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Scott Stevenson

Phoebe Ministries President discusses recent growth and staffing issues amid challenging times

Stacy Wescoe (https://lvb.com/author/swescoe/) // April 24, 2023

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ıistries%20President%20discusses%20recent%20growth%20and%20staffing%20issues%20amid%20challenging%20times)

times&body=In a recent interview with Lehigh Valley Business, Phoebe Ministries CEO, Scott Stevenson discussed the organization's newest services and how the not-for-profit is coping with staffing and reimbursement issues. LVB:... You can read the content in details following link https%3A%2F%2Flvb.com%2Fa-conversation-with-scott-stevenson-president-and-ceo-of-phoebe-ministries%2F)

In a recent interview with Lehigh Valley Business, Phoebe Ministries CEO, Scott Stevenson discussed the organization's newest services and how the not-for-profit is coping with staffing and reimbursement issues.

LVB: Phoebe Ministries is a very large organization. What kind of services do you offer?

Stevenson: Phoebe Ministries is a not-for-profit, multi-facility organization specializing in healthcare, housing, and support services for seniors. We were founded in 1903 and are affiliated with the United Church of Christ. This year we're celebrating 120 years of service.

Phoebe Allentown, located in West Allentown, is one of our four continuing care retirement communities (CCRC) serving Eastern Pennsylvania. We also have eight affordable housing locations, a large pharmacy with three locations, and Pathstones by Phoebe, a continuing care at-home program.

Later this summer, we'll open our newest location, Chestnut Ridge at Rodale, a 60+ senior living community currently under construction in Emmaus. This wellness-focused independent living community has two buildings with 126 apartments. We recently acquired 254 acres in Berks County for future development.

Additionally, we host the Phoebe Institute on Aging (PIA) annual conference, part of a forward-focused educational forum initiated in 2001. This year's conference, "We Rise Together: Seniors Rebound with Resilience and Hope," will be held on April 27th at DeSales University. We offer this top-notch educational experience to the community at little to no cost.

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LVB: Tell me about the continuum of care you offer?

Stevenson: Each of our CCRCs offers a full continuum of person-centered care, including independent living, rehabilitation, personal care, skilled nursing, and memory support. Our continuing care at-home program, Pathstones, combines key features of living in a continuing care retirement community, long-term care insurance, and care management, delivered directly to seniors in their home.

Throughout our history, Phoebe has been forward-thinking in our senior care services. Our dedicated employees, tradition of excellence, and passion for caring keep us at the forefront of care for senior adults and their family members.

LVB: Phoebe has been a leader in research on Alzheimers and dementia. How is that going?

enson: Phoebe continues to be a leader in care for seniors who have dementia. We take pride in our award-winning proprietary services like Neurocognitive Engagement Therapy (NET), an approach to therapy designed specifically for residents with dementia, and Spirit Alive, an innovative pastoral care program developed for seniors with mid-to-late-stage dementia. Both methods draw on each person's life story so we can tailor their experiences to personal interests, preferences, and abilities.

This approach of person-centered engagement and care permeates the mindset of all our Phoebe employees, ensuring that the overall environment and culture includes individualized, creative, responsive care, and leisure activities for everyone who calls Phoebe home.

LVB: Many personal care facilities have been struggling with staffing and reimbursement issues. How is the industry as a whole coping?

Stevenson: I can't speak for the industry as a whole. I can say that when I meet with my counterparts from other organizations, we all see staffing and reimbursement issues as the most significant challenge we face. This challenge isn't just impacting personal care/assisted living. It's also affecting skilled nursing and other components of daily operations. At Phoebe, we are successfully recruiting excellent workers through creative educational partnerships and training programs, among other initiatives.

Unfortunately, in the last 12 to 18 months, the news has reported a new resurgence in affiliations and acquisitions in senior care organizations. Thankfully, with God's blessing, our truly amazing employees, and our financial approach, Phoebe has been able to increase our balance sheet strength which helps us weather challenging times.

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