

Spirit

Technology: Catalyst for the Changing Landscape of Healthcare

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A WORD FROM THE CEO



Rev. Kenneth Daniel
President and CEO

TECHNOLOGY UNITES UCH SERVICES

Seven years ago, when I started with United Church Homes, we made the commitment to implement a new organization-wide information system through PointClickCare. As we rolled it out and provided training for staff members, we expanded the use of the information captured in just about every space within United Church Homes. Technology such as PointClickCare transforms the services we provide while increasing operational efficiencies.

Today, technology continues to be an integral part of United Church Homes' mission and vision. Information systems are the neural networks that connect us, direct the flow of information and allow departments to collaborate remotely. We can no longer imagine a day that isn't tied to an information technology system.

On a practical level, technology aligns with our core value of *stewardship*. Information helps us better understand our residents and their medical, clinical and social needs, which, in turn, helps us to coordinate our resources to meet those needs.

An example of how data impacts our care delivery is the reduction in use of antipsychotic medications in our communities. Since the start of a federal initiative to improve dementia care in 2012, United Church Homes has greatly reduced the administration of antipsychotic medication. The national average for antipsychotic drug use is currently at 19.3 percent, compared to United Church Homes' average of 11.5 percent. Nearly all UCH communities have seen major reductions in the use of antipsychotic medication.

We've also increased our quality ratings directly as a result of our work in managing information. Every UCH community has been rated four or five stars for quality, and Four Winds and Fairhaven will receive the Silver Quality Award from the American Health Care Association later this year.

Data collection is imperative to gather and evaluate medical information to decrease the time it takes to stabilize a patient, begin rehabilitative treatments and then within two weeks or so, move them on to home-based care. United Church Homes uses this data analysis to participate in innovative reimbursement programs like the bundled payments for care improvement (BPCI).

Technology helps us fine-tune our operating expenses, evaluate where we're deploying resources and where we may need to make adjustments to increase efficiencies. It also allows us to communicate efficiently (especially in a nationwide care delivery system that's deployed in 14 states and two Native American nations) by building culture and providing training opportunities across the miles when it would be too costly to bring people together in person.

Our information systems are not ancillary anymore; they are the backbone of the organization. Technology aligns with the core value of *integrity* to support our goal to provide the best care environments and the best treatment approaches for each individual we serve.



ON THE COVER:
Dr. Jodi Sperber demonstrates how physicians are integrating electronic medical records with the flexibility of tablets.

Spirit

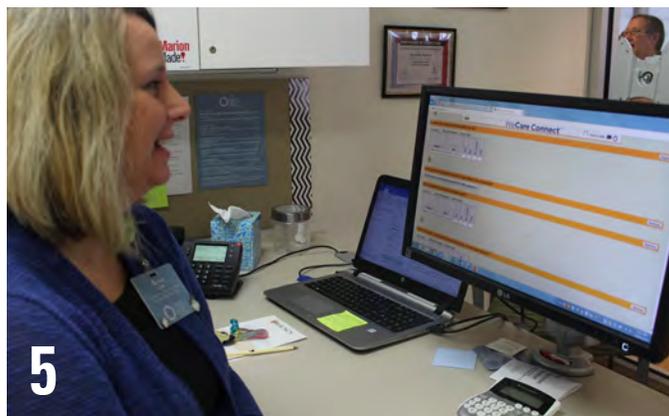
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Tibbitts Joins UCH as New Leader for **Information Technology Department**

**The United Church Homes
Information Technology department
is under new leadership.**

Glen Tibbitts, an Ohio State University graduate and resident of Delaware, Ohio, for 22 years, has joined UCH as director of IT services. Born in Boston, Glen attended elementary and high school in Marion, Ohio, and St. Joseph, Michigan. Glen holds a bachelor's degree in consumer affairs with a concentration in statistics. He worked in government for more than 20 years, serving a local developmental disabilities board. Glen has moved from serving one vulnerable population to a new one — older adults.

"I bring a new set of eyes to lead the technology department while keeping our core values at the forefront of my mind," Glen said. "I believe in empowering staff by seeking their input on projects, hardware and software evaluation and recommendations to move the company forward. This management technique makes us all come together as a team. It helps us brainstorm what is best for UCH as a whole and how we can become trendsetters or early adopters of new technology."

Assistive technology has boomed to provide better care for older adults living independently in their homes. "Assistive technology continues to make advances in the realm of senior living," Glen added. "To separate UCH from our competitors, we need to study how this technology can be implemented in a way that is beneficial to the entire organization, while keeping costs in mind and focusing on the importance of UCH's vision, mission and core values to enhance lives."

UCH has been progressive to pilot up-and-coming technology to help individuals become more connected to friends and loved ones while staying in tune with the numerous events at UCH locations.



"Along with these leaps in technology, Software-as-a-Service (SAAS) and a stronger cloud presence will reduce operational expenses while increasing uptime, raising productivity and significantly reducing waste," Glen said.

A solid trouble-ticketing system is also in place as a critical component of IT, Glen said. The ticketing system is efficient and allows UCH to be proactive to issues that may arise, such as failing systems and pieces of mission-critical software that could need the focus of the IT team.

Glen said UCH also recognizes the positive impact and cost savings that voiceover internet protocol (VOIP) phones bring to the company.

M E E T T H E S U P E R H E R O T E A M

1 Jared Erb

Help Desk Technician Jared Erb has been with UCH for over two years. He provides onsite support for all network equipment and remote support for all housing communities. He works with vendors for networking and computer appliance needs. Jared also troubleshoots and fixes problematic equipment and network errors.

A 2007 graduate of Marietta High School, Jared graduated from the Washington County Career Center computer graphics program and completed the Microsoft Technical Associate program.

"My favorite part of my job is the equipment I get to set up and the problems I research and figure out how to fix," Jared said. "It is always challenging and I get to work with experienced IT professionals who I learn from every day."

2 Chrissi Golden

Chrissi Golden, corporate IT services assistant, has worked for United Church Homes for over six years, including stints in Accounts Payable and Advancement departments. Her role includes managing the company's cellular phone and other major accounts. She contributes to decisions around mobile device management to keep UCH data compliant with numerous regulations.

Chrissi orders equipment and supplies for the IT department, promotes stewardship by reviewing accounts to assure United Church Homes gets the best pricing available and maintains vendor relationships.

Chrissi said her favorite part of her job is knowing the team together can make a difference in residents' lives.



3 Tom Lee

Tom Lee is an IT technician for United Church Homes. He has worked for UCH for over 38 years in a variety of roles, including Grounds, Maintenance and Environmental Services.

Tom provides end-user support throughout the organization. When visiting the communities, he enjoys seeing the staff provide love and care to residents and guests.

"The compassion and respect our staff have is heartwarming," Tom said. "We are truly blessed by the number of great staff members UCH has."

4 Susanne Starnier

Susanne Starnier, UCH's IT applications coordinator, has been with United Church Homes for 29 years. When she started, UCH was using a large mainframe system, a system that filled the current computer room. "It was very loud and produced a lot of heat," Susanne said. "Everyone had large CRT computer terminals on their desks. We programmed the software for Payroll, Accounts Payable, Accounts Receivable, Budgeting, Fixed Assets, General Ledger and Gift Planning (now Advancement) in-house."

Susanne holds a Bachelor of Arts in business from Ashland University and is a Microsoft-certified professional. She also has an associate of applied business in data processing technology with a microcomputer concentration from Marion Technical College.

Technology changes often and continues to evolve at a fast pace. Most applications are now housed in the cloud. Cellphones are more powerful than the mainframe used 29 years ago. Laptops have become smaller and lighter and are used much more frequently. Cybersecurity and secured protected healthcare information, while implementing data warehousing strategies, are critical roles for the IT department as the team troubleshoots across the miles visiting communities personally and remotely to provide IT support.

As technology evolves, it continues to impact new services and programming for older adults. United Church Homes is at the forefront of change and innovation using technology as one resource.





First Legacy Leadership Award Honors Rev. Dr. Paul Kiewit

Rev. Dr. Paul Kiewit, a longtime supporter of United Church Homes and current resident of Chapel Hill Community in Canal Fulton, Ohio, received the first Rev. Dr. Robert G. Diller Legacy Leadership Award during the May Board of Directors' meeting at Chapel Hill Community.

Rev. Dr. Kiewit said he isn't easily surprised, but he was surprised to receive this honor 72 years after his ordination.

"Thank you very much for all that you've done for me and all that you've given me this evening. I love you all," Rev. Dr. Kiewit said.

The award comes after decades of supporting Chapel Hill residents. Rev. Dr. Kiewit first contributed to United Church Homes through his church when he was 17 years old, and his parents lived their final years at Chapel Hill Community. In the intervening years, he visited many parishioners who were residents of the community during his ministry in three congregations in eastern Ohio.

After his retirement from pastoral ministry in the 1990s, Rev. Dr. Kiewit joined the UCH Board of Directors, where he served as chair. He has also served as board chair for 22 of UCH's

Housing and Urban Development (HUD) communities, marking his relationship with the organization for over seven decades and his leadership surpassing the 25-year mark.

In 2001, Rev. Dr. Kiewit and his wife, Dorothy, were the 25th and 26th residents to move into Kroft Commons at Chapel Hill Community, where he has been a resident leader in the community in numerous ways — resident council president, donor and pastor to residents — and continues to sit on a UCH housing board. He is also the honorary chair for UCH's Campaign for Abundant Life.

Together with his late wife, Rev. Dr. Kiewit supported the work at the Family Village Farm near Vellore, India, a United Church of Christ-related ministry providing homes for children and work for older adults. Rev. Dr. Kiewit has helped the residents of Chapel Hill connect with this ministry and for the past several years, residents collectively sponsor a child at the farm.

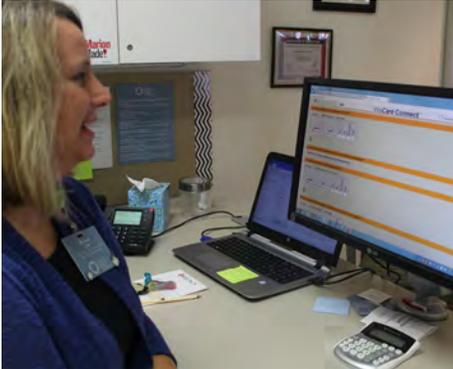
The award is named after the late Rev. Dr. Robert Diller, who began his service on the Board of Directors in 1945. Over the next 31 years, he helped move the organization from a single location that served 125 residents to include five communities serving over 800 individuals. He was named the first president and CEO of United Church Homes after serving as the superintendent of Fairhaven Community in Upper Sandusky, Ohio, from 1955–1964.

The new award honors those whose service to United Church Homes exemplifies high levels of vision, perseverance and faith. A legacy leader's contribution makes a lasting impact, resulting in the significant expansion of the mission and realization of the vision, "where the Spirit creates Abundant Life in Community."



WeCare Connect™

Gauges Employee Satisfaction



Director of Human Resources Alyson Issler uses the WeCare Connect platform to evaluate the needs of new staff members.

Millennials make up a large portion of UCH's workforce, and the employee experience matters to them.

United Church Homes has begun gathering critical data related to staff member engagement and satisfaction through the WeCare Connect pilot program at Fairhaven Community in Upper Sandusky, Ohio.

WeCare Connect is a program that unites new and existing employees to their supervisors via phone, email or mobile app, and instantly sends an organization's human resources team email notifications of any issues that may lead to a resignation. UCH's goals for the program are to reduce staff turnover and to enhance staff engagement, leading to better quality outcomes for residents.

Through asking basic questions, such as, "Do you understand your job duties?" and "Did you receive adequate training?", WeCare Connect checks in with all new staff members after two weeks of employment, then again at 45 days, 75 days and six months. Every six months after that, employees will receive questions related to job satisfaction.

"So many organizations use exit interviews as their only mechanisms to solicit individual feedback," said Scott Slutz, vice president of human resources at United Church Homes. "That's what's so appealing about this."

About two-thirds of UCH's state-tested nursing assistant turnover occurs in the first year, with half of that in the first 90 days of employment, Scott said.

"If we can engage with staff on a more consistent basis in that period, we have a much better chance of finding out what's working well and what's not and retaining some of those staff that we may not have been able to keep in the past because they resigned," he said.

Millennials make up a large portion of UCH's workforce, and the employee experience matters to them. New staff members are assessing employers from the time they apply for a position through the application and onboarding process, during orientation and beyond.

WeCare Connect also helps ensure new lines of communication. Automated emails go to staff members with survey questions and if they don't respond, a phone call from a call center may come next. Employers even have the option to send a text message with survey questions.

UCH will evaluate the pilot after collecting data for three to five months.



What is WeCare Connect™



We continuously connect with your customers and employees through phone calls, emails and our mobile app

These connections provide you real-time actionable data through reports, email alerts and issue tracking



This data supports continuous improvement and control of employee and customer experience





CONNECT

Life. Connected.



Aims to Help Residents Stay Secure, Socially Engaged

Residents of United Church Homes' Parkvue Community in Sandusky, Ohio, and Friendship Village Columbus recently participated in a pilot program to test K4Connect, an innovative platform that helps residents remain secure, socially engaged and living independently in their homes longer using tablet technology.

K4Connect creates solutions to serve and empower older adults and people living with disabilities. The flagship K4Community product integrates home automation, health data and social engagement software to promote more abundant living for older adults in retirement communities.

With K4Connect, residents can fully manage multiple areas of their lives, such as adjusting their thermostat and lighting; connecting with friends and loved ones through secure text messaging, email and video; and registering for life enrichment programming within the community.

After piloting the technology at Parkvue and Friendship Village Columbus for 90 days, United Church Homes discovered that the



Parkvue Community Executive Director Dan Miller (left) and Director of Resident Services Shannon Graver (right) observe features of K4Connect with resident Mickey Okasinski.

wireless internet infrastructure on these two campuses did not adequately support the software for the highest level of functionality.

“The pilot, like all pilots, was revealing in a number of different ways,” said United Church Homes Senior Vice President of Senior Living Services Chuck Mooney. “One clear message that came out of it is the need for a wireless network platform to be able to support not only the K4Connect device in each of the independent living apartments, but also all of the future needs related to the devices people carry today. That’s been the common experience for K4Connect with other clients who have piloted the system. Wireless internet service has to be in place to be able to take advantage of all the features of the application software.”

Pilot participant Gene Finnegan, a resident of Parkvue Place, said he had a positive experience with K4Connect.

“I have gotten more pictures for both (spouse) John (Rainey) and I from our kids than we would ever get,” Gene said. “We don’t do Facebook and we were surprised by how many pictures our kids sent. It is certainly very easy to make phone calls with the tablet.”

Gene enjoyed checking the life enrichment calendar and daily menus on his tablet.

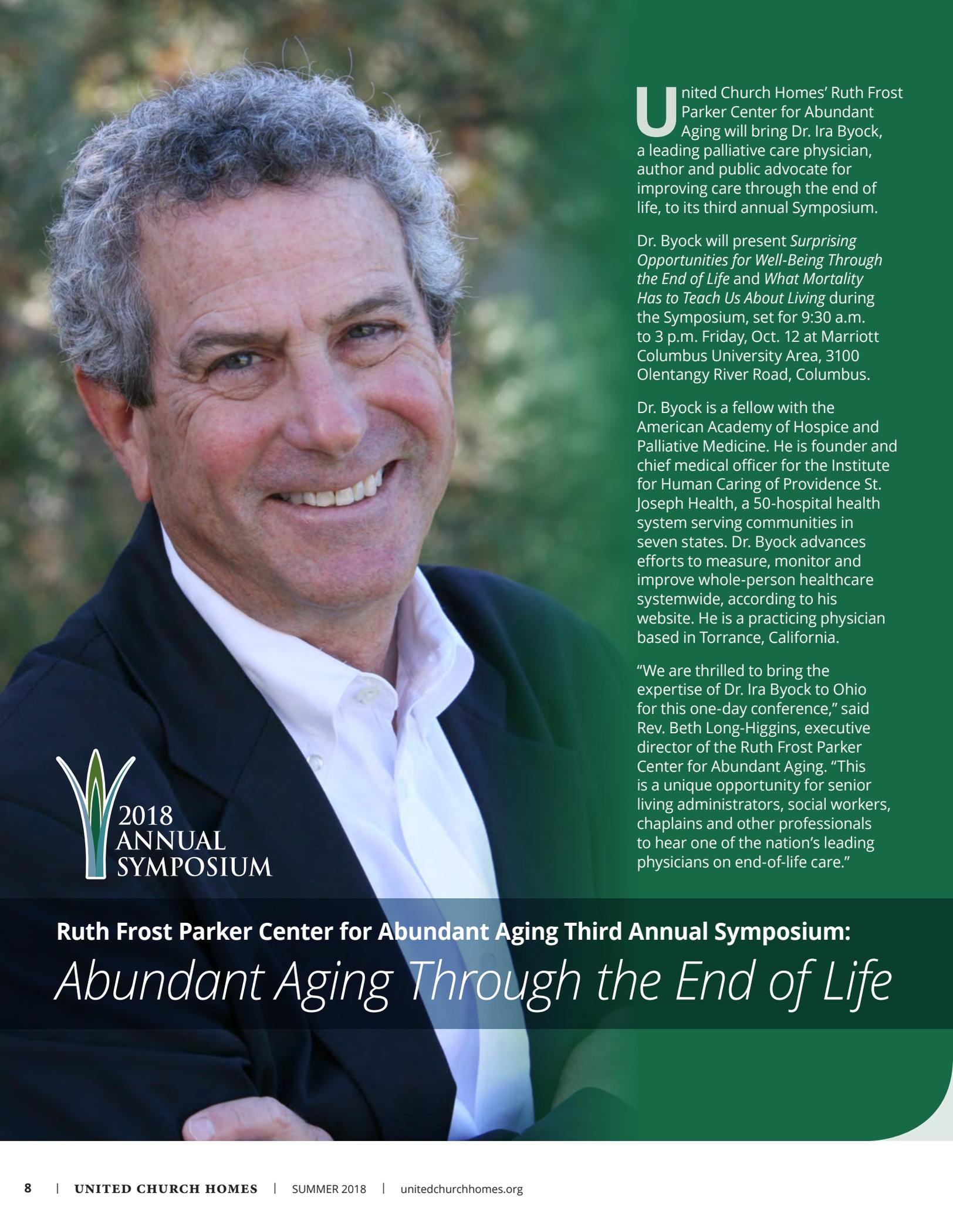
“One of the nice features is if you don’t feel like going down to dinner but you wonder what’s on the menu, you can check that out on the tablet without having to go to the dining room,” Gene said. “I know a lot of us older folks don’t want to get involved

with a lot of technology, but you have to look down the road. People who are moving in now are going to be more exposed to technology than we have been, so they’ll be ready to have this kind of device available.”

To share photos, a resident can simply invite a friend or family member to connect via cellphone or email. Friends and family then download an app to their phone or computer for secure messaging with their loved one.

“It’s a learning process,” Gene said. “I really think this is a good feature for United Church Homes to be able to offer.”





United Church Homes' Ruth Frost Parker Center for Abundant Aging will bring Dr. Ira Byock, a leading palliative care physician, author and public advocate for improving care through the end of life, to its third annual Symposium.

Dr. Byock will present *Surprising Opportunities for Well-Being Through the End of Life* and *What Mortality Has to Teach Us About Living* during the Symposium, set for 9:30 a.m. to 3 p.m. Friday, Oct. 12 at Marriott Columbus University Area, 3100 Olentangy River Road, Columbus.

Dr. Byock is a fellow with the American Academy of Hospice and Palliative Medicine. He is founder and chief medical officer for the Institute for Human Caring of Providence St. Joseph Health, a 50-hospital health system serving communities in seven states. Dr. Byock advances efforts to measure, monitor and improve whole-person healthcare systemwide, according to his website. He is a practicing physician based in Torrance, California.

"We are thrilled to bring the expertise of Dr. Ira Byock to Ohio for this one-day conference," said Rev. Beth Long-Higgins, executive director of the Ruth Frost Parker Center for Abundant Aging. "This is a unique opportunity for senior living administrators, social workers, chaplains and other professionals to hear one of the nation's leading physicians on end-of-life care."

Ruth Frost Parker Center for Abundant Aging Third Annual Symposium:

Abundant Aging Through the End of Life

An afternoon panel consisting of four faith leaders from different traditions will share the role of faith for end-of-life decisions. Panelists include David T. Ball, JD, PhD; Rabbi Wendy Ungar, MaHL, BCC, ACP; Lama Kathy Wesley; and Asma Mobin-Uddin, MD, FAAP.

“Since one’s faith journey and spiritual practices connect us to what is personally most important, it is invaluable to understand the connections between end-of-life decisions and our systems of belief,” Beth said. “We are excited to provide space for an interfaith discussion on palliative care.”

David T. Ball

Drawing upon his experience as a local church pastor and as chaplain at Denison University, David T.



Ball has been advising and representing churches about their legal needs since 1991. He is a partner in the firm of Rosenberg & Ball Co. LPA, which offers a wide range of legal services to churches, nonprofits, individuals and businesses. David earned a Bachelor of Arts at Ohio Wesleyan University, a Master of Divinity at Boston University School of Theology, a Juris Doctorate at the University of California, Berkeley, and a doctorate in systematic theology at Graduate Theological Union in Berkeley. In recognition of his service as counsel and advocate to churches and church-affiliated organizations, David was named the 2010 American Bar Association Outstanding Young Nonprofit Attorney. David regularly teaches as an adjunct professor at Methodist Theological School in Ohio and the Moritz College of Law at The Ohio State University.

“This is a unique opportunity for senior living administrators, social workers, chaplains and other professionals to hear one of the nation’s leading physicians on end-of-life care.”

Wendy Ungar

Rabbi Ungar is serving the community as a conservative rabbi. She earned a Bachelor of Arts at Brandeis University, master’s degrees in Hebrew letters and Jewish education and rabbinic ordination from the Jewish Theological Seminary of America. After working many years in education, Rabbi Ungar completed a clinical residency with OhioHealth and is now a board-certified chaplain through the Association of Professional Chaplains. Rabbi Ungar is working as an advanced chaplain practitioner with the palliative team at Riverside Methodist Hospital.



Lama Kathy Wesley

Kathy Wesley (Lama Gyurme Chötsö) has been a student of Khenpo Karthar Rinpoche since 1977. She participated in the first three-year retreat led by Khenpo Rinpoche at Karmé Ling Retreat Center in upstate New York and thus earned the title of retreat lama. Lama Kathy now serves as resident teacher at the Columbus Karma Thegsum Chöling and travels to teach at other Buddhist centers throughout the country. Kathy is a graduate of The Ohio State University with a bachelor’s degree in journalism. She and her husband, Mike, live in central Ohio.



Asma Mobin-Uddin

Dr. Asma Mobin-Uddin is a pediatrician and clinical bioethicist. Much of her work at The Ohio State University Center for Bioethics involves doing ethics consults as part of the Clinical Bioethics Consultation Service at OSU’s Wexner Medical Center. She is involved in developing ethics education projects for OSU and OhioHealth. She is also a pediatrician at Nationwide Children’s Hospital.



Dr. Mobin-Uddin is a board member of the Bioethics Network of Ohio. She also serves on the Joint Ethics Advisory Committee for OhioHealth and is a member of the committee’s Clinical Ethics Competency Task Force.

As a children’s author and columnist, Dr. Mobin-Uddin frequently educates the community about issues related to Islam and Muslims. Her three award-winning picture books deal with the Muslim-American experience. Her op-ed columns have been published in newspapers across the United States and internationally, and she has been a guest on television news programs, including on CNN, MSNBC and Fox News. Dr. Mobin-Uddin has been active in interfaith dialogue and efforts to further understanding, peace and justice in the greater community.

Sponsors of the Symposium as of July 1 include Gordon Foods, Plante Moran, Merrill Lynch, Thomas & Marker, L.R. Webber Associates, Paul & Katie Grassman CE Plan Inc. and MMS Advancement.



Renovations Nearly Complete at SEM Haven

SEM Haven, a United Church Homes–managed community in Milford, Ohio, is in the final stages of a two-year, \$5 million renovation project to continue the transformation of its campus for maximum comfort for the residents and in keeping with the principles of the Eden Alternative™ philosophy.

SEM Haven became a registered Eden Alternative™ community in 2001. The focus is on building a life worth living through caring relationships with pets, plants or children. All households have outdoor patios where residents can help care for flowers in raised beds. The Eden Alternative uses education, consultation and outreach to offer

person-directed principles and practices that support the unique needs of different living environments. It also promotes quality of life for older adults and their care partners.

“In a culture that typically views aging as a period of decline, the Eden Alternative™ philosophy asserts that no matter how old we are or what challenges we live with, life is about continuing to grow,” according to the organization’s website.

SEM Haven started using the Eden Alternative™ philosophy in 2000, with a focus on pets, plants and children. Nurses keep prescription medications in the resident rooms, so no medical carts are used in the community.

SEM Haven opened in 1980 as a 100-bed, traditional nursing home with all semiprivate rooms and one large dining area. Its layout was based on the hospital model, with long corridors broken up by nurses’ stations, Administrator Barb Wolf said.

That institutional feel is long gone at SEM Haven. The campus doubled in size about a decade ago for the same number of residents. Residents live in one of five households, each with its own living room, dining room, kitchen and mostly private rooms. Households range in size from eight to 25 residents and are staffed with the same employees every day. Residents of each household dine



together and have individualized social events calendars. The focus of the renovation includes the addition of large, individual rooms with private showers. When the renovations are complete, the community's capacity will be 95 skilled nursing and 42 assisted living residents.

Willow Way, a new assisted living household for nine residents, will open this summer. It joins the Gatch Grove, Canfield Court, SEM Haven Rehab, Ripple Ridge, McCormick Landing, Kugler Woods and Hickory Cottage households. Life enrichment programs take place in the Gathering Room on a regular basis, as well. All of the households come together for these events.

SEM Haven is one of four buildings on the campus. All are separate entities and offer independent living, so residents can seek a higher level of care close to home as their needs increase.



United Church Homes Management (UCHM) Brings Expertise to New Communities

United Church Homes Management (UCHM) is growing under the leadership of Executive Director Karen Messick.

UCHM has been providing quality services to managed properties for over two decades. From a short-term, specific needs-based contract to a full management contract, UCHM helps identify and address challenges that help senior living communities compete in their local markets. The keys to UCHM's success are to build relationships and integrate customized strategies that will help communities maintain occupancy, deliver high-quality care and remain sustainable well into the future.

Karen is the former executive director of Pilgrim Manor, now a United Church Homes community. In 2016, Pilgrim Manor and UCH integrated to expand the services offered in Grand Rapids, Michigan, while Pilgrim Manor retains its local identity and reputation in the community. Through a commitment of building a relationship of trust between both organizations, the final integration provided mutual benefit to both Pilgrim Manor and United Church Homes.

The rapidly changing landscape of senior care nationwide is what drives UCHM to focus on communities pursuing support to remain sustainable and viable into the future. UCHM can meet these needs with new management contracts, potential integrations, joint ventures and collaborations. UCHM has a longtime partnership with SEM Haven in Milford, Ohio, and Friendship Village Columbus. Recently, UCHM entered into a management contract with Uplands Village in Pleasant Hill, Tennessee.



Telemedicine Fills Gap for Residents

Telemedicine has become an important tool for United Church Homes' Four Winds Community in Jackson, Ohio.

The rural setting provides a unique opportunity for the remote delivery of healthcare services and clinical information using telecommunications technology. Telemedicine uses internet, wireless, satellite and telephone technology to bring the best care services to older adults in the Jackson area.

Telemedicine is a rapidly growing component of healthcare in the United States, according to the American Telemedicine Association. There are 200 telemedicine networks with 3,500 service sites in the country. Nearly 1 million Americans are using remote cardiac monitors and in 2011, the Veterans Health Administration delivered over 300,000 remote consultations using telemedicine.

For Lori and Randy Graman, telemedicine was a natural fit in helping to care for Lori's mother, Norma, a resident of Four Winds.

Both of Lori's parents, Norma and Richard, have lived with dementia.



Lori Graman (right) and Norma

Richard passed away Jan. 25 after starting in the Fast Track Rehab neighborhood and moving into memory care following a stroke. Norma moved to Four Winds in April.

Lori had provided care for both her parents before their moves to Four Winds. The moves allowed Lori a critical respite from being the primary caregiver for her parents. At the time, Lori had suspected that her mother had stopped taking her medications after her husband passed away.

"The care my dad received here was just incredible," Lori said. "I can't say enough about the staff here and the way they treated us — my husband, me and my mom, who was still at home at the time. I knew when the time came for

Mom (to move to a senior living community), this is where she had to be. There was just no other place."

After Norma moved to Four Winds, she started seeing Dr. Mandy Pollack, said licensed practical nurse Tammy Adkins. The doctor changed Norma's medications and she began to improve.

All this was done through video technology.

The alternative, according to Tammy, was a potential short-term stay in a behavioral unit. But research shows older adults fare much better outside of the hospital setting. Routines are an important part of living in a retirement community and can be difficult to maintain in other settings.

By utilizing telemedicine, Norma's nurses were able to keep her in a secure memory care neighborhood, and her demeanor has improved greatly. She is settling in as the "mother hen" who takes care of her peers and brings joy to those she meets.



EMR Systems Help Physician Residents Improve Patient Care



“We all recognize the need for more family medicine physicians to meet the needs of our aging population.”

A new partnership between Trinity Community in Beavercreek, Ohio, and Kettering Health Network brought family medicine physician residents to the Trinity campus starting in July.

Dr. Jodi Sperber, medical director and attending physician at Trinity, is overseeing second- and third-year physician residents from the Indu and Raj Sooin Medical Center Family Medicine Residency Program, part of the Kettering Health Network. The partnership will fulfill an

Accreditation Council for Graduate Medical Education requirement for physician residents to complete continuity geriatrics training.



Improving care coordination has emerged as a key strategy for enhancing the quality of life and lowering healthcare costs for older

adults, experts say. This educational experience will afford opportunity to enhance coordination efforts across the care continuum.

Twelve physician residents will manage the care for Trinity Community residents with oversight and preceptorship provided by Dr. Sperber.

"It's a big deal to get a new residency for medical education," Dr. Sperber said. "It is a beneficial program to have, particularly in our community. We all recognize the need for more family medicine physicians to meet the needs of our aging population."

United Church Homes is investing in the future by supporting this program.

"It keeps us vigilant to stay up to date and relevant," Dr. Sperber said. "Young physicians offer a surge of energy, ideas and contemporary updates and guidelines based on current literature as part of their education. We, in clinical medicine, are susceptible to maintaining status quo due to busy schedules and comfort levels. This endeavor will offer opportunities for growth for all participants involved, including the physician residents, nurses, staff members and the residents themselves. I consider it a unique opportunity to demystify the nursing home space, and I am optimistic it will serve to further support and improve the excellent care already provided to our residents across our community."

A typical day will start in the afternoon, with physician residents visiting patients, performing exams and formulating treatment plans. Later, they will go over their findings with Dr. Sperber, followed by a didactic session, comprised of a lecture and discussion, most of which will be led by the physician residents.

Dr. Sperber said Trinity's secure memory neighborhood is a unique experience from which physician residents will benefit.

"It's my favorite. It's so gratifying," she said. "They're lovely people, and their special needs mandate the

importance of a skillful approach. These residents provide an opportunity to perfect the optimal approach to patients with advanced dementia often compounded by multisensory impairments. It is easy to become self-absorbed with our hectic lives, but this population mandates a slower, more deliberate pace, and kindness matters. I emphasize maintaining the dignity and individuality of each resident, and it is impressive that when given the opportunity, we can connect on a personal level with these residents."

The physician residents will use technology such as secure messaging to share information and make decisions. The secure texting app TigerText works integrally with electronic medical records (EMRs) to permit secure two-way messaging along with secure remote access to the EMR for data synthesis. In this way, management of acute issues is not restricted to the confines of physical space.



According to the U.S. Department of Health and Human Services Agency for Healthcare Research and Quality, EMR systems have the potential to provide substantial benefits to physicians, clinic practices and healthcare organizations. The systems facilitate workflow and improve patient care quality and safety, among other benefits.

Dr. Sperber is board-certified in Family Medicine and is a Fellow of the American Academy of Family Physicians, and is also board-certified in Hospice and Palliative Medicine. She is a certified medical director for post-acute and long-term care.

A Greene County native, Dr. Sperber has worked in several capacities in the Miami Valley region during her professional career including serving as the regional medical director for United Church Homes

for five years. Her relationship with Trinity Community is sentimental and dates back to her childhood visits with her church group, Beaver United Church of Christ.

Dr. Sperber's passion is for geriatrics with emphasis on acute and chronic disease management permeated with palliative care approach and hospice integration when appropriate. Palliative care provides a holistic approach to complex medical, social and financial situations. "It emphasizes quality of life for patients with chronic, incurable diseases by managing symptoms aggressively while addressing patient-specific or patient-directed preferences, recognizing that though cure is not an option, optimal symptom management is. I consider caring for the vulnerable, and often forgotten, my purpose — my mission in life. I feel compelled to serve those who have lived amazing lives and to assist them and their families in finishing well," Dr. Sperber said.

"Ultimately, the goal is to live abundantly at whatever stage or condition one finds himself or herself in. Peace of mind, comfort and dignity are aspects of care I strive to accomplish for each patient," Dr. Sperber said. **"Each patient's life journey is unique, and I am privileged to participate as their physician. Though incorporating technology into most aspects of my practice enables improved efficiency and aspects of care unfathomable in the past, I find old-fashioned communication still works best when it comes to direct patient care."**



COMMUNITY BRIEFS

NEWS AND NOTES FROM OUR NEIGHBORS

In Memory:

Pastor Bill Michaels

William C. "Pastor Bill" Michaels, a former chaplain at United Church Homes' Parkvue Community in Sandusky, Ohio, passed away Saturday, May 12, 2018 at Firelands Regional Medical Center. He was 73. Pastor Bill was a 1962 graduate of Sandusky High School and served in the U.S. Army during the Dominican crisis. He worked at Parkvue Community from May 2005 to April 2016. We extend our thoughts and prayers to Pastor Bill's family.



UPLANDS VILLAGE

Murner Tapped to Lead Uplands Village

United Church Homes Management (UCHM) and the Board of Directors of Uplands Village are pleased to announce Herschel Murner has been selected as the new executive director of Uplands Village, located in Pleasant Hill, Tennessee. Herschel brings a wealth of knowledge and expertise to Uplands Village having previously served in the Information Technology department and as chief operating officer. "I am both honored and excited for the opportunity to continue the lasting journey with Uplands Village," he said.



BOARDTOWN VILLAGE



GATEWAY COMMONS

Housing Services Expands Portfolio to 61 Communities

United Church Homes Housing Services has acquired two new affordable housing communities in Mississippi, increasing its impact to serving nearly 3,000 older adults through ministry in a total of 61 communities.

Gateway Commons, located in Columbus, Mississippi, and Boardtown Village in Starkville, Mississippi, were purchased from National Church Residences for an undisclosed amount, per an agreement between UCH and NCR.

"We are excited about adding Gateway Commons and Boardtown Village to the United Church Homes family. We look forward to providing quality senior living services and expanding our mission, vision and values in Mississippi," said Rev. Kenneth Daniel, president and CEO of United Church Homes.



Fairhaven Earns Five-Star Quality Rating

The Centers for Medicare and Medicaid Services (CMS) has awarded United Church Homes' Fairhaven Community in Upper Sandusky its highest five-star rating. CMS created the Five-Star Quality Rating System to help consumers, families and caregivers compare nursing homes more easily. Nursing Home Compare provides quality ratings to each of the nation's Medicare and/or Medicaid-certified communities. Each community is rated from one star to five stars based on three critical areas: health inspection results, quality measures and staffing levels.



UCH, Fairhaven Win Alber Enterprise Center Award

United Church Homes and its cornerstone campus, Fairhaven Community, recently received honors during a luncheon and awards ceremony for outstanding achievement and excellence by the Alber Enterprise Center at The Ohio State University at Marion. UCH was one of four long-term care organizations recognized with the Collaboration in Developing the Future Workforce Award for its participation in the pilot Elder Care Certificate program.



Pilgrim Manor's Inaugural Lunch Break to Educate Series: 2018 Tax Reform

Pilgrim Manor's first Lunch Break to Educate took place May 16, 2018. The initial event in a networking and luncheon series focused on new tax laws. The 100-plus attendees enjoyed lunch followed by an informative lecture, featuring speaker Ryan Sheffer of Advance Capital Management, who guided attendees through best giving practices after the 2018 tax reform.

All funds raised at the event support Pilgrim Manor's Compassionate Care Fund for residents who have depleted or outlived their financial resources.



Eversound Pilot Finds Success at Trinity

United Church Homes recently completed a successful pilot of a new hearing and engagement technology at Trinity Community in Beavercreek, Ohio. Due to the overwhelmingly positive feedback, all UCH communities will soon have access to this headphone solution to empower older adults with hearing loss.



Vivian uses Eversound headphones to talk with Trinity Community Director of Nursing Kim Thorp-Sweitzer.



Eversound is a group-oriented headphone solution that enables residents at any level of care to be more engaged in life enrichment programming and their communities. Eversound's mission is to end social isolation among older adults.

The technology **helps seniors overcome the effects of hearing loss**, according to research studies by LCB Senior Living and Commonwealth Senior Living.

Although Eversound supports roughly 375 communities and 50,000 residents nationwide, UCH is the first senior living and multisite organization in Ohio to adopt the innovative technology.

"Our technology makes things simple for older adults and group-based activities in all levels of care," said Alex Wilson, director of Resident Impact at Eversound. "The headphones are easy to turn on and adjust to the desired volume, plus they go right over hearing aids for clear engagement for every resident. Once they are set up, every individual wearing headphones will be able to more effectively engage in the activity, whether it's bingo night, a trip to a museum or a conversation with their fellow residents or loved ones. All sound comes through crystal clear and each resident controls their own volume, so it's set to their liking."

Already United Church Homes is seeing an impact on residents.

"My son has tried everything he could try — ordered all kinds of hearing aids for me," said one resident, Vivian, while wearing the Eversound headphones. "My mood has been up and down because I have trouble hearing people, but these headphones have helped build my confidence and lift my spirits."

Eversound headphones are made with anti-microbial plastics to avoid disease transfer between residents and feature replaceable earpads. The



Eversound Headphones



Eversound Transmitter



Portable Charging Case



Clip-On Microphone

headphones are also fully wireless — even when charging. Residents can hear from any location within 200-300 feet of the transmitter — a small box which enables residents to hear audio like a speaker's voice, music from an iPod or their favorite television program.

Eversound technology is specifically designed to fit over hearing aids, which pick up extraneous sounds, and the headphones can be used with or without hearing aids.

In addition, Eversound can be used for extended periods, as both the headphones and transmitter last for five hours on a single charge. The headphones charge within a carrying case, so residents and group leaders need not worry about cords or chargers. They can connect to any audio source to enhance every activity, whether it is a resident council meeting or a movie night. Eversound also comes with a clip-on microphone, which enables the speaker to easily broadcast audio of their voice to the entire audience. The headphones are lightweight for total comfort during long listening sessions.

UCH Director of Hospitality Amy Kotterman headed up the pilot project at Trinity after learning about Eversound at a LeadingAge national conference in New Orleans last October. "These headphones have completely exceeded my expectations and brought so much joy to the residents," Amy said. "After the successful pilot at Trinity, we've decided to roll out this technology at all UCH communities."



Ron Wilson (right) and an Eversound representative demonstrate the power of Eversound headphones.

Trinity Activities Assistant Ron Wilson trained other staff members on how to use the headphones. About a dozen residents have tried the system. "When they wear it, sometimes they can be skeptical at first," Ron said. "They don't want to use the technology or they're not used to the headphones. But when they try it, they find out they really don't have to do anything and their hearing is improved. Some of them were astounded that they could actually hear and immediately begin carrying on a conversation with people. Others were just laughing and happy."

With the help of Eversound technology, UCH residents will soon have a clear world right at their fingertips.



Are You Afraid You Will Outlive Your Financial Resources?



With people living longer, individuals are afraid of outliving their resources. This fear often leads to seeking alternatives, such as investing a portion of retirement funds in investments designed to provide steady income during one's lifetime, regardless of how long they live.

What you may not know is that while your financial advisers can help, so can some of the charitable organizations you have been supporting, such as United Church Homes. United Church Homes can help individuals and couples set up charitable gift annuities. These annuities allow you to meet your personal financial goals, while providing an opportunity to also support the mission of United Church Homes.

For the first time since Jan. 1, 2012, the annuity rates have increased, effective July 1, 2018. Not only will those who set up a charitable gift annuity now receive a larger steady stream of income during their lifetime, they will continue to receive an immediate charitable income tax deduction, and upon death, the organization receives the remaining amount, if any.

Let's use Bob as an example: Bob is 79 years old. He puts \$50,000 cash (could be stock or other assets) into a charitable gift annuity after July 1 this year. In return, he receives an annual check for 7.1 percent of his initial investment (can be set up to be paid quarterly, semiannually or annually). In Bob's case, this amounts to a \$3,550.00 return every year. Additionally, he will receive a one-time charitable income tax deduction of \$22,197.82, which could save Bob \$4,883.52 at a 22 percent federal income tax bracket. Not only that, but Bob knows that after he is gone, this planning will help provide for an organization that he cares deeply about.*

If you would like to learn more about how a charitable gift annuity could help provide for your future and support the work of United Church Homes at the same time, please contact Gloria Hurwitz, vice president of advancement and communications, at ghurwitz@uchinc.org or 740.751.8702. For friends and stakeholders, UCH has a complimentary, values-based estate planning process designed to help individuals and couples think through their goals and objectives to create a comprehensive estate plan. For more information, contact Gloria Hurwitz.

**Rates and deductions are dependent upon your unique situation. Those provided in the example may not accurately reflect your situation.*

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Paul Grassmann, JD, FCEP

Q & A

With Dr. Majd Alwan

executive director of LeadingAge CAST



Answers have been revised for clarity and length. For complete answers, visit unitedchurchhomes.org/leadingage-q-and-a.

Q: When and why was LeadingAge CAST started?

A: CAST was started in 2003 because of a strategic scenario planning exercise that LeadingAge, AAHSA at the time, conducted in partnership with the Wharton School of Business in 2002. The report identified technology as a major factor in how we will deliver aging services in the future. So CAST (LeadingAge.org/CAST) was created to foster conversations between technology companies, academicians, forward-thinking aging services providers and government representatives.

Q: How can coordinated care improve with the use of technology?

A: Coordinated care is having access to information and notifications and sharing information in a timely manner to deliver health and support services. This leads to better person-centered care, better outcomes, more satisfaction and reduced cost of care (no unnecessary repetition of lab tests, medication errors, etc.).

Q: How widespread is the use of telemedicine? How can it improve care?

A: Telemedicine, often referred to as telehealth, is technology we encourage providers to embrace, advocate for and we are tracking the adoption thereof. Over the past couple of years, we have seen telemedicine adoption generally grow and gain significant interest, especially for aging services providers. We noticed growth of telemedicine and telehealth application among the largest 150 members of LeadingAge to about 22 percent of providers participating in the LZ-150 Technology Adoption Survey in 2017.

Q: What new assistive devices are on the market?

A: Lately, we have witnessed an explosion of social connectedness and engagement technologies designed for older adults, including individuals with special needs such as cognitive decline (e.g., dementia), vision impairments, hearing loss or for individuals who aren't very comfortable using computers. These technologies usually allow customization to preferences and needs of the individual user. They entertain, emphasizing the fun aspects, which means people use them consistently over long periods of time. They also help users overcome social isolation, which is a risk for depression and has negative effects on health and is equivalent to smoking 15 cigarettes a day (Holt-Lunstad, 2015).

Q: What emerging technologies do you expect to be available in the coming years?

A: Soon, we will see self-driving cars transporting older adults who lost their ability to drive; service and assistive robotics helping older adults and caregivers alike around the house; and smart, connected living environments supporting older adults and their caregivers with correct and timely information. Technology is becoming better, faster, cheaper and more pervasive, making us better connected, more informed and more engaged than ever. We will certainly see significant shifts in consumer expectations, demands and market disruptions and reactions! We are living in exciting, fast-paced times, and to help LeadingAge members consider these changes, LeadingAge partnered with the Institute for Alternative Futures to produce a new scenario planning report and tools that shows significant role for technology. For more information, visit leadingage.org/2030-aging-services-scenarios-documents.



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Our Mission is to transform Aging by building a culture of community, wholeness and peace.

NATIONAL AND STATE AFFILIATIONS:

American Health Care Association: ahca.org

Council for Health and Human Service Ministries (CHHSM): chhsm.org

LeadingAge: leadingage.org

LeadingAge Ohio: leadingageohio.org

Midwest Affordable Housing Management Association (MAHMA): mahma.com

Ohio Association of Area Agencies on Aging: ohioaging.org

Ohio Healthcare Association: ohca.org

Southeastern Affordable Housing Management Association (SAHMA): sahma.org

UCC Coalition for LGBT Concerns: ucccoalition.org

170 East Center Street • PO Box 1806 • Marion, Ohio 43301-1806 • **740.382.4885 / 800.837.2211**
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