

A Case Study of Albright Care Services - PACE

Albright Care Services LIFE (Living Independently for Elders) Centers

Albright Care Services is a faith-based non-profit corporation serving Pennsylvania's entire Susquehanna Valley. A wide spectrum of care options are offered by Albright Care Services in a number of locations throughout the organization's service area.

Albright Care Services owns and operates RiverWoods Senior Living Community in Lewisburg, Normandie Ridge Senior Living Community in York and manages Warrior Run Manor, a HUD-approved housing complex in Watsontown. Albright Care Services also provides services to the Williamsport and Lancaster areas through the new LIFE (Living Independently for Elders) Centers. LIFE is Pennsylvania's version of the nationally recognized Program of All-Inclusive Care for the Elderly (PACE).

Background

Before proceeding with the decision to expand their services to include the LIFE/PACE program, Albright performed a feasibility study to determine how best to expand into the LIFE/PACE area. The factors they considered were:

- The potential market for PACE
- The development of service capacity for PACE operations
- Financial implications for Albright Care Services of developing and operating PACE
- Information Technology Platform able to support the growing needs of PACE

The results of the study were favorable for Albright. They found a sizeable population in their service area who would require care outside the home, and who would benefit from participating in a PACE program. For PACE to be financially viable over the long term, it was recommended that Albright operate two or more PACE centers to obtain the projected census number by the end of a five-year period.

Implementation

In 2007, Albright decided to move forward with this program, initially opening the LIFE center in Williamsport in June 2008, followed by the Lancaster, PA Center in October 2008. During this time, Albright refined the processes of project planning and development needed to make the Lancaster operation more efficient.

Albright's LIFE Centers provide a "nursing home without walls" allowing participants to remain independent as long as possible yet still receive the needed level of care. As one participant stated, "a nurse is on-call 24x7, families are involved in care plans, and participants gain a sense of purpose. They know they have friends and develop relationships and a support structure enabling them to remain independent."

To manage the LIFE/PACE program successfully, Albright realized they needed to have a comprehensive IT infrastructure in place that included enterprise grade servers, data-links, data back-ups and security policies and procedures. Teams of Prelude and Albright personnel evaluated their technology infrastructure and determined that the round-the-clock support plan available from Prelude could support Albright's needs. The next step on Albright's technology continuum was the need to customize their clinical software system. Prelude made recommendations to Albright as to how they could utilize their existing clinical software system to capture relevant information for the business needs of LIFE/ PACE. Utilizing Prelude's Enterprise Reporting tool (PER), Albright was able to deliver the reporting required to maintain their status as a LIFE/ PACE provider.

Albright Executive Vice President Shaun Smith stated that, "Prelude was able to provide a reporting tool that gave us access to the data we needed to manage our business."

Today

Shaun Smith comments, "Today, our Marketing group is concentrating on reaching all individuals in our service areas, including referrals from all income levels. We have two solid operations. We are pleased with our progress towards meeting our five-year plan. We look forward to continuing to grow this business, as it is an effective way to deliver care to all participants, by providing an environment that encourages a sense of purpose. We are excited to be opening our third LIFE Center in the fall of 2011.



With the continued support of the Albright organization and our partners, such as Prelude, we are confident we have the right team in place to support our mission which is to encourage abundant living by anticipating and responding to the needs of the aging and frail.

In summary, Albright Care Services has a number of strengths, which have been drawn upon in the development of PACE. These strengths include demographics that support PACE census development; a number of programs supporting seniors; a mission consistent with the PACE service model; a state which is supportive of PACE development, and a strong IT infrastructure allowing them to move forward on the continuum of technology."

Bottom Line

Shaun Smith concludes that, "*Prelude was able to work with our unique needs to customize our Electronic Health Record, which is key to providing resident information to the right people at the right time. We have clear evidence that our audits run more efficiently thanks to the efforts of Prelude during the planning phase of program development.*

In addition to being able to provide technology infrastructure services, Prelude integrated our systems to position us for the future."