

A Family Legacy of Health and Wellness:

Remembering Bob Darling



"Bob always said that McLean was the right place for him and the only place for him if he needed rehab or health care," remembers his wife, Mary Darling.

Through rehab, McLean returned Bob to his favorite activities. Later, through McLean Hospice, Bob and his family lived a quality of life together until the end of his life. In a final wish,

Bob integrated two of his passions by

combining music and healthcare. He requested that students of the endowed scholarship fund he created at the Bushnell perform an annual concert for McLean residents.

But Bob's passion for McLean ran even deeper through a family legacy of health, healing and vitality.

Years ago, when the caregivers at McLean met Bob's mother, Virginia, she was struggling with severe osteoarthritis. Warm water therapy was essential to pain management. Knowing that so many others live with pain, and that the pool was McLean's unfunded dream, Virginia provided the charitable funding to build the pool. Knowing the expense of pool maintenance, Bob then created a fund to complement his mother's gift.

Now, more than two decades later, the Virginia Darling Young Pool provides wellness and pain management to hundreds of residents and community members alike.

A Most Enthusiastic Volunteer and Benefactor:

Remembering Dick Wagner



Dick at Monte Picchu enjoying his passion for archaeology

A gentleman in the truest sense, Dick was a soft spoken, gracious man and true friend to so many.

Dick had an amazing history with McLean. He liked to tease that when a study committee was formed in the 1960s to explore the building of McLean Home, he said the facility wasn't needed.

Ever since, Dick was one

of McLean's most enthusiastic volunteers and benefactors. He was a founding member of the McLean Foundation and elected its first Director Emeritus. Often he would send David Bordonaro, President and CEO of McLean, notes on the challenges facing McLean with thoughtful advice.

Dick and his wife, Lina, were instrumental in the transformation of the Health Center into a national model for person-centered care. But the passion for McLean didn't stop there. Dick and Lina loved the McLean Game Refuge, and together helped acquire the last large parcel of land called the Reynold's Preserve.

A man who truly lived the values of the Greatest Generation, McLean is deeply grateful for Dick's wisdom and generosity. His legacy of leadership and commitment will help sustain McLean for generations to come.

A Joy for Life and Caring for the Elderly:

Remembering Maureen Ellis



A contagious laugh, a smile for everyone she met, friends galore, a devoted mother and wife, loving all Disney, tireless hours leading her nursing staff and later running the Auxiliary, a lifelong commitment to excellent nursing practice in long term care, spending many hours at home before Christmas creating displays of her collections of Nutcrackers and Byers Carolers... these are a few of the things that we

remember about our dear friend. Maureen was a nurse for many years on the night shift, rising to the Health Center Director of Nursing. She also served as Director of the McLean Foundation and on the original Person-Centered Advisory Committee.

"Maureen just loved the McLean Health Center," her husband, Bob, fondly remembers. *"For nearly her entire professional career and all of her retirement years, Maureen worked and volunteered at McLean. The staff and residents were her family. Maureen was always interested in making the lives of people better – doing whatever she could do."*

After retirement she became a member of the Auxiliary Board and three term President. The Christmas Tree Festivals were all of her doing and were enjoyed so much by the residents and were extremely successful fundraisers. But they took many hours of back breaking work on her part. She spurred on the other volunteers with her smile and laughter. Her commitment was contagious. With the Auxiliary, Maureen had a way to continue to devote her boundless energy and love to improve the life for residents *and* staff – including raising funds for an educational fund for staff and family members.

"And that success and commitment to raise funds for McLean," responds Bob, *"inspired me to establish the Maureen M. Ellis Nursing Scholarship Endowed Fund. Maureen really valued education. She was so grateful for the opportunity she was given through a scholarship to nursing school. It would make her very happy to know her family and friends are starting this permanent fund for professional education for McLean's nursing staff."* For information on giving to this fund, please call Deene Morris, Executive Director of McLean Foundation, at 860-658-3736.

The halls of the McLean Health Center still echo with Maureen's laughter, but we miss her dearly.



March 2010

Dear Friends,

We take this opportunity to again thank you for being a friend, donor, client or family member of a resident. It is with great excitement that we send to you this brief McLean Annual Report, along with the brand new campus brochure for **The New McLean**. You have heard for several years about our strategic plan to change our business model to be a continuing care retirement community, build more independent living units, expand assisted living and continue to provide excellent healthcare services. The Trustees formally approved the plan in September. Building on the excellent tradition of independent living our Village residents had in the past, we are excited to watch the evolution of **The Village at McLean** into a continuing care retirement community (CCRC) where we strive to continually create an environment rich with opportunities for our present and future residents. This is a new business model that benefits our active retirees living in The Village and is financially a sound model for the organization. The Town of Simsbury is considering our new campus master plan and application to build sixteen new villas in **The Village at McLean**.

Although healthcare organizations continue to be challenged by competition, regulations and declining or flat funding, with foresight and aggressive positioning McLean had another strong year financially. We are proud that we have again achieved a good balance of financial viability, along with our commitment to providing exceptional care and services. McLean proudly served more than 3,950 customers while being recognized in several service lines as one of the healthcare providers in the nation.

For the third consecutive year, **McLean Home Care & Hospice** won national recognition as one of the TOP 25% *HomeCare Elite* agencies based on our clinical and fiscal outcomes. The agency was also ranked the best in Greater Hartford at keeping our clients safely at home without having to go to the hospital while receiving home care services. The **McLean Health Center Post-Acute Rehabilitation Center and Long Term Care neighborhoods** won an award from *My Innerview*, a firm that conducts surveys for many healthcare providers, for our patient satisfaction results that were in the top 10% of the nation and for our very high response rate giving statistical significance to these results. **McLean Health Center** is a 5 star nursing home in the federal ranking system.

McLean compares our quality ratings and our financial ratios to national benchmarks for sound management. Again we are in the top rankings. We had a very strong year, as you will see in the attached financials. The strategic plan will help move us to an even stronger business model in the long term as government support wanes.

All of our success is a direct measure of the dedication, skills and professionalism of our employees. Many of these achievements were made possible with the **generosity of donors and volunteers. We thank them in this report.** The Honor Roll of Donors is now on the website as part of our on-going efforts to have all McLean information readily accessible to all on-line and efforts to go green. We are sure Senator McLean would champion this movement. Visit our new website www.McLeanCare.org to review the Honor Roll and keep checking the website for more news on McLean. You will learn we are **so much more** than you knew and getting even better every year.

Sincerely,

David Bordonaro
President

Mark Wetzel
Chair, McLean Fund, McLean Affiliates, Inc.

P.S. We welcome you to visit www.McLeanGameRefuge.org to view The McLean Game Refuge Annual Report and Honor Roll of Donors to the Refuge and the successful Save Trout Pond Campaign.

TIPS FOR A HAPPY FULL LIFE:

From the Auxiliary Gift Shop, to philanthropy and resident smiles, there's just so much joy in giving!



"I knew nothing about healthcare or working with our seniors when I began at McLean," reflects Connie Norstrom of Simsbury. "But I really enjoy it. And for our seniors in greatest need, McLean provides a rich life and a dignity of life at the late stage of their lives."

For 20 years, McLean was practically in Connie's backyard, but she only visited the campus once. That's until six years ago when her next door neighbor, Maureen Ellis, asked if she'd help with a Christmas tree auction at McLean. Why not, thought Connie. It's just one simple task.

Connie hadn't been in a nursing home since her mother's death in Oklahoma. It was not a pleasant time or experience, and Connie secretly dreaded the thought of returning to a long term care facility. Plus, she'd not worked specifically with residents in a nursing home and wondered if it might be depressing. But she decided to give it a try.

The Christmas tree auction went well and soon after, Maureen asked Connie to join the Auxiliary and manage a monthly art show. Soon, Connie was buying for and running the Auxiliary Gift Shop.

"I had no idea how therapeutic the store was for our long term residents. It gives them the gift of independence. They get to shop and browse every day. They love to look, to touch, to admire, to buy a scarf for their daughter or toiletries so as not to rely on their children or others. It's their neighborhood stop."

And Connie found she just loves getting to know the residents.

"There's such joy in sharing together a warm smile or the twinkle in their eyes or the exclamation of appreciation at an item in the store. They have become my friends and I don't see a person with limitations – I see the beam in their eyes."

Connie and her husband, Gail, also enjoy providing charitable gift support to McLean. Growing up, Connie says her parents didn't have much extra to give, but always supported the Elks, Easter Seals and their church. Her parents were also always engaged as volunteers. Today, Connie and Gail support areas of greatest need, here and abroad, where they know their gift will make a difference.



Clearly, Connie lives this golden rule through her dedication and devotion to McLean and to the joy she provides to the McLean community.

"My philosophy has always been that it's better to give than to receive. There's just so much joy in giving."

Key Quality Measures

Home Care & Hospice

- HomeCare Elite Award for being in Top 25% of agencies in nation. We are the only agency in greater Hartford to win this distinction three consecutive years.
- Lowest rate of rehospitalization of any home care agency in the greater Hartford area
- Hospice survey results 20% better than the national benchmark in controlling patient pain 48 hours after admission

Health Center

- 2009 My Interview award for being in top 10% of nation in patient/family satisfaction for long term and post-acute care
- Medicare rating 5 stars January 2010
- Post-acute 100% patient satisfaction in last quarter and 100% of patients would recommend McLean

Rehabilitation

- 100% client satisfaction on outpatient discharge surveys
- 100% of clients indicated they would refer others to McLean outpatient rehab



*Three Years
In a Row!*

McLean Health Center, Game Refuge, Fund and Foundation Operations Fiscal Year ending September 30, 2009

	2009 (in thousands)
Net revenue from providing patient services	
Services to our long term care, rehabilitation and other inpatients.....	18,351
Services to our community and other outpatients.....	5,111
Services to adult day center clients, meals on wheels.....	480
Rental from McLean Village cottages and apartments	2,634
Net Revenue from providing Client Services.....	26,576
Other sources of revenue	
Contributions and other support to the McLean Foundation.....	529
McLean Fund Interest and Dividend Income, and Other Income	1,492
Total Other sources of revenue.....	2,021
Total Net Revenue from Providing Patient Services and from Other Sources of Revenue.....	28,597

Expenses incurred to provide Patient Services and to support McLean Programs

Salaries and employee benefits.....	18,599
Medical supplies and services.....	7,670
Depreciation charges	1,773

**Total expenses to provide services to our patients
and support McLean Programs.....28,042**

**McLean's operating gain after contributions from
the trust fund/foundation555**

- 1) McLean Foundation development and fund raising expenses included in expenses above were \$198.
- 2) The Operating Gain is consistent with the strategic plan, positioning McLean to expand and build to meet the needs of the community in the future.

McLean by the Numbers FY 2008 – 2009

The Village at McLean

Residents	
Apartments	67
Cottages.....	36
New residents.....	16

The Robinson

Assisted Living	14 residents on average 11 admissions
Residential Care	10 residents on average 2 admissions

Home Care.....638 patients

Hospice.....212 patients (50% in their homes & 50% in facilities)

Health Center

Post-Acute.....	625 admissions
Long Term Care	22 admissions & 119 residents on average

Rehabilitation

Outpatient	697 referrals & 8,701 visits
Wellness	1,440 average monthly visits to pool & gym 115 new members

Community Services

Meals-on-Wheels.....	129 clients & 25,760 meals
Sorenson Center for Adaptive Technology ...	1,500+ sessions on new cognitive fitness system

Volunteers.....416 volunteers gave 7,289 hours