



THE STATE
of **ALASKA**
GOVERNOR BILL WALKER

Department of
Health and Social Services

Division of Alaska Pioneer Homes



Amanda Lofgren, Division Director
923 W 11th Ave
Anchorage, AK 99501
Direct: 907 343-9206
amanda.lofgren@alaska.gov

November 16, 2017

Happy Holidays! This time of the year, I always find myself with a little extra cheer and a bit surprised how quickly the fall season went and the holidays came. It is also a time when I like to stop and think about all of the wonderful blessings the year has brought and what the year ahead may bring. This year, I am incredibly grateful to be serving as your Director alongside such a talented team. In these first four months, it has been wonderful getting to know you, your families and the staff. As I continue to learn the day to day operations that make each of your homes unique, I can't help but get energized by the community that each of you contributes to every day to make the homes a wonderful place to live and work.

While staff all across the division are working hard to provide high quality services, we recognize that there are opportunities for us to make improvements. We have a lot of experience to build upon and should use this to guide our path forward. As a result, we have drafted a 3 year strategic plan with 6 priorities to focus on. These include:

- High quality standards of resident care and continuous quality improvement
- Financial Sustainability
- Pharmacy and Medication Management
- Staff Training & Development
- Community Outreach and Engagement
- Facility Maintenance and Renewal

Each area has several strategies within them and some are certainly more exciting than others! But we feel strongly that it is important for us to continuously ask you and ourselves what changes we need to make to maintain the high quality of services for each and every one of you both today and in the future. We certainly can't do this alone, nor should we, so please don't hesitate to share your thoughts and ideas with your administrator or myself.

In 2018, there will be some changes. Pharmacy services will be implementing the option for electronic orders from providers as well as addressing the double copays that some of you currently have. The other big area that we are focusing resources on is our forms, and as you know, we have a lot of them! We will be transitioning most all of our forms and documents into our electronic health records system, PointClickCare, to reduce duplication for both you and the staff. The more efficient we can be with forms and documentation, the more time staff can spend with you, which is our goal. Our Central Office staff will continue streamlining our billing and collections processes, in addition to the waitlist process.

In closing, as a mother, I have learned one of the most joyful (and frightening) things is experiencing life through my children's eyes as honest words flow from their mouths! My daughter recently visited the Anchorage home on a Saturday afternoon and got to meet a lot of elders. As we left, she squeezed my hand and said, "mommy, I love your work." In only a few short hours she experienced what my team and I get to every day. So thank you for blessing us to be a part of your home and community every day. We look forward to 2018 and all it will bring to the Pioneer Homes!

Wishing you a wonderful holiday season,

A handwritten signature in blue ink that reads "Amanda Lofgren".
Amanda Lofgren, Director

Providing elder Alaskans a home and community, celebrating life through its final breath.