



UMH chosen as partner in new national healthcare initiative

The Partridge-Tippett Nursing Facility of UMH's Wesley Village Campus is one of a select group of participants in a new government initiative that will test whether avoidable hospitalizations among residents of long-term care (LTC) units can be reduced. The program—a partnership with the University of Pittsburgh Medical Center and run by the Centers for Medicare & Medicaid Services (CMS)—also seeks to reduce combined Medicare and Medicaid costs and further improve the quality of care. All three of these objectives fit with the targets of the Triple Aim, which is the government's new framework for optimizing the performance of our nation's health systems.

This initiative, known as RAVEN, is focused on LTC residents who are enrolled in both the Medicare and Medicaid programs. Targeted medical conditions include pneumonia, dehydration, congestive heart failure, urinary tract infection, skin ulcers and cellulitis, chronic obstructive pulmonary disease and asthma. CMS believes that as much as 45% of

hospitalizations for these conditions from the long-term care setting may be avoidable. The program also will test whether a new payment model for practitioners and institutions can help to reduce these numbers. The current four-year phase of the project began in November at Partridge-Tippett and will continue through September 2020.



Hospitalizations for those who are residing in LTC facilities, particularly seniors and people with disabilities, are disruptive, disorienting and costly. These residents are particularly vulnerable to the risks that accompany hospital stays and the transitions between LTC facilities and hospitals, including medication errors and hospital-acquired infections.

"Avoiding unnecessary hospitalizations is vital for the health of long-term care residents everywhere and for the long-term viability of our nation's healthcare systems," says Martha Wright, vice president of clinical services.

Achievements and expectations



The past year brought the rollout of the government's Triple Aim framework for optimizing our nation's health systems, the unveiling of our new strategic plan with its five Pillars of Excellence, and the satisfaction that comes with the success of key initiatives of United Methodist Homes.

Highlights include the employee engagement survey, which followed a similar survey of our residents the year before.

The results gathered in both have been meaningful to our leadership team and our board. We also implemented eLearning for staff training and a peer mentoring trial project for CNAs that could expand to other campuses. It makes our clinical care even stronger and increases the retention rate for these valuable professionals.

We maintained our ranking as one of the LeadingAge Ziegler Top 150 largest nonprofit senior care organizations, and we continued our work with health systems and other providers in both the Greater Binghamton and Scranton/Wilkes-Barre regions. This includes the new CMS/RAVEN project in Pennsylvania and Complete Care in New York (see stories). Both focus on improving health and reducing costs. Collaborative efforts such as these are essential for long-term success in our demanding operating environment.

Other important additions include the assisted living residence, or aging-in-place, option at our Hilltop Campus, a new rehab unit and on-site pharmacy at Wesley Village, and lifestyle enhancements across all sites. High-profile advertising campaigns in both regional markets have begun, but of greatest importance is our never-ending commitment to providing high-quality care. Our skilled-nursing quality ratings remained above average, key members of our clinical staff have earned certification as Quality Assurance | Performance Improvement professionals, and we continue to be a preferred provider for post-acute care.

Even with these and many other achievements last year, my expectations for the year ahead are even higher. We will improve our communication with residents and staff. We will better manage our costs. We will expand key initiatives and home-based services. We will broaden our reach with current and new partners. We will further extend our use of technology. And we will provide lifelong learning opportunities for residents and staff.

With your ongoing support, I know that next year we will look back with pride at what we will accomplish in 2017. Your commitment will enable us to invest in United Methodist Homes and continue to fulfill the faith-based mission we began six decades ago.

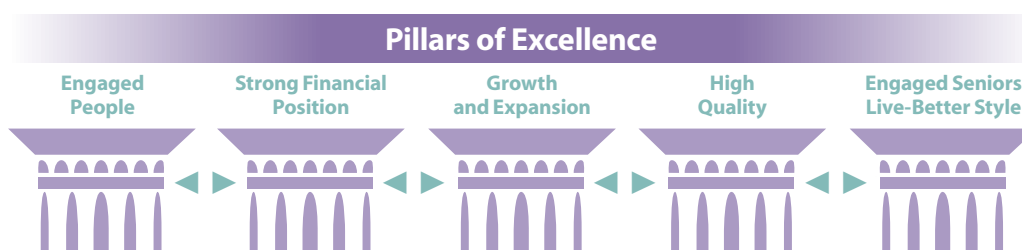
Brian Picchini, President and CEO



Allan Rose, a UMH board member for 20 years, passed away last month. He was 83. Allan had recently been named a Director Emeritus, in appreciation for his decades of service. He was a teacher and principal during a 33-year career with the Abington Heights School District. He lived in West Pittston his entire life and was active in many local organizations, including town council, Cub Scouts, Lions Club, Shrine Club of Greater Wilkes-Barre, Meals on Wheels and the United Methodist Church.



Karen McMahon, a UMH board member since 2012, passed away last month. She was 68. Karen had served as human resources director at BOCES and advertising director at Raymond Corporation. She also served on the boards of Lourdes Hospice and AVRE. Our heartfelt condolences go out to the families and friends of Allan and Karen.



Foundation recognized,
remembered, and rejoiced with

Lighting the Way!



Board member
Kathy Colling
and husband Vince

By Ann Highfield-Lomonaco

All of our campuses were beautifully illuminated during our first Lighting the Way luminaria event. More than 600 lights decorated all of our locations including the village of Tunkhannock during their respective Christmas celebrations. Thanks to your generosity more than \$7,000 was realized. At St. Louise



Residents and families enjoyed the party

Manor's event, held in conjunction with the holiday party for residents and their families, SUNY Broome Student Nursing Association's Freshman Class volunteered as part of their cultural assessment requirement. Nursing student, Maureen Bock wrote a beautiful summary of her experience with helping light the luminarias. Her observations sum up all Lighting the Way events perfectly:



Dr. Beverly Dorsey (right) and family

This evening we participated in a community service activity at United Methodist Homes. We placed bags with little battery operated candles on the sidewalk and throughout the facility grounds. We arrived just as the weather started to turn, making our efforts that much more rewarding. This project didn't give us much face time with the patients or community, but hearing the amount of money raised in memory or honor of a loved one was incredible. As Ellie and I placed the bags on the sidewalk in the blustery weather, our minds were on getting back inside where it was warm. Once I thawed, it hit

me—each of those bags is a person. Each little plastic battery operated candle "burns" for someone.

At first my perception was that we didn't interact with the community directly—I soon realized I was wrong. I interacted with more people in that short amount of time than I could have dreamed of. Each bag put on display, each light clicked on, and every scoop of rock salt to stabilize them in the wind was somebody's mother, father, brother, sister, etc. It is so easy in today's busy world to lose sight of that. While our time was brief, it was well invested,



Brian Picchini, Vicky Morabito,
Karen Mayer



Boland House at Elizabeth Church

the bags glowed proudly from the sidewalk, a sign from those gone but not forgotten. What a humbling experience!

Thanks to all staff, musicians and board members who made our Lighting the Way event a tremendous success.



Andrea Frost, Kim Garey,
and Nicole Rice

UMH engages locals with new community partnership

Individuals age 50 and older who live in Broome County and receive Medicaid now have a new option for managing their chronic healthcare conditions. It's called Complete Care, and it is the result of UMH's partnership with Binghamton-based United Health Services and Catholic Charities.

"Complete Care is a new service that can help Medicaid recipients manage their chronic conditions," says Kim Garey, RN, and director. These conditions include heart disease, asthma, COPD, high blood pressure, diabetes and others.

The objective is to improve the overall health of voluntary enrollees by coordinating their care among providers and to ensure that critical services are neither neglected nor duplicated. Complete Care is expected to reduce costly visits to an emergency room and the need for inpatient hospital stays. These outcomes are also consistent with the government's Triple Aim initiative, i.e. to improve community health and bring down costs.

// Complete Care is a new service that can help Medicaid recipients manage their chronic conditions. //

In addition to coordinating clinical care, our case managers—Kim, Nicole Rice and Andrea Frost—also look at non-clinical factors that impact overall wellness, such as transportation to medical appointments, prescription medication management, healthy eating and more. Health records are shared, and services are coordinated and integrated using a network

of participating organizations, known collectively as a health home, to ensure that a client's full range of needs is met.

After 28 years at United Methodist Homes—and 10 years most recently as administrator of Saint Louise

Manor at our Elizabeth Church Campus—why was Kim willing to take on the challenging task of getting Complete Care up and running?

"Because I have a passion for people who don't have the means to help themselves, particularly our seniors," she says. "Just wait and see. We're going to hit this out of the park."



Members of teacher Tricia Roberto's HELLO Club from Johnson City High School toured the Hilltop Haunted House and visited with residents.

New approach will help UMH build tomorrow's workforce

Companies in the region that are seeking suitable candidates for employment in today's economy are encountering challenges in the pool of available talent. "We're finding that top prospects are already working, which means we have to work harder to find the best people," says Dave Cawley, manager of recruiting at United Methodist Homes.

Some of the relevant factors include low unemployment and tightness in the local labor market, a shortage of healthcare professionals, and a need for nonprofit organizations such as UMH to compete against for-profit companies (which can typically offer higher wages and salaries) for the same candidates. In addition, jobs outside of healthcare often don't require the education, training, licensure/certification, skill and commitment as do the jobs in this field.

"The healthcare hiring process also takes longer than virtually all other industries because of government regulations," Dave says. The process includes screening, multiple interviews, a physical exam

and drug screening, plus checks on criminal background and references.

"Rather than chasing after what has become a very limited human-resource pool, we're trying to actively pursue the passive candidate," Dave says. These individuals



Jim Silkworth and Dave Cawley

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are described as those who are currently happy in their jobs but are still keeping an eye open for a better opportunity or a new organization. "They're browsing the job market but not applying," he says. "Our goal is to get them to take action."

One way UMH's human resources department has done that is by improving our application process. "Last fall we switched to a new applicant tracking system called iCims. We can post all of our open positions to multiple job boards and social media platforms.

In fact, Facebook is our second highest referral source, behind *indeed.com*," says Jim Silkworth, vice president of human resources. "Applications are now done entirely online, too. We can quickly and effectively manage the flow of communications between candidates and UMH, and we can see any bottlenecks in the process

of assessing, interviewing and hiring."

Another key recruiting enhancement is the expansion of our Employee Referral Program. "It's been a valuable tool, so we expanded it to offer variable bonuses to employees who recruit any new staff member," Dave says. There's also a new HR task force that will examine critical factors in staff recruitment and retention.

"Hiring the right people has never been more important," Jim says. "The success of all five of our Pillars of Excellence will depend on it."



Caring. Connecting. *Community.*

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unitedmethodisthomes.org



News & Notes

Laura Blinn is our new recruiting assistant. **Abbie Evans** is our new marketing and fundraising assistant... Thank you to members of the **Tabernacle United Methodist Church** in Binghamton for generously donating holiday gifts for residents at our Elizabeth Church and Hilltop campuses...



Brian Picchini and Kara Conrad

Brian Picchini, president and CEO, was **Kara Conrad's** guest on WBNG's **"Around the Tiers"** television news show. They discussed the need for safe, secure, high-quality living options for local seniors, and Brian outlined the continuum offered by UMH, from independent living in townhomes and apartments, to assisted living and five-star skilled nursing care. He also invited viewers to register for our free **"Lunch & Learn"** events at Hilltop, which take place on the third Friday of every month.



WBNG control room

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