



CareLink

One partner for community and post-acute solutions.

### Mission

CareLink is a leader in specialized healthcare within a comprehensive continuum that improves the lives of older adults and adults with disabilities by providing relevant, high-quality care that is accessible throughout Rhode Island.

### Vision

CareLink and its members will create and implement innovative solutions within the healthcare system that make a positive impact on the health of adults as they age.

ANNUAL  
REPORT  
2023



## A Message from the CEO

# Collaboration is Key to CareLink's Continued Success

For 27 years, the strength of CareLink has been in our partnerships, and in 2023 we continued to build on our strong foundation to expand our engagement with RI's healthcare ecosystem. We have collaborated with existing partners and forged new relationships all with the goal of expanding access to care and improving the lives of older adults and adults with disabilities across RI.

In 2023, we responded to challenges in human and financial resources by increasing our operations capacity, strengthening our core services and diversifying our funding. We are excited to journey through 2024 with a renewed focus on our CareLink Vision to work with our members to create and implement innovative solutions to make a positive impact on the health of adults as they age.

**Dr. Chris Gadbois, DNP, RN**  
Chief Executive Officer

## CareLink Leadership Team

<b>Dr. Chris Gadbois</b>	Chef Executive Officer	<b>Dr. Sandra Maliangos</b>	Director of Clinical Services
<b>Robyn Earley</b>	Chief Clinical Officer	<b>Daniel Shinde</b>	Practice Director
<b>Sandra Fournier</b>	Chief Officer of QAPICS and Special Projects	<b>Laura Chabot</b>	Director of Human Resources
<b>Kwame Owusu</b>	Chief Operating Officer	<b>Colleen O'Halloran</b>	Director of Member Services and Partner Resources
<b>Kelley Hurley</b>	Director of Community Programs	<b>Dr. Shola Adebayo</b>	Director of Finance
<b>Eric Franklin</b>	Director of Inpatient Rehab Services		

## Employees 20+ Years



**Stephen Paull**  
Occupational Therapist



**Amy Whalen**  
Rehab Program Manager

## Employees 10+ Years

- 18** Eric Franklin, Linda Ingle
- 17** Angela Burke, Michele Cornwell, Kimberly Morse, Kate Pyne, Diane Swire
- 15** Joyce Marandola
- 14** Vikki Paull
- 13** Katherine Angelou, Kathleen Cassino, Fred Schlottenmier
- 12** Laura Boldt, Amanda Camara, Samuel Paterson, Salni Scott
- 11** Justin Erban, Robert Leonti, Steven Paradis
- 10** Julie Fornuto, Karen Hazard, Sharon McNeil

## Members

Our Network of Members is the foundation of CareLink. The scope of CareLink’s continuum of care include six long-term care communities, six assisted living communities, three independent living communities, one home care, one hospice and one adult day health program. As a network, CareLink’s reach extends from Woonsocket to Westerly, and North Scituate to Newport.



## 2023 BY THE NUMBERS

RECEIVED IN GRANTS: **\$967,393**

Rehabilitation SNF	<b>2,422</b> CLIENTS SERVED	<b>77,419</b> VISITS	<b>170</b> EMPLOYEES
Rehabilitation Outpatient	<b>315</b> CLIENTS SERVED	<b>9,239</b> VISITS	<b>&gt;76</b> COMMUNITIES CARED FOR
Dental	<b>2,033</b> CLIENTS SERVED	<b>4,357</b> VISITS	<b>50</b> FACILITIES CARED FOR

## Member Highlights 2023

# CareLink's comprehensive healthcare network.

### HopeHealth

A caretaker's story of hope.

When Frank and Judy met as high schoolers, she was a brilliant student and he was "getting through by the skin of my teeth." When they were college grads and newlyweds, she continued to be a force — as a federal court reporter, a health nut, and marathon runner. When they opened a food manufacturing business, she was the brains behind the science. "She has always been quick to laugh, tough to discourage," says Frank.

Judy was diagnosed in her 70s with Alzheimer's and Frank, after painstakingly caring for Judy on his own, knew he needed more help. He researched and talked with others about options, finding out that hospice was

a course of action he had not considered.

HopeHealth helped him and Judy understand that hospice wouldn't take away their control over Judy's care — if anything, it would give them more control and greater peace of mind. For example, Judy would receive specialized medical

services right in the comfort of their home, and she and Frank would both have access to emotional and spiritual support.

Today, Judy receives hospice care at home from HopeHealth. A nurse comes by regularly, making sure she has everything she needs medically to feel her best. Three times a week, a hospice aide comes to help with other needs, like activities of daily living. When the aide walks in the door, Judy always brightens. "I know you!" she'll say. "I can go on and on about how wonderful the hospice people are. They're kind. They're helpful. They're very gentle," says Frank. "Judy's very comfortable with them."



### Saint Antoine Community

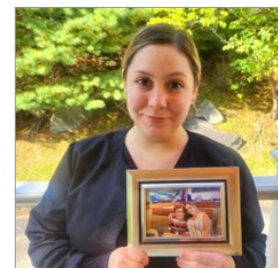
Muriel Campenelli has been at The Residence at Saint Antoine since October of 2022. She was admitted into the Transitional Care Unit following an extensive hospitalization for PRES syndrome, leaving her with significant deficits in strength, coordination and balance. Prior to her arrival, she suffered life-threatening swelling in her brain that set her into a month-long coma, with zero mobility from her neck down. Expectations for a full recovery were not promised, but with help from the amazing team of CareLink therapists from our Easy Street Rehab, Muriel has made tremendous progress.



Rachel Caswell, OT [featured in photo] and Linda Ingle, PT, should be credited with Muriel's success — as she can now walk, and stand herself with little to no assistance. Following a brief, three-month reprieve from all rehabilitative treatment, Muriel has recently resumed her therapy schedule and is motivated to regain her full independence. Rachel and Linda are confident she will achieve and maintain all her goals.

### Saint Elizabeth Community

Congratulations to Saint Elizabeth Home's Jillian Coffey, CNA who has been accepted into New England Institute of Technology's Associate Degree in Nursing Program! Not only are we proud of her achievement, we are honored to have Jillian, a team member, represent the organization. Saint Elizabeth



Community's ongoing partnership with NEIT strengthens the workforce initiatives of the organization, while having a direct impact on the individual employees who benefit from a tuition-free opportunity. Jillian enrolled in Saint Elizabeth's CNA Training program in December of 2014, and began her journey working at Saint Elizabeth Home in "The Bay" neighborhood following graduation. As an experienced caregiver of nearly ten years, Jillian is able to grow in her career by earning her nursing degree. Following in her mother's footsteps as a Registered Nurse, she acknowledges that her mom is her mentor and biggest supporter, along with the late Gloria Farina, a beloved resident featured in the photograph. In honor of the special bond they shared. The meaningful relationship that blossomed is what inspires Jillian towards enhancing her career.

## Scandinavian Communities

**DAPpers - Dance for All People** at Scandinavian Communities was first offered by CareLink Wellness programs back in 2021, through funding via a Community Development Block Grant. With a focus on increasing coordination, flexibility, core strength and improving balance while exploring creativity and having fun, DAPpers continues to be a highly valued program for our residents. Every week participants look forward with anticipation to their dance class which is specifically designed for people with movement challenges.



## St. Clare Newport



St. Clare Newport is a comprehensive care community that offers Skilled Nursing, Assisted Living, Secure Memory Care and Short Term Rehab. As we offer services to both permanent residents and short term rehab patients we are incredibly pleased to receive and offer the numerous

programs and services CareLink provides. We currently take advantage of CareLink's fantastic physical therapists to work with both residents and short term rehab patients in our heated saltwater pool as well as the DAPpers-Dance for All People classes, which is designed for people with movement challenges. In 2024 St. Clare Newport will look forward to offering CareLink's Brain Health and Cognitive Stimulation Therapy initiative to our residents living with dementia.

## Steere House

In celebration of 2024 being Steere House's 150th Anniversary, a new ad campaign has been created, initially appearing in *Rhode Island Monthly*. Starting with the February issue, the advertisement will prominently feature the new Steere House logo while highlighting Steere House's latest recognition in the *US News & World Report 2024 Long Term and Short Term "Best Nursing Home"* list. After rating more 15,000 nursing homes in the country based on patient and resident outcomes, *US News* rated Steere House as one of the six Rhode Island nursing homes to receive the highest possible rating of a five.



## The Seasons East Greenwich

Animal Visits have been a regular occurrence for the residents of The Seasons East Greenwich. Whether Fozzy the dog, diapered baby goats, or ridiculously cute chicks and bunnies swaddled like babies, they are all equally welcome by the residents. Animal therapy is an accessible and inexpensive practice that has been shown to provide a wide variety of behavioral and emotional benefits for people living with dementia. Animal therapy has improved mood and facilitated social interaction among our residents living with dementia. It can also have a calming effect that helps with dementia-related behavioral problems, and increased physical activity. In addition to the "snuggly" animals, our residents loved interacting with the Roger Williams Zoo Mobile education animals and are regular viewers of our Barred Owl-Cam to keep tabs on Deebo in her nesting box.



## Tockwotton On The Waterfront

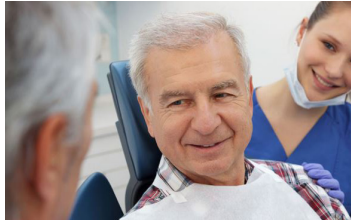
As part of our resident wishing jar program, we have partnered with the United Cerebral Palsy Association to provide Adaptive Watercolor classes for our residents at every level of programming. This adaptive arts program provided a special freedom of expression and creativity for our residents with and without disabilities and used techniques to help those individuals with limited mobility and dexterity to be able to create works of art. In some cases, this form of independence is the only means by which a person can express themselves. At the end of the eight week class, all resident work was on display for residents, staff, and families. The Activity department was so thrilled to bring this amazing program back to Tockwotton and see the positive effect it had on all of our residents.



# CareLink's Specialized Programs and Services

## Mobile Dentistry

CareLink's Mobile Dentistry Program is highly regarded and includes licensed dentists, public health dental hygienists, dental hygienists, and dental assistants. This team provides diagnostic, preventative, and palliative services to older adults and adults with disabilities throughout RI. Our mobile dental team utilizes state-of-the-art mobile equipment to provide services, including comprehensive oral evaluations, X-ray and diagnostic imaging, new denture fittings, relines, repairs, fillings, and simple extractions. With a passion for providing patient-centered, comprehensive care, the Mobile Dentistry Team also provides two periodic examinations per calendar year, two cleanings per calendar year, and urgent examinations for their clients. In 2023, CareLink's Mobile dentistry launched a successful pilot project at senior centers providing dental care to seniors in the community.



## Wellness Programs

CareLink's Wellness programs include Evidence based fall prevention programs, Fitness for Function, Yoga, Tai Chi, Massage Therapy and Reiki as well as Mental Wellness Groups. These services are provided in member facilities and in communities throughout RI. CareLink's licensed clinicians use the most current, comprehensive and evidence-based approaches in their care to improve the overall health and wellness of their clients. In 2023, CareLink received a grant through the Office of Healthy Aging to provide evidence-based fall prevention classes in 15 senior centers across RI.



## Mobile Audiology

CareLink's Audiology program provides affordable and convenient care for individuals with hearing impairments.

CareLink's Audiology Team helps older adults receive personalized, patient-focused care. The team consists of board-certified audiologists who provide comprehensive audiological evaluations, complimentary hearing aid evaluations, affordable hearing aid options and hearing aid repairs and cleanings. In 2023, the Audiology team partnered with our Wellness team to provide community hearing screens for Evidence-based Fall Prevention Programs. This community outreach increased CareLink awareness for community-based older adults.



## Rehabilitation Services

CareLink's Rehabilitation Services have continued to expand, providing services in adult day health, assisted living communities, hospice, short-term rehabilitation, long-term care, and outpatient services. In 2023, CareLink provided therapy services to over 2,900 clients, a 30% increase from the prior year. CareLink continues to focus on high-quality and evidence-based intervention, offering a variety of specialty care including LSVT BIG and LOUD, Vestibular rehab, Dry-Needling, and dementia interventions such as Cognitive Skills Therapy and Skills2Care. While remaining committed to quality, our teams are also focused on maximizing PDPM coding and advocating for higher third-party reimbursement.

## Psychiatry

CareLink's Psychiatry Program provides comprehensive psychiatric care to older adults and adults with disabilities. Launched in 2020, the tele-psychiatry pilot program offers services for adults with disabilities in group homes, as well as consultative services for individuals in long-term care and assisted living communities. This service, provided in partnership with community medical directors, aims to support the mental health and wellness of those in congregate care settings. In November 2023, CareLink obtained Behavioral Health Organization status and is currently developing a behavioral health program with expanded services.

## Mobile Podiatry

CareLink's Mobile Podiatry program was established to provide on-site services for older adults experiencing health issues related to foot problems and foot pain. CareLink's Mobile Podiatry Team of licensed podiatrists provides comprehensive podiatry evaluations, evidence-based practices and treatment, and convenient on-site services at assisted living communities and in long-term care facilities. In 2023, CareLink podiatry served 770 patients resulting in 2563 visits.

## Group Purchasing

CareLink's members benefit from the group purchasing model by maximizing their collective purchasing power. They can count on support for vendor concerns and contracting. CareLink makes it a priority to renegotiate existing member contracts to drive down costs and improve terms and conditions so that members can focus on providing the highest quality of care to their clients. In 2023, CareLink Group Purchasing realized over a three-million-dollar savings to its members.



## Business Associate Partners

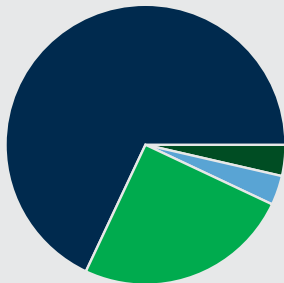


2023

## Mobile Services

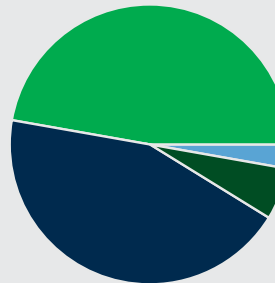


### Total Number of Unique Patients



DENTAL	<b>2,033</b>
PODIATRY	<b>770</b>
AUDIOLOGY	<b>99</b>
PSYCHIATRY	<b>88</b>

### Total Number of Visits



DENTAL	<b>2,377</b>
PODIATRY	<b>2,563</b>
AUDIO	<b>167</b>
PSYCHIATRY	<b>265</b>

2023

## Brain Health and Cognitive Therapy



**17**

COGNITIVE STIMULATION THERAPY GROUPS



**257**

CLIENTS SERVED

2023

## Wellness Services



**31**

WELLNESS PROGRAMS



**216**

OLDER ADULTS SERVED

## A message from CareLink's Board President

Since 1997, the CareLink Network has proven over and over that when we work together, we make a significant difference in the lives of those most in need in our community. Our continuum of care allows us the opportunity to provide high-quality comprehensive care at the right time and the right place. Our diverse network of non-profit organizations is known throughout the state as the place of choice to find care for older adults and adults with disabilities. We continue to be inspired by the hard work and resilience of our partners, the gratefulness of the clients we serve, and the generosity of our supporters.

This annual report provides highlights of our 2023 accomplishments, many of which you helped us achieve. In the upcoming year, we look forward to the future, reaffirmed by our work, knowing that as we encounter new challenges, we will continue to adapt and stay true to our mission to improve the lives of the individuals we serve. We will engage in strategic partnerships, utilizing our experience and innovative programming to meet the needs of the communities we serve. On behalf of the board of directors, we thank you for your partnership, support, and service.



**Matt Trimble,**  
Board President

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