

Hebrew Senior Care

1 Abrahms Boulevard

West Hartford, CT 06117

2019 Community Health Needs Assessment and

Implementation Plan for Hospital Services

Adopted by the Board of Directors

Hebrew Senior Care

2019 Community Health Needs Assessment and Implementation Plans for Hospital Services

Table of Contents

Introduction

Definition of Community Served

Process and Method to Conduct the Assessment

Prioritized Description of Significant Needs

Implementation Plans

Hebrew Senior Care’s Mission – Vision- Values

Appendix – Survey Questionnaire

**Hebrew Senior Care**

**2019 Community Health Needs Assessment and Implementation Plan for Hospital Services**

**Introduction**

Hebrew Senior Care provides a variety of services to the senior population (age 50 and older) in the greater Hartford, Connecticut area. These services include independent and assisted living apartments at Hoffman SummerWood, geriatric inpatient psychiatric hospital services, senior day center, and Connecticut Geriatric Specialty Group (an outpatient physician practice specializing in cognitive assessments)y. The Community Health Needs Assessment is required for licensed hospital facilities pursuant to Section 501(r) of the Internal Revenue Code, and thus relates only to the provision of Geriatric Hospital Services provided by Hebrew Senior Care. The overall purpose of a community health needs assessment is to identify potential barriers to accessing healthcare (financial and/or others), identify ways to prevent illness, and identify social, behavioral, environmental and/or other factors that influence health. Given Hebrew Senior Care’s limited hospital services for the geriatric population only, the focus of the assessment is more targeted than for a typical acute care hospital.

The services provided to the senior population by Hebrew Senior Care include: 104 assisted/independent living apartments (% of revenue); senior day center with a daily capacity of 50 clients (% or revenue); Connecticut Geriatric Specialty Group (more than 110 families); geriatric psychiatric services (22-bed inpatient licensed beds with a plan to add 16 beds in Spring 2020) Of the geriatric behavioral hospital services, over 100% of patient revenue comes from Medicare, Commercial and Medicaid sources – with no patient revenue coming from Private Pay/Self-Pay sources. Hebrew Senior Care does have a Financial Assistance Policy for Hospital Services that allows the provision of health care services to individuals who otherwise would not be able to afford to pay for their care.

Of the geriatric behavioral health unit discharges, the majority of the discharges relate to just a few diagnoses: Alzheimer’s disease (22%); Vascular Dementia (20%); Unspecified Dementia (14%); Schizoaffective Disorder (5%); and Bipolar (8%)

**Definition of Community Served**

The community served by Hebrew Senior Care’s Geriatric Behavioral Health Hospital is the senior population (age 50 and older) in the Greater Hartford Connecticut area. This is the geographic area most commonly served by Hebrew Senior Care’s Behavioral Health Hospital. However, many individuals served by the geriatric behavioral health hospital come from throughout the state of Connecticut due to the lack of behavioral health beds dedicated to seniors.

|  |  |  |
| --- | --- | --- |
| **Town** |  |  |
|  | **Psychiatric Admissions** |
| ANDOVER | 0 |
| AVON |  |
| BERLIN | 2 |
| BETHEL | 2 |
| BLOOMFIELD | 9 |
| BOLTON | 0 |
| BOZRAH | 0 |
| BRISTOL | 3 |
| CANAAN | 1 |
| CANTON | 1 |
| CHESHIRE | 3 |
| COLCHESTER | 1 |
| CORNWALL | 1 |
| CROMWELL | 6 |
| DANBURY | 7 |
| DURHAM | 3 |
| EAST GRANBY | 1 |
| EAST HADDAM | 2 |
| EAST HAMPTON | 2 |
| EAST HARTFORD | 7 |
| EAST LYME | 4 |
| ENFIELD | 1 |
| ESSEX | 1 |
| FAIRFIELD | 1 |
| FARMINGTON | 6 |
| GLASTONBURY | 7 |
| GROTON | 10 |
| HAMDEN | 1 |
| HARTFORD | 13 |
| HARWINTON | 1 |
| HEBRON | 1 |
| KILLINGLY | 4 |
| KILLINGWORTH | 1 |
| LEDYARD | 2 |
| LITCHFIED | 1 |
| MADISON | 1 |
| MANCHESTER | 12 |
| MANSFIELD | 1 |
| MERIDEN | 14 |
| MIDDLEBURY | 1 |
| MIDDLETOWN | 6 |
| MONROE | 0 |
| MONTVILLE | 3 |
| NAUGATUCK | 3 |
| NEW BRITAIN | 12 |
| NEW CANAAN | 1 |
| NEW HAVEN | 1 |
| NEW LONDON | 10 |
| NEW MILFORD | 2 |
| NEWINGTON | 5 |
| NEWTOWN | 2 |
| NORWALK | 3 |
| NORWICH | 2 |
| PLAINFIELD | 0 |
| PLAINVILLE | 1 |
| PORTLAND | 0 |
| PROSPECT | 1 |
| PUTNAM | 1 |
| REDDING | 3 |
| RIDGEFIELD | 2 |
| ROCKY HILL | 3 |
| SALISBURY | 1 |
| SHELTON | 2 |
| SHERMAN | 1 |
| SIMSBURY | 5 |
| SOUTH WINDSOR | 2 |
| SOUTHBURY | 6 |
| SOUTHINGTON | 3 |
| STAFFORD | 2 |
| STAMFORD | 1 |
| STERLING | 2 |
| STRATFORD | 1 |
| SUFFIELD | 4 |
| TOLLAND | 2 |
| TORRINGTON | 12 |
| TRUMBULL | 2 |
| VERNON | 15 |
| WALLINGFORD | 1 |
| WARREN | 1 |
| WATERBURY | 13 |
| WATERFORD | 4 |
| WATERTOWN | 1 |
| WEST HARTFORD | 27 |
| WEST HAVEN | 1 |
| WESTBROOK | 2 |
| WESTPORT | 1 |
| WETHERSFIELD | 5 |
| WINDHAM | 6 |
| WILTON | 2 |
| WINCHESTER | 4 |
| WINDSOR | 4 |
| WINDSOR LOCKS | 6 |
| WOLCOTT | 1 |
| **Total** | 340 |

A large percentage of individuals served by the geriatric behavioral health hospital come from independent senior care environments, but most admissions to the behavioral health unit come from acute care hospital emergency departments.

|  |  |
| --- | --- |
| Referral Source- FY 18 | # of Patients |
| Acute Care Hospital Emergency Departments | 246 |
| Skilled Nursing Facilities | 80 |
| Assisted Living Facility | 10 |
| Home | 2 |
| Other Hospital (Not ED) | 2 |
| **Total** | **340** |

**Hebrew Senior Care**

**2019 Community Health Needs Assessment and Implementation Plan for Hospital Services**

**Process and Methods to Conduct the Assessment**

Questions for the assessment questionnaire were designed, and took into consideration feedback from health care professionals and patient families who utilized our services. The questionnaire was submitted through Constant Contact emails as well as posted on Hebrew Senior Care’s Facebook page. More than 1,991 individuals received the survey through Constant Contact and the Facebook ad reached 480-1400 people daily and ran for 10 days. The process and methods to conduct the assessment is more targeted than for a typical acute care hospital. In future years, we plan on distributed surveys through other targeted locations in the Greater Hartford community. A total of 50 responses were secured (up from 16 responses from the last survey).

**Prioritized Description of Signficant Needs**

Significant Need #1 – Access to affordable Assisted Living and Senior Day Center. This need is being addressed by Hebrew Senior Care.

Hebrew Senior Care is aware of the expenses involved in living in an assisted living community. In fact, the rent is not typically the expense that makes it difficult for seniors to stay in assisted living. Instead, it is the cost of the medical services provided through the Assisted Living Services Agency that makes it very difficult for seniors to age in place within an assisted living community. Our goal is to ensure that Jewish elderly do not need to move out of Hoffman SummerWood because of financial difficulties. Hebrew Senior Care has a philanthropic fund “SummerWood Resident Fund” established at the Jewish Community Foundation. The goal of the fund is to award interest to those residents who are not able to remain at Hoffman SummerWood due to financial issues. As Hebrew Senior Care plans for a major capital campaign, part of the goal of the campaign will include raising funds for the SummerWood Resident Fund. The goal is to ensure that all Jewish residents who move into Hoffman SummerWood do not have move out due to financial constraints.

Significant Need #2 – Difficulty Understanding Medicare/Medicare Part D. This need is being addressed by Hebrew Senior Care.

Hebrew Senior Care is partnering with local law firms specializing in senior needs to provide seminars about Medicare and Medicare Part D. These offerings will be held three times a year. In addition, our Financial Services personnel are available to assist with questions that patients or prospective patients may have regarding Medicare insurance coverage options.

Significant Needs #3 – Difficulty Understanding Age-Related Illnesses. This need is being addressed by Hebrew Senior Care.

Hebrew Senior Care will provide education to seniors on a variety of age-related illnesses. These seminars will include experts in cognitive assessment, dementia care, hoarding, as well as disease specific information.

Significant Needs #4 – Lack of Transportation to health care services. This need is being address by Hebrew Senior Care in collaboration with the Greater Hartford Jewish Federation’s Elder Services Committee.

Hebrew Senior Care is a member of the Elder Services Committee. The committee has been in conversation with ENVOY – a safe, reliable transportation plus assistance and companionship services. This transportation company is designed for seniors and the infirm. The committee is currently looking for funding so we can trial the service in the Greater Hartford community.

Other Needs: The remainder of the needs identified by the assessment questionnaire was not determined to be significant.

Implementation Plans

(including resources to be committed and planned collaborations)

The four significant needs identified are detailed below. With Hebrew Senior Care’s targeted hospital services for the geriatric population only, the significant health needs identified are not as broad as a typical acute care hospital.

Significant Need #1 – Access to affordable Assisted Living and Senior Day Center. This need is being addressed by Hebrew Senior Care.

Hebrew Senior Care is aware of the expenses involved in living in an assisted living community. In fact, the rent is not typically the expense that makes it difficult for seniors to stay in assisted living. Instead, it is the cost of the medical services provided through the Assisted Living Services Agency that makes it very difficult for seniors to age in place within an assisted living community. Our goal is to ensure that Jewish elderly do not need to move out of Hoffman SummerWood because of financial difficulties. Hebrew Senior Care has a philanthropic fund “SummerWood Resident Fund” established at the Jewish Community Foundation. The goal of the fund is to award interest to those residents who are not able to remain at Hoffman SummerWood due to financial issues. As Hebrew Senior Care plans for a major capital campaign, part of the goal of the campaign will include raising funds for the SummerWood Resident Fund specifically for those Jewish residents at Hoffman SummerWood who run out of funds to assist with medical services. The goal is to ensure that all Jewish residents who move into Hoffman SummerWood do not have move out due to financial constraints.

**Implementation Plan:** (a) Hebrew Senior Care will raise money for the SummerWood Resident Fund and to provide scholarship assistance to our Senior Day Center. Awareness of this need will be shared through capital campaign materials and articles in local papers. (b) criteria and applications need to be developed to determine how recipients will be selected for assistance. (c) For those in the community who require hospital services provided by Hebrew Senior Care but may have financial constraints, Hebrew Senior Care has a Financial Assistance Policy for Hospital Services which specifically identifies who are unable to pay their cost of medically necessary care or who are facing catastrophic costs associate with their medical care. (d) For those in the community who require Senior Day Center financial aid, the staff of Hebrew Senior Care’s Day Center will work with families to determine if they qualify for CCCI, NCAAA or have long-term care insurance to help with the financial gap.

**Resources Committed:** (a) For discussions around financial need, Hebrew Senior Care provides appropriate personnel for such sessions. Financial services personnel are trained o handle inquiries concerning financial assistance. (c) In addition, Hebrew Senior Care can provide appropriate personnel to discuss financial concerns at community support groups. (d) Hebrew Senior Care can provide a seminar related to Senior Day Center grant opportunities to educate the community about the resources available.

Significant Need #2 – Difficulty Understanding Medicare/Medicare Part D. This need is being addressed by Hebrew Senior Care.

Hebrew Senior Care is partnering with local law firms specializing in senior needs to provide seminars about Medicare and Medicare Part D. These offerings will be held several times a year. In addition, our Financial Services personnel are available to assist with questions that patients or prospective patients may have regarding Medicare insurance coverage options.

**Implementation Plan:** (a) Hebrew Senior Care will work with local law firms to offer seminars around Medicare and Medicare Part D. These seminars will be offered throughout the year. In addition, we will seek articles for our e-communications to the community that include education around Medicare/medicare Part D. Hebrew Senior Care will also look to add to our website a library/resource section which will include articles about medicare. Hebrew Senior Care will look to partner with the Jewish Community Center to hold educational seminars/classes at their location to reach a broader general public.

**Resources Committed:** (a) Hebrew Senior Care will produce e-communications and materials for community education around Medicare/Medicare Part D.

Significant Needs #3 – Difficulty Understanding Age-Related Illnesses. This need is being addressed by Hebrew Senior Care.

Hebrew Senior Care will provide education to seniors on a variety of age-related illnesses. These seminars will include experts in cognitive assessment, dementia care, hoarding, as well as disease specific information.

**Implementation Plan:** (a) The goal is the have Hebrew Senior Care staff experts provide seminars/classes throughout the year about a variety of age-related illnesses. Hebrew Senior Care will produce e-communications and materials for community education around age-related illnesses. Hebrew Senior Care plans to add to our website a library/resource section which will include information about “understanding age-related illnesses”.

**Resources Committed:** Hebrew Senior Care will devote staff time to develop the information for our website and our e-communication. Hebrew Senior Care will also develop the necessary marketing materials to promote the educational opportunities. Lastly, Hebrew Senior Care staff will donate their time to for appropriate speaking engagements.

Significant Needs #4 – Lack of Transportation to health care services. This need is being address by Hebrew Senior Care in collaboration with the Greater Hartford Jewish Federation’s Elder Services Committee.

**Implementation Plan:** (a) Work with the Elder Services Committee from the Greater Hartford Jewish Federation to develop a beta-site plan to bring in a transportation company. The goal is to find a company to provide safe, reliable transportation plus assistance and companionship services for seniors who are infirmed.

**Resources Committed:** Hebrew Senior Care will share information about the ride services with appropriate clients once this program is developed and implemented in the community.