

Benjamin Rose today!

RAISING THE STANDARDS OF ELDERCARE

Vol. 7, No. 1

Going Green

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Celebrating a Century

We are now officially in our 100th year of caring for older adults and those who care for them. In this issue of *today!*, you will find information on the events and activities we have planned thus far to celebrate this milestone year. I hope you will be able to join us at one or more of them.



Richard Browdie
President/CEO

As we celebrate this year, it is important to remember the home care aides, nurses, social workers, researchers, board members, donors, and so many others who contribute to the work of delivering high-quality, compassionate care to our clients and generating knowledge on ways to improve their care.

None of our employees or board members has been at the Benjamin Rose Institute for all 100 years (our longest serving staff member has been with us for 41 years, which is quite an achievement these days). However, these are the people who have made our remarkable longevity and strong reputation possible, and together, we have enacted many changes over the years. As a part of our celebration, we will also be highlighting the needs of the

clients and families we directly or indirectly serve. They are indeed the reason we exist, the reason we work to influence public policy, and strive to find better ways of understanding and responding to their needs. When a client honors us by choosing our services or participating in a research project and allows us to come into his or her home, it is a small but genuine celebration of our longevity.

Our Centennial Celebration will certainly make this a fun and busy year. At the same time, we will recognize that this is really just another year in the lives of the people we serve. Like the 99 years before, we will do our jobs one day at a time. And then we'll start on our second century.

U.S. Assistant Secretary Carbonell to Speak at BRI Annual Meeting

Josefina Carbonell, Assistant Secretary for Aging in the U.S. Department of Health and Human Services, will be the featured speaker at the Benjamin Rose Institute Annual Meeting on Thursday, May 8, from 4 to 6:30 pm at Myers University Club. Ms. Carbonell will present a City Club Friday Forum, sponsored by BRI, the following day. Check our website at www.benrose.org for updates.



Art in the Museum: The Automobile as a Life Style

The Northeast Ohio Center for Creative Aging will offer its first program for six weeks beginning March 13 to April 17, 2008.

Through this unique event, older adults will have special access to automobiles and archives at the Crawford Auto-Aviation Museum of the Western Reserve Historical Society. A professional artist will be available to help turn memories into a sketch, drawing or other creative expression.



Participants will draw inspiration from vintage ads

Participants are expected to attend all six sessions and complete a brief questionnaire on health and well-being before the program begins and when it ends. There is a fee to participate.

For more information on this or future programs, contact Melissa Castora, Policy Research Analyst at BRI at 216.373.1608 or mcastora@benrose.org.

Establishing a Northeast Ohio Center for Creative Aging

There is growing evidence that creative expression has positive effects on health and quality of life. Older adults bring with them a rich array of life experiences and cultural backgrounds when they engage in creative and performing arts programs. Through their participation in arts programs, they help to create a living legacy for their community.

The new Northeast Ohio Center for Creative Aging (NEOCCA) will make opportunities for creative expression more widely available to older adults of all cultures and ethnic backgrounds in northeast Ohio,

regardless of their economic status, age, health, and functioning. To achieve this goal, the NEOCCA has been established as part of the Benjamin Rose Institute (BRI). Its sponsorship is consistent with BRI's mission to improve the quality of life for older adults and it will expand BRI's programs to make creative arts activities more widely available to those it serves.

The NEOCCA has been designed as a regional resource for networking by members of aging and arts organizations. It will make resource materials and technical support available to produce and evaluate creative arts programs. It is one of 14 such centers around the US, the only one in Ohio, and an affiliate of the National Center for Creative Aging (NCCA) in Washington, DC.

The project's Steering Committee includes more than 20 representatives from local aging and arts organizations, including BRI, Cleveland State University, Fairhill Center, the Cleveland Cultural Collaborative, and Western Reserve Historical Society.



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FOCUS ON QUALITY
IS A SERVICE OF THE
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Focus on quality

Diversity Training

The Human Resources Department of the Benjamin Rose Institute (BRI) is presenting its annual Cultural Diversity Training in May. The focus is on the Intergenerational Workforce.

The purpose of the training is to instill in all BRI employees an understanding of the importance and value of having staff from different generations working together. The sessions will also help ensure that intergenerational differences do not create barriers to providing high-quality care to our clients.

If you visit the BRI offices, you will find several required documents posted in prominent locations:

HIPAA Notice of Privacy Practices

right of pantry door, Rm 325N

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right of pantry door, Rm 325N

Corporate Compliance & HIPAA Privacy Officer

left of north elevator doors

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Mental Health Satisfaction Survey

The Margaret Blenkner Research Institute developed a satisfaction survey for clients of the Benjamin Rose Institute's (BRI) Mental Health Program to evaluate quality of care from a consumer perspective, and to improve on common methods used to measure client satisfaction.

The survey focused on Satisfaction with Care, Satisfaction with Case Managers, and Overall Satisfaction. Clients were asked detailed questions about care and services, as well as questions about general satisfaction. The goal was to provide a more comprehensive and accurate picture of client satisfaction than existing surveys measure.

Researchers attempted to contact all BRI Mental Health clients. Ultimately, 51% of clients completed the satisfaction survey.

Overall, clients of the Mental Health Program reported they were satisfied with care and services. Researchers began with the assumption that clients' perceptions of quality care would be reflected in whether case managers discussed various issues with them. Nearly all clients (at least 75%) reported having at least some discussions with their case managers about these issues.

Clients had high levels of satisfaction with their case managers, particularly their interpersonal skills. Somewhat lower levels of

satisfaction were found for quality of care, although results were still positive. Lower levels of satisfaction were found for issues related to the amount of time spent with case managers and ease of contacting them. Overall satisfaction was positive.

Use of the three types of satisfaction measures highlighted important differences in client perceptions that would not have appeared if general ratings had been used.

Results of this survey are already being used in quality improvement efforts. For example, individual client reports of unmet needs have been generated. These have been shared with case managers so they may follow-up with their clients in order to better address those needs.

The Mental Health Client Satisfaction Survey has been modified for other BRI service programs including Social Work, Counseling, and Home Care. It also will be adapted for the BRI Adult Day and Partial Hospitalization Programs.

Did You Know...

The Benjamin Rose Institute (BRI) began offering home care aide services in 1969. Today, BRI's Eldercare Services Institute Home Care provides personal and skilled care, including occupational and physical therapies, behavioral health nursing, and other Medicaid/Medicare-certified services.



Early Stage Town Hall

The Benjamin Rose Institute is partnering with the Alzheimer's Association-Cleveland Area Chapter, and the Neurology Institute at University Hospitals to offer a Town Hall Meeting for people diagnosed with early-stage Alzheimer's. The half-day event on Saturday, May 31, will be held at the Hilton Garden Inn in downtown Cleveland. It is free of charge, though registration is required.

Participants will voice their opinions on a variety of topics and share their experiences living with the disease. As a result, the true voice of those affected by Alzheimer's will be gathered, offering insight into what it is like to have dementia. The perspectives raised during the meeting will help the partnering organizations learn how to best serve people living with early-stage Alzheimer's.

For more information, call Lauren at the Alzheimer's Association at 216.231.1484

A BRI Trifecta

Senior Companion Volunteer with Adult Day, Lives in Wagner Apartments

Allen Jones was one of the first residents of the Margaret Wagner Apartments when they opened in fall 2003. "I toured every apartment in this building," he recalls. "How many opportunities do you have to get the pick of the litter? I had the entire building to myself for a month!"

Jones worked as a social worker in a drug rehabilitation center and a homeless shelter in New York City. He holds a degree in clinical psychology from Marist College in Poughkeepsie, NY. The Manhattan native came to Cleveland in 1990, he says, "for affairs of the heart."



Though his last professional position was as an eligibility specialist with Cuyahoga County, Jones continues to put his skills to work as a Senior Companion in the Benjamin Rose Institute's Adult Day Program (ADP). He got involved in the Senior Companion Program in September 2003 through the former apartment manager.

"I told him 'this retirement thing isn't working out.' He asked if I ever worked with senior citizens." Jones laughs, "I said 'I am a senior citizen. I work with one every day!'"

Now Jones works with other seniors five times a week volunteering with ADP. As a group facilitator, he leads discussions of current events.

"I try to make them aware they still have dignity and pride," he says.

Allen Jones, keeping up on current events.

Aspiring to Excellence

New things are happening in Eldercare Services Institute (ESI) of Benjamin Rose that will enhance the quality of services to all clients.

The Commission on Accreditation of Rehabilitation Services (CARF), the accrediting agency for ESI, is restructuring to present a logical, action-oriented approach to continuous improvement. It integrates all organizational functions, which will include input from agencies and individuals who refer clients to ESI as well as the people we serve.

The new approach is called **Aspire to Excellence** and corresponds to six organizational actions:

- Assess the environment
- Set a strategy
- Persons served
- Implement the plan
- Review the results
- Effect change

The implementation of the Aspire to Excellence approach reflects ESI's commitment to reaching the highest level of quality when providing services.



Graphic from CARF standards manual at www.carf.org

1908 Legacy Society

Members of the 1908 Legacy Society have included the Benjamin Rose Institute in their estate plans or established endowment funds. These donors share a belief in the value of our mission and services and wish to support them for future generations.

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legacy

HELPING OLDER FRIENDS TODAY AND TOMORROW

Katz Policy Fellowship to Develop Emerging Leaders

In leading up to our centennial year, the Benjamin Rose Institute established the Katz Policy Institute (KPI) in the fall of 2007. While many things could be said about what we hope to accomplish through KPI, one sentence captures it best: If we are to meet the challenge of an aging America effectively, Cleveland, Ohio, and the entire nation will need researchers and policymakers who are able to discern what really works and what doesn't as policy making moves forward.

Academic research settings often are not sufficiently connected to practice settings for researchers to gain genuine insight into the challenges faced by practitioners and consumers in real neighborhoods. At the same time, policymakers are frequently

ill-prepared to appropriately interpret research findings and capitalize on what the evidence shows. A significant reason for establishing KPI was to educate emerging researchers and policymakers in the value of generating and using the best evidence available. The Policy Fellowship of KPI is intended to be a key strategy in that pursuit. By engaging emerging leaders in these kinds of efforts, KPI will help develop the next generation of leaders needed to move the field forward.

Supporting and establishing this program is the focus of our Centennial Sponsorship and event proceeds for this year. We hope to endow a fund to provide stipends and operating resources to emerging leaders to address the looming needs in the field of aging. For more information on making a gift to the Katz Policy Institute, please call Doug at 216.373.1607 or visit our website at www.benrose.org.



The Katz Policy Institute, named for Dr. and Mrs. Sidney Katz (from left), launched with a talk by Dr. Robert Hudson of Boston University (right) in September 2007.

Plan to Join the Party!

On October 25, 2008, the Benjamin Rose Institute is celebrating its centennial in grand style!

The 2008 Centennial Celebration will be held at the historic Union Club in downtown Cleveland, where our founder Mr. Benjamin Rose was a member in the late 19th century. Mark your calendars and plan to join us. Cocktails and silent auction will begin at 6 pm; dinner and a live auction of some very exciting items will follow.

For updated information, reservations, and auction details, please visit www.benrose.org or call our Institutional Advancement Office at 216.373.1607.

Thank You for Your Generous Support!

Every gift – whether unrestricted, restricted, or made in memory or tribute – supports the Benjamin Rose Institute’s efforts to deliver quality services to greater Cleveland elders and their families. We extend our sincere appreciation to the following donors for their gifts received from August 1 through December 31, 2007.

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We have made every effort to ensure the accuracy of this list. If you have any corrections, please call Institutional Advancement at 216.373.1607.

We Want to Hear From You!

Volunteers are still needed for the research project *Enhancing the Role of Older Adults in Research and Care Planning*. Funded by the Retirement Research Foundation, this project seeks to learn more about the communication and health care decision making of older adults.

Currently, the project is interviewing individuals age 50 to 83 who are experiencing memory problems. Participation involves two 30-minute, in-person interviews.

Everyone who completes both interviews will receive \$25.

For information, call 216.373.1666 or e-mail jujohnson@benrose.org.

findings

MARGARET BLENKNER RESEARCH INSTITUTE

The Wellness Network

Working to Improve Care for Depression

The Wellness Network is a three-year collaborative project between Benjamin Rose Institute (BRI) and MetroHealth Medical Center's Senior Health and Wellness Center (SHWC). It also is one of the new initiatives undertaken as part of BRI's new strategic direction. The Wellness Network seeks to improve the diagnosis and treatment of major, minor, and situational depression experienced by older adults and their family caregivers. The project tests whether older adults and family caregivers experience better outcomes when they use a new service called Care Consultation. Care Consultation provides support and information about depression and other health conditions. It also links primary care services provided by the SHWC and community services provided by BRI's Eldercare Services Institute (ESI) and other community agencies.

The Wellness Network is funded by a grant from the Aetna Foundation, with additional support from BRI. The Margaret Blenkner Research Institute of BRI leads the research portion of the project under the direction of David M. Bass, PhD, Vice President for Research. Other key BRI staff members are Branka Primetica, MSW; Clair

Ablorh-Odjidja, MA; Wendy Looman, BA; Adrian Turowski, MSW, Vice President for ESI; Beth Piotrowicz, MA; Beth Sipple, MA; and a number of other ESI clinicians. Key MetroHealth staff members are James Campbell, MD; Erin Rader, MSN, APRN; and a dozen physicians and other clinicians who provide primary care for patients being enrolled.

This project is a pilot grant, meaning it is the first in a series of studies that will focus on depression as a health problem for older adults. Once findings are available, they will be used to improve the care and services delivered by the SHWC and ESI. They also will be used as the foundation for a larger study on depression. The Wellness Network and its follow-up research projects will provide useful information for health care providers and community agencies across the U.S. BRI's ESI and Margaret Blenkner Research Institute are committed to becoming leaders in finding new ways to improve care for older adults and families dealing with the common, but often overlooked problem of depression.



Did You Know...

"Protective Services for Older Persons" was the first study conducted by the Benjamin Rose Institute's (BRI) research department, which was established in 1961. The federally funded project, completed in 1963, continues to be cited as a landmark study in gerontological research. Dr. Margaret Blenkner (*pictured*), BRI's first director of research, was the lead investigator.



CELEBRATING 100 YEARS

of caring for older adults...
and those who care for them

Throughout 2008, the Benjamin Rose Institute is celebrating its 100th anniversary of caring for Northeast Ohio's older adults and the people who care for them.

Founded in 1908 through the will of Cleveland industrialist Benjamin Rose, the Institute initially provided small pensions in the days before Social Security. Today, we offer a full range of home- and community-based services through our Eldercare Services Institute, conduct applied gerontological research through the Margaret Blenkner Research Institute, and act as an advocate on aging issues through the Katz Policy Institute.

For updated information on events and activities planned in celebration of our centennial, visit www.benrose.org.

BRI Eldercare Programs Continue in County Libraries



The partnership between the Benjamin Rose Institute (BRI) and Cuyahoga County Public Library continues with a series of eldercare programs throughout the spring. These free, informative programs provide valuable information for older adults and their caregivers.

Beginning in March, experts from BRI's Eldercare Services Institute, Margaret Blenkner Research Institute, and Katz Policy Institute will visit library branches to discuss various topics including how to choose appropriate eldercare services, home safety tips, support and services for caregivers, alternative housing options for seniors, guardianship and legal issues, and interpreting the "legal speak" of the Medicare Part D prescription drug program.

These programs present opportunities for older adults and their caregivers to get their questions answered and learn about the indispensable resources at their disposal. All programs are free and open to the public, though registration is strongly encouraged. To register, or to locate a program in a branch near you, visit www.cuyahogalibrary.org.

For additional program information, you may also visit www.benrose.org or call 216.791.8000.

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