

Meet *the* Team: LIFE PLAN COORDINATOR

When you become a member of Kendal at Home, you are assigned a life plan team, whose job it is to help you live your best life. Find out more about the dedicated team at Kendal at Home.

KENDAL[®] *at Home*



WHAT IS A LIFE PLAN COORDINATOR?

Kendal at Home's life plan coordinators partner with you to help you live your best life, but our life plan coordinators do much more than coordinate care. They serve as your advocate and get to know you on a deeper level, discovering your likes and dislikes, so they can help you accomplish your goals. You define what wellness means to you — whether that's accomplishing a new task, maintaining your independence, or something else entirely — your life plan team will help get you there, serving as your navigator.

Our job is to mobilize
Kendal at Home's
resources to meet
your personal needs.



HOW DOES IT WORK?

Aging is something that should be celebrated, not feared, and our life plan coordination team aims to have a transformative effect on the concept of aging by making it a positive process. When you join Kendal at Home, you receive the support of a life plan coordination team focused on wellness and changing the experience of aging. You'll build a relationship with your team that will continue throughout your lifetime. As a new Kendal at Home member, you'll meet with someone from your team and discuss your likes, dislikes, goals, and what wellness means for you. During that first meeting your life plan coordinator will learn how to support you while you live your best life. The two of you will work together to develop a personalized Vitality plan, and your life plan coordinator will be there to help you accomplish the goals you define in your plan.

WHAT DOES THE LIFE PLAN COORDINATOR DO?

A life plan coordinator will support and guide you as you live your best life. His or her goal is to help improve your quality of life and health outcomes. He or she will serve as your trusted partner and be there to help you set and accomplish the goals you outline in your Vitality plan.

Your life plan coordinator's primary focus is helping you maintain wellness and independence, but if you need medical care — regardless of the degree — your life plan coordination team will work with you to make sure you receive the services and information you need.



WHAT HAPPENS IF I NEED CARE?

Whether you've got the flu, a broken bone, or need round-the-clock care, your life plan coordination team will be there to be sure you get the information and services you need for as long as you need them. In the event of hospitalization, a member of your life plan coordination team will visit you as soon as possible and make sure your discharge is handled properly, helping you avoid re-hospitalization later.

In addition, your life plan coordination team will work with you to resolve any issues you may encounter during or after care.

When a member of Kendal at Home was considering whether to go to a residential rehabilitation program or directly home after hip surgery for example, her life plan coordination team gave her the tools she needed to decide what was best for her. Once she decided to go to a residential program, her team provided her with several options that would meet her needs. Her life plan coordinator also provided information about what would be covered under Medicare, and what to expect while she was in rehabilitation, and even helped coordinate her transfer there from the hospital.



HOW DOES THIS APPLY TO ME?

A life plan coordinator will support and guide you as you live your best life and will serve as your trusted partner, helping you maintain your health and independence.

Take Betsy's Story

A very engaged member of the Kendal community, Betsy has served on the Kendal at Home board of directors, leads a Parkinson's support group, a Wii tennis group and regularly visits with friends.

Though she has stopped playing tennis, one of Betsy's goals in her Vitality plan was to remain just as active. She and her life plan coordinator accomplished this by identifying ways for her to keep active. Betsy attends several group classes per week including aerobics and balance improvement. Betsy's Vitality plan featured her individual approach to wellness, finding meaning in everyday life and aging gracefully.

Your Vitality plan will incorporate your individual approach to wellness and whatever goals you'd like to accomplish. You define what wellness means to you.

Since opening in 2004,
only one out of Kendal at Home's 250+ members
has gone into a permanent nursing home.



KATIE TIPTON

Katie Tipton has worked in the field of aging since earning her Master's Degree in Gerontology in 1998. She has been with Kendal at Home since its beginning in 2004. Prior to joining the Kendal at Home team, Katie worked in two skilled nursing facilities and a non-medical home care agency. She completed training for wellness coaching and has extensive training in Medicare through the OSHIIP (Ohio Senior Health Insurance Information Program) program.



TERRI LANHAM

An experienced nurse for over 30 years, Terri Lanham has been in the geriatric field for over 20 years. She has been with the Kendal family for over 22 years. She began her career with Kendal as a health and wellness nurse in the clinic at Kendal at Oberlin before becoming a life plan coordinator at Kendal at Home. Terri has completed training for wellness coaching.



JOANNE CORNELL

Joanne Cornell has worked in healthcare for 25 years. A nationally board certified massage therapist with eight years of experience, Joanne is trained in St. John neuromuscular therapy techniques, which help relieve chronic pain. She holds a Bachelor's degree in business administration and has worked in a variety of healthcare settings. Prior to joining Kendal at Home, Joanne worked at Christina Care Health Systems and Spectrum Health.



MARY JO DZIAK

An experienced healthcare professional, Mary Jo Dziak has 27 years of experience as a nurse. She has worked in a variety of healthcare settings including emergency rooms, home care and critical care. Prior to joining Kendal at Home, she was the director of the home care agency at University Hospitals Elyria Medical Center. Mary Jo holds a certification in Integrated Care Management from the Sutter Center for Integrated Care.



To truly be happy, healthy, and independent in your home, it's important to have a secure plan for continuing care.

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KENDAL® *at Home*

www.KendalAtHome.org

Kendal at Home's unique aging-in-place program empowers you to live the life you want, on your own terms, while providing the safety and security you and your family deserve.

To learn more, contact us at (877) 284-6639.