A Period of Kerfuffle
Navigating the World of Managed Care
Letter from President & CEO

In keeping with a century-old tradition of commitment and dedication, our Trustees, Auxiliaries and Staff collaborated throughout 2013. Eliza Bryant Village was filled with excitement, challenge and dynamic growth. A few of the significant successes achieved include:

• In June, following the payoff of our UDAG Loan, Trustees and Staff celebrated with the symbolic burning of our UDAG mortgage. This was made possible following approval by Mayor Jackson and City Council of a 9.75% loan discount, if we prepaid this loan with a 15-year amortization.

• In July, we became a provider in the USDA Child and Adult Care Food Program, which reimburses for nutritious meals provided to Adult Day participants. The program has been expanded to Senior Housing and now provides 26 tenants with daily nutritious lunches. All meals are now produced in-house by Eliza Bryant Village.

• In September, the renovation of the Inez Myers Senior Outreach Building to meet the needs of a more frail Adult Day population was started. This included bathroom renovations, raised toilets, automatic soap/towel dispensers, lighting enhancements, carpet, wall covering and new furniture.

• In October, with the closing of Judson Retirement Community’s Adult Day Care Program, Eliza Bryant Village successfully partnered with Judson to transfer many of their program’s participants to our Adult Day program.

• In November, extensive planning was initiated for the rotation of our four Nursing Units to better meet the needs of residents and to establish The Rehab Center at Eliza Bryant Village. The actual moves were completed in March 2014.

• In December, plans were finalized for a partnership with the Centers for Dialysis Care to build a 10,000-square-foot renal dialysis center during 2014 on Eliza Bryant Village’s campus. The Center will serve in excess of 120 outpatients and provide our seniors with immediate access to this valuable resource.

I want to acknowledge the extraordinary efforts of the Eliza Bryant Village staff as we go through a period of Kerfuffle. The word kerfuffle is a Scottish Gaelic origin and is used to describe a period of hoopla, tumult, commotion and or significant change. I think it is a fitting word to describe the environment in which our staff is living as a result of their efforts in addressing so many challenges.

In 2014, as we enter the uncharted waters of managed care, our Board, Auxiliaries, and Staff remain committed to meeting the needs of seniors in our Community. In September 2014, we will celebrate our 118th Anniversary and renew our pledge “to provide quality services, outreach programs and a dignified, compassionate and secure living environment for our seniors.”

Harvey M. Shankman
President & CEO
Letter from Board Chair

This has been an exciting year for Eliza Bryant Village with changes and challenges along the way as we prepare for Ohio’s new integrated care delivery system, MyCare Ohio. Eliza Bryant Village is prepared to THRIVE as we navigate through this new health care environment.

In June, The Board of Trustees adopted a three-year strategic plan with specific goals to ensure that Eliza Bryant Village continues to excel at providing quality care, value-based services and enhanced patient-centered care for an aging population.

At our annual Board Retreat in September, Dr. Michael Barber, Chief Medical Officer at National Church Residence, educated Trustees and Staff on changes taking place in the long-term care industry. Board Committees are using the knowledge gained to implement action steps to achieve our vision as a premier provider of geriatric care.

In September, Auxiliaries I, II, and III joined together to celebrate Eliza Bryant Village’s 117th Anniversary with a festive open house. It was a beautiful, fun-filled day featuring church choirs, jazz bands and a variety of entertainers. As part of the celebration, a special groundbreaking ceremony was held for a new gazebo that the Auxiliaries are raising funds to build. The goal of the Auxiliaries is to dedicate The Village Gazebo at the 118th Anniversary celebration.

December activities included recognition of Eliza Bryant Village’s President and CEO, Harvey Shankman’s milestone 25 years of dynamic leadership.

Throughout our 117 year history, Eliza Bryant Village is proud of its legacy of being a community of caring rooted in tradition. This legacy is achieved through the dedication and commitment of Trustees, Staff, Auxiliaries and supporters who work tirelessly on behalf of over 1,200 seniors annually served by Eliza Bryant Village.

We appreciate your time, talent and treasure to help Eliza Bryant Village achieve its vision to be a premier provider of outstanding healthcare, programs and services along a continuum of care.

Thank you,
Jean Allen-Jenkins
Chair, Board of Trustees

EXCITEMENT AND DYNAMIC GROWTH

As Eliza Bryant Village looks back on 2013, we reflect on our many accomplishments that make it clear how we continue to live out our mission of “providing quality services, outreach programs and a dignified, compassionate and secure living environment for seniors.”

A few bragging points …

• 2013 Patient Satisfaction Survey done by the Ohio Department of Aging ranked Eliza Bryant Village in the top percentile.

• Eliza Bryant Village is one of only seven critical access facilities in Ohio, offering compassionate care to higher acuity patients.

• Eliza Bryant Village’s Adult Day Program is one of the largest in Cuyahoga County, serving over 200 seniors a year.

• Eliza Bryant Village provided over $2 million in “community benefit” to the seniors we serve.
THE VILLAGE’S HIGHLIGHTS

• Staff has played an active role in AgeNET, a network of non-profit nursing homes that was formed to proactively prepare for MyCare Ohio. Serving Northeast Ohio, AgeNET is comprised of 11 non-profit nursing homes, which collectively represent over 3,000 nursing home beds, seniors housing and extensive outreach programs.

• On May 1st, Dr. Olusegun Odukoya, a University Hospitals of Cleveland geriatrician, was appointed as Eliza Bryant Village’s new medical director.

• Eliza Bryant Village demonstrated quality care with residents pressure sores. We received a Platinum Status Award from KePro.

• The Courtyard underwent a major improvement to make the area more attractive for residents. Special thanks to Bracy Lewis for providing the vision and dollars, Jim McKnight, a landscape architect, for drawing up plans for the “Garden of Peace and Relaxation,” and the many friends of Bracy Lewis who purchased benches and tables. We also want to thank John Carroll University students and employees from Bank of America and Merrill Lynch for providing the labor.

• The Adult Day Program continued its transformation from a social model to a medical model to better serve physically and cognitively fragile seniors. Our goal is to help seniors who choose to “age in place,” live independently.

• A new 12-passenger vehicle was delivered in October from a grant received from the Ohio Department of Transportation. The van was added to the Community Transportation Program’s fleet of five vehicles, which made 24,319 one-way trips, including 1,520 wheelchair trips.

• Eliza Bryant Village’s Community Demand Transit Program served 250 community seniors and made 1,402 trips.

• Trustees approved the installation of an emergency generator for the Amasa Ford Lodge due to numerous power outages occurring. The emergency generator will provide power to the telephone system, multipurpose room, fire alarm panel, elevator and lobby during a power outage. The installation will be completed in early 2014.

• A new position, Housing Service Coordinator, was created in response to the increasing social needs and frailty of tenants. The Coordinator is helping tenants by providing referrals to social service agencies, connecting to community resources, dealing with family issues, conducting assessments and coordinating wellness activities.

• The Community Transition Program received second year funding from the Bruening Foundation to support seniors as they transition home after being discharged from Eliza Bryant Village or a medical facility. The program is exceeding its goal in preventing re-hospitalization within 30 days following discharge through the interventions offered. Services include referrals to community health professionals, agencies, equipment, medication and care plan issues.

• The United Black Fund and Cuyahoga Arts & Culture provided grants to engage seniors in a variety of experiences designed to enrich lives and build community connections.

• A Grief Recovery Support Group was formed to respond to a need in the community. The eight-week course allows seniors to work through grief with a certified grief counselor. The Caregivers Support Group’s monthly meeting continues to grow offering topics, such as nutrition, fall prevention, end of life planning and peer support.

• A flu clinic, in conjunction with CVS Pharmacy, was held in November for tenants and community seniors.
PARTNERS IN CARING: OUR VOLUNTEERS

We are blessed to have dedicated, committed Trustees, Auxiliaries, volunteers and supporters who lend their wisdom, wealth and work on behalf of over 1,200 seniors served annually by Eliza Bryant Village.

New Trustees appointed to the Board: Danielle Sydnor, Gillian Marshall, Ph.D., Steven Alexander and Diana Morris, Ph.D., RN.

Eliza Bryant Village’s Auxiliaries were actively involved in raising funds, making friends and sponsoring festivities for residents.

• Auxiliary I – Annual High Tea and Luncheon in July was a wonderful success bringing together over 300 community supporters. Auxiliary I members also hosted several fund-raisers throughout the year.

• Auxiliary II – Annual Holiday Mart, Fashion Show & Luncheon was held at the end of October. More than 400 people were entertained and enjoyed the outfits that were modeled by Auxiliary members, Staff, Trustees and community volunteers. Auxiliary II members also held a “Spring Fling” in May and a “Fun Day” for residents in August, partnering with the National Council of Negro Women.

• Auxiliary III – Annual Spring Luncheon & Music Fest in May was great fun. The traditional “Parade of Hats” once again was awed everyone in attendance. The Holiday Party in December included a special visit from Santa and his elves distributing presents to all the residents.
2013 CONSOLIDATED FINANCIAL INFORMATION (Unaudited Totals)

- Medicaid 55% $8,422,119
- Medicare 18% $2,742,363
- Hospice 3% $532,910
- Veteran Administration 9% $1,345,027
- Outpatient Therapy 1% $22,010
- Private Pay 3% $466,789
- Outreach Programs 7% $1,148,934
- Grants & Contributions 2% $302,582
- Investment Income 1% $67,663
- Other Income 1% $147,966

Total Revenue $15,198,364

- Wages & Benefits 57% $8,835,051
- Dietary 3% $421,964
- Therapy Expense 5% $740,000
- Utilities 3% $530,000
- Security 1% $82,512
- Supplies & Indirect Expenses 13% $2,025,408
- Occupancy Expenses 9% $1,470,306
- Interest Expense 2% $256,602
- Depreciation 8% $1,188,668

Total Expense $15,550,520

Revenue Over Expense (352,156)

YOU ARE GENEROUS!
We are grateful to the many donors who contributed gifts to Eliza Bryant Village. Your support helps make Eliza Bryant Village a quality provider of programs and services for seniors.

Your generosity is appreciated. Thank you for making a difference in the lives of others.
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