



2017 ANNUAL REPORT



HVA
SENIOR LIVING ALLIANCE

LEADERSHIP MESSAGE

It amazes me how fast the years fly by. This year, I will celebrate 20 years at HVA. When I began my career here at HVA, I was the only employee and, along with the HVA Board of Directors, we were the “think tank” on how to accomplish the mission of helping similar nonprofit organizations in partnering opportunities. Slow steps, but well-planned ones helped us get to where we are today. Not all ideas came to fruition, but we accomplished much in our time for such a small alliance.

This year, the Share Care homes were actualized. This new kind of care is unknown in many parts of the country, but we opened a home here in northwest Pennsylvania. Three residents share the cost of 24-hour care that provides support for those who prefer to live in a homelike setting. Another home is planned to open in 2018.

Negotiations with managed care organizations were also a focus. This very important process sets HVA member organizations on the right course for success, collaboration, and survival into the future. We hope that by again working together, we can share best practices for them to be the best organizations in the region.

As HVA moves forward, we are looking into how to do things differently to meet the demands of tomorrow. Health care is fast changing and by working together, we can all be successful.

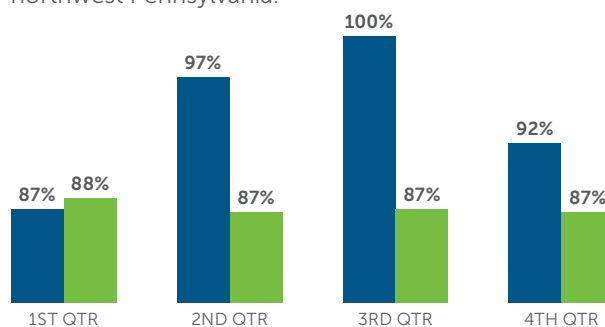
Michael F. Gallagher

Michael F. Gallagher, CEO/ED

NURSE AIDE TRAINING 2017

HVA trained 87 students in 2017 — 11 were WIA-sponsored students, 23 were private pay, 46 were facility sponsored, and seven came from other funding sources. Sixty of those students were trained in Erie County.

2017 NNAAP results for HVA graduates are continually higher than all graduates statewide. The pass rate for the third quarter of 2017 was 100 percent for HVA grads in skills and theory. HVA has agreed to be a remote test site (RTS) location for the NNAAP exam beginning January 2018. This will provide our students, other local nurse aide students, and nursing students who have been approved by the Department of Education the opportunity to test in northwest Pennsylvania.



STRENGTH IN PARTNERSHIP

Symbria Rehab HVA, your therapy and wellness partner, closed 2017 with very strong results. These results not only continued to demonstrate solid patient outcomes, but also saw an increase in the Overall Experience rating. We maintained high client satisfaction scores with 82 percent of our client communities remaining very satisfied and would recommend us to others. Our employees rated us a very strong 7.4 out of 10 on Overall Satisfaction.

Symbria established a new Clinical Rehab Operations Department. This team is headed by Vice President Linda Kolleng and is made up of Mary McVay, Bob Przybylak, and Kristin Candiotti.

Planning ahead

We are in the midst of launching a data analysis initiative for our client communities who are interested in participating. The goal of this initiative is to determine the potential impact of RCS-1 as it is currently defined.

Symbria is also taking a different perspective to offer services by looking at bundling various offerings, e.g., rehab with wellness, pharmacy with rehab, wellness with our Service Match assessment tool, and more.

As always, we appreciate the ongoing support of HVA and our partner communities. Please feel free to contact us at (724) 588-3299 with any needs or questions.

Respectfully submitted by Brad Miller and Kathy Rice.

FINANCIAL REVIEW

	2017	2016
ASSETS		
Current Assets	\$ 543,387	\$ 977,027
Building and Equipment	\$ 1,039,318	\$ 868,505
Other Assets	\$ 3,685,920	\$ 3,098,917
Total	\$ 5,268,625	\$ 4,944,449
LIABILITIES & MEMBERS' NET ASSETS		
Liabilities	\$ 265,582	\$ 338,441
Members' Net Assets	\$ 5,003,043	\$ 4,606,008
Total	\$ 5,268,625	\$ 4,944,449
REVENUE & EXPENSE		
Revenue & Other Income	\$ 1,319,309	\$ 1,451,779
Operating Expenses	\$ (922,274)	\$ (818,989)
Net Income	\$ 397,035	\$ 632,790

HVA SHARE CARE HOMES

This past July, HVA opened its first Share Care home. Share Care homes are residential, three-bedroom homes that house three individuals who share the care in the home. Each resident pays for eight hours of care, either with Medicaid waiver dollars or through private pay. The first home is beautifully decorated and located near Mercyhurst University. A second home was purchased and is currently under renovation. Each individual has a private bedroom and shares the other areas of the home. The program is designed to provide safety, support, and room and board. HVA currently partners with Brevillier Village, who provides the excellent staff that works at the home 24 hours a day, seven days a week. To schedule a tour or to refer a loved one, call the HVA Senior Navigator Tom Erickson at (814) 806-4556.

SENIOR NAVIGATOR

2017 was another exciting year for the senior navigator position. It has become a known and established service in the community, generating referrals from all local health care providers. As this role grows, I'm able to reach and help more seniors in northwest Pennsylvania. With a target of 600 families a year, this service helps the community on so many different levels. The families feel comfortable that they have made the right decision because they have been educated on all the options. Hospital readmissions dramatically decrease because families and seniors are connected with the right resource. Equipping and educating families on senior services is the key to success for any senior and their family. As HVA and its members lead the way in senior health care services, I look forward to another prominent year for the senior navigation position.

2017 PURCHASING RECAP

In 2017, HVA members were experiencing challenges with contracts related to pricing and products. After discussions within our purchasing committee, it was decided to form a subcommittee to explore other GPOs and opportunities for our members. After surveying all the options available, it was decided that we would provide a course of action to our current partner with a timeline to resolve and work toward future goals that were set by our members. We are hopeful that the future of this partnership will provide solutions by reducing costs and providing innovative products and services.



NURSING ANNE

Laura Torrey, RN, Nurse Educator at HVA is teaching a class of nurse aide students how to take a blood pressure using Nursing Anne, a mannequin designed for scenario-based training.

2017 ACCOMPLISHMENTS

- **Senior Navigator** had over 600 referrals in 2017!
- **Renegotiated** all insurance contracts for Share Care and HVA Corporate including workers' compensation, D&O insurance, and general liability.
- **Share Care** opened its first location in June; a second location is being renovated with plans to open in 2018.
- **Graduated 87 nurse aides** from our school, which has one of the highest pass rates in the the state.
- **Educational offerings** included dementia training and certification, and an annual law seminar.
- **Quarterly meetings** with UPMC and Allegheny Health Network resulted in broader partnerships in several areas.
- **Marketing** with Tungsten to maintain an HVA presence within northwest Pennsylvania. Highlighted the Senior Navigator and promoted HVA as the premier place to work. Statistics look great!
- Coordinated the **HVA Innovation Committee** regarding its four focus areas — hospital partnering, mobile dental, central physician practice, and palliative care.
- **Managed Care Contracting** with Covenant Health Care in obtaining managed care contracts throughout the state. An OPTUM contract is in place at a number of our HVA facilities and negotiations continue with other insurance contracts.
- **Symbria Rehab HVA** — Obtained a contract with Great Lakes Home Health so that our therapists can work with residents on HVA campuses.
- **Grant Writing** — Obtained \$10,000 for dementia training and certification and \$8,000 for mobile dental equipment.
- **HVA Mobile Dental** — Sent letters to all dentists in Erie, Crawford, and Mercer counties inviting them to join our program. Meeting set with LECOM to ascertain involvement with new dental grads.
- Market gain of \$219,691.66 on **HVA investments** on monies made from HVA initiatives.

MEMBER OWNERS



5416 East Lake Road
Erie, PA 16511
(814) 899-8600



2323 Edinboro Road
Erie, PA 16509
(814) 860-7000



1225 School Road
Erie, PA 16505
(814) 314-1700



339 East Jamestown Road
Greenville, PA 16125
(724) 588-7610



607 East 26th St.
Erie, PA 16504
(814) 459-0621



31 North Park Ave.
Meadville, PA 16335
(814) 332-9000



227 West 22nd St.
Erie, PA 16502
(814) 878-2600



985 Route 28
Brookville, PA 15825
(814) 849-1205

COVER PHOTO

Back Row: Tom Erickson, Mike Gallagher, Brian Mailliard, Gary Seib, Brian Nageotte, Chris Wright, Jeff Wieser, Gene Miller, and Jim Schneider

Front Row: Jennifer Agnello, Vicky Wittuck, Audrey Urban, Karen Karle, Jane Gibson, Bobbie Gay, and Sister Phyllis McCracken

Missing from Photo: Gale Magyar, Joe Palmiero, and Barbara Sepich



MISSION STATEMENT

To be the regional resource for collaborative programming and support services for member organizations that promotes innovative leadership in the field of aging services.

MISSION VISION

To be an incubator of innovative strategies to meet the dynamic and changing needs of its members.

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2017 HVA BOARD OF DIRECTORS

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Senior Director — Presbyterian SeniorCare Network

Brian Nageotte
Vice Chairperson
President — Wesbury United Methodist Retirement Community

Vicky Wittuck
Secretary/Treasurer
Senior Vice President — Brevillier Village

Sister Phyllis McCracken
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Chris Wright
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James Schneider
Executive Director — Springhill Senior Living Community

Michael Gallagher
Ex-Officio
CEO/Executive Director — HVA Senior Living Alliance

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Director of Health Services — OakView Personal Care at Springhill

Audrey Urban
Administrator — Saint Mary's at Asbury Ridge

Gary Seib
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Eugene Miller
Chief Financial Officer — WRC Senior Services

Karen Karle
Administrator — Sarah Reed Senior Living

Brian Mailliard
Chief Financial Officer — St. Paul's

Joe Palmiero
Chief Financial Officer — Wesbury United Methodist Retirement Community