In 2019, Duncaster celebrated its 35th Anniversary. Ever evolving, growing and committed to finding more efficient and effective ways to meet the needs and expectations of our residents and staff, we have much to be proud of. Our accomplishments were directly related to providing outstanding customer service, sustaining high resident and employee satisfaction and maintaining a strong and committed work force.

We are pleased to report that 2019 was marked by strong occupancy, positive financial performance, a successful CARF survey, positive resident engagement surveys and overall organizational change. Duncaster maintained its position as the preeminent provider of high-quality senior health and wellness services. The Caleb Hitchcock Health Center had another positive survey from the Department of Public Health and maintained its 5-star rating from the Center for Medicare and Medicaid Services. Dr. Collins-Fletcher, a Hartford HealthCare board-certified geriatrician, was appointed Medical Director of Caleb Hitchcock Health Center; Ami Desai was named Vice President-Health Services/Administrator, and Michelle Allison was promoted to the position of Director of Clinical Services.

Leadership was prepared for sweeping changes in the new Medicare payment system and we reintroduced pharmacy coverage, increasing quality of care to our residents, decreasing hospitalization and monitoring unnecessary medication utilization. Caleb Hitchcock continued to be an important teaching resource to many local universities and colleges. Enhanced wellness offerings campus-wide resulted in increased resident participation in classes. In addition, we partnered with Vitalize 360, a resident wellness platform that uses health coaching and assessment information to promote optimal wellness for successful aging, and contracted with Virtu-Sense, a technology that uses artificial intelligence and data analytics to quickly and objectively assess and predict a person’s fall risk.

With an increased focus on innovation and collaboration, we explored and engaged in several partnerships including Hartford HealthCare’s Center for Education, Simulation and Innovation and Integrated Care Network. Further, we joined Novare, a nationwide nonprofit consortium of 19 high-quality life plan communities, and we began to see tangible benefits of our membership in prestigious risk-retention group Caring Communities and Ziegler Link-Age Technology Fund.

In closing, we ended the year focusing on our future as we engaged in a new Strategic Planning process designed to create a road map to ensure Duncaster’s continued success. We expect 2020 to be a pivotal year for Duncaster with the development of a new Strategic Plan, which will guide the Board and Management Team, ensuring that Duncaster is well positioned for continued success in a rapidly changing, competitive and dynamic environment.

Sincerely,
Daniel C. Tracy & Michael A. O'Brien