



The Senior Health Alliance of Greater Rochester (SHAGR) is a partnership of five premier providers of senior housing and services. SHAGR acts on and supports member initiatives in areas of mutual commitment for best practices in operations. Our five member organizations include: Episcopal SeniorLife Communities, Jewish Senior Life, St. Ann's Community, St. John's Senior Communities and Rochester Friendly Senior Services. The partnership represents over 1,800 long term care and rehab beds, accounting for approximately one third of beds in Monroe County. The members also collectively support approximately 1,300 independent and assisted living housing units. The SHAGR members serve over 7,500 residents annually in our community and employ approximately 4,000 people.

This unique partnership allows member organizations to achieve the following goals on behalf of all whom we serve:

Service Excellence – *provide excellent care and customer service*

- Resident and Family Satisfaction Surveys, as well as Rehab Satisfaction Surveys, are collected and information is shared among member organizations to identify areas of strength and opportunities for improvement to raise quality standards.
- Benchmarking data is compiled and shared among SHAGR members to raise quality standards in some 10 key operating areas.

Workforce Development – *recruit, train, support, recognize and retain quality staff*

- Partner organizations have been awarded nearly \$5 million dollars to educate clinical staff through tuition assistance and other opportunities from collaborative grant programs secured by SHAGR.
- Joint Health Insurance Contracts under Excellus allow members to promote employee wellness and control escalating health care costs.
- Compensation surveys allow members to insure that pay rates and benefits packages are equal to or above average in our community.

Business Practices and Financial Viability Efficiencies– *strive for economy and efficiency in operations*

- Compiling joint RFPs for services allows members to save money on actuary services, Part B billing services, utilities costs, technology assessments, advertising and more.
- Benchmarking higher price items allows members to identify cost savings opportunities on a regular basis.

Community Education and Advocacy – *educate the public and advocate for seniors on critical issues related to senior care*

- SHAGR members jointly publish articles in the Democrat and Chronicle regarding current senior topics such as the need for Medicaid reform, housing options for seniors and financing information, recognizing and addressing aging concerns in a loved one, as well as other issues relating to seniors.
- SHAGR's five CEOs meet with local legislators regularly to advocate for improved health care programs and increased funding for seniors in our community.
- The community at large benefits from the increased awareness of health issues related to senior services.