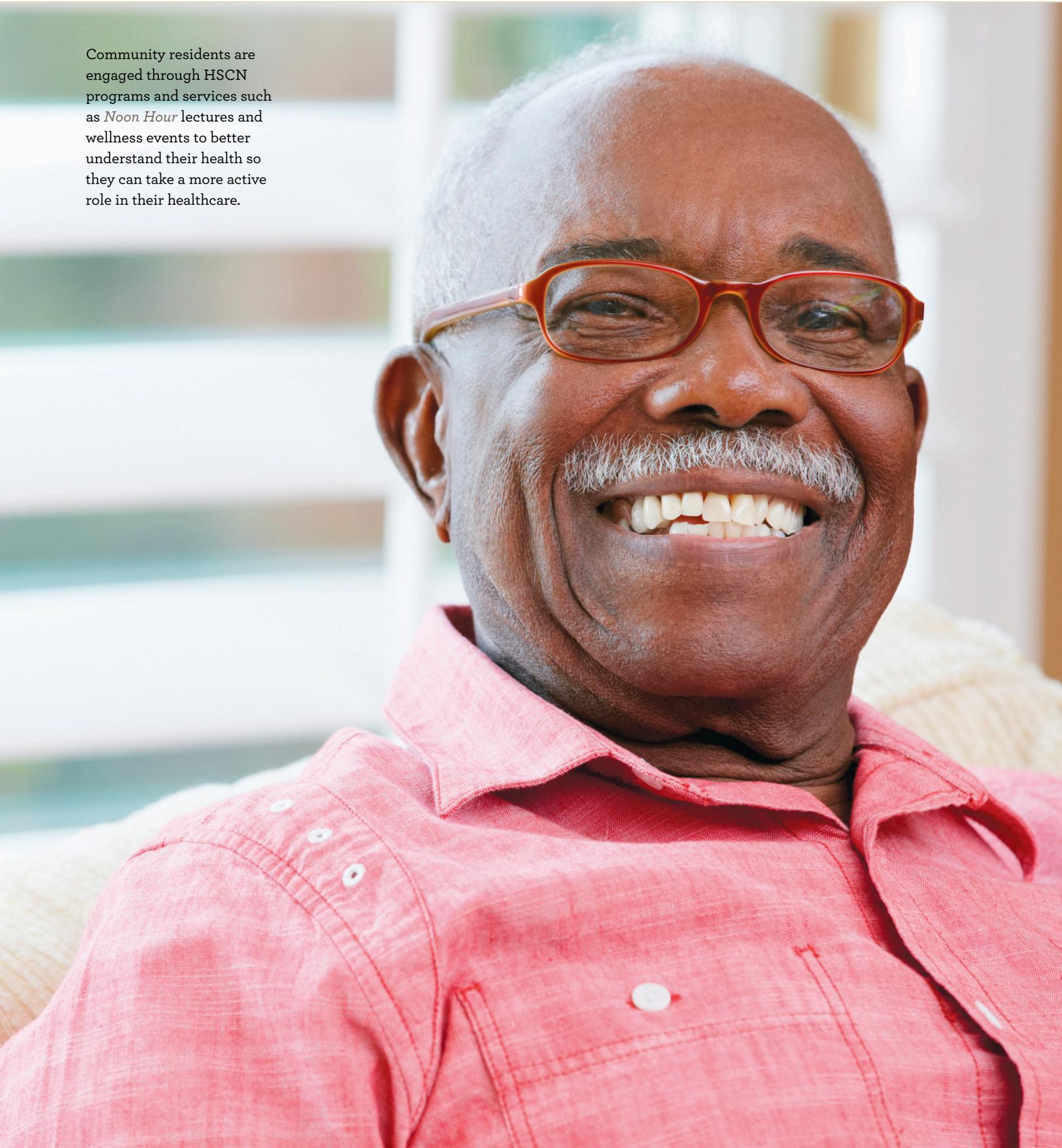
*"(The care coordinator) was and is very helpful and compassionate. She also reassured me and offered extra opportunities that I didn't know were available."*

*"I was quite troubled when I called. (The resource specialist) understood my needs better than I. I am very grateful for the assistance provided."*

Maria Romero, a client in HSCN's Multipurpose Senior Services Program shown with her dog Nicky, enjoys wearing a cozy paw-printed shoulder wrap called a shruggle sewn by Carol Prasifka, who donates them at holiday time to frail elderly HSCN clients who "need a hug."



Community residents are engaged through HSCN programs and services such as *Noon Hour* lectures and wellness events to better understand their health so they can take a more active role in their healthcare.



## 2013 Statistics Summary

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### Hospital Liaison

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In addition to support from our generous donors, funds are raised through sales at The Huntington Collection. Participating in the check presentation of 2013 proceeds are (left to right) Linda Stephens, manager, The Huntington Collection; Eileen Koons, director, HSCN; Ginny Lechler, president, The Huntington Collection advisory board; and Stephen A. Ralph, president and CEO, Huntington Hospital.

### 2013 Donors to Huntington Hospital Senior Care Network

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***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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