Every year like many of you, I take time to reflect on things done well and not so well. I usually pledge to stop doing something or to do some things differently. This year, I found myself focused on you and PACE of the Triad. We are one big family brought together for a common cause. That common cause is you! We are partners joined through the enrollment agreement which is signed prior to admission to PACE. In the enrollment agreement, participants, families/caregivers and PACE staff agree to work together to meet medical, social, emotional and safety needs.

The enrollment agreement is a 3-way partnership between the participant, family/caregivers and PACE. Everyone has responsibilities to maintain the agreement. Participants determine goals they want to achieve. They agree to do what is needed to reach those goals. That might include regular exercise, a change in diet or participating in activities at the PACE center. Sometimes goals change but PACE staff will continue to work closely with participants and families to reach the new goals.

Caregivers and family members agree to keep watch over their loved ones as they did prior to PACE. PACE of the Triad is a partner in your care. Caregivers agree to use PACE services to enhance the care provided by family. When the PACE center is closed or the home care aide is not there, caregivers are responsible for providing care to the participant.

PACE agrees to provide or contract with others to provide the medical services necessary for health, safety and well-being. PACE provides services, support, education and training, but we don’t take over.

I am constantly amazed at the barriers participants and families go through to live safely in the community. I am very proud to be a part of an organization committed to supporting you to remain at home.

Continued next page
We are all communicating in so many ways today. Using mobile phones, sending text messages and talking face-to-face are the most common. The use of computers, e-mail and social media is growing. Either way, communication is a major part of providing care at PACE of the Triad. Good communication is very, very important.

In 2016, we will focus on how we communicate at PACE. We will look at how we communicate with you. We will review how we communicate with facilities, like the hospital or rehab centers. We will discuss how we communicate with transportation companies, home care agencies and other supply vendors. We are looking at ways we can improve. We will share information in the newsletter about changes and improvements. Your comments and suggestions are important. Feel free to speak with me or use the Suggestion Box in the Activity Room.

Let’s start with the PACE of the Triad enrollment agreement. Do you remember when you or your caregiver signed it? A PACE of the Triad staff person talked about the information in the black notebook and answered questions. You (or your caregiver) signed forms and within days began receiving care and services. This agreement was the start of a new partnership between the participant, caregivers, PACE of the Triad, and the state and federal government. It is important that all partners have good and frequent communication.

PACE communicates with government officials throughout the year. Representatives from Medicaid and Medicare visit PACE to share information. They also review monthly reports and schedule telephone calls with PACE.

Communication between participants, caregivers and PACE staff is ongoing. We do need your help to keep it smooth. If there are changes in phone numbers, addresses and other contact information, please report to PACE.

Participants communicate with clinical staff and others while at PACE. Changes to medical care, diet, home care, supplies, van pick up times or other needs are discussed face-to-face. If necessary, a letter is sent home with a participant. Sometimes letters are sent using registered mail to meet government requirements.

Two or three times a year, PACE reviews the care plan for each participant. This is a great time for participants and caregivers to talk with the PACE team to discuss how the participant is doing. PACE medical staff, therapist, social workers and others discuss their evaluation of medical needs and physical abilities. Participants and caregivers provide feedback at the meeting. Together, the participant, caregiver and the PACE team create an updated care plan for services and medical treatment. As a partner in your (or your loved one’s) health care, it is important to attend these meeting when possible. Please contact your PACE social worker for the next care plan review meeting.

We are excited about the improvements to communication in 2016. Participants and caregivers, we need you to make it happen. Keep us in the communication loop and we will do the same.

I look forward to serving you this year!

Ursula

Ursula Robinson, LCSW,MHA
Executive Director

Winter
Your Safety is #1

Last year, snow and ice forced us to close the PACE center to protect the safety of participants, drivers and staff. When there is a threat of inclement weather, call the PACE Weather Line for up-to-date information. The number is 336-550-4150. The message will be updated by 6 a.m. if there is a closure or delayed opening.

Always call the Weather Line first if the temperature is below freezing and snow, sleet, freezing rain or other hazardous conditions are expected. Questions about PACE closure can be answered by calling 336-550-4150. We need to keep the main PACE number available for medical concerns, if PACE is closed.

Remember, caregivers and family members are responsible for overseeing the care of participants in the home when PACE is closed. Services such as in-home care and medical transportation are normally not available when PACE is closed, unless it is for dialysis.

336-550-4150
Weather Line

Travel the World @ PACE - Canada

First stop, Canada! What is the primary language? How is the weather? Where is the best place to visit? Take a look at the January calendar for Canadian games, activities and exploration of the culture.

If you haven’t received your PACE passport, see Robin or Stacy. There are new ways to earn PACE points and stickers for your PACE passport.

Stacy Currier
Activities Coordinator

Medical Minute with Dr. K

Dr. Robert Koehler
Physician and Medical

Allergies, Cold or Flu?

Stuffy nose, sore throat, watery eyes, cough, fever... Doc, what do I have? Well, let’s take a look at the signs and symptoms.

Allergies:

- Symptoms may include sneezing, stuffy nose and throat irritation, watery or red eyes
- May feel sluggish, but still can be productive
- Seasonal and not contagious

Colds:

- Symptoms may include stuffy head, cough, sore throat, headache, low grade fever
- May feel tired and run-down
- Caused by a virus and contagious
- Hand washing is important

Flu (Influenza):

- Symptoms may include high fever, aches and pains, cough
- May feel terrible
- Caused by a virus and contagious
- Hand washing is important
- Can cause complications such as pneumonia or death

Pneumonia:

- Cough and shortness of breath with chest congestion
- May feel weak and sick
- Not contagious
- Bacterial infection of the lungs
- Can be fatal

Call PACE when you are not feeling well. And remember, hand washing is always important, not just when you are contagious!
My PACE Story

Randy Reid

Randy Reid, a student intern told to Maya Waters, student intern

My name is Randy Reid and I am from High Point, North Carolina. PACE has made me feel enlightened and rich because I can live more independently. PACE really motivates me. It is a positive environment to be around and everyone is active and creative.

PACE takes care of all my medical needs in one single building. I love the convenience of PACE. PACE provides medications and in home care if I need it. When I need to see the doctor, I don't have to make an appointment. I also exercise in the therapy room.

Without PACE, I would be bored because I would not be interacting with people daily. I love the interaction I get with the other participants. I believe this program is the “greatest thing on earth” because of the meals, medical care and transportation PACE provides.

I want to live as long and as healthy as possible. I am 85 years old now. I want to live until I am 100. PACE cares about my health and progress, which keeps me going.

PACE Participant Bill of Rights

- You have the right to be treated with respect.
- You have the right to protection against discrimination.
- You have the right to information and assistance.
- You have the right to a choice of providers.
- You have the right to access emergency services.
- You have the right to participate in treatment decisions.
- You have the right to have your health information kept private.
- You have the right to file a complaint.
- You have the right to leave the program.

If you feel any of your rights have been violated, please tell your PACE social worker immediately. If you want to talk with someone outside of PACE about your concerns, you may call:

1-800-MEDICARE (1-800-633-4227) or 1-800-662-7030 NC Division of Medical Assistance

My PACE Story...Randy Reid

Randy Reid, as told to Maya Waters, student intern

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I want to live as long and as healthy as possible. I am 85 years old now. I want to live until I am 100. PACE cares about my health and progress, which keeps me going.

PACE Adult Day Health Center will be closed Monday, January 18, 2016 in observance of Dr. Martin Luther King, Jr. holiday.

For medical concerns, call 336-550-4040 to reach the on-call nurse.