



John D. Quinlivan

Military Experience Shaped Emory Johns Creek's Leader

BY RON PAGLIA

John D. Quinlivan didn't give much thought to becoming a career soldier. But his decision to do so helped mold the leadership qualities he possesses as the new chief executive officer of Emory Johns Creek Hospital.

Emory Johns Creek Hospital, Atlanta's newest state of the art hospital that opened in February, is co-owned by Hospital Corporation of America's (HCA) Tri-Star Health System and Emory Healthcare.

"I had an ROTC scholarship in college and went into the Army thinking, 'I can stand anything for four years no matter how bad it might be,'" Quinlivan, who assumed his duties as CEO at Emory Johns Creek in September, said. "To my surprise, I found I really enjoyed the Army. The people were great, the work was different and rewarding, and we enjoyed the opportunities to live in various places across the country and around the world. Before I knew it, I'd been in for 20 years and decided it was time to try something else."

Quinlivan retired from the military with the rank of lieutenant colonel in 2003. His experience made the transition to a civilian health

Continued on page 16

Dr. Helene D. Gayle Receives 2007 Golden H.E.R.O. Award



A Village Savings & Loan group in the village of Bunju, Tanzania, dressed Helene Gayle in traditional Masai dress.

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SEE STORY ON PAGE 9

ELDERCARE

Options for Senior America: Home Care and More

BY BARBARA R. FALLON

Growth of the older American population affects every aspect of society and challenges family, business and health care providers. Activities targeting seniors have mushroomed ranging from travel options, specialty shops and publications to long term care insurance products, rehabilitation facilities and geriatric medical specialties. Seniors and their younger family members face increasingly difficult decisions related to unique physical, emotional and social needs. Given the facts, any business plan certainly supports the need for services geared to help seniors in their activities of daily living.

Continued on page 28



Ramzi Rihani



Bonnie Franco

A Lifetime of Achievement

Bonnie Franco's desire to become a nurse began with an eighth grade book report.

"I wrote about Clara Burton," she recalls. "I studied the history of nursing. That's when I thought I wanted to be a nurse."

Her mother suggested she get a job at St. Francis Hospital to learn more about what nurses did. So, Bonnie went to work as a unit secretary at the hospital. There, she had the opportunity to shadow floor nurses

"I watched Gayla Ahlquist, who's still at St. Francis, and Janet Culpepper. I loved watching what they did," Bonnie says. "I knew right away that's what I wanted to do."

Thirty years later she's still in nursing and still at St. Francis. Bonnie has worked as a bedside nurse, charge nurse and administrative director, serving in almost every department of the hospital under the leadership of five chief nursing officers and four CEOs. The organization has grown and changed, but one thing has never changed.

"The vision for quality patient care has always aligned with my own," explains Bonnie.

Debbie Saylor, senior vice president of patient care services, calls Bonnie a legacy leader for nursing.

"She has a caring heart and intelligent mind that moves nursing forward," says Debbie. "It's very rare to see a nurse stay with one hospital. She's a big part of why this hospital has the reputation for nursing excellence it has."

Continued on page 6

Options for Senior America: Home Care and More

Continued from page 1

FACT: Census figures indicate there has been an unprecedented increase in the senior population.

FACT: Men and women over age 65 make up 12 % of the US population with 4.9 million being over 85 and 67,000 over 100 years of age.

FACT: Experts project that by 2050, 49% of the total populations will be seniors.

FACT: Medical advances have changed former "killer" diseases into chronic diseases that seniors can live with for years.

FACT: The huge Baby Boomer generation has entered the "senior demographic" and has needs and expectations for their retirement years.

FACT: Longevity has created the sandwich generation where adult children may be taking care of their own parents as they also parent the next generation.

FACT: Most seniors prefer to remain independent and in their own homes as long as possible.

FACT: Adult care giving with its complex health needs can take an enormous toll on families.

All of these indicators made the business mind of Ramzi Rihani, schooled in

management and organizational behavior, click into motion when he and his partners launched Options for Senior America Corp., www.optionscorp.com a home health care organization, in 1989. Since then several branches in the states of Georgia, Maryland, Ohio, Virginia, Florida, and North Carolina serve hundreds of families a year, helping senior adults cope with the expediciencies of everyday life in their own homes.

However, according to Rihani, President and CEO, it was the personal experience and privilege of caring for his own wheelchair bound mother, which put the signature care into the many services Options provides.

"Whether it be personal hygiene, transferring and ambulating, light housekeeping, meal planning and preparation, errands, companionship or medication reminders, Options caregivers deliver it as if the patient were a member of their own family," Rihani explains.

To ensure that happens, all employees participate in supportive training sessions facilitating listening skills. Hearing and interpreting what family members are describing gives the staff an insight and knowledgeable perspective when they suggest a course of care.

"Our pool of caregivers are screened via thorough background checks, face-to face interviews and skills competency testing to allow us to make the best match—whether the client is looking for a skilled person, conversationalist or a low key

quiet type — we work hard to meet their needs," Rihani said.

Additionally, certified senior advisors on staff conduct sensitization training regarding elder care, and the company provides a Continuing Education Program offering different courses five times a year for all employees, recognizing that caregiving is a vocation that requires working both the mind and heart.

Services ranging from as little as 4 hours a day to 24/7 live-in care can be tailored to individual preferences. The knowledgeable and resourceful team at Options is available to conduct an in-home needs assessment at no charge and no commitment and follow that up with a delivery response timeframe unrivaled in the industry.

Now, after almost two decades of providing home health aides, Options has expanded its services to offer skilled nursing by hiring RNs in the geriatric field to care for clients including institutions such as hospitals and rehabilitation facilities.

Commenting on the service expansion Rihani said, "The climate of elder care either in a home setting or other institution can often present medical concerns regarding unique needs, limitations and strengths of seniors. This requires coordination among a variety of health care specialists, and now our service menu offers a comprehensive resources roster all in one place, to ease the coordination process for families."