Loretto Awarded Technology Grant Residents Get Connected with iPads

Loretto received a grant from the Anna Mahan Foundation to provide advanced technology to residents and employees. Loretto secured 10 iPads and 4 touchscreen computers with the funds, and developed the system to support the technology. The purpose of the foundation is to “provide grants to aid in improving the quality of life for the elderly and infirm persons through services and direct research that enhances their care and treatment.”

Walk into just about any Loretto facility and you will likely see a resident using an iPad. And another resident is probably waiting patiently to take a turn. They check the news, play the piano, play Words With Friends. You name it, they play it. They have completely embraced this technology.

One of the most rewarding benefits of the new technology for the residents is the social media aspect. A recreational therapist at PACE CNY set up a weekly Facetime chat for Norma, a participant whose son, Tom, lives in Boston. Several weeks later when Norma’s daughter from out of town came to surprise her, they were able to surprise Tom by Skyping him from the Sally Coyne Day Center in North Syracuse. They had a mini-family reunion. Norma has now also connected with her daughter, Jeanne, who lives in Nova Scotia! The distance used to be a barrier because it was so expensive to call. Now they speak every Thursday at 2 pm and actually get to see each other!

Another resident who was raised in England was able to view the street she grew up on thanks to Google Earth. She felt like she had made a trip home. One resident connected with her son who was deployed to Afghanistan.

The impact of this grant has been even more far-reaching than we ever imagined and we are discovering that the possibilities are endless.

For more information about Loretto programs and services, please call (315) 469-1991 or go to www.loretto-cny.org.

Food Services

AdvancedMeal

In addition to Loretto, AdvancedMeal also serves non-affiliated skilled nursing facilities and community-based nutrition programs. In total, AdvancedMeal served 4,318,301 meals in 2012.

STATISTICS OF ELDERS SERVED IN 2012

<table>
<thead>
<tr>
<th>Home &amp; Community-Based Care Services</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Daybreak Adult Medical</td>
<td>124</td>
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<tr>
<td>Day Program</td>
<td></td>
</tr>
<tr>
<td>Loretto Lifeline</td>
<td>1,456</td>
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<tr>
<td>PACE CNY</td>
<td>559</td>
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<table>
<thead>
<tr>
<th>Skilled Nursing</th>
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</thead>
<tbody>
<tr>
<td>Loretto Health &amp; Rehabilitation Center</td>
<td>1,737</td>
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<tr>
<td>Cunningham Skilled Nursing</td>
<td></td>
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<tr>
<td>Fahey Rehabilitation Center</td>
<td></td>
</tr>
<tr>
<td>The Nottingham Residential Health Care Facility</td>
<td>56</td>
</tr>
<tr>
<td><strong>Total: 5,124</strong></td>
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<table>
<thead>
<tr>
<th>Senior Housing</th>
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<tr>
<td>The Bernardine</td>
<td>200</td>
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<tr>
<td>Buckley Landing</td>
<td>125</td>
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<tr>
<td>Community Residences</td>
<td>32</td>
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<tr>
<td>Forest View at Fayette</td>
<td>15</td>
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<tr>
<td>The Heritage</td>
<td>119</td>
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<tr>
<td>Highland House</td>
<td>13</td>
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<tr>
<td>Malta House/Malta Manor</td>
<td>98</td>
</tr>
<tr>
<td>The Nottingham</td>
<td>309</td>
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<tr>
<td>O’Brien Road Apartments</td>
<td>42</td>
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<tr>
<td>Sedgwick Heights</td>
<td>239</td>
</tr>
<tr>
<td><strong>Total: 5,124</strong></td>
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<tr>
<th>Specialized Health Care Services</th>
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<tr>
<td>McAuliffe Health Center Dental</td>
<td>2,198</td>
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<tr>
<td>Podiatry</td>
<td>2,518</td>
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<tr>
<td>Vision</td>
<td>180</td>
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<tr>
<td><strong>Total Visits: 4,896</strong></td>
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</tbody>
</table>

DEAR LORETTO FAMILY & FRIENDS

In 2012 Loretto made great strides in our mission to honor, serve and empower every elder and those who care for them to live with purpose, wholeness and dignity.

We have a passion for excellence at Loretto, and a devotion to integrity. We honor the dignity and value of individuals without distinction. We encourage innovation, require accountability and inspire change. We seek knowledge and growth through continuous learning. We embrace aging and succeed only when we meet or exceed the expectations of all whose lives we touch. We take great pride, as you’ll see in this report, that one of our programs, PACE CNY, has been so highly rated in New York State by those we serve.

It is Loretto’s great privilege to be a part of transforming elder care in Central New York.

Bruce Buchanan, FACHE
President & CEO of Loretto

Kimberly Townsend
Chair of the Loretto Board of Trustees
Statewide Survey Says PACE CNY Ranks Highest in Customer Satisfaction with Health Care

PACE CNY was the highest rated managed long-term care plan in New York State when it comes to “Customer Satisfaction with Health Plan” in the recently released New York State Department of Health 2012 Managed Long-Term Care Report. The survey was conducted in 2011. The “Customer Satisfaction with Health Plan” category rated managed long-term care plans based on how participants rate the following areas: health plan, dentist, care manager, visiting nurse, home health aide, transportation and finally, the likelihood that the respondent would recommend this plan. Here are some significant findings:

**Rating of Health Plan**
Statewide average was 85%. PACE CNY had the highest score of all plans at 96%.

**Would you recommend this plan?**
Statewide average was 91%. PACE CNY had the highest score of all plans at 98%.

**Transportation Services**
Statewide average was 81%. PACE CNY tied with two other plans for the top score of 97%.

**Rating of Home Health Aide**
Statewide average was 87%. PACE CNY had the highest score of all plans at 95%. According to Penny Abulencia, Loretto VP and Executive Director of PACE CNY, “There is no higher compliment than to be recommended by those you serve. 98% of those surveyed said they would recommend PACE CNY to others. We’re proud of that number and we’re proud of the team at PACE who help us deliver that level of customer satisfaction every single day.”

PACE CNY is a program of all-inclusive care for the elderly, in cooperation with St. Joseph’s Hospital Health Center. PACE cares for 472 Onondaga County adults aged 55 and over in the community. These are adults who may otherwise qualify for nursing home care.

To view this NYS DOH report online, go to www.health.ny.gov.

Loretto Honors Two at Annual Celebration Luncheon

Each year we host a luncheon at which we recognize community members who embody the ideals of enhancing the lives of elders in our community with the Loretto Legacy Award. In 2012 we honored Mike Price, one of Central New York’s best known and best loved TV personalities and Dr. Dale Avers, Director of the Transitional Doctor of Physical Therapy program at SUNY Upstate. Dr. Avers has dedicated her professional life to enhancing the lives of elders.

The theme of the event was “You’re Never Too Old to Play.”

46 ALP Beds Awarded to Sedgwick and Buckley Landing

Loretto received approval to open 46 more Assisted Living Program (ALP) beds: 16 at Buckley Landing in North Syracuse and 30 at Sedgwick Heights in Syracuse’s historic Sedgwick Heights district. ALP beds are in high demand, and Loretto has been working with New York State to meet the needs of more Medicaid-eligible elders who require assistance.

The Assisted Living Program provides supportive housing and home care services to individuals who are medically eligible for a nursing home but don’t require 24-hour skilled nursing supervision and assessment. Care is coordinated with the resident’s primary care physician and delivered in a residential setting.

2012 Progress at The Bernardine:

- The 9th floor renovation was completed opening 8 new apartments.
- Began groundwork for the 8.5 million dollar elevator/renovation project
- Began renovations on the 20th and 21st floors
- Opened the new recreational space on the first floor

The Total Number of Individuals Served by Loretto Programs & Services in 2012 Was 5,124
2012 CARE PROGRAMS & SERVICES

Home & Community-Based Care Services
- Daybreak Adult Medical Day Center
- Loretto Lifeline
- PACE CNY (Program of All-inclusive Care for the Elderly)

Food Services
- AdvancedMeal

Senior Housing
- The Bernardine
- Buckley Landing
- Community Residences
- Forest View at Fayette
- The Heritage
- Highland House
- Malta House
- Malta Manor
- The Nottingham
- O’Brien Road Apartments
- Sedgwick Heights

Skilled Nursing
- Loretto Health & Rehabilitation Center
  - Cunningham Skilled Nursing
  - Fahey Rehabilitation
- The Nottingham Residential Health Care Facility

Specialized Health Care Services
- McAuliffe Health Center

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