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**Joyce Eisenberg-Keefer Medical Center  
of the Los Angeles Jewish Home**

# **COMMUNITY BENEFIT REPORT**

**2011**

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## **BACKGROUND**

### **History**

Founded in 1912, the Los Angeles Jewish Home (Jewish Home) was created as a non-profit charitable organization for poor, elderly men and women who wanted to live in a Jewish environment with dignity and respect. During its 99-year history, the Jewish Home has been home to many thousands of individuals. In 1974 the Home moved from its original site in Boyle Heights to the first of its two campuses in the San Fernando Valley, then called Victory Village, now named Eisenberg Village. In 1979, the Jewish Home merged with another Jewish home about a mile away, thereby acquiring the second of its campuses, Grancell Village. The two campuses total over 16 acres.

### **Mission Statement**

Excellence in senior care reflective of Jewish Values.

### **Core Values**

The Jewish Home:

1. **Charity:** provides needed services to our community regardless of financial ability.
2. **Jewish Values:** maintains the unique Jewish component of our services including the observance of Jewish Holy days, celebrations, laws and customs.
3. **Dignity:** promotes the dignity, welfare and respect of all individuals associated with the Home and applies these values consistently.
4. **Quality:** delivers high quality care utilizing an interdisciplinary approach based on a standard of excellence in gerontological research and education.
5. **Fiscal Responsibility:** operates in a fiscally responsible manner and conducts its business based on fair, ethical and legal practices.

## **Community**

The Home currently serves in residence approximately 1,200 residents per year. An additional 500 are served through the Home's community based programs including Skirball Hospice and community clinics. There is a waiting list of approximately 380 people for the skilled nursing facilities. The average age of residents is 90; nine out of ten residents are female. The Home has over 60 Holocaust survivors. Our population is older than that of most nursing homes, often frail, with many physical disabilities and special medical needs. Services are provided to the Home's clients regardless of their ability to pay for such services. As a testament to the quality of care, the average length of stay at the Jewish Home is approximately seven years, in comparison to two and one-half years at similar facilities nationwide.

## **Financials**

There is an increasing demand for residential services for a frail, elderly population who have very little or no financial resources. The Los Angeles Jewish Home's admission policy facilitates admission to the neediest, regardless of their physical state or ability to pay. Currently over 70% of the Jewish Home's skilled nursing residents and approximately 60% of the Home's residents living in the Residential Care Facility for the Elderly (RCFE) rely government reimbursement programs for their cost of care. For fiscal year 2010-11, the contractual adjustment was \$13.9 million.

The Jewish Home's operating budget for fiscal year 2010-2011 was over \$100 million. The philanthropic portion of our fiscal year 2010-11 budget was approximately \$10.8 million. Those funds come from individuals, families, charitable foundations, corporations, businesses and volunteer support groups.

## **COMMUNITY NEEDS ASSESSMENT FOR ACUTE GERIATRIC PSYCHIATRY UNIT**

### **Community Needs and Assessment**

Emotional well-being is one of the biggest challenges facing seniors today. The difficult changes and medical issues many older adults experience frequently lead to impaired mental health. In fact, nearly 20 percent of those 55 years and older experience mental disorders that are not part of normal aging. These problems are often under-recognized, under-treated and, as a result, prevent seniors from enjoying a high quality of life.

To address this growing concern, the Los Angeles Jewish Home has opened the Lisa and Ernest Auerbach Geriatric Psychiatry Unit (AGPU). Located within the Home's Joyce Eisenberg-Keefer Medical Center in Reseda, the AGPU is dedicated to sensitively and successfully treat psychological disorders in seniors.

The Jewish Home committed itself to creating this unit based on the following assessment:

- **Access** – Access is limited in our area for geriatric psychiatry units since several have closed in the past year. Among the closed units are St. John's Hospital of Oxnard LPS, Simi Valley Aventis LPS and Los Robles Hospital geriatric psychiatry. All of these units provided specialized care to patients 55 and over and all have been closed permanently.

- **Limited Geriatric Beds** – Geriatric psychiatry beds in the surrounding area are limited. LPS Designated beds for seniors are found at Encino Hospital (14 beds), Sherman Oaks Hospital (22 beds) and Verdugo Hills Hospital (24 beds). There are no voluntary units for seniors. The AGPU obtained its LPS designation in May 2010, and may now admit both LPS and voluntary geriatric patients.
- **Specialized Care** –The AGPU also serves a very specialized population – the geriatric population suffering from prior life trauma, including the Holocaust, rape and elder abuse. Our staff is trained to deal with this special population. We have approximately 70 other residents/patients on our campuses in various levels of care who have had prior life trauma.
- **Kosher** – The AGPU is the only known geriatric psychiatric hospital in Southern California that is a kosher facility. Cedar-Sinai provides kosher meals for patients; however, it is closing its inpatient psychiatry program.
- **Care Continuum** – The care continuum under the Jewish Home umbrella includes over 1,200 residents in our neighborhood homes, CCRC, residential care, assisted living, skilled nursing, distinct part SNF and hospice care. The Home’s in-residence population has an average age of 90. As demographics show that seniors over the age of 65 have the highest suicide rate in the nation, this unique geriatric psychiatry unit is a much-needed community service.

This state-of-the-art, 10-bed, in-patient treatment facility incorporates the Jewish Home’s nationally-acclaimed model of comprehensive, high quality care by attending to the needs of the whole person – mind, body, and spirit – in a calm, nurturing environment. Our focus is on reducing symptoms through an integrated, multi-service approach.

The AGPU serves seniors 60 and over who are experiencing mental or emotional changes that require intensive treatment. Patients must have a primary psychiatric diagnosis, and are admitted on a voluntary or involuntary (LPS) basis only for short-term care. Following treatment, the patient returns to their prior residence and care of their primary care physician.

It is for this reason that the Joyce Eisenberg Keefer Medical Center was created as an Acute Psychiatric Hospital. The ten beds designated as geriatric-psychiatry are intended to address the acute psychiatric needs of existing Jewish Home residents, as well as similar needs for elderly residents in the community.

## **SERVICES AND BENEFITS**

### **Overview**

Services offered by the Los Angeles Jewish Home range from independent living in neighborhood homes to residential living programs, physical and occupational rehabilitation services, advanced gerontological and skilled nursing care, treatment of Alzheimer's disease and other dementia patients and a hospice program. There is a full service medical clinic on each of the two campuses, staffed by the Jewish Home's professional team of physicians and nurse practitioners. The Home provides extensive social, cultural, fitness, therapeutic, nutritional, and religious programs all within the context of a warm, loving, atmosphere. It offers kosher meals, and educational classes. Services are available for all religious and spiritual needs regardless of faith.

### **Independent Living - Neighborhood Homes**

Just steps away from the Jewish Home campuses, our Neighborhood Homes offer seniors a balance of independence and companionship. In shared single-family homes located on lovely, tree-lined streets, tenants enjoy private bedrooms and share common areas.

Neighborhood Homes' tenants are welcome to take their meals in the main dining room on campus, and are encouraged to participate in all activities and programs, and to utilize all of the services provided by the Home, including the medical clinics. Many Neighborhood Homes have garage space available.

Other amenities include bright, spacious kitchens with appliances; breakfast and formal dining areas; laundry rooms; plush carpeting; weekly housekeeping and linen services; professional landscaping and security systems.

### **Fountainview at Eisenberg Village**

The Jewish Home's newest residential option for independent seniors offers 108 1- and 2-bedroom apartments of approximately 800-1,500 square feet each. Fountainview provides for a completely independent lifestyle, with assisted living or other Jewish Home health care services available if needed.

Designed to address a shortage of secure and dedicated senior housing in Los Angeles, Fountainview's upscale apartments are the newest addition to the Home's complete spectrum of residential options.

The complex's generous public spaces and amenities include a state-of-the-art fitness center; spa with hair, skin, and nail services, movie screening room, billiard and game room. In addition to a comfortable and convivial environment, Fountainview offers complete access to the world-renowned services of the Jewish Home.

Fountainview opened at the beginning of 2010.

## **Residential Care**

Residents at the Jewish Home enjoy shared or single rooms in one-and-two story buildings situated in the secure, park-like settings of our two campuses. They are capable of semi-independent living, have independent mobility, and are mentally alert.

The Home's generously landscaped grounds are famously dotted with sculptures, fountains, and intimate garden areas that offer lovely settings in which to read, gather with friends and family, or simply enjoy the California sunshine. Residents find new friendships and life-enhancing activities in a warm and safe environment that supports all their needs — body, mind, and spirit.

Wonderful kosher meals are served in the Home's dining rooms, and laundry and housekeeping services allow residents to build their day around personally meaningful activities. Options include musical programs, exercise classes (including T'ai Chi and yoga), and creative arts programs. Lectures and movie screenings, clubs and social opportunities, plus regular transportation to off-campus shopping, entertainment, and outings provide a rich and rewarding lifestyle.

## **Assisted Living**

With a degree of personal services and attention above that of residential care and an alternative to skilled nursing placement, residents in assisted living enjoy all the support services they need in a less restrictive and more home-like setting. "Assistance" comes in the form of help with all the activities of daily living (ADLs), including personal grooming, self-care tasks, and mobility issues.

Residents at this level of care may receive help getting around between meals, activities, clinic appointments, social visits, and their personal residence. Special medication assistance, incontinence management, and additional housekeeping may also be provided if required.

Although residential facilities generally do not provide licensed nursing supervision and personal care, many of the Home's residents require this degree of personal attention in order to enjoy the full benefits of life at the Home. Whether it is a meal served in a room when a resident is ill, help with dressing, or other special needs, the Home provides these services — at an un-reimbursed cost of more than \$1.6 million annually — to ensure that all residents enjoy an optimal quality of life.

## **Skilled Nursing**

Skilled nursing at the Jewish Home provides a complex array of acute and long-term medical and rehabilitative therapies to stabilize and improve health, wellness, and quality of life for seniors with health challenges. Seniors needing physical assistance with mobility, daily living, and social activities are also considered for skilled nursing facilities. Skilled nursing embraces Alzheimer's care, short-term rehabilitative care, and minimal, moderate, and total assistance care.

### **The Mark S. Taper Skilled Nursing Building**

The three-story Taper Building on the Grancell Village Campus houses up to 105 residents who receive the Home's world-renowned skilled nursing services and short term rehabilitative therapies.

### **The Max Factor Family Foundation Nursing Building**

The two-story Factor Building on the Eisenberg Village Campus is home to 70 residents receiving world-class skilled nursing care.

### **Joyce Eisenberg-Keefer Medical Center**

The Home's new five-story Medical Center is one of the most comprehensive and sophisticated facilities of its kind in the United States. Opened in 2007, the Center's visionary model of life-enhancing services and unparalleled care combines the latest in geriatric science with compassionate care for the body, mind, and spirit.

The Medical Center's unique design affords easy access to specialized medical care and programs within a distinctive residential setting. Beautifully furnished rooms are grouped as smaller, easily identifiable resident "neighborhoods" with their own dining areas, recreation centers, and resident rooms.

An interdisciplinary team of healthcare professionals supports residents with medical, behavioral, psychological, and state-of-the-art rehabilitative services. Combining medical with cognitive rehabilitation therapies, nutrition and support services creates a holistic, healthy-aging center designed to ensure quality of life and quality of care.

The Joyce Eisenberg-Keefer Medical Center fulfills the Home's mission to foster wellness through innovative, integrated programs, personal care, and housing that enhances life each and every day.

The Medical Center is comprised of three, interconnected buildings: The Brandman Research Institute encompasses the 10-bed Lisa and Ernest Auerbach Geriatric Psychiatry Unit, which provides short-term geriatric behavioral and psychiatric care, as well as the Betty and Abe Klein Center for specialized eldercare research to identify and promote life-enhancing, healthy-aging practices.

The La Kretz/Black Tower and the Pavilion buildings together are home to 239 seniors in need of skilled nursing services, the highest level of residential care services the Home provides.

The Medical Center also contains:

- Creative Arts Center
- Pharmacy
- Dunitz Family Learning Center
- Geri and Richard Brawerman Garden Terrace
- Gerald's Deli
- Max's Beauty Salon

### **Alzheimer's Disease and Dementia Care –**

#### **The Paul Goldenberg-Daphna and Richard Ziman Special Care Center**

Environment plays an important role in caring for those with Alzheimer's disease and age-related dementia. Because Alzheimer's disease robs its victims of memory as well as both cognitive and motor skills, the warmth and reassurance of "home" is vitally important.

In the past, Alzheimer's care facilities often sacrificed a home-like feeling in the interests of safety and security. Today, the Goldenberg-Ziman Special Care Center leads the way in an era of Alzheimer's care environments that provide warmth and comfort without compromising safety and care.

The Goldenberg-Ziman Center was developed in response to the most informed research about how a patient's physical environment affects his or her behavior, sense of well-being, and even the visible symptoms of the disease itself.

Since many Alzheimer's sufferers seem to control agitation levels through wandering and constant motion, the Center's floor plans incorporate curves and circular shape, to ensure that residents never come to a dead-end and experience debilitating confusion.

The Goldenberg-Ziman building, with its crisp, geometrically bold shapes and pastel palate, offers residents an unparalleled environment in which to enjoy a wide variety of programs and mental stimulation.

The exterior features are "softened" with a pitched roof and lovely portico that is reassuringly traditional. Skylights and generous windows provide the comfort of natural light, and exterior landscaping is visible from within the building at virtually every turn.

### **Pioneering Techniques used in the Goldenberg -Ziman Building**

“Person-First” programming incorporates the "universal-worker" concept, where all staff members are involved in the residents' care. The staff takes ownership of "life happiness" in the unit.

Specific mealtime protocols are employed to address the challenges of weight loss and dementia. Specially-trained staff members encourage eating by socializing with the residents during meals and special snack times.

“Learning Circles” engage even the most confused residents, providing every individual an opportunity to reminisce, participate, and experience the inclusiveness of the Goldenberg-Ziman community. Recreational programming is tailored to fit the residents' short attention span, and to utilize past-life skills while maximizing independence.

Several types of pianos are spaced throughout the Goldenberg-Ziman Special Care Center, with a spectacular baby grand gracing the entrance foyer. Residents and guests so inclined are encouraged to sit and play.

## **COMMUNITY PROGRAMS AND SERVICES**

### **Skirball Hospice**

Caring for a family member with an end-of-life illness is one of life's greatest challenges. Hospice care developed in the 1970's, in recognition of the unique needs of patients who chose to be home with their loved ones when hospitalization was no longer expected to cure their illness.

While it has grown to embrace the needs of both patients and their families, the mission of today's hospice is still centered on enabling a patient to spend the last stages of life in a loving environment, comforted by friends and family, and free from pain.

Established in 2003, Skirball Hospice provides comfort care to adults and their families throughout the Greater Los Angeles area, allowing a patient to remain in their current living environment, with family, friends, and pets.

The Jewish Home's acclaimed Skirball Hospice provides high-quality sensitive care to adults in the community or in residential or nursing facilities, regardless of faith, ethnicity or culture. Licensed by the California Department of Health Services and Medicare/Medi-Cal certified, Skirball Hospice is staffed by an interdisciplinary team of compassionate professionals and volunteers.

Pain medication, equipment, and bathing services are included at no cost through Medicare or Medi-Cal. Most private health plans also include hospice provisions. All clinically eligible patients are accepted for hospice care regardless of their ability to pay or insurance coverage.

Participation in hospice care is voluntary, with the stipulation that the patient agrees to receive comfort care only, rather than electing for curative measures or hospitalization. The process begins with a physician's referral, which a patient or family may request.

Hospice patients may continue to live at home or receive treatment at a residential or nursing facility, depending on the availability of appropriate caregivers. After the development of an appropriate plan of care with patient and family, Skirball Hospice provides all necessary services, supplies, and equipment.

Skirball Hospice staff members work as an integrated, interdisciplinary team consisting of a medical director, primary physician, nurse case manager, home health aide, social worker, spiritual counselor, dietitian, bereavement coordinator, and trained volunteers.

In 2011, Skirball Hospice added a palliative care service to the hospice program as the Jewish Home Center for Palliative Medicine. Palliative Medicine is a medical specialty that helps people of any age cope with serious or chronic illness. It is appropriate at any point in an illness and is delivered along with curative treatments. Palliative care can be helpful to those experiencing symptoms such as pain, shortness of breath, loss of appetite, difficulty sleeping, fatigue, nausea or other conditions causing discomfort.

This is a consultative medical service by a physician or nurse practitioner with advanced training in palliative medicine. The palliative provider coordinates a plan of care with the patient's personal physician to achieve agreed upon goals of care. The costs of palliative services are covered under Medicare Part B, Medi-Cal and most private insurance companies. Charitable care is also delivered to qualified individuals.

The Jewish Home Center for Palliative Medicine helps individuals understand their choices and options for care, improves a person's ability to tolerate other treatments and helps people gain the strength to return to regular activities.

### **Annenberg School of Nursing - Vocational Nursing**

Located on the Grancell Village campus of the acclaimed Los Angeles Jewish Home, the Annenberg School of Nursing (ASN) prepares students for a successful and rewarding career as a licensed vocational nurse (LVN).

The Annenberg School and its proven faculty welcome students from all backgrounds and working histories to discover and master the exciting curriculum of nursing science.

While other schools are increasing class size and tuition, the Annenberg School of Nursing offers a favorable student-to-instructor ratio. Low tuition and forgivable loans combine to create exceptionally affordable education. Employment opportunities at the Jewish Home are available immediately upon graduation and licensure, based on eligibility, qualifications and the Home's recruiting needs.

With the latest technology, interactive instruction, and a personal commitment to our students' success, we educate, graduate, and prepare excellent vocational nurses.

*The Annenberg School is supported by generous donations from the Annenberg Foundation, UniHealth Foundation, and private donors.*

### **Primary Care Community Clinics**

Each Jewish Home campus has a medical clinic staffed by a team of compassionate physicians and nurse practitioners.

Our onsite staff provides residents assistance as needed or on an emergency basis. Over a dozen medical specialty services available in the Jewish Home's clinics include: audiology, cardiology, chiropractic, dental, dermatology, gastroenterology, internal medicine, ophthalmology, optometry, orthopedics, podiatry, plmonology, and urology.

At the Jewish Home, high levels of specialized health care are convenient and immediately available. Onsite speciality clinics at the Home help to improve acute medical outcomes and quality of life for residents by eliminating the time required to seek referrals and off-campus consultation or treatment.

### **Emotional Wellness Clinics**

With the goal of improving the quality of life for residents and seniors throughout the community, the Home's Auerbach Geriatric Psychiatry Unit is now offering monthly Emotional Wellness Clinics at both Jewish Home campuses.

The new clinics address a growing need for diagnosis of and care for issues such as cognitive impairment, depression, and anxiety that can profoundly affect quality of life for seniors. Interested seniors will meet with a Jewish Home physician who will evaluate their personal and medical history and symptoms, and provide treatment options.

Designed to identify and treat emotional wellness issues in adults age 55 and over, the Home's new clinics will serve both Jewish Home residents and a growing community of independent seniors in Southern California.

### **Mommy & Me — A Parenting Place**

This unique support group bridges the generations by bringing young families together with enthusiastic elder residents who have so much to share. Now in its twelfth year, Mommy and Me provides a warm, safe environment where mothers and their children can spend time interacting with each other while also enjoying the timeless wisdom and caring company of Jewish Home residents. All participants benefit from this wonderful community outreach program.

### **Alzheimer's Support Group**

Led by the Jewish Home's expert caregivers, this free program helps non-professional caregivers who are shouldering the responsibility of caring for a loved one afflicted with Alzheimer's disease or dementia.

A daytime support group meets at the Eisenberg Village Campus; an evening group meets at Grancell Village Campus. Both provide ample time for breakout groups with facilitators, as well as updates on various concerns and features of Alzheimer's disease and dementia.

### **Stroke Support Group**

The Jewish Home hosts a weekly activity group for Jewish Home residents and individuals from the community who have survived a stroke. Significant others and caregivers are also welcome. The group is devoted to improving lives with the latest information and the valuable experience of survivors, their partners, and caregivers.

The group is facilitated by a speech and language pathologist and medical-neurological rehabilitation specialist. Meetings typically involve medical information, empowerment techniques, personal stories, survivor tips and minimal exercise. Participants enjoy a connection to each others' lives, and by sharing their own experiences help improve the quality of life for all.

### **Bereavement Support Group**

Strengthening the ability to cope, while decreasing the feeling of isolation that accompanies the loss of a loved one, are the core benefits of the Home's Bereavement Support Group sponsored by Skirball Hospice. The free, eight-session support group addresses issues related to grief and loss, with a primary focus on the first 13 months after the death of a loved one.

The group is led by the Bereavement Coordinator at Skirball Hospice as well as a licensed psychotherapist. Group members are invited to share openly or simply to attend and listen to the experiences of others. All are welcome, regardless of their relationship to the deceased.

### **Research**

The Jewish Home contributes to the community through its research at the Anna and Harry Borun Center for Gerontological Research in association with the UCLA School of Medicine.

## **PLANNING FOR FUTURE NEEDS**

### **Planning to meet the future needs of our community**

The population of this country is aging as more baby boomers reach their senior years. As a result, the need for skilled nursing facilities is dramatically increasing, yet few are being built. In the state of California, which is home to 10% of the entire U.S. population, only a few skilled nursing facilities have been built in the past decade. This is due to the extreme cost of building facilities. Partly in response to the upcoming shortage of nursing beds, the federal and state governments have embraced the concept of PACE, a “nursing home without walls.”

### **Brandman Centers for Senior Care (BCSC)**

The Jewish Home’s first Program of All-Inclusive Care for the Elderly (PACE) site will be located in an existing building on the Home’s Grancell Village Campus and is expected to open in August, 2012. To commemorate a generous donation from Saul (of memory) and Joyce Brandman, the Home’s PACE Program is to be called the ‘Brandman Centers for Senior Care.’ Designed to help “nursing home-eligible” seniors retain their independence longer, the Brandman Centers will offer comprehensive health and support services both in the Home’s new PACE sites and in their own homes. The plan is to eventually have a network of PACE sites, each serving between 180 and 220 seniors.

### **West Los Angeles Expansion**

The Jewish Home is also moving forward with its plans to create a new campus on the Westside of Los Angeles. With the support of many generous donors, the Home has secured the option to acquire a property in the heart of revitalized Culver City. The 2.4 acre campus would be anchored by a new Continuing Care Retirement Community. Extending the Home’s presence to L.A.’s Westside — with its disproportionately low level of senior housing options — will have an immediate and long-lasting impact on the health and wellness of a growing community.

## **CONCLUSION**

With all the Jewish Home provides and all it has planned, there is still much more to do. We know that delivering outstanding care to our seniors is an ever-changing challenge. We must continue to take bold and creative steps to ensure our future. The Los Angeles Jewish Home is committed to meeting this challenge by providing our seniors with compassionate, innovative and excellent care. As advances in medicine and wellness extend the lives of our seniors, and the needs of our community grow, the Jewish Home will continue to innovate and expand, providing as many seniors as possible with safety, security, and the high quality of life they deserve.

We look forward to discussing, planning, collaborating and creating additional programming and services to meet the growing demands of the aging population in Los Angeles.