

## SAYING YES...FOR A LIFETIME

A few years ago I was leading operations for a network of retirement communities, and over time we grew a reputation for concierge-like services on our campuses. Whatever the needs of our guests and residents, we always found ways to say “yes.”

Due to this spirit of “yes,” questions came about concierge-like services off our campuses, in homes and communities. Our challenge was we weren’t organized to handle these off-campus requests. A new idea was born.

Why not create a very special team, ready to say yes to seniors for all services... over a lifetime? Needs like:

- Getting to appointments (transportation)
- Constructing a ramp (home modification)
- Help at home (home care, home health)
- Active senior living (assisted living, dementia care)
- Skilled help for a few days (respite care)
- Recovery after procedures (skilled rehabilitation)
- And more...

In most communities, you’ll have to call several numbers for all these services. With Shea Family, you can call one number, 24 hours a day, 7 days a week. Caring coordinators will listen, match needs with services, and help navigate options for paying for them – offering welcome relief as decisions are made.

When services are coordinated across a continuum, unprecedented quality becomes possible. Compare for yourself Shea Family’s metrics against peers in San Diego, across California, and nationwide – and you’ll see data-driven quality in action. This debut annual report shares the results, and celebrates the very special teams who make it possible.

One number to call 24/7. Measurably better quality. Yes, how can we help you?



Kenneth Lund, CEO



### 75%

*Of patients in Shea Family skilled rehab go home in less than 2 weeks, compared to 35% across California.*

### 13%

*Of patients in Shea Family skilled rehab return to the hospital, compared to 34% across California.*

### 50%

*Of Shea Family skilled facilities have achieved Joint Commission Accreditation, and are among an elite few in San Diego County with this honor.*

## Advancing Education

The senior care industry is constantly advancing. While all clinicians are required by law to have varying degrees of education, a new board-certified gerontological nursing program, or GERO, teaches the highest standards of excellence. The program was created to expand skills, competencies, and personal and professional growth of registered nurses (RNs) in skilled nursing. Achieving certification is a distinction only 1% of all U.S. nurses have. Currently, **ten nurses at Shea Family are in the program**, with more to come.

Excellence in wound care is a top quality initiative at Shea Family. Three Shea Family nurses achieved Wound Care Certification from the National Alliance of Wound Care and Ostomy, among the top wound care programs in the country.

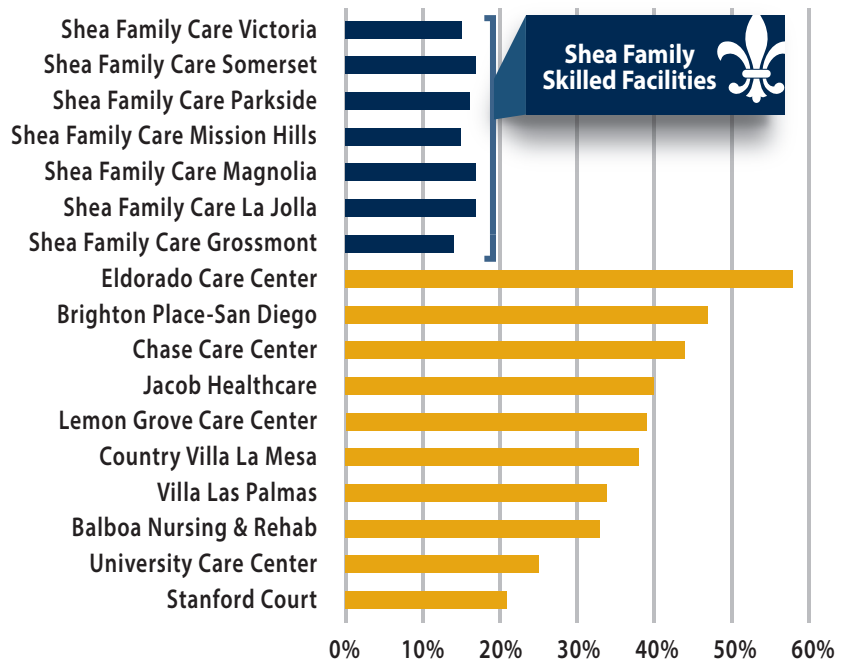
## Advancing Technology

In addition to education, technology plays a key role in helping teams achieve goals for quality care delivery. In 2013, two major technology initiatives included:

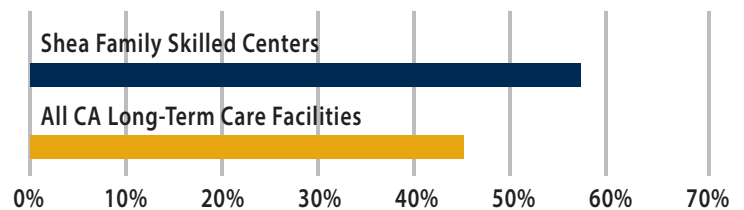
**Pro-active care.** Shea Family Care utilizes a software program called Daylight IQ™ developed by doctors. It catches small health changes at the point of care, enhancing stability and reducing unnecessary hospitalizations. This program has helped cut 30-day hospital readmission rates in half.

**Electronic health records.** As treatment goals are created, families, patients, doctors, and clinicians collaborate on personalized plans of care that guide care teams. Every interaction is captured – giving a real-time view of progress for continuous quality improvement. Details matter, and electronic health records help the Shea Family team efficiently and accurately manage complex care needs.

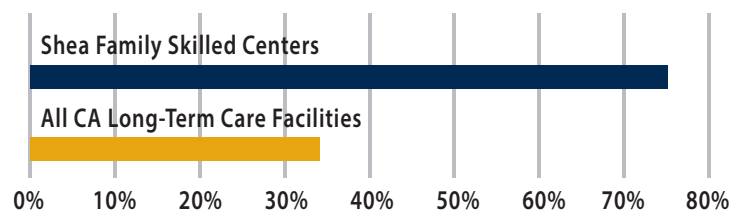
## 2012 Return to Hospital Rates



## How many patients go home?



## How many patients stay 2 weeks or less?



Source for all three graphs: OSHPD

# SHEA FAMILY AT HOME

## Home Health Care

Safety is a top priority and a Shea Family at Home team will measure it using a continuously refined assessment tool. Families benefit by knowing the extent to which a loved one's home is a safe harbor for healing, thanks to years of refining best practices.

Next, clinical experts work with families to coordinate assessments, care, and goal achievement. That's when technologies play a key role in creating measurable quality outcomes.

## Sensing care needs...before problems surface

Imagine a technology so smart – that it senses what you need. That's what pro-active technology does, and Shea Family is the only company nationwide using Daylight IQ™, developed for skilled nursing, for home care. Patients benefit from standardized assessments, early interventions, and best-practice clinical care—perfected by doctors, in workflows nurses appreciate.

## Home Care

When helping hands are needed, Shea Family caregivers are there to “say yes” with a smile. Using smart devices, tasks are recorded. Family members miles away can login and see the support loved ones are experiencing in real-time.

Each quarter, intensive team training takes quality to new heights. All team members are certified in CPR and first-aid. As higher levels of care are needed, Shea Family's coordinators are there to help.

## Transportation

Whether it be a ride to a doctor's appointment, shopping trip, special outing, or more—your neighbors across San Diego County are enjoying round-trip transportation services every day. Specially fitted vans accommodate all levels of ability.

## Home Modification

Making homes safer places to live – is what the home modification team is all about. Creating ramps, hand rails, safer steps, shower bars, wider doorways, and even a fresh coat of paint – are among the many ways hundreds of clients maximize quality of life – right at home.



## SAYING "YES"



*"Alicia did a wonderful job. Physical therapy has been so beneficial, we are just delighted. We could not have asked for better home care."*

Barbara G., November 2013

*"A new client, I'll call her Anna, moved from Ohio to San Diego. While unpacking, Anna broke her hip. We visited her in the hospital and asked how we could make her stay easier. Anna shared she was worried about returning home to all those boxes. So we gathered a team, unpacked her place, and welcomed her upon her arrival home from the hospital."*

Lori Byrd, Home Care Operations Manager, Shea Family at Home