

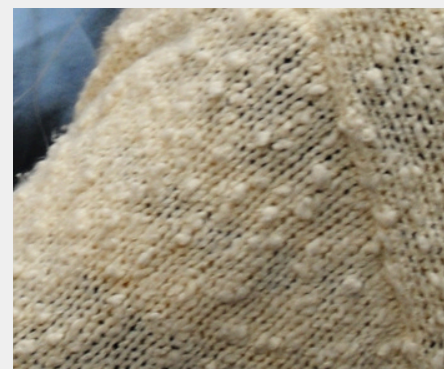
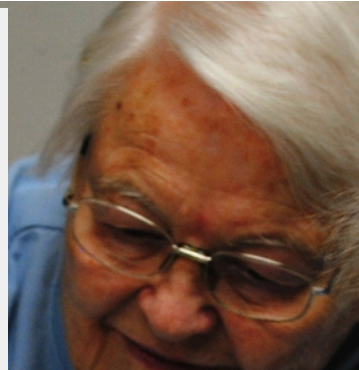


Midwest Geriatrics, Inc

Florence Home Healthcare Center | House of Hope Memory Care
Royale Oaks Assisted Living | Senior Health Foundation
House of Hope Assisted Living | Gerimed Pharmacy
Inspiring the individuals we serve to live life to the fullest.
7915 N. 30th Street Omaha, NE 68112

2023 Annual Report

Taking care of older Nebraskans
since 1906.



From the desk of our President & CEO, Lois Jordan

Summarizing a year in retrospect always feels rather daunting, initially. However, it doesn't take long to realize we have once again been very blessed to be in business another year as we serve another incredible group of seniors, and work alongside an extraordinary team.

We have thankfully seen a decline in the COVID related occurrences and navigating through a pandemic will not be forgotten anytime soon. We learned a tremendous amount of information as it relates to infection control, viruses, transmission, symptoms to watch for, methods to prevent its spread, and how to be as nimble as possible when it comes to changing and adapting to a new environment. We are grateful to the epidemiologists from ICAP who assisted us through the pandemic as well as our Medical Directors, Dr. Wester and Dr. Malloy, and a whole host of experts in the healthcare field. It truly did take a village and we have a great one.

While this year was not without its challenges, we managed to find joy in each day, thanks to the people we serve. We cared for (and continue to care for) people who range in age from 48 to 92. Their history and lifetime experiences have been shared with us in bits and pieces, as we walk the halls with them and as we sit and listen. We are incredibly grateful to be a part of their journey and are honored they share it with us.

Once again, we thank you for the opportunity to serve you in one way or another this past year.

With Gratitude,



Lois Jordan, RN

President/CEO, Midwest Geriatrics, Inc.





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Florence Home Healthcare Center

Established in 1906, Florence Home Healthcare Center is truly the cornerstone of senior care in Omaha. Located in the heart of Florence, we provide short-term rehabilitation and long-term care in a comforting and safe community.

House of Hope Assisted Living & Memory Care

Sharing the 50,000 square feet building at House of Hope are our Memory Care and Assisted Living communities. Distinctly separate from each other, both communities share the architecture and design of a state of the art modern home. Private apartments, large living rooms, a full social calendar, shared interests with others, housekeeping, laundry and all meals provided – now that is retirement living.

Royale Oaks Assisted Living

Royale Oaks, located south of 52nd and Sorensen Parkway, is a secret gem right in the heart of Omaha. Surrounded by big beautiful oaks and an expansive lawn with meticulous landscaping, our beautiful assisted living community boasts the conveniences of nearby grocery stores, banks, and dining; everything you need in a family neighborhood.

Gerimed Pharmacy

Our Geriatric Certified Pharmacists are experienced, knowledgeable, friendly and dedicated to providing quality service to our residents every day. Housed in Florence Home, every medication need can be reviewed and prescriptions filled right on site for ease of use. Our pharmacists know our residents and having them on our team means peace of mind for all their customers.



Providing exceptional care at Florence Home

As we reflect on the past year, I am proud to share with you the progress and accomplishments we have achieved together. Leading by example, our direct care staff have exemplified our core values of dignity, integrity, compassion, and teamwork in every interaction with our residents.

One of our significant achievements was the hiring of a staff development nurse, whose role has been pivotal in providing increased educational opportunities for our workforce. This investment in continuous learning has not only benefited our team members but has also contributed to the overall quality of care we provide. Collaborating with Goodwill for the recruitment of newly licensed Certified Nursing Assistants (CNAs) began a strategic move to assist us in expanding a skilled and dedicated care team. This partnership bolstered our workforce and gave us the opportunity to offer our own CNA classes. As a result, we have strengthened our commitment to community engagement and support.

We are proud to announce that we have become agency-free, a testament to the dedication and hard work of our team. This transition has led to growth and improvement in our survey results, showcasing the nursing enhancements we have implemented.

Our focus on rebuilding our nurse management team has resulted in seamless leadership that benefits both our staff and residents. Jenn Ebling, in her role as Director of Nursing, demonstrates remarkable leadership as she guides our team toward excellence in care delivery.

The collaboration between our Social Services team and the DreamWeavers Foundation has enhanced our care approach, creating a personalized and holistic experience for every resident. This partnership reflects our commitment to innovative and compassionate care.

As we look ahead, we will continue to uphold our values, strive for excellence, and work together towards our shared goal of providing the highest standard of care to those we serve.




Ann Erickson, NHA

Vice President of Operations, Administrator



Florence Home

118 years of caring for older adults in the Omaha community



In 2023, we provided 29,006 days of care to an average of 79 residents per day.

Over the course of the past year, we served over 86,505 meals.



Throughout 2023, we transported our residents a total of 26,237 miles, with 1,419 trips for 957 appointments.



We proudly served over 125 Veterans at Florence Home Healthcare Center during 2023.



During 2023, our employees provided 207,783 hours of exceptional care to the older adults they served.

Our volunteers clocked in over 431 hours in 2023. We were awarded \$449,613 in grants and we raised over \$83,374 in our fundraising endeavors.



Communication is key to the care of our residents and staff



2023 was a busy one for Royale Oaks and House of Hope. I took over as Administrator in late July and received an extraordinary welcome to the organization. The support was amazing and our team was ready and excited to share their insights and experiences with me. Together, we have accomplished many things.

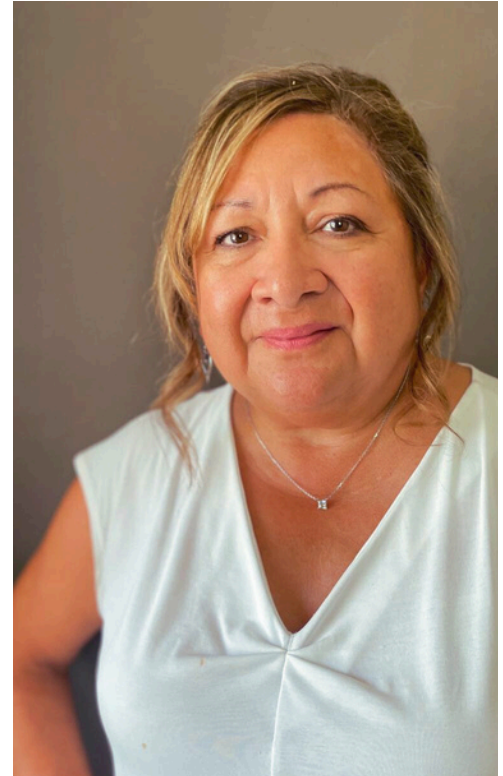
Our focus is on resident satisfaction and ensuring that our community is always warm, comfortable and inviting. We held a Fall Cleanup Week to declutter and spruce up. We also made some changes to meal choices and options and now offer 3 entrée choices for lunch and dinner.

We then concentrated on hiring for a few open positions, and held a hiring fair in the community with job interviews offered on the spot. We were able to fill all of our nursing positions and some dining too.

With our teams energized and ready, we focused on improving communication both internally and externally to ensure that everyone hears the same message and knows what's happening in the community at all times.

We look forward to an exciting 2024. We are enhancing the tour experience for new prospects and expanding some of the services we offer for our current residents. We are also going to ensure we are always looking for new activity options to keep residents engaged and thriving.

Additionally, we are creating a culture of "Grace" amongst the team so that we all strive to better support each other. And, we're focusing on ensuring all team members feel valued and respected. We want to retain the great team we have and ensure that we inspire individuals we serve to live life to the fullest.



DJ Clarke

Dolores Clarke

Administrator



Royale Oaks Assisted Living House of Hope Assisted Living House of Hope Memory Care



In 2023, we provided 36,900 days of care to an average of 101 residents per day.

Over the course of the past year, we served over 110,595 meals.



Throughout 2023, we transported our residents a total of 5,961 miles, with 401 trips for 356 appointments.



Over 8,736 hours of person-centered activities including outings, events, games, and artists-in-residence programs.



During 2023, Jane English, Master Gardener, pursued an outdoor landscaping and garden transformation by planting over 14 trees and countless new plants and flowers for our residents.

During 2023, we completed our new carpet installation and paint refresh of our common areas, beautifying our space for our residents.



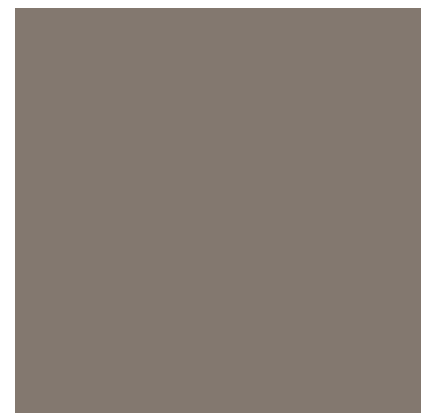
Our financial position



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	2023	2022	2021	2020
Resident Service Revenue	\$ 15,279,715	\$ 12,965,305	\$ 11,650,534	\$ 12,699,174
Contributions	83,374	76,924	47,364	68,448
Grants	449,613	1,035,419	928,755	2,123,951
Other Operating Income	194,969	95,667	86,760	56,999
Total Revenue Without Donor Restrictions	\$ 16,008,031	\$ 14,173,315	\$ 12,713,413	\$ 14,948,572
Total Operating Expenses	16,029,034	14,772,463	14,760,192	14,409,198
Operating Income (Loss)	\$ (21,003)	\$ (599,148)	\$ (2,046,779)	\$ 539,374
Nonoperating Income, Net	277,941	(120,312)	1,683,578	166,844
Excess (Deficit) of Revenue Over Expenses	\$ 256,398	\$ (719,460)	\$ (363,201)	\$ 706,218



Our Board of Directors



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Robert Bloechle - Vice President, Hawkins Construction
Marc Butterfield – Vice President, First National Bank of Omaha
Stephanie O'Keefe - Retired, Kirkpatrick Pettis Smith, Polian, Inc.
Lois Jordan – President & CEO, Midwest Geriatrics, Inc.
Debra Thacker – CFO, Midwest Geriatrics, Inc.

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Florence Home

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Sr. Margaret Hickey, Notre Dame Sisters
Mark Higgins – Retired, The Schemmer Associates, Inc.
Lyn M. Holley, PhD – Assistant Professor, University of Nebraska – Omaha
Stephanie O'Keefe - Retired, Kirkpatrick Pettis Smith, Polian, Inc.
Kristen Pratt – Director, Portfolio & Relationship Management; First National Bank of Omaha
Rebecca Wester, MD -Medical Director, Florence Home
Lois Jordan – President & CEO, Midwest Geriatrics, Inc.
Debra Thacker – CFO, Midwest Geriatrics, Inc.

Senior Health Foundation

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Kristen Pratt – Director, Portfolio & Relationship Management; First National Bank of Omaha
Brett Worick – Managing Director, Marketing; First National Bank of Omaha
Lois Jordan – President & CEO, Midwest Geriatrics, Inc.
Debra Thacker – CFO, Midwest Geriatrics, Inc.







Thank You

We thank all our donors and supporters, and especially our employees who provide exceptional care for every resident and their families as they inspire the individuals we serve to live life to the fullest.

To help carry out our mission, please donate by scanning the QR code with your phone camera.

 402.827.6044

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 www.omahaseniorcare.org



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