



# A Clinician's Perspective on Our Continuum of Care

Care is best experienced seamlessly – with little disruption to the lives of those who need it. That's why we designed our continuum of care as a system of interconnected living, service and care options. Because our Network provides a comprehensive system, we are able to meet individuals where they are in their aging journeys and help them navigate any transitions. One of the lynchpins to our Network's system is our dedicated clinical team, who are trained and committed to ensuring that each individual get the right care at the right time. This person-centered philosophy became even more important throughout the pandemic, during which we coined the term – Heroes with Heart – for our dedicated team members.

We are excited to share the perspectives of one of our Heroes with Heart, Elizabeth Mauk, Social Services Coordinator, Oakmont Campus, with you today.

## Why A Continuum Matters

Maintaining a consistent standard of care across Presbyterian SeniorCare Network communities and services helps to provide a holistic, helpful experience to those it serves. “No matter where you go on our campuses, everyone is committed to providing the same standard of care,” Elizabeth explained. “They also follow the same standards of behavior. We're all positive, respectful, reliable,

knowledgeable, accountable and proud. Our continuum allows us to work closely with the resources available, so we can help meet each individual's' needs in the best way possible,” Elizabeth said. “The relationships we've built within and outside of the Network are a key part of that.”



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## Giving Family Members Comfort

Family members of older adults in our care appreciate the consistent commitment to excellence and personalization at Presbyterian SeniorCare Network. “If a resident needs to move into a different home or a specialized community offering a higher level of care, family members know that their loved ones will find the same level of quality, respect and comfort in the new location that they would find anywhere within the Network,” Elizabeth said. The continuum allows individuals to thrive with the services and setting that’s best for where they are in their aging journey. “It’s heartwarming to hear that family members can see their relatives flourishing with us,” Elizabeth reflected.

Additionally, one of our consistent standards across the continuum is to keep family members informed about the health and overall wellbeing of loved ones in our care. Elizabeth said, “We ensure family members are informed through every step of the process, giving them peace of mind that their loved one is receiving what they need to function at their highest level with dignity and appropriate opportunities for engagement.”

“We love our residents like our family,” Elizabeth explained. “Our goal is to keep them here for as long as we can meet their needs safely. If they require a higher level of care, we will work to make sure that the transition from one of our care communities to a skilled nursing center is seamless. We’ve even gone as far as setting up their room in a way that mirrors the room the resident used to have at our personal care communities, so that they are instantly comforted by a familiar setup. And we visit when we can.”

## A Continuum of Love

Because each of the Presbyterian SeniorCare Network campuses provides a continuum of care, loved ones are able to more easily stay connected with one another if one person requires skilled nursing care while the other continues to reside in the personal care community. Even spouses who are located at different campuses can spend shared moments together. Elizabeth recalls a story of two such lovebirds fondly. “We had a couple that had to live at different campuses, but we would schedule time for them to eat dinner together in the same place,” she said.

At the end of the day, the continuum of care is key to our Network’s commitment to **Making Aging Easier®**.

