

## THE LUTHERAN HOME AT KANE

### 2011 ANNUAL REPORT

This is a great opportunity to send our greetings and to update some special happenings at The Lutheran Home at Kane. We have been working hard to be prepared for health care reform, and have been busy with expanding some services. Last year at this time we were focusing on challenging times ahead and looking to bring out the best in people that make up the foundation and strength of the organization. While government agencies reduce reimbursement while passing along unfunded mandates, we begin to wonder what is next. It seems that there is less interest in our history and a more of a captive audience; the consumer: "What can you do for me?" Quality is not defined by the board, by the staff; but by the customer. The resident and their family are defining what quality is and what they want for themselves and their loved ones. The market place, the referral agencies, the hospital discharge planners are also key players in this fast moving health care environment. Preparing for the unknown is just as difficult for staff as it is for our residents. The key is to stay positive, challenge our energy and be willing to take risks.

2010 Accomplishments: The facility expanded independent living units and become licensed by the Department of Insurance as a Continuing Care Retirement Community. While providing choices to our seniors, we have been able to assist individuals who wish to remain as independent as possible. During the expansion, it became necessary to obtain a Home Care License to provide many of the services being offered to our cottage residents. The choice to remain Personal Care (rather than renovate to Assisted Living) seemed to be the best option for the time being while we wait for changes in the state budget. The nursing home and personal care occupancy remained at the highest possible level. The re-licensure process has gone well for the organization with a limited number of minor deficiencies.

The Kane Intergeneration Day Care Services (K.I.D.S.) continues on the path of greatness. Now offering Kane After School Program (K.A.S.P.) in cooperation with the Kane Area School District. The joint effort has proven very beneficial for the community.

Goals: The Board of Directors has selected two major goals for the future. The first goal is a succession planning process, not only to strengthen the board, but to plan for major changes with key management staff. For the stability, growth and reputation of the organization, it is vital that transitions are handled appropriately and hopefully with minimal distraction. We wish to thank the many Lutheran agencies and organizations that have helped us with this process. While very limited, current arrangements have been established with our neighbors; Lutheran Services of Jamestown, N.Y.

The second major project is to seek out additional partners as we look to tap into complementary strengths, share collective energies and become proactive in this ever changing environment. The logic of integrated service delivery is not new to health care providers, but the recent development of some new programs show that many stand-alone social ministry organizations are beginning to look in this direction. There is a need to maximize technology, enhance human resources and provide for future capital expenditures. Other benefits include group purchasing; seeking out new markets and promotes a structure that can ride the wave of the changing tides. The Lutheran Home will continue providing alternatives to the elderly while collaborating with our partners becomes even more important. God Bless you for your prayers and support of our organization.

LINDA D. CARLSON, NHA  
CEO/ADMINISTRATOR