



VITAL LIVING INSTITUTE

Collaboration, Learning & Improvement

11:15 AM – 12:00 PM

David Nolan, On Lok/PACE

Sponsored by  REALM
group

Presenter

David Nolan

Chief Operating Officer
On Lok / PACE



Credibility



On Lok Overview

Original Vision:

- Help the low-income seniors in Chinatown/North Beach area of San Francisco stay in their own homes
- National prototype for the Program of All-inclusive Care for the Elderly (PACE) model of care

Today:

- On Lok Lifeways, our PACE program, serves over 1,500 seniors in three San Francisco Bay Area counties
- On Lok's 30th Senior Center services over 6,000 seniors annually with traditional senior center services
- Owns and operates three senior housing buildings



What is PACE – Comprehensive services for the frail elderly

- Preventive care
- Primary care
- Medications
- Acute care
- Transportation
- Meals
- Medical Specialists
- Dental
- Emergency Care
- Behavioral and mental health
- Long-term care, including nursing facility when needed



What is PACE (cont.)

- Capitation funding (per member per month):
 - Combines Medicare, Medicaid and private payments
 - Program has full financial risk
- Alignment of care needs and financial interests
- Monitors elders closely – takes action early to restore health, and control cost

Who does PACE serve?

- Eligibility:
 - 55 years or older
 - Resident of PACE service area
 - State-certified to need nursing home level care
 - Can live safely in community at time of enrollment



Partners

Sisters of the Holy Family Fremont

- Seek out and advocate for the poor and needy especially families
- No new postulants
- Changes to their campus
- Downsizing

Partners (cont.)

Dominican Sisters of Mission San Jose

- To stand in solidarity w/young, poor and vulnerable
- Continuing to recruit new postulants
- Both seeking solutions to aging population
- Leadership – Sister Sharon/Sister Rose Marie



Process...

- Sisters of Holy Family reached out to the Dominican Sisters
- Across the street, but had never collaborated/socialized
- Looked at a number of models of care
- Begin services in July of 2002 – originally on the campus of the SHF
- Currently serve 40 Sisters

Challenges

- First two years, only served the Sisters – financially challenging for On Lok (staffing)
- Change management
- On Lok - need to adapt our model to fit the site and the situation
- Understanding each other's cultures (On Lok, SHF, Dominicans)

Challenges

- Transition of existing staff
- Attendance at adult day health center – Dominicans compared to SHF
- Physicians
- Bringing community onto the campus – year two

Challenges

- Consolidation in 2017 with campus downsized
- Services into new housing
- 24/hour staffing

Perspective

- Leadership
- Gift to serve the Sisters
- When community came to campus...
- SHF – Incredible change
- Other orders came to understand
- Streets of SF

Thank you.

David Nolan

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