

The Journal

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NEW TECHNOLOGY PUTS PAPERLESS CHARTS WITHIN CLOSER REACH

The healthcare industry runs on paper, and at the very bottom of the proverbial stack are the medical charts, which someday will be history at Eliza Jennings Senior Care Network communities as the Electronic Health & Wellness Record (EHWR) system continues its rollout.

It all began in 2001 with CareTracker, touch-screen software initially used by State Tested Nursing Assistants (STNAs) in Eliza Jennings and The Renaissance Health Center to chart resident care and other activities of daily living (ADLs). The system was so effective in tracking and customizing care, that other departments began using CareTracker, ultimately eliminating paper charts used by the dietary, administrative and housekeeping departments, as well as STNAs.

"Expanding our capabilities to the EHWR system was the next logical step," said Toby Miletta, Vice President of Information Technology for the Network. "Developing a tool so that nurses can spend less time filling out paperwork and more time with residents is well worth the effort."

Working in conjunction



Toby Miletta, Vice President of Information Technology, shows off a CareTracker terminal.

with the Network database, the EHWR system already contains demographic information, vaccination history and weight measurements, as well as photos, of all residents who live in Network communities. Data submitted for state regulations and reimbursement is also stored on the EHWR system, which also is used daily by the Network's Finance Department.

The next phase of the EHWR

system rollout is truly unique to the Network and perhaps one of its most useful features. Miletta and his team, which includes Gina Roig, Manager of Systems Support; Denise Gannon, Vice President of Clinical and Support Services; Stephanie Godleski, Administrative Assistant; and Kara Serger, Director of Human Resources, are working to develop interdisciplinary assessment capabilities using the EHWR system. When fully implemented, the interdisciplinary tool will enable different departments within the Network to electronically view, modify and collaborate on a single assessment record instead of developing multiple, sometimes duplicative, records.

"Charting procedures have a tendency to change, so this will be an ever-evolving process," said Miletta. "Because of our success with the CareTracker implementation, the staff has been very receptive to the system, which will make it easier to transition from paper charts."

Miletta anticipates a complete switchover to paperless charts by mid-2008, well in advance of the federally mandated 2012 deadline.

O p i n i o n

By DEBORAH LEWIS HILLER, PRESIDENT AND CHIEF EXECUTIVE OFFICER
ELIZA JENNINGS SENIOR CARE NETWORK

Eliza Jennings
Senior Care Network
14650 Detroit Avenue, Suite 710
Lakewood, Ohio 44107
Phone (216) 226-5000
Fax (216) 226-5899
www.elizajennings.org

Acacia Place
10603 Detroit Avenue
Cleveland, Ohio 44102
Phone (216) 226-6090
Fax (216) 472-1145
www.acaciaplace.org

Devon Oaks
2345 Crocker Road
Westlake, Ohio 44145
Phone (440) 250-2300
Fax (440) 808-0838
www.devonoaks.org

Eliza Jennings
10603 Detroit Avenue
Cleveland, Ohio 44102
Phone (216) 226-0282
Fax (216) 226-8905
www.elizajennings.org

Eliza Jennings at Home
Phone (440) 427-8965

Eliza Jennings Medical Associates
26376 John Road
Olmsted Township, Ohio 44138
Phone (440) 235-7100, ext. 2511

Signal
26376 John Road
Olmsted Township, Ohio 44138
Phone (440) 235-7100, ext. 2511

The Renaissance
26376 John Road
Olmsted Township, Ohio 44138
Phone (440) 235-7100
Fax (440) 235-7115
www.therenaissance.org

Looking back over the past 20 years, it is difficult to imagine life without cell phones, email, 24-hour banking on the Internet, or the many other modern conveniences that have become an integral part of our society. We can conduct our personal and professional lives mostly on our own terms, all of which makes the cell phone bill or the cost of a new laptop computer somewhat easier to digest.

Undeniably, the real benefit of all this new technology is our ability to obtain what we want, when we want it, an ideology that resonates just as strongly with older adults. While some older adults may not have as much use for cell phones or other hi-tech gadgets, most do find tremendous value in receiving services that have been customized for their lifestyles. Eliza Jennings Senior Care Network recognized this trend in customizing services for older adults more than a decade ago, and we continue to explore better ways of delivering those services.

The transition to more person-centered care was a big step toward customizing services for our residents and program participants. We soon recognized the opportunity to extend this philosophy to older adults living independently outside of our communities through Eliza Jennings at Homesm, our new home health agency that defines the very essence of delivering catered services. As we slowly introduce this new product to the community, older adults will be able to get the services they want in their own homes, 24 hours a day. Home-based services, such as Eliza Jennings at Home, are important not only because they provide valuable resources to individuals who choose to live in their own homes, but also



because they reflect a new direction for senior services. Aging in place will be the reality for many older adults as

they remain residents in their own homes rather than in assisted living communities or nursing homes. Traditional senior housing will not disappear anytime soon because, in some instances, older adults may need to have access to more intensive services. However, senior housing likely will transform to meet the new needs of independent older adults.

With this in mind, The Renaissance organized a series of focus groups to gain broader perspective on the expectations of older adults who live or are thinking about living in retirement communities. The groups, which included independent living residents from The Renaissance and older adults from neighboring communities, first met last summer and will meet again in early spring. The Renaissance celebrated the 20th anniversary of its groundbreaking this year, and the input received from the focus groups will be extremely valuable as we develop our master plan for the next 10 years.

Meeting the needs of our residents and others who we serve has been the foundation of our mission for more than a century, and further customizing the delivery of our services will remain one of our most important goals as we continue to fulfill that mission.

ACACIA PLACE WELCOMES NEW DIRECTOR WITH FRESH IDEAS

When Minni Nair assumed her position as the new Director of Acacia Place last summer, she didn't come empty-handed. The former Administrator-in-Training at Eliza Jennings arrived with an enthusiastic attitude and new ideas for how to make Acacia Place the best adult day center in Greater Cleveland.

"Acacia Place is a wonderful idea, and people who live in this area should feel lucky that they have such a terrific resource close by," said Nair. "I want Acacia Place to be known in the community so that people are aware of the great services and programs that we offer and aren't mystified when they hear our name."

Nair, who is a licensed physician and holds an MBA with specialization in Health Care Administration from Cleveland State University, now focuses on the administrative side of health and wellness. She has had

experience in geriatric medicine and had previously worked with older adults, which Nair believes helps her have a greater understanding of the clinical and administrative components of an adult day center. The opportunity at Acacia Place also has touched Nair on a personal level.

"I've always had a soft spot for older adults," said Nair. "It's like I can see the reflection of my own parents in the older adults I meet, so it has made me more sensitive to understanding the needs of our aging population."

Nair, who had met most of the Acacia Place participants while she completed her administrator training at Eliza Jennings, works closely with her five-person staff to develop new activities and programs that everyone can enjoy doing together. In September, Acacia Place celebrated its first-ever Adult

Day Services Week, during which special activities, including a wine and cheese party and group cooking and baking, were planned for each day of the week. "I want our participants to feel like Acacia Place belongs to them," Nair said.



Acacia Place Director Minni Nair enjoys an afternoon activity with a participant.

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Contact Sharon Williams at

(216) 226-5000, ext. 240

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If you would like information

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CULTURE CHANGE TORCH PASSED AT ELIZA JENNINGS

She may be the new Executive Director of Eliza Jennings, but Elise Tareshawty was no stranger to the highly acclaimed nursing community that has captured statewide and national attention for its success with person-centered care.

“I knew that if the opportunity ever presented itself, I would jump at the chance to work for Eliza Jennings,” said Tareshawty, who also serves as Chairwoman of the Ohio Person-Centered Care Coalition, which includes among its membership Mark Beggs, Chief Operating Officer; Dr. Matthew S. Wayne, Chief Medical Officer; and Denise Gannon, Vice President of Clinical and Support Services; from Eliza Jennings Senior Care Network. “I had worked with Mark, Dr. Wayne and Denise on the Person-Centered Care Collaborative, so I was already familiar with the positive things that were happening at Eliza Jennings.”

With more than 20 years of long-term care experience to her credit, Tareshawty views her position at Eliza Jennings as a journey to find new and better ways of implementing person-centered care, beginning with an assessment of current culture change practices. It did not take long for Tareshawty, who joined Eliza Jennings in September, to see the positive



Eliza Jennings Executive Director Elise Tareshawty, left, exchanges knitting tips with residents.

impact that person-centered care has already had on the residents and staff.

“The Eliza Jennings residents made me feel very welcome, and I attribute that kind of reception to the way the staff has given care,” Tareshawty said. “We don’t use overhead paging or personal alarms that emit loud and unpleasant noise, so the environment is more relaxed for residents, which encourages them to be more open and responsive.”

Eliza Jennings has been so successful with its transition to person-centered care that it has become a model community for other nursing homes in the state. In September, Eliza Jennings was honored with two awards for excellence from AOPHA, the state association that represents not-for-profit senior services providers.

Eliza Jennings was presented with the award for Excellence in Service (Best Practice) for Nursing Facilities for its advancements in person-centered care, in addition to the award for Excellence in Caring – Direct, for which Household Coordinator Paulette Cantlin was honored (see photo on back page).

Tareshawty has been busy getting to know the residents by spending an hour each day in a different household. She even plans to share a few of her personal interests with the residents, including knitting, baking and making wine.

“There definitely is a different feel at Eliza Jennings, and I’m fortunate to be part of such a great organization,” Tareshawty said.

WHAT'S NEW AT DEVON OAKS?

In addition to the normal flurry of activity at Devon Oaks, the past few months have been especially busy as residents, families and staff enjoy the largest renovation there since the community opened in 2000.

"Devon Oaks has always been a beautiful place, but it was time for a change," said Danielle Maur, Executive Director of Devon Oaks.

Common areas throughout Devon Oaks received a fresh coat of paint, while the most extensive renovations took place in the Great Room and the Memory Support Unit. Trustee Margot Gilbert, along with Lee Meier Interiors, an interior design firm in Westlake, consulted on the renovations, which included new paint, wallpaper, window treatments and reupholstered furniture in the

Great Room. A new television and lighting were also added for the residents' enjoyment. The Memory Support Unit was outfitted with new paint, carpeting, window treatments and furniture in the living room.

First-time visitors to Devon Oaks now have the added benefit of viewing a new, fully furnished model suite that demonstrates the design flexibility in the community's floor plans. Completing the list of renovations at Devon Oaks was the installation of new automatic entrance doors and a new employee security entrance door.

Several other changes at Devon Oaks include new marketing brochures, restructured pricing designed to further highlight the exceptional value of Devon Oaks,

and the addition of Melissa Foldi, LPN, the new Director of Resident Health Services. Foldi, who has extensive nursing and long-term care experience, previously served as Nurse Manager at Carol B. Hall Center, the assisted living community at The Renaissance.

Great things are happening at Devon Oaks, so now that the dust has settled and the paint is dry, stop in to see what's new!



Model Suite

SHARON WILLIAMS JOINS NETWORK AS DIRECTOR OF DEVELOPMENT

Donor and foundation support has always been critical to the programs and services provided by Eliza Jennings Senior Care Network, and developing and cultivating those important relationships is essential, which is why the Network is pleased to introduce Sharon Williams as its new Director of Development.

"Maintaining solid relationships with our valued donors, as well as researching new opportunities with grant making organizations are sizeable

responsibilities that fall squarely within Sharon's demonstrated skills and experience," said Deborah Lewis Hiller, President and Chief Executive Officer of Eliza Jennings Senior Care Network.

As Director of Development, Williams manages all fundraising activity for the Network, including donor relations, grant writing and the annual fund campaign.

To learn more about Network development programs, contact Williams at (216) 226-5000, ext. 240.



Sharon Williams

A LIFETIME OF SERVICE

Retirement often inspires thoughts of a carefree life without commitment. But times have changed, and Dr. Germaine Hahnel, a resident at The Renaissance, is proof that older adults are defining retirement in ways that would exhaust people half their age.

At 75 and retired from a distinguished career in healthcare, Dr. Hahnel had plenty of practice preparing for her busy retirement, which includes traveling several weeks throughout the year and volunteering at The Renaissance, as well as for other local organizations. Her deep-rooted interest in serving others began at the age of 15 when she worked in the dietary department at Fairview Hospital. From that point forward, Dr. Hahnel dedicated her professional life to medicine and family practice.

After leaving her successful private practice, Dr. Hahnel led the Family Practice Residency Program at Fairview Hospital for 10 years, after which she served as Medical Director at West Bay Manor. By chance, Dr. Hahnel learned of an opening for a Medical Director for The Renaissance, which had just opened, and soon thereafter joined the staff. In 1990, Dr. Hahnel moved to The Renaissance

and served as Medical Director until officially retiring in 1999.

"I really enjoy living at The Renaissance and I can't understand why more people don't move to retirement communities because they miss out on a truly wonderful

experience," said Dr. Hahnel. "People can be very isolated at home, and that's not as likely when you're surrounded by other older adults who share a passion for staying busy and living life to the fullest."

These days, Dr. Hahnel's schedule is almost as full as when she was practicing medicine. In addition to participating in an exercise class three times a week, playing bridge with two different groups and serving as Chair of the Health Committee at The Renaissance, Dr. Hahnel leads the Finance Committee of the Cleveland area League of Women Voters. Dr. Hahnel's many hours of service to the



Dr. Germaine R. Hahnel

League over the past 15 years were recognized last summer when she was presented with the Belle Sherwin Democracy in Action Award, an honor Dr. Hahnel shares with former Cleveland Mayor Jane Campbell, Cuyahoga Community College President Dr. Jerry Sue Thornton and Dr. Hahnel's neighbor at The Renaissance, Doris Geist.

"I really enjoy retirement," said Dr. Hahnel. "I have a pretty busy schedule, but I have a difficult time saying no!"

May 1, 2006 to November 30, 2006

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Paulette Cantlin (center), Household Coordinator at Eliza Jennings, and Mark Beggs (second from right), Chief Operating Officer of Eliza Jennings Senior Care Network, accept the AOPHA awards for Excellence in Service for Nursing Facilities and Excellence in Direct Care. The awards were presented in September at the AOPHA 2006 Annual Conference by Patricia Mullins (left), chair of the AOPHA Awards Committee, John Alfano (second from left), President and CEO of AOPHA, and Doug Spitler (right), AOPHA board chair.



Staff from The Renaissance and Cuyahoga County Public Library (CCPL) cut the ribbon in January to open The Renaissance Collection, a permanent collection being housed at The Renaissance that includes more than 250 books, audio books and DVDs. Ribbon cutters (from left): Judy Cramer (CCPL), Rhonda McCrone (CCPL), Kelly Peoples (The Renaissance), Nick Cronin (CCPL), Sandy Skerda (The Renaissance), Toby Miletta (Eliza Jennings Senior Care Network).