

# Excellence

McLean doesn't just say we're good—we constantly measure quality data and patient satisfaction...

McLean Post Acute Unit is ranked number one among peer not-for-profit facilities in CT. Ninety-eight percent of these patients reported they are "likely to recommend McLean." This is significantly higher than the national average of 82.7%.

*McLean earned its reputation as being "the best."*

McLean Visiting Nurses & Home Care is ranked #1 among area VNAs for keeping patients at home and not having unexpected re-hospitalizations after an illness.

*Our nurse was terrific, professional, prompt, courteous, caring and attentive. We couldn't have asked for better service.*

McLean Outpatient therapy clients give McLean excellent grades (94% gave perfect scores) for the degree to which the service met and exceeded their expectations. One hundred percent of the Healthy Living clients poled think the program is meeting or exceeding their goals to be fit and to have confidence in performing everyday tasks.

*McLean's Healthy Living Program does not compare to other programs. It is unique. I do not feel self-conscious. I feel safe. I am making progress to becoming stronger and healthier without prescription medications.*

McLean Day Center received another perfect score with commendation on its state certification survey.

McLean Village resident surveys tell us they live at McLean because of concerns about future medical needs; McLean's reputation for excellent care; the rental units with no large upfront fee; freedom from worries about maintenance of a home; and opportunities to join lots of programs, to volunteer or to just do their own thing.



**Call us when you need help—don't assume we are full**

Call us early when planning your surgery or thinking about the future for yourself or a family member. We can provide services in most cases to meet immediate needs and will help you with long term solutions. Together, we can maximize your independence at home or on McLean's campus.

## McLean's Continuum of Services

*recognized as one of the best in healthcare and elder living because of exceptional quality and patient satisfaction*

### Serving those in the community:

Healthy Living Wellness Program with the warm water pool and joint sensitive equipment

Rehab in the Post Acute Center, at the Outpatient Clinic or in you own home—physical, occupational and speech therapy—

- Drivers Rehab
- Balance and Fall Prevention
- Low Vision Therapy & Sorenson Adaptive Technology Services

McLean VNA Home Care with companions, aides, skilled nurses and therapists to help you recover or to help you stay in your home

Hospice & Palliative Care  
Meals-on-Wheels  
Adult Day Care

- Or choose to **live on the campus** with priority access to all services:
- independently in the **McLean Village**
  - with **Assisted Living** services in the **Robinson**
  - in a **skilled nursing neighborhood**

## McLean

a continuum for healthy aging  
[www.McLeanCare.org](http://www.McLeanCare.org)

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# McLean

a continuum for healthy aging



- Excellence
- Personalized Services
- Engagement & Spirit



# Personalized Service

McLean partners with you to maximize your independence and dignity in your own home, in the community, or on McLean's campus...

McLean is a leader in the person centered initiative at the state and federal level. This movement originated in long term care nursing homes, but McLean is expanding this philosophy to all of our services. What makes this work is our unique partnership with our clients, residents and their family members.

McLean's continuum offers the perfect way to meet every person's and family's unique needs whether it is:

- a wonderful place to live, exercise and volunteer for active elders
- a short stay for rehabilitation after surgery or an illness
- a safe home for your frail mother
- a stimulating place for your husband who has early dementia, while you work
- an assessment to determine if and how your dad can drive safely
- the security of a continuum for the future
- or a plan for end-of-life care in Hospice

McLean can help. And the plan for you will not be just like that of your friend's. Our staff listens and partners with you to make every experience the best it can be.

McLean's continuum gives me a very secure feeling. First I lived in The Village, then I moved to The Robinson. Adding the new assisted living to the neighborhoods proves this even more.

Dear Hospice Team— words cannot express how blessed we have been to have you as part of our life... I can not thank you enough for taking such good care of my mom and me.



# Engagement & Spirit

People often say "it just feels different at McLean"...

It's the atmosphere of engagement where staff works in concert with clients and their families to meet individual needs and fulfill wishes and dreams. The result is a warm and caring community that fosters the positive spirit of our staff and volunteers.

They believe in their work whether giving a patient rehab after an injury or making an elder smile while cleaning his room, volunteering to deliver Meals-on-Wheels, or work in the gift shop. Many employees and volunteers have been with McLean for decades. Auxiliary Board and gift shop volunteers are often retirees.

*My wife and I have both been to McLean for Outpatient Therapy so I requested to go to McLean Post Acute after a quad bypass. Then I had McLean Home Care. The nurse and therapist always come with a big smiles and positive attitude that helps me feel better and try harder. McLean is always a good experience.*

McLean encourages teams from different departments and volunteers and engages them to truly think of each patient as an individual. **This empowers every staff member to do what they love—to have connections with the clients.**

Keep up the same professionalism, cheerfulness and courtesy. I loved coming to the Outpatient Therapy Clinic three days a week.



This is to let you know how much my wife and I appreciate the Day Center and Home Health aides...they have consistently expressed a caring and upbeat spirit.

