



THE STATE
of ALASKA
GOVERNOR MICHAEL DUNLEAVY

Department of Health and Social Services

ALASKA PIONEER HOMES
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Dear Alaska Pioneer Home Elders and Families,

With the holiday season here and another year quickly coming to a close, I find myself reflecting on the past year with all that we have to be thankful for and looking eagerly to the year ahead. It is the greatest honor to be entrusted to serve you as Director of the Alaska Pioneer Homes alongside the amazing staff that are dedicated to caring for you and your loved ones. Each day we are committed to making a difference in the lives of the elders and families we serve. It is each of you that enrich our lives every day and inspire us to be successful in this commitment.

As a division we are dedicated to providing high quality service driven by love, trust, positive attitude, accountability, and excellence. As we reflect on these values, we are always exploring opportunities for improvement and are guided in this endeavor by our strategic plan developed last year. We have made excellent progress and are excited about the opportunities for improvement in the year to come. Some of the achievements of the past year include:

- The division implemented tools for financial accountability
- Transitioned Pharmacy prescription refills to a 28 day fill cycle to lower co-pay and dispensing fees
- Increased utilization of electronic health records
- Certifying staff in dementia care best practices
- Completed year one of Certified Nursing Aide Apprenticeship program

While I am excited about the accomplishments of our division, it is tempered with the realization we can always do better. While diligently working within our budget, some of the decisions we made adversely affected the people we serve. We have heard your concerns and are working to improve the wait time for admission, room vacancies, staff shortages and reduced activities.

In January you will notice a change in the format of your monthly invoice due to improvements in our systems that moves our Pioneer Home accounting into our electronic health record. We are hopeful this change will not only provide you with an easier to read statement, but also increase our efficiencies and allow us to better assist you with your monthly billing needs.

The coming year is looking brighter than ever and we are excited to continue to improve on the extraordinary services that the Pioneer Homes provide. I want to take this opportunity to give thanks for allowing us to serve you and wish you all joyful holidays and a happy New Year!

Sincerely,

Clinton Lasley, Division Director
Division of Alaska Pioneer Homes
Department of Health and Social Services

Alaska Pioneer Homes: Providing elder Alaskans a home and community, celebrating life through its final breath.