

## KANSAS CITY HEALTHCARE PROFILES



## THE PIPER CHANGES THE MODEL OF SENIOR CARE

It's a person-centered Household Model.

Chief Executive Officer Steve Shields led the way on developing The Piper and its groundbreaking Household Model of care with memories of his own loved ones' experiences with skilled nursing care still fresh in his mind.

"Nobody wants to break a hip," he observes. "But if you do, you're not afraid of the broken hip. You're afraid of being lost in the healthcare system, of being told when to wake up, what to do, or being told you can't do something. That's unpalatable. So, we set out to change the care system."

Today, The Piper's innovative, person-centered Household Model has become the senior lifestyle gold standard not only in Kansas City, but also in senior care communities across the United States.

### THE PIPER'S PERSON-CENTERED DIFFERENCE

Unlike a move into traditional assisted living—which might require an elder to adjust routines to the community's schedule—moving into a household at The Piper is designed to feel like just a change of address.

"Residents have what they've had all their lives: a doorbell, a kitchen, a living area. They have the privacy of their own home," Shields says. "We feel that people shouldn't have to live in public."

At The Piper, seniors receive tailored, non-intrusive assistance to the degree they need and at the pace they direct. Friendly providers get to know the residents on a personal level and are trained to empathetically respect their wishes.

Helping seniors maintain that same quality of life to which they've been

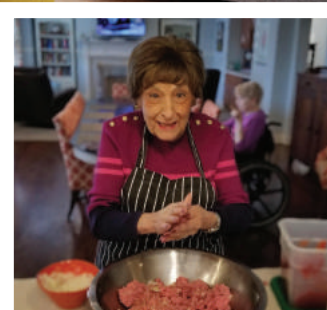
accustomed can make a big difference in their emotional, mental, and spiritual health. Sometimes, the effects are astounding—even for elders with age-related memory loss.

"We've seen that when you take people out of institutional environments and put them in something more familiar, they come back," Shields adds.

Each resident at The Piper has his or her own private apartment. The shared households offer open, inviting living rooms, dining rooms, and sunrooms where neighbors can get to know each other and engage in their favorite activities. Home-cooked meals are prepared and served right there in the household kitchen. Residents have the freedom to decide what they want to eat and when to enjoy their meals.

"Instead of smelling disinfectant, you smell bacon. Instead of hearing trays of food being rolled down a hallway, you hear the clacking of silverware," Shields notes. The familiar smells of food, plenty of natural sunlight, and beautifully decorated common areas help residents feel comfortable and at home. You won't find traditional med carts or scrub uniforms at The Piper either. Rather, medications are administered privately in a resident's apartment and caregivers are dressed in business casual attire.

As a resident's needs inevitably change, The Piper can provide him or her with additional assistance, adjusting the level of care without causing tremendous upheaval in that person's life. The Piper offers assisted living, memory support, and physician-directed nursing, an alternative to nursing home care, so residents can comfortably age in place.



"The remarkable thing about the care we provide is that it's not remarkable. It's simply helping residents to live the way they've always lived."

—STEVE SHIELDS, CEO



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