October Health Care Presentation
October 26, 2026
Presentation Summary

The October Health Care Committee Conversation focused on several areas designed to strengthen resident support, improve access to services, and help residents better understand and navigate Broadmead's continuum of care.

Transportation – presented by Stacey Young

The process for Broadmead residents returning from the hospital after regular transportation hours was clarified. Residents, family members, or hospital representatives should call Broadmead's main number at 410-527-1900. Reception or Campus Safety will then contact the Transportation Manager, or designee, to coordinate available transportation, which may include Freedom Car, Uber, Jimmy's Cab, or Broadmead drivers. The Transportation team is also evaluating opportunities to extend transportation availability and enhance support for medical appointments.

Community Services and Reception Desk – presented by Stacey Young

Broadmead is recruiting a Community Services Manager who will provide oversight and coordination for the Reception Desk, Connection Coordinator, scheduling, and audiovisual support. Resident feedback is guiding several process improvements, including improving forms and check-in availability at both reception desks and reviewing the resident package delivery experience.

Broadmead's Full Continuum of Care – presented by John Ottena

Residents are encouraged to become familiar with Broadmead's higher levels of care before a health crisis occurs. Tours of the licensed care neighborhoods will be offered soon. Familiarity with assisted living and long-term care neighborhoods can reduce anxiety when a transition is eventually needed. Tours also allow residents to see the environment firsthand, reconnect with neighbors, meet team members, identify volunteer opportunities, review amenities, and remain active participants in planning for future care.

A central message is that moving to a different level of care does not mean leaving the Broadmead community. Familiar relationships, activities, and connections can continue across the continuum.

Social Work Support – Presented by Jenn Marcuri and Jenny Bell

Broadmead's social workers provide support to residents, and families, across a wide range of needs, including grief, emotional concerns, adjustment to illness, memory changes, home safety, family communication, advance directives, and future care planning. They can also connect residents with counseling, support groups, and other community resources.

Teresa Geroulo, Community Social Worker, supports Independent Living residents, while Jenny Bell, Neighborhood Social Worker, supports residents living in Broadmead's licensed care neighborhoods. Teresa Geroulo also provides continuity during hospitalization, for 30 days following hospital discharge, and during the first 30 days following a transition to a higher level of care. Residents are encouraged to reach out before a situation becomes a crisis.

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