

R3: *Right Care, Right Place, Right Time*
Effectively Integrating Senior Care and Housing

Integrating Healthcare and Housing: Insights from a Place-Based Model of Care

LeadingAge of Massachusetts Annual Conference
June 10, 2026

The Power to Redefine Aging.



HARVARD MEDICAL SCHOOL
AFFILIATE

R3 *Right Care, Right Place, Right Time* Effectively Integrating Senior Care and Housing



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&
Program
Development



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Community
of Practice
Manager



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Program
Director

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A Place-Based Services Model of Proactive Healthcare in Affordable Senior Housing

- Explore how providers can leverage the “power of proximity” in independent living and community settings to help older adults access supports and services.
- Gain an understanding of the principles, approaches, and learnings of the R3 model, and how they can be applied to other senior care settings.
- Consider ways to expand beyond traditional care management services and promote a more empowered approach focused on individual health activation.



R3 *Right Care, Right Place, Right Time* Effectively Integrating Senior Care and Housing



We embed **Wellness Teams** into affordable senior housing to provide adults aged 62+ with proactive case management and health promotion services.

Our Aims:

- improve health outcomes
- reduce unnecessary healthcare utilization
- empower older adults to optimize quality of life

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R3 Wellness Teams



**Wellness
Coordinators**



**Nurse Care
Managers**



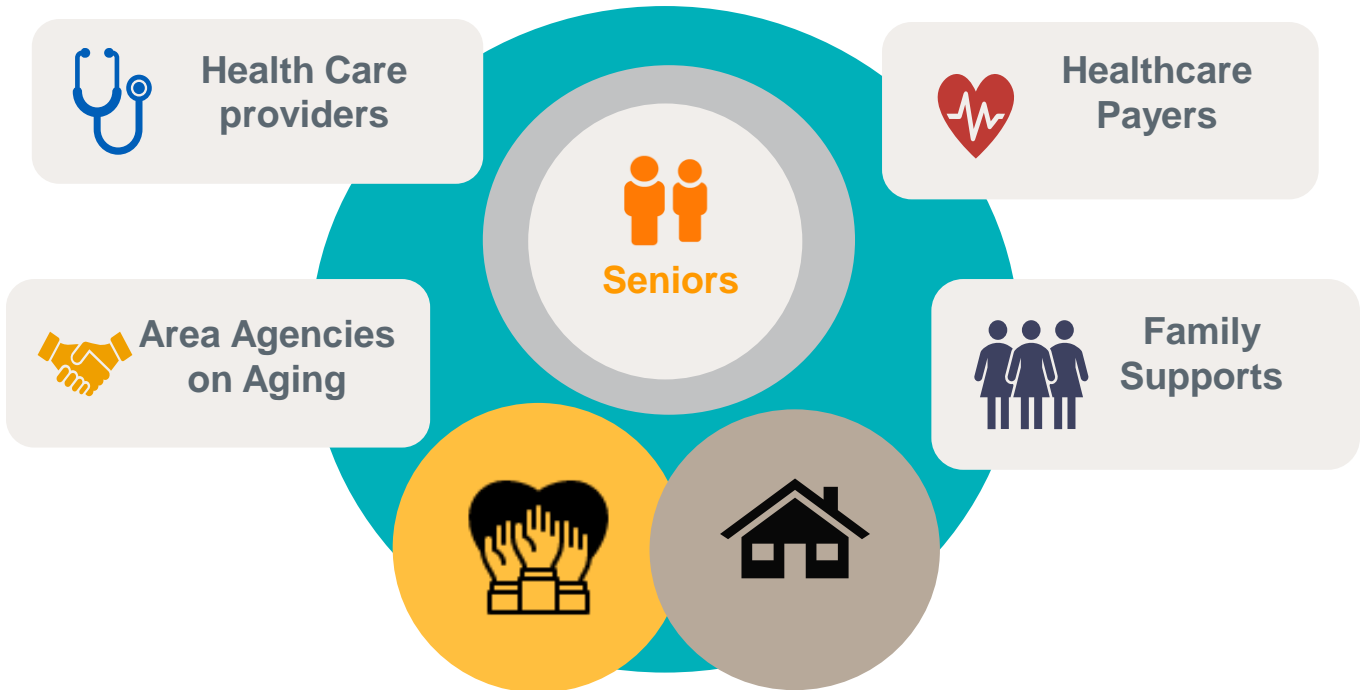
**Fitness
Specialists**

We team up with older adults to **help them access services and supports and resources.**



We employ a personalized, proactive and risk-focused approach **to promote better health and QoL.**


We are a Place Based Service:
bridging the gaps with an “Eyes On” approach




R3 Wellness Team + Housing Operators

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Connection to Comprehensive Services & Supports



**The Fresh Pond Apartments
Healthy Aging Program**
Free services for residents who are age 62 and older


**ONE ON ONE
CONVERSATIONS**
We want to get to know you and learn what matters to you.

**BENEFITS
ASSISTANCE**
We want to help you find resources to make life easier.

**FITNESS
OFFERINGS**
We host group classes, supervised exercise, and personal training.



**HEALTH & WELLNESS
EDUCATION**
We host programs to help you be your healthiest self.

**ONGOING
CHECK-INS**
We want to hear how things are going for you.

**NURSE OFFICE HOURS &
BLOOD PRESSURE CLINICS**
Our on-site nurse offers direction related to health services.



Help with health insurance

Podiatry

Contacting doctors

Audiology

Visiting nurse services

Vaccines

Transportation

Post hospital support

Advance directives

In-home care

Healthcare proxy

Physical therapy

Fall prevention

Speech therapy

Food stamps

Occupational therapy

Getting connected to Somerville Cambridge

Medication management & delivery

Elder Services for help with the following:

Manage chronic health conditions

- Laundry
- Groceries
- Cleaning
- Help with Bathing

Medically tailored meals

Overview of the Health Policy Commission Demonstration Project 2017 – 2020

400 older adults participated in a demonstration to improve quality of life and reduce unnecessary health care utilization from **2017-2020**

Demonstration participants lived in **7 affordable housing communities** run by operators in Brookline, Milton and Randolph

UMass Boston researchers **analyzed (pre and post) intervention data**, including comparison groups and quantitative and qualitative inputs



Quantitative Outcomes

*Statistically significant differences

Measure	R3 Intervention Sites	Comparison Sites
Total Hospital Admit Stays Per Beneficiary	25% decline*	29% increase*
30 Day Hospital Readmit Rate per Beneficiary	22% decline*	54 % increase*
Sum of Hospital Admission Payments	22% decline*	33% increase*
Hospital Admission Rate per Beneficiary	16% decline*	6% increase*
Average Length of Hospital Stay (Days)	12% decline*	20% increase*
Emergency Department Admission Payments	12% decline*	4% decline
Emergency Department Admission Rate	6% decline*	13% increase*

Notes: Measures reflect differences pre and post intervention period

Source: Quality Improvement Organization Medicare Claims Data Comparative Analysis. LeadingAge LTSS Center at UMass Boston.

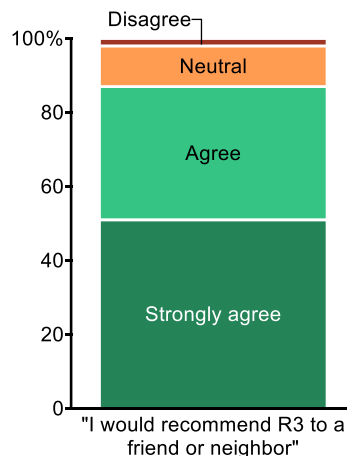
Qualitative Outcomes

Top Five Benefits

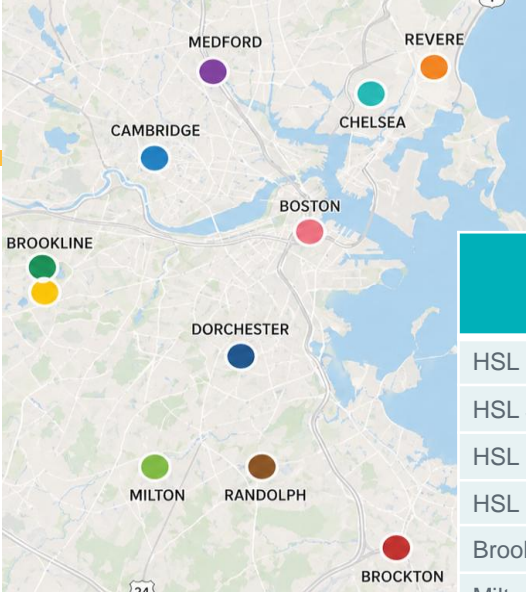
Participants were **highly satisfied** with the R3 demonstration

- *Feeling safer knowing someone is available to answer questions*
- *Helping learn about resources*
- *Feeling more secure knowing someone is keeping an eye on me*
- *Helping get the services and care I need*
- *Having a better sense of well-being*

Participant Satisfaction
(n=114)



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R3 Site	Location	Residents Served
HSL Center Communities of Brookline (4 bldgs)	Brookline	571
HSL Jack Satter House	Revere	280
HSL Leyland Community	Dorchester	50
HSL Simon C. Fireman Community	Randolph	225
Brookline Housing Authority (4 bldgs)	Brookline	400
Milton Residences for the Elderly (2 bldgs)	Milton	100
Schochet Property's Fresh Pond Apartments	Cambridge	235
Schochet Property's Hamilton Wade Douglas Apartments	Brockton	304
Schochet Property's Riverside Towers	Medford	240
Schochet Property's The Stearns	Boston	140
Related Affordable's The Greenhouse	Chelsea	117

By The Numbers

- 18 Buildings
- 10 Municipalities
- 2,600 Residents can opt in
- 52 Team Members and growing

Foundational Principles



Impact Stories

Impact Story

**Proactive
Health
Management**

**Health &
Wellbeing
Partners**



Impact Story

**Whole Team
Approach**

**Know Your
Residents**



Impact Story

Community
Vibrancy



Practices to Consider

What You Can Do

Take a personalized, proactive approach

- ✓ **Create a “navigation” role** - focused on proactive connection
- ✓ Commit to **deliberate relationship building**
- ✓ Establish routine resident **“check in conversations”**
- ✓ Create an **individualized plan of action**
- ✓ Form a **cross functional team** to support residents holistically
- ✓ Create a pathway for **team members to report concerns**
- ✓ Apply a **culturally sensitive lens to all the work**

What You Can Do

Employ a population health lens

- ✓ **Capture a full picture of the community's unique priorities:** prevalent health challenges and barriers
- ✓ **Choose key data points to collect, track,** and focus efforts
- ✓ Bring in **services / programs based on population priorities**
- ✓ Develop **partnerships with local service providers**
- ✓ Activate residents through **thematic health programming**

What You Can Do

Employ a population health lens

- ✓ **Capture a full picture of the community's unique priorities:** prevalent health challenges and barriers

Condition	Percentage of Residents Served with Condition
Hypertension	19.80%
Arthritis	14.20%
High Cholesterol	13.70%
Diabetes	10.30%
Depression	7.10%
Chronic Pain	7.00%
Anxiety Disorder	6.30%
Back/Spine Problems	5.80%
Cataracts	5.30%

What You Can Do

Employ a population health lens

- ✓ **Choose key data points to collect, track,** and focus efforts
 - ER Visits / Hospitalizations
 - Residents with a PCP / seen PCP in the last year
 - Residents with a designated Health Care Proxy
 - Resident Emergency Contact

What You Can Do

Employ a population health lens

- ✓ Bring in **services / programs based on population priorities**
- ✓ Develop **partnerships with local service providers**
 - Mobile Eye Clinics
 - Audiologists
 - Podiatrists
 - Visiting Nurse Association
 - Private Home Care
 - Outpatient Therapies
 - Mental Health Supports
 - Expressive Therapies
 - Local DPH
 - Aging Service Access Point
 - PACE Programs
 - Local PCPs
 - Pharmacies

What You Can Do

Employ a population health lens

- ✓ Engage residents through **thematic health programming** focused not just on education, but on health *activation*



JAN Positive Mindset & And Intro to Brain Health Pillars

FEB Health Benefits of Kindness & Social Connection

MAR The Power of Sleep for Brain Health & Resiliency

APR Connecting with Nature & The M.I.N.D. Diet

MAY Caring for Our Mind & Positive Mindset

JUNE Why Exercise Matters for Brain Health

JULY The Eye-Brain Connection & Healthy Vision

AUG The Power of Rest / 7 Types of Rest

SEPT Understanding & Preventing Dementia

OCT Practicing Mindfulness for Emotional Health

NOV Food is Medicine | The Powerful Impact of Food

What You Can Do

Promote peer learning & fellowship





Regular Forums for Sharing

Lunch & Learn
MONTHLY

Community of Practice
QUARTERLY

Health Program Planning
MONTHLY

**2Life & HSL
Mental Health CoP**
QUARTERLY

Nurses Meeting
MONTHLY

Recreational Programming
QUARTERLY

Fitness Meeting
QUARTERLY

Communication Platforms to Promote Easy Connection

Newsletter

February 2026

R3:

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Your Heart, Your Health, Your Hands

February is the perfect time to focus on matters of the heart—and we mean that literally. While heart disease becomes more common as we age, here's the empowering truth: 80-90% of heart disease is preventable. Keeping your heart healthy is truly in your hands.

Here are a few fascinating facts about the heart:

- The human heart is a self-governed muscle about the size of a fist
- The heart beats over 100,000 times a day pumping roughly 2,000 gallons of blood
- The heart beats more than 2.5 billion times over an average lifetime
- The body contains over 60,000 miles of blood vessels, which could circle the earth twice

Upcoming Events

Below is a list of upcoming events for R3 Team Members

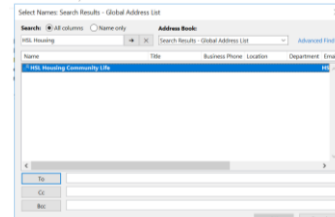
R3 Health Programming Theme CoP
 Wednesday, Feb 4th @ 11:00am via Zoom
 Host: Rebecca Donato, Angela Labonte, Kate Ulman

R3 Nursing Meeting
 Wednesday, Feb 4th @ 1:00pm via Zoom
 Host: Anya Gorodetskaya

Lunch & Learn
 Wednesday, Feb 11th @ 12:00pm via Zoom
 Topic: TBD

R3 Health Programming Theme CoP
 Wednesday, Feb 26th @ 11:00am via Zoom
 Host: Rebecca Donato, Angela Labonte, Kate Ulman

ListServe



Team Member List

North Shore Region:		
HSL's Jack Satter House, Revere - 283 Residents		
Name	Title	Site(s)
Carin Silverfield	Executive Director	JSH
Rose Shapiro	Director of Resident Services	JSH & Riverside Towers
Ana Maria Valaquez	Wellness Coordinator	JSH
Jill Leach	Resident Services Coordinator	JSH
Jean Ford	Programming and Admin Coord.	JSH
Lauren Lee	Nurse Care Manager	JSH & Riverside Towers
Marna Turin	Wellness Coordinator	JSH
Tabor Weintrup	Fitness Specialist	JSH
Schochet Property's Riverside Towers, Medford - 248 Residents		
Adam Thorburn	Wellness Coordinator	Riverside Towers
Bruce Cohen	Fitness Specialist	Riverside Towers
Phoebie Shigley*	Resident Services Coordinator	Riverside Towers
*Schochet Properties Employee		
Brookline Region:		
HSL's Center Communities of Brookline: Danesh, Cohen, Goldman, 108 - 521 Residents		
Name	Title	Site(s)
James Brown	Executive Director	CCB & Brookline Housing Auth.
Jill MacDonald	Associate Executive Director	CCB & Brookline Housing Auth.
Alexandra Nechiger	Social Worker	CCB Cohen
Andrea Flint	Assistant Dir., Social Services	CCB Danesh
Anna Chapurda	Programming Coordinator	CCB
Dorothy Huberton	Nurse Care Manager	CCB
Gale Doane	Resident Services Coordinator	CCB Goldman
Hilary Tolan	Resident Services Coordinator	CCB JSH Centre
Marna Polyakov	Resident Services Coordinator	CCB Cohen
Barbel Robbins	Social Worker	CCB Goldman
Molly Rose	Resident Services Coordinator	CCB Danesh
Tammy Sadok	Director of Social Services	CCB Danesh
Tulia Fain	Fitness Specialist	CCB

Peer Fellowship

R3 Community of Practice



What You Can Do

Promote peer learning & fellowship

- ✓ **Form and sustain a team member “Community of Practice”**
 - Internal organizational opportunities
 - Create teams with an organizational-wide mission
 - Lunch & Learns
 - Team Member Town Halls
 - Wellbeing Initiatives for Team Members

What You Can Do

Promote peer learning & fellowship

- ✓ **Connect to an existing Community of Practice**
 - External connection opportunities



What You Can Do

Take a personalized, proactive approach

Employ a population health lens

Promote peer learning & fellowship

Q&A

