

Bringing Joy to Seniors



PALOLO CHINESE HOME

Better Care · Better Lives



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About Palolo Chinese Home

Palolo Chinese Home is a private, 501(c)(3) non-profit charitable organization and has been serving Hawaii's seniors for more than 120 years. Originally, Palolo Chinese Home was established to serve Chinese plantation workers who had no families in Hawaii. Today, it serves all, regardless of race, religion, nationality, or ethnic origin.

Our Mission

To educate, support, and care for seniors, and their families by providing a continuum of quality care in a culturally sensitive family setting.

Our Vision

To be a top nationally ranked and locally revered senior care provider of choice. and to be an employer of choice by Hawaii's professional caregivers.

Our Original Chartered Mission (1941):

- To assist and care for the aged and indigent;
- To maintain homes for them;
- To alleviate human suffering and distress; and
- To carry on works of charity, mercy and benevolence.



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Core Values and Beliefs

T.R.I.B.E. – a group of interlinked families and communities sharing a common culture

Teamwork

We expect each member of the caregiving team to have great sense of dedication and loyalty. We want to work with professionals who are well trained and love to work as a team. Our common goal to provide the highest quality of care for the elderly.

Respect

We listen actively to our residents and families. We give straightforward, truthful answers. We will attend to the needs of our residents in a professional and honest manner. We will have mutual respect between members of the caregiving team to provide a positive productive atmosphere for all.

Integrity

We have the resident's best interest in mind. We strive to maintain the highest standards in our care. We will never compromise to what could be considered questionable behavior.

Benevolence

Palolo Chinese Home is the altruistic creation of the unbiased kindness to do good for the elderly. We will continue to expand and grow with that altruism in mind. It is vital for us to be empathetic and alleviate the suffering of the elderly. We will care for each resident as a member of our family.

Excellence

Our goal is to provide the best care. We are a positive, fun, happy and home-like place for our residents and families. Palolo Chinese Home will be the "Home of Choice" desired by the community. We are the ultimate destination for complete care. Our aim for Palolo Chinese Home is to be the recognized model for senior care on a local, national and international level.

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Leadership Team

Darlene H. Nakayama, RN, MS, CRRN
Chief Executive Officer

Darin Yoshimoto
Administrator



The blessing of “long life” is universally celebrated. At Palolo Chinese Home, the character for longevity (shou) has long been used as a symbol. The artist, by adding two brush strokes, has incorporated the Chinese character for people or mankind (ren), and the result is an image of a roof embracing long life — our wish for you. The unbroken circle signifies our mission of continuous care and respect for our kupuna (elders). Logo designed for Palolo Chinese Home by Clarence Lee.

Our Report to the Community



Eric K. Watanabe, CPA
President and Chair



Darlene Nakayama, NHA
Chief Executive Officer

Meeting the Growing Demand for Senior Services

There is a great need for quality care for seniors in the community and Palolo Chinese Home has the privilege of continuing to meet this need. We celebrated a great year of delivering quality care to seniors and their families in 2018.

Palolo Chinese Home has become a preferred provider for care. Based on satisfaction surveys of seniors and family members, we are successfully meeting or exceeding their expectations. This is important to us because we want to be well positioned to meet the needs of seniors, now and into the future. By 2020, the number of seniors age 65 or older is expected to increase to nearly 79,500 residents.

Investing in the construction of our Palolo Nursing and Rehab Center was the right thing to do and this has been validated by our high occupancy rates. In 2018, the occupancy rate for skilled nursing facility was 91%. Occupancy for our adult residential care home was even higher at 97% for 2018.

Palolo Chinese Home also recognizes many seniors want to remain in their own homes as they grow older. Our Palolo Wellness Program, which provides a comprehensive list of home care services was in high demand. These services included companionship, light housekeeping, personal care services, and other services in the homes. The number of hours for home care services increased from 12,008 hours in 2017 to 12,216 hours in 2018 to meet the community's growing need.

Our Meals-to-Go program also experienced significant growth. There was nearly a 30% increase in demand for meals. We delivered a total of 41,300 meals served in 2018, up from 31,657 meals in 2017.



Delivering Positive Outcomes

In 2018, Palolo Chinese Home had an increase in nursing home utilization as evidenced by a total of 37,415 inpatient nursing home days. In partnership with Genesis Rehab Services, more than half the residents or 55% admitted for rehab therapy were successfully discharged home, while slightly more than a third of the residents received palliative and hospice care.

These numbers indicate positive health outcomes and providing the best quality of life for residents continue to be top priorities at Palolo Chinese Home.



Multiple Acknowledgments for Quality Care

In March 2018, Palolo Chinese Home received the Embracing Quality Award from Providigm, a company that creates quality improvement solutions for healthcare organizations. Palolo Chinese Home is the only skilled nursing facility in Hawaii that received this prestigious award for preventing hospital readmissions for its residents in the previous year. Preventing readmissions to a hospital is an indication of the quality of care a resident receives after being discharged from the hospital.

Providigm's Readmission Prevention Award is given to nursing facilities that have prevented readmissions for a 30-day period and have a readmission rate of 5% or less, based on a minimum of 25 qualified assessments during the year. In addition, Palolo Chinese Home received Providigm Advanced Quality Assurance and Performance Improvement (QAPI) Accreditation in 2018.

In June 2018, Palolo Chinese Home received a Bronze Award from the American Health Care Association (AHCA) for continuous improvement. The AHCA program is a

progressive, three-step process that encourages continuous learning, development, and execution of integrated quality systems. The bronze award recognizes providers that have developed a foundation for continuous quality improvement.

In October 2018, Palolo Chinese Home was named by U.S. News and World Report's as one of the best nursing homes in the nation for 2018-2019. Palolo Chinese Home was rated as an overall top-performing nursing home in Hawaii and the U.S., based on data from the U.S. Centers for Medicare and Medicaid. Over the past year, Palolo Chinese Home's efforts have been recognized by major organizations in the healthcare industry.



Senior Day Care

In 2018, Palolo Chinese Home also served more clients in our Senior Day Care Center, which climbed from 69 clients in 2017 to 77 clients in 2018. Palolo Chinese Home remains one of the few senior day care programs in Honolulu that is available seven days a week.

As with other healthcare organizations that are operating in an environment with low unemployment rates, Palolo Chinese Home experienced challenges with recruiting staff to meet the increased demand for senior day care and home care services, despite offering very competitive, above-market wages.

The Senior Day Care program provides respite for working family members who cannot safely leave their loved ones at home alone during the day. It also provides a full range of activities for seniors to ensure they remain physically active and socially engaged.



Community Education

In 2018, Palolo Chinese Home launched a series of community education sessions on topics of interest to seniors and caregivers. This venue has allowed Palolo Chinese Home to gather valuable information on the needs of attendees to get a pulse of the community's needs.

The monthly sessions also allow staff to interact with the community to hear firsthand about their caregiver challenges and to point them in the appropriate direction for care and to generate ideas for future educational sessions.

In addition, we held our first Palolo Senior Health and Wellness Day, with numerous guest speakers on timely topics impacting seniors and their families.

Extensive Volunteer Support

Volunteers played a key role at Palolo Chinese Home in 2018.

- In 2018, 40 student volunteers from **Punahou School** donated a total of 280 hours by performing songs and music, and participating in interactive games and other activities with Palolo Chinese Home

residents and senior day care participants on two Saturdays each month or visiting individually on their own from February to May 2018.

Encouraging youth to become more involved in their communities transforms them into change agents and leaders to strengthen our communities.

The Punahou School students were part of Dr. Laura Chang-Blust's Mandarin Chinese IV Honors class. The volunteers fulfill Punahou School's requirement for students to participate in a SECR (Spiritual, Ethical, Community Responsibility) course, and Dr. Chang-Blust encourages her students to volunteer at Palolo Chinese Home each year as a class.

Thanks to the generosity of The Harry and Jeanette Weinberg Foundation's "Educating the Heart" program, the Mandarin Chinese Honors class students were able to combine their volunteer time with a charitable contribution of \$5,000 to Palolo Chinese Home.



- Roosevelt High School students also donated their time to Palolo Chinese Home, volunteering to do yard and kitchen work four hours each week for a total of 180 hours for the year.
- A number of other organizations provided a total of 250 hours of entertainment to the residents. This included volunteers from the Tzu Chi Foundation, which visits Palolo Chinese Home residents on the third Saturday of each month to spend time with residents individually or in groups as part of their signature Heart Lotus Life caregiving program.

Future Outlook

Palolo Chinese Home would not have been able to achieve positive results in 2018 without the generous support of our donors and volunteers.



We are grateful for the because of their consistent, unwavering support to support our mission of caring for seniors and their families.

We would like to share a heartfelt mahalo to all of our donors, volunteers, staff and partners. With your ongoing support, Palolo Chinese Home will be able to continue to provide quality care to seniors.

Mahalo nui loa,

Eric K. Watanabe, CPA
President, Board of Directors

Darlene Nakayama, RN, MS, CRRN
Chief Executive Officer



Financial Summaries

Year Ended December 31, 2018

Statement of Financial Position

ASSETS

CURRENT ASSETS	2018	2017
Cash and Cash Equivalents	3,634,772	3,087,567
Accounts Receivable, Net	1,988,401	1,881,847
Contributions Receivable, Net	99,213	118,213
Inventory	108,519	106,111
Prepaid Expenses	127,848	120,623
Total Current Assets	5,958,753	5,314,361
LAND, BUILDINGS, FURNITURE, AND EQUIPMENT, Net	26,688,010	27,703,832
OTHER ASSETS		
Investments	1,156,861	1,177,249
Contributions Receivable, Net	118,664	230,000
Memorial Plots	4,000	4,000
Assets Limited as to Use	276,704	301,040
Total Other Assets	1,556,229	1,712,289
TOTAL ASSETS	\$34,202,992	\$34,370,482

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES		
Accounts Payable	698,699	607,172
Construction Payable	-	152,137
Retainage Payable	-	471,339
Accrued Payroll	363,220	364,003
Accrued Vacation	278,757	259,839
Deferred Revenue	39,468	23,251
Current Portion of Long-Term Debt	264,433	252,313
Total Current Liabilities	1,644,577	2,130,054
LONG-TERM DEBT, Net of Current Position	9,385,762	9,906,385
Total Liabilities	11,030,339	12,036,439
NET ASSETS		
Unrestricted	22,672,186	22,253,837
Restricted	500,467	440,206
Total Net Assets	23,172,653	22,694,043
Total Liabilities and Net Assets	\$34,202,992	\$34,730,482

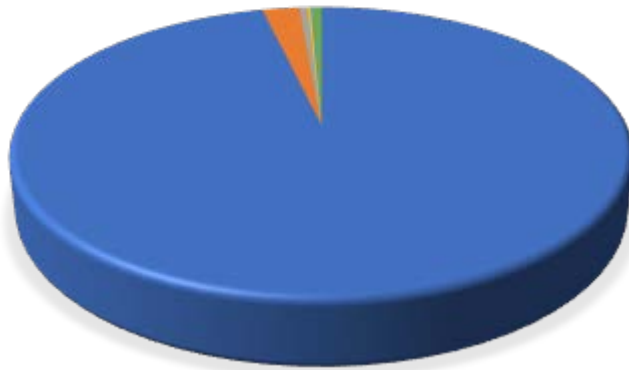
Financial Summaries

Year Ended December 31, 2018

Statement of Activities and Changes in Net Assets

REVENUES, GAINS AND SUPPORT

	2018	2017
Program Services	16,525,823	16,000,563
Contributions and Grants	396,021	281,885
Golf Tournament	90,830	59,215
Contributions from Aloha United Way	20,627	21,760
Investment Income, Net	26,082	24,808
Other Income	91,141	79,467
Total Revenues, Gains, and Support	17,150,524	16,467,698

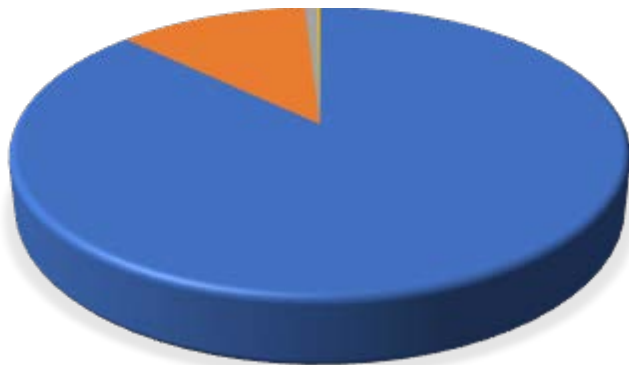


2018 Revenue

Program Services	96.4%
Contributions and Grants	2.3%
Golf Tournament	.5%
Aloha United Way	.1%
Investment Income	.2%
Other Income:	.5%

EXPENSES

	2018	2017
Program Services	14,399,451	13,476,132
Management and General	1,969,982	2,029,912
Fundraising	125,541	338,146
Golf Tournament	30,196	21,982
Total Expenses	16,525,170	15,866,172



2018 Expenses

Program Services	87%
Management and General	12%
Fundraising	.8%
Golf Tournament	.2%

Change in Net Assets	478,610
Net Assets - Beginning of 2018	22,694,043
NET ASSETS - END OF 2018	\$23,172,653

Mahalo to Our Donors

Palolo Chinese Home is able to provide quality care for seniors and support their families because of the generous support of individuals, organizations, corporations, foundations and trusts, including those who wish to remain anonymous. We appreciate the following donors who made contributions between January 1, 2018 and December 31, 2018 to support Palolo Chinese Home's daily operations and our future needs.



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PALOLO CHINESE HOME

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