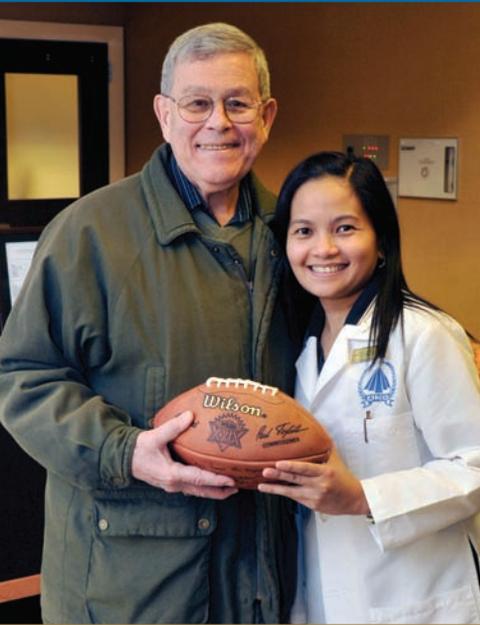


The ALDEN Leader



Illinois 'Director of Nursing of the Year' Richelle Hofilena (Alden Estates of Skokie) with former Alden therapy patient and legendary National Football League referee Jerry Markbreit.

In This Issue

- ◆ Partnering with patients and hospitals
- ◆ Facility Happenings
- ◆ Alden facilities featured on TV

FOR MORE INFORMATION,
VISIT US ON THE WEB:
WWW.THEALDENNETWORK.COM

- ◆ Alden Estates of Skokie nursing director receives state award
- ◆ Employee Recognition
- ◆ Girl Scouts earn first-ever Alden badge
- ◆ Mount Prospect Horizon Senior Living Community to open in 2014

BANNER DESIGN:
State-of-the-art Therapy Center at
Alden Estates of Skokie

Improving the Patient Care Experience *Alden Leads the Way with Strategic, Proactive Initiatives*

A key requirement of the Affordable Care Act that affects Medicare beneficiaries aims to improve the transition of patients from hospitals to post-acute care settings such as rehabilitation centers.

A major goal of the requirement is to reduce hospital readmissions. To meet that goal and improve the patient care experience, Alden is investing significant resources in technology, training and implementing new programs and services.

“We realized that to get ahead of the curve and partner with hospitals, we needed strategic, proactive approaches that would demonstrate solid outcomes and minimal returns to hospitals from our facilities,” says Robert J. Molitor, Alden’s chief operating officer.

Excellent Outcomes

As a result, 24 Alden Rehabilitation Centers throughout Chicago and the suburbs, Rockford and southern Wisconsin now average an overall Return to Hospital (RTH) rate of just 5%, which is substantially lower than the national average of nearly 21 percent. The RTH rate includes outcomes for heart, stroke and pneumonia patients.

By comparison, CMS (Centers for Medicare and Medicaid Services) puts the RTH national average for congestive heart failure patients at 24.6 percent, while hospital readmissions for patients diagnosed with Acute MI is 19.9 percent and 18.2 percent for those with pneumonia.

Cutting-Edge Technology

Alden’s strategic approach, which was featured recently in an article in *Chicago Hospital News and Healthcare Report*, includes a combination of updated technology, newly implemented patient monitoring procedures and a Post-Acute Care Service Model.

Vice President of Operations Esther Davis reports that Alden’s rehabilitation and health care centers recently made the switch from paper to computers to track patient care. The advantages

range from “enhancing quality of care and safety to improving the consistency and accuracy of documentation,” she says.

One Chicago area hospital system has already taken advantage of Alden’s Electronic Medical Records (EMR) upgrade. By interfacing with the EMR, hospital physicians and advance practice nurses can remotely access their patients’ charts as well as order medications and tests.

Patient Monitoring

Utilizing a new ‘Stop & Watch’ tool, nurses at Alden rehab centers make hourly rounds and complete a checklist that monitors changes in post-acute patients’ conditions related to dehydration, fever, mental status, heart failure and infection. If a change is observed, nurses have four, pre-established treatment protocols they can utilize to deliver patient care.

...continued on the back page

30 Day Return to Hospital

ALDEN ESTATES OF EVANSTON provides a safe transition from the hospital to home. At Alden Estates of Evanston, we are focused on improving Coordinated Care with physicians and hospitals to ensure continuity of care and the health of your patients. We work with health care providers to prevent unplanned rehospitalizations. Our goal is to reduce readmission rates and emergency department visits.

Hospital Collaborative Data

ADMISSIONS	DIC WITHIN 30 DAYS	RTH PERCENTAGES	CHF	ACUTE MI	PNEUMONIA
20	1	5%	0%	0%	0%
US National Averages		19.6%	24.6%	19.9%	18.2%

“Alden Estates of Evanston offers excellent clinical outcomes, a strong nursing staff, elegant surroundings and outstanding amenities.”

Jack Morgan, MD —
Medical Director



Alden Rehabilitation Centers track and report readmissions to hospitals and emergency department visits on a monthly basis.

Facility Happenings

Lending a Helping Hand

A certified nursing assistant who lost four family members in a tragic fire was moved to tears by a fund-raiser organized by her co-workers at **Alden Park Strathmoor** Rehabilitation and Health Care Center.

Tasha Cashatt was asked to come to the Rockford facility the Friday after the fire even though she wasn't scheduled to work. When she arrived, the lobby was set up for a Nacho Sale to benefit her family.

"I was deeply touched and feel it was a blessing," says Cashatt. "Everyone at Alden has been exceptional."

Administrator Jodi Wubbena says the staff and residents at Alden Park Strathmoor wanted to reach out to Cashatt after learning of the fire in January that took the lives of her mother, brother, niece and nephew.



Tasha Cashatt, third from right, was "deeply touched" by the Nacho Sale organized by co-workers to benefit her family.

"We are Tasha's second family and we wanted her to know that she has many people in her life to support her," Wubbena says. Thanks to generous donations that far exceeded the price of the food, the Nacho Sale raised \$800.

Stay Tuned for Help

"Discover how we can help you at www.DiscoverAlden.com" is the message of new Alden commercials airing on NBC Channel 5 TV.

The closed captioning commercials promote rehabilitation and post-acute services, memory care and assisted and independent senior living.

"We wanted to let people know Alden is here to help them navigate their health care and lifestyle needs," says Victoria Wolpoff, vice president of Marketing Communications and Public Relations.

A live representative is available to provide complimentary consultations by

calling 800-351-3130 from 8 a.m. to 10 p.m. CST. Messages left after hours will be answered promptly.

A Magical Christmas for All



Staff members dress up for Alden of Waterford's 'Breakfast with Santa.'

Rapunzel, Cinderella and many other Disney characters were among the guests at a 'Breakfast with Santa' at **Alden of Waterford** Rehabilitation and Health Care Center in Aurora.

They were joined by nearly 300 children and their parents, many dressed up as a Disney character, as well as short-term rehabilitation patients and residents.

The Aurora Junior Woman's Club loaned out the costumes for the festive event, which raised almost \$3,000 for the Leukemia Research Foundation.

New Flag on President's Day

Alden Town Manor Rehabilitation and Health Care Center residents decided that replacing the worn flag in front of their facility should be a special occasion.

"The American flag is an important part of our heritage," says Resident Council President Anselmo Cubano, who was joined by patients and residents in raising the new flag on President's Day.



Resident Council President Anselmo Cubano raises a new flag in front of Alden Town Manor on President's Day.



KELLIE CHAPMAN
ALDEN REHABILITATION CENTERS

Appearing on NBC Channel 5 TV, Alden Wentworth's Community Liaison Kellie Chapman greets families picking up donated holiday meals.

In the News

Four Alden rehabilitation and health care centers were featured for acts of kindness during the holidays on NBC Channel 5 TV and NBC Channel 13 TV news programs in Chicago and Rockford.

Alden Princeton and **Alden Wentworth** Rehabilitation and Health Care Centers in Chicago's Englewood neighborhood, and **Alden Debes** and **Alden Park Strathmoor** Rehabilitation and Health Care Centers in Rockford were applauded for their "spirit of giving."

Staff, residents and short-term patients at the two Chicago facilities donated money and collected food to put together holiday meals for 100 families in need.

"We think it's important for us to help one another," said Alden Wentworth's Community Liaison Kellie Chapman, who greeted families picking up meals at Alden Wentworth. "It's good to realize that the way to be happy is to make other people happy."

In Rockford, two Alden facilities contributed to the Police Benevolent and Protective Association Rockford Unit 6's 'Shop with a Cop' program. The program paired police officers with 100 children who went shopping for coats, shoes and toys for the holidays.

"This is an opportunity for our residents and staff to help the children in our community, and we are all happy to be part of the 'Shop with a Cop' program," said Alden Park Strathmoor Administrator Jodi Wubbena.

Alden Estates of Skokie Nursing Director Receives Top State Award

In nominating Richelle Hofilena for *Director of Nursing of the Year*, the administrator of *Alden Estates of Skokie* Rehabilitation and Health Care Center cited the number 792.

“To me, 792 represents the number of admissions and successful rehabs we’ve had in the past year,” Administrator Lindsay McKenzie wrote in her nomination, adding that “it’s also the number of lives Richelle has touched—whether by taking time to greet new admissions with a smiling face or personally providing care at their bedside.”

Hofilena, who received the Illinois Health Care Association’s top nursing honor for 2012, was described as a leader who advocates for both patients and staff.

“Richelle has a ‘walk the talk’ work ethic which allows her to build, educate and support her team,” says McKenzie. “She thinks in terms of ‘we’ rather than ‘I.’ With her team approach, she has built a trusting bond with all our employees that enables exceptional patient outcomes.”

Hofilena joined Alden in 2006 as a floor nurse and was soon promoted to assistant nursing director, then director of nursing. In

2011, she was asked to lead the nursing team at the newly renovated Alden Estates of Skokie. “What makes Richelle truly special is her ability to empathize, understand and take time with each individual patient regardless of who they are,” says Janet Bulosan, Alden Estates of Skokie’s resident care coordinator.

Early in 2012, for example, legendary NFL referee Jerry Markbreit was admitted to Alden Estates of Skokie for rehab after hip replacement surgery.

“None of us knew who he was until another patient recognized him several days after his admission,” says Bulosan. “When we asked him, Jerry said he didn’t need to ask for special treatment because he already was receiving it.”

“Jerry was very impressed with his care,” adds McKenzie, “and he credited Richelle especially for making his stay an A-plus experience.”

Hofilena is currently a site coordinator for the National Council of State Boards of Nursing’s *Transition to Practice* study of the best ways to orient newly licensed nurses to their jobs. She is one of only 11 nursing directors in Illinois chosen to take part in the study.



Richelle Hofilena: 2012 Director of Nursing of the Year.

Employee Recognition

Alden salutes the dedication of its employees. The following employees celebrated 5, 10, 15, 20, 25 and 30 years of service with Alden during the 3rd and 4th quarters of 2012.

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| <p>Alden Debes
Patricia Aguirre, 5 yrs
Rodney Rendleman, 5 yrs
Jose Rodriguez, 5 yrs
Elena Caceres, 10 yrs
Tricia Ferguson, 10 yrs
Gloria Jalla, 10 yrs
Saroj Shah, 10 yrs
Robert Benka, 15 yrs</p> <p>Alden Des Plaines
Warren Bumagat, 5 yrs
Shannen Cruz, 5 yrs
Jose Flores, 5 yrs
Marisol Garcia-Ortega, 5 yrs
Mary Gonzalez, 5 yrs
Rosie Martinez, 5 yrs
Caroline Samaniego, 5 yrs
Frank Amarillo, 10 yrs
Remely Laguda, 10 yrs
Natalia Luskin, 10 yrs
Heberta Sanchez, 10 yrs
Hasmig Zakarian, 10 yrs
Victor Zendejas, 10 yrs</p> <p>Alden Estates of Barrington
Jose Bello, 5 yrs
Consuelo Contreras, 5 yrs
Gregory Hrycyk, 5 yrs
Telesforo Lopez, 5 yrs
Jacqueline Sambo, 5 yrs
Janet Caccamo, 10 yrs</p> <p>Alden Estates of Evanston
Jeff Almanza, 5 yrs
Maricel Zepeda, 5 yrs
Benjamin Seda, 10 yrs
Generoso Cadiante, 15 yrs
Carine Jeanty-Metellus, 15 yrs</p> <p>Alden Estates of Naperville
Zainab Bello, 5 yrs
Obdulia Benedito, 5 yrs
Mischka Grant, 5 yrs</p> | <p>Apdiel Torres, 10 yrs
Geraline Escobido, 20 yrs
Johanna Buncio, 30 yrs</p> <p>Alden Estates of Orland Park
Baby Carren Estacio, 5 yrs
Hugo Fernandez, 5 yrs
Suzanne Gladys Quiaoit, 5 yrs
Patricia Trujillo, 5 yrs
Phyllis Young, 5 yrs
Maria Guadalupe Rose, 10 yrs
Mary Willis, 10 yrs
Patricia Mendoza, 15 yrs
Charles Wallen, 15 yrs</p> <p>Alden Lakeland
Jenilyn Brillantes, 15 yrs
Michel Lauture, 25 yrs</p> <p>Alden Lincoln Park
Carlito Banadera, 5 yrs
Lynnesha Hayes, 5 yrs</p> <p>Alden Long Grove
Arthur Bagramian, 5 yrs
Denise Betzold, 5 yrs
Maria Bobadilla, 5 yrs
Marangeli Cruz, 5 yrs
Jose Gutierrez, 5 yrs
Diana Hernandez, 5 yrs
Armando Ortega, 5 yrs
Yanet Sanchez, 5 yrs
Gustavo Trejo, 5 yrs
Catalin Dragomir, 10 yrs</p> <p>Alden Meadow Park
Gina Brewer, 5 yrs
Kimberly Waste, 5 yrs
Barbara Ann Agnew, 10 yrs
Nancy Flora, 10 yrs
Tracy Womack, 10 yrs</p> <p>Alden North Shore
German Carreto, 5 yrs
Alicia Cohen, 5 yrs
Milagros Cadiante, 15 yrs</p> | <p>Jennifer Illarde, 15 yrs</p> <p>Alden Northmoor
Mervin Carl Fernandez, 5 yrs
Antonio Herrera, 5 yrs
Sharon Brumfield, 10 yrs
Chisa Coleman, 10 yrs
Eloise Hicks, 10 yrs
Clevonne James, 15 yrs
Berda Kelly, 15 yrs
Kimberly Pass, 15 yrs
Mary Willis, 10 yrs</p> <p>Alden Old Town West
Binu Alexander, 5 yrs</p> <p>Alden Park Strathmoor
Jenipher Clanton, 5 yrs
Danielle Freeman, 5 yrs
Jessica Liebgott, 5 yrs
Judith Liebgott, 5 yrs
Diane Westcott, 5 yrs
Katiela Day, 10 yrs
Sharon James, 10 yrs</p> <p>Alden Poplar Creek
Rosemarie Generoso, 5 yrs
Nenita Llaguno Gueco, 5 yrs
Liberty Melo Perez, 5 yrs
Maria G. Rodriguez, 5 yrs
Alma Arizmendi, 10 yrs
Marie Joy Montenegro, 10 yrs
Jonathan Lopez Urbieta, 10 yrs
Rosemarie Melo-Barak, 15 yrs
Belainesh Worede, 15 yrs
Lerma H. Domingo, 20 yrs</p> <p>Alden Princeton
Willie Curtis, 5 yrs
Tarese Green, 5 yrs
Latoya Holliday, 5 yrs
Arnella Holloway, 5 yrs
Linda Owens, 5 yrs
Cynthia Waits, 5 yrs
Sallie Scott, 10 yrs
Ida Garner, 15 yrs</p> | <p>Pamela Hamilton, 15 yrs
Reginald McThay, 15 yrs
Maria Wills, 15 yrs</p> <p>Alden Terrace of McHenry
Brenda Besiche, 5 yrs
Jose Besiche, 5 yrs
Lluvia Campos, 5 yrs
Eugenio Lopez, 5 yrs
Leticia Szkaradzinski, 5 yrs
Juan Villa, 5 yrs
Teresa Campos, 10 yrs
Rosario Diaz, 10 yrs</p> <p>Alden Town Manor
Jesania Diaz, 5 yrs
Adan Lopez, 5 yrs
Maria Morales, 5 yrs
Nereida Gutierrez, 10 yrs
Jacqueline Howard, 10 yrs
Maria Valle, 10 yrs</p> <p>Alden Trails
Raisha Moore, 5 yrs</p> <p>Alden Valley Ridge
Joselito Almazar, 5 yrs
Bindu Vinod Zacharias, 5 yrs
Lucena Racela, 10 yrs
Jai Stewart, 20 yrs
Celia Garcia, 30 yrs</p> <p>Alden Village
Kimberly Donaldson, 5 yrs
Eufronio Matibag, 5 yrs
Barbara Rud, 20 yrs
Linya Crenshaw-Stanton, 25 yrs</p> <p>Alden Gardens of Waterford
Carolina Hernandez, 5 yrs
Vanessa Louchios, 5 yrs
Risikatu Salifu, 5 yrs
Bobbie Skudrna, 5 yrs
Edward Kropiwienc, 10 yrs
Martina Preciado, 10 yrs
Anthony Taranto, 10 yrs</p> | <p>Alden of Waterford
Mejreme Ajeti, 5 yrs
Marita Baula, 5 yrs
Liwawa Daguro, 5 yrs
Victoria Howell, 5 yrs
Araceli Hurtado, 5 yrs
Jorge Ramos, 5 yrs
Sherwel S. Tanamal, 5 yrs
Sandra Terrazaz, 10 yrs</p> <p>Alden Wentworth
Larry Bradford, 10 yrs
Alfreda Mae Henderson, 10 yrs
Alice Crittle, 15 yrs
Willa Harris, 15 yrs
Carol Victory, 20 yrs</p> <p>Heather Health Care
Abayomi Adebogun, 5 yrs
Patricia Clark, 5 yrs
Tonya Fields, 5 yrs
Valerie Kay, 5 yrs
Yolanda Chavez, 10 yrs
Mercy Idemudia, 10 yrs
Teresita Gliino, 20 yrs</p> <p>AMS
Casiana Nancy Aguilar, 5 yrs
Aleksandar Bogosavljevic, 5 yrs
Lynda Cadiante, 5 yrs
Terri Davis, 5 yrs
Karen Lynn Dorsch, 5 yrs
Linda Good, 5 yrs
Alexia Goudanis, 5 yrs
Dennis Guiab, 5 yrs
Daxa Mehta Suri, 5 yrs
Gina Olah, 5 yrs
Jennifer Rhoades, 5 yrs
Chris Villegas, 5 yrs
Linda Johnson, 10 yrs
Martha Kath, 10 yrs
Michele Molitor, 10 yrs
Amparo Hutchison, 15 yrs
Terry Magnusson, 25 yrs</p> |
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Experience the Difference

- Orthopedic Rehabilitation
- Neurological Rehabilitation
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Post-Acute Services
- Skilled Nursing
- Alzheimer's Care
- Respiratory Services
- Ventilator Care
- Respite/Vacation Care
- Assisted Living
- Senior Living
- Behavioral Health
- Hospice Care

Located throughout
Chicago and the suburbs,
Rockford and
Southern Wisconsin

- 24 Rehabilitation & Health Care Centers
- 4 Assisted Living Communities
- 2 Memory Care Centers
- 8 Senior Living Communities
- 6 Special Needs Facilities

Improving Patient Care

...continued from front page

This new Post-Acute Care Service Model focuses on short-term post-acute patients requiring orthopedic, cardiac, neurological and pulmonary care and services. Built into the model is a 30-day re-hospitalization prevention program.

Under the model, all staff—from dietitians and housekeepers to nurses and therapists—must undergo intensive training in post-acute protocols and specific care plans.

Nursing Requirements

Given the higher acuity level of post-acute patients, nurses in the rehabilitation setting must be especially efficient and effective. They must be able to collaborate with physicians, conduct assessments, monitor signs and symptoms and, if necessary, provide early interventions.

“Post-acute care nurses need to be more highly skilled and knowledgeable in meeting short-term patients’ needs,” Davis believes.

Preferred Partners

In the past year, Alden administrators and nursing directors have begun meeting with hospital leaders to share facility results and outcomes in the areas of readmissions and CMS standardized performance measures.

“We’re the first on the block to develop these initiatives,” says COO Molitor. “While other companies are taking baby steps in this direction, we have the technology, training and tracking in place to provide the level of care patients require and hospitals are looking for.”

Davis sees important implications for nursing and rehabilitation facilities. “Hospitals want to partner with facilities that take care of their patients and have low readmission rates that meet the Affordable Care Act’s requirements,” she says.



Girl Scouts Earn Alden Badge

Girl Scouts from Grove Avenue School in Barrington were presented with the first-ever Alden scouting badge during a celebration at *Alden Estates of Barrington* Rehabilitation and Health Care Center.

Members of Girl Scout Troop 838, including nine-year-old Elizabeth Fitzgerald (pictured above with resident Toni Oster), received badges and certificates in recognition of their work with the facility’s short-term rehabilitation patients and long-term residents.

Co-troop leader Karen Fitzgerald describes the scouts’ visits with residents during recent months as “a wonderfully positive experience. The girls have an opportunity to see that there is more to scouting than just selling cookies or earning a badge. They can actually help brighten someone’s day.”

Alden Estates of Barrington surprised the girls with a special presentation and reception.

www.TheAldenNetwork.com



Coming in 2014: Mount Prospect Horizon Senior Living Community

Mount Prospect Horizon offers the amenities of a fine resort along with a lifestyle rich in social, recreational and cultural opportunities for individuals age 62 or better. With 91 units, residents have the choice of a one- or two-bedroom spacious apartment. Amenities include a community room with kitchen, game room with billiards table, library with fireplace, fitness center, theater/media center and recreational activities. For more information, visit us on the web at www.MountProspectHorizon.com.

