

Seasons

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Perfecting the Future of Health Care — TODAY

Nearly two and a half years ago, Asbury Heights sent 40 of its employees back to school. More precisely, the team attended the Pittsburgh Regional Health Initiative's (PRHI) Perfecting Patient Care University, which follows the famed Toyota Production System model, showing organizations how to improve patient care, work processes and the bottom line. Over the years, more members of Asbury's management team and other staff have received this valuable training.

This training has enabled Asbury to tackle a number of problem areas, including clutter in storage areas that slowed productivity; wasted electricity due to outdated lighting; loss of revenue and limited food selection in the Asbury Way Café. Organized closets means no more wasted time searching for hidden items or duplication of orders stored incorrectly. The improved lighting plan across campus resulted in a cost decrease of two percent each year in the first two years of the initiative, while Asbury Way Café earned \$30,000 at the end of 2010 versus losing \$15,000 in 2009.

And the list of improvements and savings continues to grow. So much so that PRHI featured Asbury Heights in its September 2010 Executive Summary Report and again in the Jewish Healthcare

(continued on next page)

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(Health Care, continued from previous page)

Foundation of Pittsburgh's newsletter, "Branches," as an example of how diligent use of the system can improve senior living communities.

"It wasn't a Big Bang," said **Barbara Jennon, MEd**, director of PRHI's Perfecting Patient Care program and personal coach for Asbury. "But as they developed their problem-solving capacity, Asbury Heights actually changed their work culture, and they're not going back."

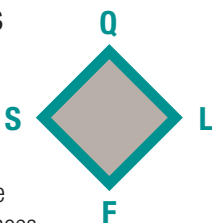
THE FOUR POINTS OF THE ASBURY DIAMOND ARE:

Quality — the elimination of all conditions that have negative consequences to the well being of residents.

Satisfaction — when residents, staff, families and volunteers receive a high level of care and value.

Lean — the elimination of all unnecessary waiting.

Finances — sound economics will help to continue the mission.



PRHI noted Asbury's desire to make the initiative its own by creating a new name—the Diamond Initiative—and PAC, an acronym for Perfecting Asbury's Care. The four points of the diamond, quality, satisfaction, time and finances, represent project goals while PAC is the team that reviews and responds to every suggestion made for new Diamond Initiatives.

As noted in the PRHI's report, **Art Barbus**, senior administrative director, Asbury Heights, and others on the management team are realizing staff now think differently about problems. They are no longer satisfied with temporary fixes. Rather, they're searching for the root of the problem and developing permanent solutions that improve Asbury Heights as a whole as well as enhance daily life for individual residents and staff.

Just as important is that Asbury is ahead of the curve in responding to federal health reforms such as the Patient Protection and Affordable

Care Act, which require nursing facilities to meet higher standards of quality, safety and efficiency to help reduce costs. Most of the requirements will take effect in 2012, but sites should be well on their way to implementing reform such as Asbury. Compliance will be rewarded while failure to cooperate will be met with financial penalties.

"The results at Asbury Heights illustrate what can be accomplished by nursing homes and personal care facilities if there is organizational commitment to excellence and efficiency in all aspects," noted the Jewish Healthcare Foundation, parent organization of PRHI. "Also on display is the power of working with and through those who provide care at resident bedsides."

To read the complete PRHI report about Asbury's progress, visit the News/Publications section of www.prhi.org. Asbury was featured in the September 2010 Executive Summary. ■

From L-R: Martin Maroni, Jason Lowry, Debbie Schoonover, Jim Jamison, Nancy Bianchin (all from Dining Services' Mission Possible team), Karen Feinstein (CEO of PRHI) and John Zanardelli.



United Methodist Services for the Aging is a faith-based organization whose mission is to improve the lives of older adults through high-quality, compassionate care.

A MESSAGE FROM JOHN ZANARDELLI

Dear Friend of Asbury Heights:

Some of you may be familiar with the Taoist quote by Lao Tzu, "A journey of a thousand miles must begin with a single step." This issue of *Seasons* will bring you along on the journeys of residents as well as our community as a whole.

With health care in a state of transition, providers, including Asbury Heights, are required to look differently at how to effectively do business while improving patient care. By adopting the Toyota production model with the help of Pittsburgh Regional Health Initiative, we have embarked on a journey that is recreating our culture while improving programs, customer service and even the bottom line. (See the front cover.)

Asbury's physical appearance has been getting a facelift, too. On page 4, you'll see a handful of the enhancements we've made throughout the campus. From contemporary living spaces to expanded outdoor spaces, we're giving current and new residents more of what they want and need.

On page 6, you'll meet long-time resident Maude McDowell. With her vibrant personality and appetite for life, she has created a rich life for herself within our community. Find out why Asbury has become such an important part of her life's journey.

As you journey through life this summer — literally and figuratively — please keep Asbury Heights in mind. Visit us online at www.asburyheights.org or on our new Facebook page at www.facebook.com/AsburyHeights to find out about campus activities. I hope you'll stop by and see what we've done with the place.

Sincerely,


John J. Zanardelli, FACHE
President and CEO ■



(Left to right) H. Robert Spicher, Howard R. Spicher, and Susan Spicher Cleveland

IN APPRECIATION

Asbury Heights mourns the loss of resident and volunteer **Howard R. Spicher Jr.** who passed away in April 2010 at the age of 89.

Born in Indiana, Pa., Mr. Spicher was an Army veteran of World War II, a longtime member of the Mt. Lebanon United Methodist Church and a retired assistant corporate secretary for H.J. Heinz Co. As a volunteer at Asbury he drove the Asbury van and was a popular bingo caller before he moved into an independent living apartment. Mr. Spicher transitioned to Asbury Villas and eventually the Redwood Community where he was able to take advantage of Asbury's continuum of care and live a full life in the community he came to know as home.

Following in his father's footsteps, Mr. Spicher's son, **H. Robert Spicher**, donated his time to Asbury Heights by serving as a member of the Board of Directors and was treasurer of the Board and chair of the Finance Committee for several years.

The residents and staff of Asbury extend their deep appreciation to the family of Mr. Spicher for their generous donation made in his name. The contribution will be used to further advance the mission of Asbury Heights. ■

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New Views at Asbury

During the past year, Asbury Heights has undergone improvements in several areas across the campus. Residents, visitors and employees will be pleasantly surprised with the improvements at Asbury, from large projects such as the renovation of what is now The Allemont to smaller changes including the lobby update.

TERRACE AREA BAY WINDOW

ASBURY HEIGHTS LOBBY

COURTYARD

THE ALLEMONT LOBBY

Replacement of a faulty drainage system meant a facelift for the **COURTYARD**. Also, water damage in the tunnel below the terrace was repaired, and a new bay window with a comfortable window seat provides a warm and sunny area to rest and relax.



ASBURY
HEIGHTS
LOBBY

THE FIRST FLOOR OF BUILDING SEVEN was renovated this past fall and now features a bright common area dressed in pale greens and blues, reflective accessories and completely updated apartment homes. A small movie theater and outdoor patios are planned. ■



Betty Jane Thompson and family.



Sophia Samanski and her niece
Mary Jane Busic.

Flashback:

Family Day 2011

Residents, staff and families gathered at Asbury on June 26 for the annual Family Day celebration. The sunshine and smiling faces were just two of the many highlights of the day. The carnival theme meant favorite foods, including corn dogs and funnel cakes, games, a caricature artist and even pony rides for the children. Kristen Taylor, Miss Pittsburgh 2010, and Lindsey Grenich, Teen Miss Homewood 2011, spent the day on campus visiting with guests. ■



Family members surround resident Anne Mae Bunny.



Resident Jean Taylor and daughter Marta.

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A Community of Giving

Moving to Asbury Heights was a matter of need for **Maude McDowell**. In 1999 her husband, **Andrew**, became ill, and remaining in their Mt. Lebanon home was no longer feasible. So decades after her three children walked past what was then known as “the home on the hill” on their way to and from school, the McDowells moved into a spacious apartment at Asbury.

“Being from Mt. Lebanon, Asbury Heights was the best choice for us,” says Mrs. McDowell. “We had friends and neighborhood acquaintances who lived here, and our children were happy to see us move into a place they were familiar with.”

As Mr. McDowell’s health declined, the couple realized the true benefits of living in a community that offered a continuum of care. Nurses frequently visited the apartment to care for Andrew, and when the time came, he moved to the Evergreen Community, Asbury’s skilled nursing center, which is located in a building adjoining the McDowell’s apartment.

“Andrew was able to remain in our apartment until three weeks before he died. Whether in the apartment or in the nursing center receiving hospice, he received excellent care,” Mrs. McDowell says. “There might come a time when I’ll use everything here, too.”

For now, she takes advantage of the STAY (Support & Timely Attention for You) program, which offers residents medication delivery, blood pressure checks, wound care and more; utilizes the Health and Wellness Center for some of her physician visits; and attends exercise classes in the

Fitness Center two times per day, twice a week. She even used Asbury’s rehabilitation services following knee replacement surgery.

Mrs. McDowell has always been active. She worked as a secretary before becoming a homemaker and mother to one son and two daughters. She was an active community volunteer at St. Clair Hospital and Magee-Womens Hospital during World War II, the Trinity Cathedral Book Store and as part of the Old St. Luke’s Restoration Project for which she recently was named as an honorary and emeritus board member. At Asbury, she has given her time to the Library Committee, belongs to a bridge group, meets friends from South Hills High School for lunch in the dining room and tends to a tomato patch on campus with a group of residents during the summer months. Mrs. McDowell’s face lights up when she talks about the Hillbilly Band she and a group of friends started on campus.

“Asbury has become my home,” she explains. “I feel strongly that my friends here are my family.

People are so friendly, and there is never a shortage of things to do. Everyone should experience all Asbury has to offer.”

Mrs. McDowell knows that maintaining a community such as Asbury Heights comes at a cost, and her positive experiences prompted her and her family to become regular donors.

“I’m a firm believer in giving back to your community in whatever ways you can, especially to organizations you feel connected to,” she says. “Asbury is my community. I’m happy here, have had good experiences and should support it.

Asbury depends on others to help them continue their programs and services. Those who have had a good experience or know someone who has should give if they can — for themselves and others.”

To find out more about Asbury Heights’ giving options, call the Asbury Foundation at 412-571-5106 or log onto www.asburyheights.org. ■



Resident **Maude McDowell**, a member of the Asbury Hillbilly Rhythm Band.

Donors

The community of Asbury Heights is continually being enhanced thanks to the generosity of our donors. Their contributions ensure that our residents can lead rich, healthy lives within a comfortable environment. The staff and residents of Asbury appreciate the many gifts that allow us to further our mission of providing high-quality, compassionate care.

The following list recognizes donations made between Jan. 1, 2010 through Dec. 31, 2010. ■

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Volunteer Opportunities ... 412-571-5150
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Save the Date

Teepa Snow, MS, OTR/L, FAOTA, a nationally recognized dementia expert, will return to Asbury Heights on **Thursday, October 6** for a second informational session open to the public.

During her first visit to Asbury in October 2010, Snow spoke with guests for more than two hours about the warning signs of dementia, dementia behaviors and making the most of the time with a loved one living with memory-related disorders. She took time during her visit to work with staff and residents at Asbury Place and The Willow, Asbury's memory support community.

Since that visit, several members of Asbury's care team traveled to Gettysburg, Pa., for additional dementia-related training with Snow.

The staff oversees the care of residents at Asbury Place, Asbury's own personal care community for individuals with Alzheimer's and other memory impairments. Our specially trained team continually strives to best meet the needs of this special population, ensuring residents are not only safe and comfortable but engaged and as active as possible.

For information about Asbury Place, visit www.asburyheights.org or call 412-571-5663. ■