

The image shows three people in a clinical setting. A woman in a purple jacket is seated and looking at a document held by a woman in a red nurse's uniform. A man in a blue polo shirt is standing and looking at the same document. The background is a warm, yellowish-gold color with a window and curtains.

golden
living®
Quality
Highlights

FIRST QUARTER 2010

Technology Upgrade Will Improve Patient Care

Golden LivingCenters are transitioning to a new long-term care software system known as PointClickCare (PCC). The Web-based technology furthers Golden Living's advancement toward a more complete electronic health record and will help LivingCenters increase efficiency and improve clinical care.

The PointClickCare system is designed to make data entry easier and faster, enabling nurses to spend more time with their patients. PCC incorporates a drug information library aimed at reducing drug interactions and allergic reactions to medications. Additionally, a PCC "dashboard" feature allows nurses to view consolidated patient information — such as diagnosis, allergies, and special physician orders — on one screen.

PointClickCare software automates the assessment process required by the federal government for patients in Medicare- or Medicaid-certified nursing facilities. The PCC system also will improve the Golden Living admissions process by helping to better track LivingCenter inquiries and appropriately place potential residents. The integrated system will automatically transfer data collected during the patient referral process to clinical records created for those who are admitted. Additionally, the PCC software enables computerized physician order entry.

Beyond improving clinical care and admissions, PointClickCare software will provide administrative benefits for Golden Living. Future upgrades to PCC technology at Golden Living will create an integrated clinical and billing system that will enable nightly updates of charges.

Over the long-term, Golden Living plans to add electronic medication administration and the ability to create customized assessments, surveys, and other forms to its PointClickCare system. Golden Living also may add a function to PCC that will give caregivers the ability to access patient data from anywhere within a LivingCenter.

This significant investment in technology is a reflection of Golden Living's commitment to outstanding patient care, improved staff efficiency and effectiveness, and continuous quality improvement.

'Walk Your Age' Event Showcases Aegis Commitment to Active Aging and Senior Wellness

More than 50,000 employees, patients and family members at Golden LivingCenters and other locations nationwide participated in a special "Walk Your Age" event sponsored by Aegis Therapies as part of Active Aging Week. Developed by the International Council on Active Aging, Active Aging Week promotes the benefits of a healthy lifestyle by providing older adults the opportunity to experience activities and exercise in a safe, friendly and fun atmosphere.

During the Aegis Walk Your Age event, each participant walked a number of



steps based on the year they were born. For example, someone born in 1936 would have walked 1,936 steps. Each participating facility averaged 150,000 steps taken by 80 participants — for a total of 90 million steps!

Aegis created the event as an opportunity to remind everyone of the importance of movement and activity to maintain a good quality of life — regardless of age — and that exercise can be an enriching lifelong activity.

AseraCare Hospice Receives CHAP Accreditation

AseraCare Hospice has received the highest honor of "Accreditation with Commendation for Excellence in Hospice Services" from the Community Health Accreditation Program (CHAP).

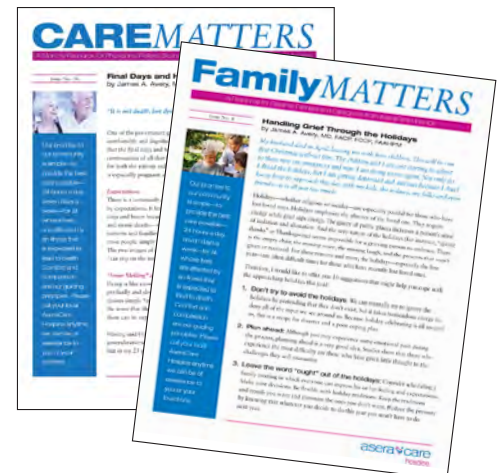
CHAP is an independent and non-profit accrediting body created in 1965 to improve the quality of community-based healthcare services. CHAP accreditation assures patients, families, physicians, insurance companies, and health care professionals that programs have met the industry's highest nationally recognized standards of excellence.



AseraCare Hospice completed an intensive process of self-evaluation to earn CHAP accreditation. Before granting organizational accreditation, CHAP reviewed AseraCare's policies and procedures, governing body, financials, and business structure. CHAP also interviewed AseraCare's senior management.

Additionally, AseraCare Hospice agencies across the country continue to receive individual CHAP accreditations. To date, almost 80 percent of the regional AseraCare Hospice offices have been individually surveyed and are CHAP-accredited. Two agencies have received individual commendations for their exceptional quality programs.

AseraCare Hospice also earned special commendation from CHAP for its CareMatters and FamilyMatters newsletters. These publications educate patients, families, physicians and caregivers about hospice programs and services.



Golden Living Joint Educational Program Nurtures the Next Generation of Geriatric Caregivers

Golden LivingCenter - Greenville in North Carolina has teamed up with the East Carolina University School of Medicine to help address the shortage of physicians and other healthcare professionals who specialize in treating older adults.



Over the past 28 years, Golden Living has donated more than \$2 million to help fund the school's groundbreaking Teaching Nursing Home Project. The project allows medical professionals to participate in a four-week rotation at the LivingCenter, which includes intensive lectures and hands-on experience with geriatric issues such as falls, pressure ulcers, vision/hearing impairment, dementia, delirium, and depression, as well as interactions that may result from multiple medications.



Participants include primary care and geriatric physicians, as well as pharmacists, physician assistants, nurse practitioners, and other medical professionals trained to treat elderly patients.

Golden LivingCenter - Greenville patients benefit by having access to the knowledge and expertise of East Carolina School of Medicine's geriatrics faculty and physician fellows. The medical professionals get to learn geriatric medicine on-site at a nursing home where real patients offer an array of learning opportunities. To date, more than 1,000 medical professionals have participated in the program and are now incorporating what they learned into their medical practices around the world.

Nintendo Wii Makes Exercise Therapy Fun at Golden LivingCenters

Wii™

It's not just for kids. The Nintendo Wii® video game system, which uses controllers activated by arm, wrist and body movements, has

become a popular and effective therapy tool at many Golden LivingCenters.

Aegis therapists at the LivingCenters make use of Wii as an adjunct to traditional therapy. The various games available on the Wii — such as bowling, tennis, boxing and golf



— enable it to be personalized to patients and their individual therapy needs. Aegis therapists use Wii to help patients improve balance, core muscle strength, hand coordination, range of

motion, and visual scanning.

Patients can participate in a seated or standing position, depending on their abilities and conditions.



Patients respond well to Wii, finding it a fun experience where they can laugh and enjoy the social aspect of the games as well as the benefits of physical movement. In many cases, patients appreciate being able to participate — albeit virtually — in favorite sports they have not been able to play in years.

Perhaps the primary reason for the Wii's popularity is that patients do not consider Wii exercise therapy to be “rehab.” Patients who may be averse to the thought of therapy often are big fans of the Wii system.

The Wii system is providing important benefits to patients and is proving to be a valuable addition to traditional therapy programs.



‘Life’s Simple Pleasures’ Program Improves Quality of Life for Patients

Sometimes it is the simple things in life that are the most meaningful: reading the morning paper with a cup of coffee, taking a leisurely stroll through the garden every afternoon, soaking in a bubble bath in the evenings, or sipping a cup of hot cocoa before bed each night.

Patients at Golden LivingCenters do not have to forego these simple but important aspects of daily life when they become residents — thanks to a unique program developed by Golden Living called “Life’s Simple Pleasures.” The goal of the program is to foster compassionate relationships between caregivers and patients and create a sense of community that makes patients feel more at home.

When a patient is admitted to a Golden LivingCenter, the staff identifies at least one simple pleasure the patient enjoyed prior to making Golden Living his or her home.

A simple pleasure is defined as anything that brings happiness to or enhances the quality of life for a resident. Golden Living staff then ensure that the patient is able to enjoy his or her simple pleasure while at the LivingCenter.

For example, when the staff at one Golden LivingCenter learned that a new patient had a special place in his heart for baseball, they arranged for him to attend local high school games, where he was honored as a special guest. For another patient with dementia who loved gardening, caregivers “planted” artificial flowers each night by a sign reading “George’s Garden” for him to pick the next day.

The Life’s Simple Pleasures program has been implemented at every Golden LivingCenter and has proven extremely popular with both patients and caregivers. It has been a key factor in improving the quality of daily life for all patients.

Golden Living • 1000 Fianna Way • Fort Smith, AR 72919 • 877-823-8375
www.goldenliving.com

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