

A close-up, high-angle portrait of an elderly woman with short, dark hair. She has a warm, gentle smile and is looking slightly to the right of the camera. Her skin shows signs of aging, with visible wrinkles and freckles. She is wearing a small, round, gold earring. The background is a plain, light color.

***Positively  
impacting health  
and well-being.***

## A Message from the Director

**I am honored and pleased to present** the 2012 annual report for Huntington Hospital Senior Care Network. This year our report pays special tribute to our staff, a wonderfully committed group of people who are caring and skilled at what they do. Senior Care Network staff have not only mastered the clinical and technical aspects of serving persons with disabilities and older adults in home and community settings, over the past 29 years they have helped define and shape it in California and nationally.

I am continually impressed by their ability to quickly form and maintain a relationship with a client or customer, showing great care, compassion and resourcefulness whether by phone, in the home or on our campus. Their approach exemplifies the art of healing that all too often can be missing in healthcare. Their hard work combines with the contributions of many other individuals, from volunteers and student interns to executive management, to accomplish what we do.

But much of what people need as they age, even if living with serious and disabling chronic conditions, goes beyond what healthcare professionals do. Molly Metler, a wise friend and colleague, former president of the American Society on Aging and vice president at Health-Wise, has observed that 80 percent of healthcare is delivered by the individual and their caregivers/loved ones, with healthcare providers only occasionally involved. What does this mean for the future of healthcare? It means the system as a whole has a moral imperative to understand the critical roles of the client or patient and their caregivers and loved ones and equip and assist them to succeed in what they need to do.

The dramatic cuts to the service system over the past several years have had a profound effect on the frail and chronically ill — those

who are vulnerable, dependent and need help the most. The HOME Project, an ongoing qualitative study conducted by the University of California, Los Angeles (UCLA) Center for Health Policy Research and funded by The SCAN Foundation, is documenting the experiences of older Californians with disabilities who rely on fragile arrangements of publicly-funded programs and unpaid help to live safely at home. Researchers conduct follow-up interviews to learn how they have fared as more and more resources are taken away.

“Vickie” is one of a dozen individuals with disabilities in the study. She lives in a one-bedroom subsidized senior apartment and relies on two caregivers from In-Home Supportive Services, a home health nurse who visits twice a month and a Multipurpose Senior Services Program social worker who works with Vickie to coordinate care including durable medical equipment, supplies and support services. Together these resources have allowed Vickie, at age 89, to remain in her home instead of a nursing home.

Despite her intensive care needs, Vickie has maintained a positive outlook. As she poignantly states, “I have to accept the best of my situation, but it comes from you. If you are in a constant state of depression, you can’t motivate yourself to get up and do things, I think your mind is lazy. You have to make it yourself, do it yourself.”

As I have often observed about the individuals our own agency is privileged to serve, Vickie and others interviewed for the study *suffer well*. The extent to which we are able to help an individual obtain the right care and remain community-dwelling and safe — and hopefully to *suffer less* — this is why we exist. Regardless of all the changes to come in healthcare, this is what it’s really all about.



Eileen Koons, MSW  
 Director, Huntington Hospital Senior Care Network



At the heart of Huntington Hospital Senior Care Network is a diverse and caring staff that is dedicated to the hospital's mission to excel at the delivery of healthcare to our community.

## In Appreciation of Our Staff

**Our staff are the foundation** of Huntington Hospital Senior Care Network (HSCN) and the amazing strength behind the services we provide. It is with profound gratitude and appreciation that this annual report is dedicated to them.

Collaboration and teamwork are everyday reality at HSCN. Our social workers, nurses, support, fiscal and administrative personnel are devoted to making the lives of those we serve the best that they can be. Their tireless, often quiet, efforts on a daily basis have given countless adults and older adults with disabilities in our community the chance to remain healthy and independent. When asked to share their notions about HSCN, they responded with typical thoughtfulness and insight.

### **The HSCN mission of positively impacting health and well-being throughout the care continuum has a personal meaning for many.**

*“To me it means giving the aging community and their caregivers the resources to help themselves/loved ones get the assistance they need in order to lessen concerns/anxiety that comes with aging.”*

*“(It’s) knowing that what we may do has a positive impact on others’ well-being — making the world a better place.”*

*“I think this is an emerging but unique perspective that HSCN has had for a long time and only now is the healthcare industry recognizing.”*

*“It means empowering others to maximize their quality of life even in the face of aging, disability or illness, recognizing that quality of life is often defined more by attitude than circumstance.”*

### **They find working at HSCN satisfying for a variety of reasons.**

*“I enjoy working with people who are committed to serving the community.”*

*“The work that we do is in line with my values. Coworkers are very dedicated, supportive and authentic.”*

*“I like that I can be creative in my approach.”*

*“I enjoy the laughter and camaraderie.”*

*“I most appreciate the variety of work I am able to engage in. I appreciate that every day is different.”*

*“I like the results I see with clients. Our being here makes a difference to them and their families.”*

*“Very close knit and supportive staff, with various backgrounds, life experiences and willingness to share resources and help each other out.”*

### **They describe a diversity of skills and strengths that they bring to their work.**

*“I am a very good clinician and I am creative in my work.”*

*“Flexibility, enthusiasm, technique and keeping myself fit and healthy.”*

*“My ability to problem solve.”*

*“I am knowledgeable about community resources (and) feel I am a good advocate.”*

*“Most helpful is my ability to empathize with clients and their families in order to most effectively work with and/or assist them.”*

*“(Being able to) organize and be willing to help when needed.”*

*“(My) capacity to speak different languages.”*

*“I have a positive outlook on life by nature and a pretty good sense of humor.”*

**Our mission is to positively impact the health and well-being of adults in our community throughout the care continuum.** With change a continuing and pervasive theme in healthcare throughout 2012, Huntington Hospital Senior Care Network (HSCN) revised its mission statement to reflect the reality that business as usual is no longer an option. More than ever, we have an important role within the healthcare system to help adults and older adults with disabilities manage their own care and ensure they have access to needed services.

### **New in 2012**

Healthcare transformation also provided the impetus to develop and implement a new strategic plan to guide our efforts in the near future. Solid progress was made toward developing and strengthening the relationship between HSCN and the hospital, developing outcome measures and data processes to support quality programming and program sustainability, and expanding and diversifying funding sources. Performance improvement projects were initiated in several areas including the Multipurpose Senior Services Program (MSSP) and the Resource Center to research best practices, determine data and measurement gaps and identify appropriate strategies.

The year also saw HSCN health navigators in the Patient Partners Program provide social work service continuity from inpatient to outpatient to the patients of the Huntington Medical Foundation (HMF). Under a grant to Huntington Hospital from Blue Shield of California that ended in November 2012, health navigators partnered directly with primary care physicians from HMF to improve the care transitions of their patients. Maintaining close contact with the physicians, the health navigators helped ensure prompt post-discharge follow-up and coordinated other post-discharge assistance. By the end of the grant, 108 patients had been referred by HMF physicians, of which 95 were unduplicated patients not seen as part of the Patient Partners Program.

In October 2012, Community Based

Adult Services (CBAS), formerly known as Adult Day Health Care, became a Medi-Cal managed care benefit. Under a new initiative that utilizes our expertise in providing community-based healthcare services, HSCN contracted with a health plan to begin providing their members with face-to-face nursing assessments as required for CBAS.

### **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 2012:

- 5,993 telephone inquiries plus 40 walk-in visitors
- Five 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 2012:

- 554 patients identified by Resource Center and other hospital staff for post-discharge care transitions HSCN contact

### **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,



Zenona Villareal, a client in HSCN's Multipurpose Senior Services Program, and her son and caregiver, David Cabral, rely on care coordination to help Villareal manage her healthcare needs and live safely and independently at home.

Learning new skills, HSCN care coordinators Marisol Ruiz, MSW, (left) and Julio Pimentel, BSW, practice motivational interviewing, a technique to help clients prepare for change, as HSCN clinical supervisor Pat Trollman, LCSW, and care coordinator Amy Sugita, MSW, look on.



obtain necessary services and monitor care. Staff bilingual capacity and translation partners allow us to serve many languages. In 2012:

- The Multipurpose Senior Services Program (MSSP), a publicly-funded program for low-income, community-dwelling, nursing-home eligible seniors, served an average of 352 clients monthly
- Assisted Living Waiver (ALW), a government-sponsored program to return seniors living in an institution to the community, served an average of 159 clients monthly
- Community Options, a fee-for-service program, served an average of 16 clients monthly
- 1,056 patients with congestive heart failure referred and 414 patients enrolled in the Patient Partners Program to help them make a successful transition from hospital to home
- 3,163 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 2012:

- 10,162 members
- 971 attendees at *Noon Hour* lectures by hospital physicians, staff and community experts
- 202 participants in other programs including Saturday lectures, *Taking Care of You: Powerful Tools for Caregivers* and an AARP driver safety class
- 154 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 2012:

- Assistance and information provided at 11 community health fairs that reached over 1,000 attendees
- Four community presentations with 139 attendees
- Four trainings of skilled nursing facility staff on Physician Orders for Life-Sustaining Treatment (POLST)
- Average of seven family caregivers attended 23 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 2012:

- 10 on-site inservices
- 15 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 2012:

- 2,550 hours of service
- 83 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 2012:

- 13,435 total page views
- 5,515 home, 1,304 care coordination and 1,158 Resource Center page views
- 405 *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 2012:

- 23 patients evaluated for symptoms limiting their independence
- Average age of 77, with a range from 52 to 94 years

### **Contributions to HSCN**

Generous contributors help HSCN provide needed services (see page 12, 2012 Donors). In 2012:

- \$44,000 in private donations
- \$1.9 million in government funding
- \$225,000 in proceeds from The Huntington Collection for a total of \$8,441,732 since 1984

### **What Clients and Caregivers Say about Us**

In client satisfaction surveys, 98 percent of respondents in 2012 strongly agree or agree that they would recommend HSCN to family and friends. Some typical comments:

*"(The care coordinator) is wonderful! She is always available to answer my questions and/or returns my calls promptly. She is a great resource for our family. Thank you. We would be lost without Senior Care."*

*"(The resource specialist) was just the person I needed to speak to. He made me feel better about my caregiving life by directing me to places that can offer me support. He also sent me a lot of information about (other issues I had). Thank you!"*

*"Thank you for your concern and help. (The care coordinator) has been very helpful over the years taking care of my mother's needs. We did not know who to turn to for help for my mother."*

*"I called with an initial inquiry, interested to learn about your community services and was very pleased with (the resource specialist's) prompt response and her excellent response to my questions. I will be back in touch in the future."*

# Boutique



The Huntington Collection's popular boutique section is a great place to find wonderful buys on designer and vintage merchandise. Proceeds benefit Huntington Hospital Senior Care Network.

## Martha Celis: Creating a Holiday Tradition

*Reprinted from Perspective, Issue 1, 2013*



**Huntington Hospital Senior** Care Network (HSCN) care coordinator Martha Celis, BSW, hasn't cooked a Thanksgiving meal at home since 1999. That's because on Thanksgiving Day she's been out leading a contingent of HSCN staff who personally deliver hot turkey dinners with the trimmings to isolated HSCN clients.

"I want our clients to know that it's a holiday and they've not been forgotten when most families are gathered together," she says of the program that has given so many frail and homebound seniors and their caregivers a special day.

Celis spearheaded the effort after she discovered there was no program offering donated holiday meals in the east San Gabriel Valley where her clients live. Making numerous calls that first year, she finally found a local hotel willing to provide extra meals.

"I asked my co-workers if they would help deliver the meals and some brought their

spouses and children along, starting a family tradition" she says. In some years the previous meal providers weren't able to help and Celis had to scramble to find a new partner, but her persistence always paid off.

"It's been a coordinated effort by all," Celis contends. "HSCN staff, volunteers and student interns have all helped out. And our hotel partner's generosity has allowed this tradition to thrive." Last Thanksgiving 50 meals were supplied.

Now as Celis hands over her organizing and coordinating role, she acknowledges how satisfying it's been to know that the program has made clients' lives a bit brighter. And next Thanksgiving she will have a chance at last to get in her kitchen and cook her family a holiday meal.

HSCN is grateful to Martha Celis for her many years of service in giving so many clients in need a special day to remember.

## 2012 Statistics Summary

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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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