**ON LOK NEWS**

**Spring 2015**

**Experience Matters in Senior Care**

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**QUALITY MATTERS! Introducing the On Lok Quality Assurance Team**

At On Lok we have many teams that perform important functions, but their efforts are somewhat “behind the scenes.” This time we would like to share with you the outstanding work that our Quality Assurance Team (QA) does under the leadership of Dr. Cathy Eng.

Quality Assurance has been an essential function at On Lok even before the Program of All-inclusive Care for the Elderly (PACE) was introduced. The quality assurance function is really about quality improvement. In the past ten years, the quality assurance process has become more formal. On Lok has been licensed as a California health plan since 1998 and the license requires On Lok to report QA processes and outcomes to the state. The key goal of the QA Team is to collect, analyze, and report data to teams so they can improve their care for the seniors we serve. Data collection, analysis and reporting has been facilitated by the development of electronic health record systems and communications.

“I see QA as one of the structural foundations of any health program. We analyze and understand the health data of the seniors we serve. We then communicate the results to health providers, including our staff physicians and direct care teams. Our hope is that these reports help improve senior services,” says Dr. Eng.

Every quarter the QA Team produces quality assurance reports and presents them at the quality improvement meetings and at Board of Directors’ meetings. For example, the QA Team maintains a database on participants who fall frequently under pressure. This process measures resource utilization such as emergency room visits, rates of hospital admissions and readmissions, and lengths of stay in hospital after admission. These utilization measures are an indication of how efficiently physicians and teams function within On Lok. Management of resource utilization affects patient care outcomes.

Utilization management is another aspect of the QA process. It has become more important in recent years as reimbursement revenues have come under pressure. This process measures resource utilization such as emergency room visits, rates of hospital admissions and readmissions, and lengths of stay in hospital after admission. These utilization measures are an indication of how efficiently physicians and teams function within On Lok. Management of resource utilization affects patient care outcomes.

To conclude, quality in senior health care is important. At On Lok we have teams like the QA Team to help our staff ensure service delivery of the highest quality to our seniors.

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**Caregiver Support Program Update**

Our Caregiver Program is now available in all geographic areas served by On Lok. The program’s services include respite care and caregiver workshops.

This program was made possible thanks to:
- Alameda Area Agency on Aging
- Archstone Foundation
- Social Services Agency, County of Santa Clara
- Individual donors

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**ON LOK MISSION STATEMENT:**

To maintain and develop health care models for the well-being and dignity of the elderly and chronically ill through education, advocacy, innovation in services and financing, while advocating for quality and affordable care.
A MESSAGE FROM THE CEO

Dear Friends,

Welcome to 2015! We start this year strong thanks to your continued support. Last year, in July 2014, On Lok acquired Care at Home, a home health agency focused on patient-centered care, located in Campbell. Also, the renovation of On Lok House is an extensive project and will begin shortly. As one of our recent e-blasts said, let’s blossom into spring and swing into summer with On Lok!

We have some events planned this year and I look forward to connecting with many of you at our first celebration of the 2015 Season, the Spring Banquet, on May 15 at the InterContinental San Francisco Hotel.

You can find the complete list of the upcoming events on the back page of this On Lok News issue and on our website: www.onlok.org/onlokinc/events. All proceeds from the events directly support the programs for the seniors we serve. On Lok continues to generously support the events of its partners and organizations in the community.

In this issue we are highlighting one of the very important teams at On Lok, Quality Assurance, in an article “Quality Matters!” This article offers an insight into On Lok’s daily operations and the role of quality assurance in the services we provide to seniors.

This year’s key theme at 30th Street Senior Center is “Building Community One Donation at a Time,” and many seniors who come to the center look forward to helping the center with fundraising. We also have exciting news to share: after almost two years, the center raised enough funds to renovate its 30-year-old Hospitality Center, making the reception area a friendly and welcoming place for all. We are deeply grateful to all those generous donors who made it possible!

There are many ways you and your family can leave a legacy and make a philanthropic investment in your community. I would like to remind you that our Campaign for the Future has entered its fourth year and we continue to raise funds for capital and innovation projects. If you have not yet joined one of the projects, I invite you to contact us as soon as possible at fundraising@onlok.org.

Sincerely,

Robert E. Edmondson
Chief Executive Officer

Campaign for the Future

During the annual All Boards Luncheon at On Lok’s Gee Center in January 2015, Friends of On Lok presented a $43,000 check towards their $250,000 pledge to the Campaign for the Future. Thank you to all who are working so hard to help our seniors enjoy life in the community!

Mark your calendars for the 27th Annual Friends of On Lok Generations Fashion Show! Join us on Saturday, October 31, 2015 at the Far East Cafe, 631 Grant Avenue, San Francisco.

30TH STREET NEWS

The Leadership Circle Plaque Unveiling and Philanthropy and Friendship Celebration

On December 4, 2014, On Lok’s Board of Directors, Leadership Team, supporters and their family and friends gathered together to celebrate another successful year of all inclusive care for On Lok seniors and their families. On Lok values the generous support of our donors year round and the Donor Appreciation Reception was an opportunity to thank many of the supporters and their friends and family. We acknowledged our philanthropic impact on the updated Leadership Circle Plaque at the main lobby of On Lok’s Headquarters, the Gee Center.

Bob Edmondson, CEO, On Lok, unveils the Leadership Circle Plaque.

Above (left to right): Frances Burns, Board Director, 30th Street Senior Center; Lupe Bravo, Board Director, 30th Street Senior Center; and Susan Cofino, 30th Street Senior Center participant.

Dr. Wellman Tuang, Board Chair, and Mrs. Mildred Tuang.

The Leadership Circle Plaque unveiling! A big thank you to our generous supporters.

Grant Avenue Folks presented a captivating performance.

Bob Edmondson, CEO, On Lok, with guests at the Donor Appreciation Reception.

30th Street Senior Center: Singing Our Way to Well-Being

The late Dr. Eugene Cohen suggested that involvement in the arts late in life led to a lower incidence of illness and injury, and this idea has always been at the core of the 30th Street Senior Center’s programming. Dr. Cohen visited the center himself and talked about the importance of creativity at an older age as a way to improve health and well-being. One way to do so is singing.

Today, the center hosts not one, but two choirs: the Community of the Voices (Comunidad de Voces) Choir and the 30th Street Chorus (Coro de la 30) and. We are excited to share some of the most recent updates with you.

The Community of Voices/Comunidad de Voces Choir (COV) is the most recent addition to the center’s activity programming for seniors. Started a little less than a year ago, this choir engaged 35 new seniors who come from 30th Street Senior Center and the neighborhood. The COV project has been a successful outreach tool to introduce seniors who have never been at the center to all the programs and services we provide.

The project’s goal is to conduct the research in a culturally diverse setting, draw on cultural and linguistic backgrounds of the participating seniors and provide opportunities for learning. Each senior participated in a 1.5 hour long interview about their health and well-being, and additional assessments will follow.

The Community of Voices study involves a partnership between the University of California San Francisco (UCSF), the San Francisco Community Music Center, and our Center, among 12 senior centers funded by San Francisco Department of Aging and Adult Services.

The principal investigator is Julie K. Johnson, PhD, a Professor at the UCSF Institute for Health & Aging and UCSF Center for Aging in Diverse Communities. While we will not know the results for another year, Professor Johnson hopes that the research outcomes will provide support to community choirs for seniors.

The 30th Street COV Choir already had its premiere performance. Many seniors were on the stage for the first time in their lives and the concert was of a high quality. “I would love to see that these types of experiences are more accessible to seniors in our communities,” said Professor Johnson.

Among the reasons for the COV Choir success and our center’s ability to participate in such a research project is the 30th Street Chorus (Coro de la 30), a collaboration of several years now between Community Music Center and 30th Street Senior Center. The choir sings primarily in Spanish, and the repertoire focuses on Latin-American folklore and popular music. Anyone at the center can participate in the choir and no prior singing experience is required. The Community Music Center provides instructors for the choir. Martha Rodriguez-Salazar, Director, and Jennifer Peringer, Accompanist. They host rehearsals at the center.

So what does the future hold? Raising funds to sustain such programs as our choirs is a major priority. Valortie Villega, Director at 30th Street Senior Center, noted: “At the center we know that an organized art-type activity taught by a professional artist means less time spent in a hospital and a healthier engaged senior. Everyone benefits!”

30th Street Senior Center mean to you?”

The Language of Art

At 30th Street Senior Center the overarching theme for 2014 was “Celebrating the Universal Language of Art.” As the year concluded, seniors gathered to participate in an artistic project — the creation of collages. “What does 30th Street Senior Center mean to you?” was the question the seniors tried to answer in this exercise.

Collage creation helps people tap into their inner world and no prior experience or any artistic background is required. For many seniors it was the first collage they ever made. Some gave a free rein to their creativity by using bilingual messages, feathers, glitter and stickers. This two hour exercise brought a lot of laughter, positive energy and happiness among seniors. As staff, we learned a lot about what the seniors’ experiences are here at the center. Look at some of the collages our seniors created:

“Building Community One Donation at a Time” is the theme for 2015. We hope you join us in helping seniors thrive and enjoy meaningful life in San Francisco.
DONATIONS BETWEEN OCTOBER 11, 2014 AND FEBRUARY 15, 2015

30TH ST DONORS / LEGACY CORNER

On Lok thanks its generous donors who gave between October 11, 2014 and February 15, 2015.

$60,000+
1. Mr. & Mrs. Bill and Patricia Chow
2. Dr. and Mrs. James S. Chen
3. Mr. & Mrs. John & Linda Chu
4. Mr. and Mrs. Hopewell Chiu
5. Mr. & Mrs. C. D. Chiu
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5. Mr. & Mrs. Jack D. Leung

On Lok seniors. Approximately $225,000,000 has been raised to benefit the elderly participants over the past 30 years. For more information, call our Development Director, Dr. David Werdegar, at 415.521.2600.

Legacy Corner

Helping On Lok’s seniors with a gift that pays you!

A charitable gift annuity provides you with:
- Guaranteed fixed payments for life
- An immediate income tax deduction
- Partially tax-free payments and capital gains bypass
- The satisfaction of making a gift to On Lok, Inc.

An example: Mary Lee, age 75, funds a $25,000 charitable gift annuity contract to benefit the elderly participants served by On Lok. Mrs. Lee’s annuity payment is 5.8% of her gift, giving her an annual guaranteed payment of $1,450. $1,124 of her payment is tax- free for eleven years. She also receives an immediate income tax deduction of $11,065.

A gift annuity is simple to create. You must be at least 60 when the payments begin and your annuity must be created with at least an amount of at least $25,000. Payment rates depend on the age of the annuitant.

One-Life Rate Two-Life Rate Rate
60 4.4% 60/60 4.0%
65 4.7% 65/65 4.3%
70 5.1% 70/70 4.7%
75 5.8% 75/75 5.2%
80 6.8% 80/80 6.4%

To find out your tax and payment benefits, call our Development Director, Ian McCaug, at fundraising@onlok.org.

Please support On Lok via Silicon Valley Gives on May 5!