Seeing the Health Care Future

As a young boy some 47 years ago, Paul Liistro swept up construction debris as Manchester Manor at 385 West Center Street in Manchester was built by his family. Since 1984 Paul has served as Manchester Manor's Chief Executive Officer. Today the health care and retirement community business he runs also includes Vernon Manor and the Arbors of Hop Brook, the area's only continuing care retirement community. Through nearly five decades, Paul has built a vast knowledge of the health care industry and the people his care centers serve.

"For people concerned about living out their lives independently at home, an apartment at the Arbors is a great option," Paul says. "You move only once. If you eventually need assisted living services or nursing home care, you can stay at the Arbors. Plus, we keep our residents as active and busy as they want to be with all sorts of activities. I compare life at the Arbors to living on a land-locked cruise ship."

But Paul's concerns and knowledge extends far beyond the three facilities he runs. He also focuses on the future of the health care industry. Paul sees his industry going through a paradigm shift unlike anything it's ever seen. He believes dramatic changes in technology and costs will bring an end to traditional, small operations like the single physician office, the small nursing home, and the small hospital unless they change. Specifically, he believes specialization, coordination of care, and a "person-centered" focus will dominate. He should know. Paul's been among the most active and well-connected executives in his business sector.

Currently he serves as president of the Connecticut Association of Health Care Facilities, the Connecticut affiliate of the national nursing home trade association, the American Health Care Association. He's on the Board of Governors of that national, Washington, D.C.-based association. Paul sits on the board of Qualidigm, a federally mandated Rocky Hill-based quality improvement organization in the health care industry. He also credits ECHN's Business Alliance for Community Health (BACH) with advancing his knowledge of and connections within the health care industry.

"BACH is bringing new information to the business community all the time," Paul says. He cites the February 2013 BACH presentation on Medicare by U.S. Representative Joe Courtney. He also mentions the BACH tour last June to view Manchester Memorial Hospital's $2 million da Vinci surgical robot.

"BACH is constantly demonstrating the prowess of the hospital under ECHN's leadership," Paul says. "It's encouraging, inspirational and important for us to have a close relationship with our acute care providers. We work well with them. We listen to them. We've been pleased that we've had good direction from the hospitals for years. It's great to be a part of the health care community with ECHN at the helm."