

Element Care PACE Appoints New COO and CGRO to Drive Next Phase of Growth

Lynn, MA – August 19, 2025 – Element Care, a leading Program of All-Inclusive Care for the Elderly (PACE) and managed care provider for Senior Care Options (SCO), is pleased to announce the appointment of Calay Ip, as the organization's new Chief Operating Officer (COO). Calay is a highly accomplished and results-oriented healthcare executive with over 20 years of leadership experience driving strategic implementation, optimizing program design, and enhancing financial performance within complex healthcare organizations, with prior experience in Massachusetts' PACE and SCO programs.

Calay is an expert in scaling operations for financial improvement and operational growth in senior care programs. With her deep knowledge of PACE and SCO programs, she will implement strategic growth initiatives, optimize program operations, and enhance business performance for meaningful outcomes at Element Care. Her extensive expertise includes key leadership roles at Point32 Health, and Mass General Brigham Health Plan, where she established herself as an industry leader in healthcare innovation and operational excellence. Calay holds a Master's in Business Administration (MBA) from Boston University Graduate School of Management with a specialization in Health Sector Management. She worked previously as the Vice President of Senior Care Programs at Neighbor Health in East Boston.

"In my over two decades of leadership experience across healthcare segments including PACE, SCO, and Medicaid, I've found my niche in optimizing operational scalability and leading senior care programs through phases of rapid growth," said Calay Ip, COO at Element Care. "I'm honored to join Element Care and make an impact alongside a dedicated team that pushes forward the company's vision of compassionate, affordable, coordinated care for seniors."

"We're excited to welcome Calay as our new COO, a leader with a proven track record of executing scalable operations and driving high performance initiatives. With Calay's dedication to optimizing operations within senior care programs, we are confident that she will continue to grow our unique care model for seniors in Massachusetts," said Douglas Thompson, CEO at Element Care.

The appointment comes as Mary Ellen Dugan, former COO, takes on a new role as Chief Government Relations Officer (CGRO). In this role, Mary Ellen will lead the company's efforts in building and maintaining strong relationships with federal, state, and local government officials and regulators, serving as a key advocate in Element Care's mission. Mary Ellen has over 25 years of leadership experience within the healthcare sector, focusing her career on serving marginalized populations in government funded settings. She has spearheaded multi-year major capital expansion projects, including the successful development of three PACE centers and the relocation of Element Care's corporate headquarters.

"Throughout my career, I've been committed to improving care for vulnerable and underserved populations, and my time at Element Care has only deepened that commitment," said Mary Ellen Dugan, CGRO at Element Care. "I look forward to continuing to serve our PACE community in a different capacity by advocating for policies that will expand access to this life-changing model of care."

“As we plan for our next phase of strategic growth at Element Care, strong, visionary leadership is crucial. Mary Ellen has been instrumental in shaping our success for the past 15 years, and in her new role as CGRO she will advocate for PACE and SCO models of care and strengthen our voice with policymakers,” said Thompson.

For more than 30 years, Element Care has provided the highest quality comprehensive healthcare to thousands of at-risk seniors. Currently, Element Care serves over 1,100 PACE participants and 1,850 SCO members across communities in Essex County, Merrimack Valley, and Greater Boston. PACE is a federally funded health care program that offers a range of services including preventive, primary, acute and long-term care.

About Element Care

Element Care is a non-profit healthcare organization with a simple mission: to help older adults live safely and comfortably in their homes and communities for as long as they can, keeping their stays in hospitals and nursing facilities as minimal as possible. Founded in 1994, Element Care’s PACE program was established as a joint venture of the Lynn Community Health Center and Greater Lynn Senior Services to bring PACE to seniors in the community. In 2004, Element Care partnered with Commonwealth Care Alliance to provide comprehensive clinical case management to at-risk SCO members. The organization offers a holistic approach to care that includes medical, social, and wellness services tailored to the unique needs of each participant and member.