

Informational Meeting of the House Human Services Committee  
*The Delivery of Quality Home Care Services Under Community HealthChoices*

**Written Remarks Presented by Stuart Race, CEO**

**Red Lion Home Care**

April 8, 2024

Ladies and Gentlemen of the committee, thank you for having us today.

The proportion of Pennsylvania's population that is 60 and older is growing more rapidly than other components of the population. The U.S. Census Bureau estimates that 27.5 percent of Pennsylvania's population will be 60 and older by the year 2030. If the current percentages hold that means that, at that time, CHC can expect approximately 500,000 Participants. Given those numbers, it may not be overstating to suggest that Home Care is the single most important industry in Pennsylvania, today, and in the foreseeable future.

Why is Home Care so important? Well, beyond the sheer numbers in need, it is an incontrovertible fact that aging in place creates gigantically better outcomes and is monumentally less expensive than institutional care.

But why is Home Care REALLY so important? It's because the people we are taking care of are our uncles, our sisters, our grandfathers, and our moms. And for that reason, the single biggest issue in the single most important industry is the QUALITY OF CARE that we are providing to these very important people.

As it stands right now, I can tell you, as a participant who has boots on the ground in the industry, who participates in the actual hands-on care of those very important people, we are doing pretty well.

And we're doing pretty well because the vast preponderance of Caregivers are showing up to work. I know this because I get so few calls from Patients asking why their Caregiver didn't show up. And when I do get such a call, and I send a substitute Caregiver, that person almost always shows up, as well. I know that the substitute shows up because I get virtually NO calls asking why the sub didn't show. So I can firmly state that the vast VAST preponderance of shifts ARE being serviced.

I can also tell you that the vast preponderance of Caregivers are not only showing up but they are doing their jobs, properly. I know this because I get so few calls from patients complaining about their Caregiver's work performance. But we can always do better.

I think the best way for that is for all of the players, the Agencies, the MCO's, and the government to work together, and never to take our eyes off of the fact that it's people – human beings – for whom we are caring AND it's people – generally, good hard-working people – who are in the trenches providing the care.

Ladies and gentlemen:

Thank you for your time today.

Should you have any questions, I will be happy to do my best to answer them.