At My PACE

A new year often sparks a desire for change. It may be a change in what we do or it may be a change in how we feel. More exercise, eating healthy, learning something new or being more positive in our thinking are good changes. If making a change is your goal, then try these tips:

1. Write it down and post it so you can see the goal daily.
2. Tell someone about your goal. You may get the extra support.
3. Break it up in small chunks so you are not overwhelmed.
4. Set a date that is realistic.

At PACE, we partner with you and your caregivers to help reach your health-related goals. Through education, medical care and support services, we offer the tools and encouragement to make changes. I am looking forward to a new year of good changes for you and PACE of the Triad.

Speaking of changes, here are a few updates:

- **January 2 through September 30, 2018, Golden Corral Restaurant will temporarily provide lunch meals for participants scheduled to attend the PACE adult day health center.** Our former meal vendor, Well-Spring Services, Inc. is currently undergoing a major kitchen renovation. Copies of the lunch menu will be distributed in the day center. The menu is also available on the PACE website. If you have any questions, contact Joe Stanley, Center Manager.

- **All participants will receive another PACE insurance card.** I realize that you may have received a replacement card in October but there has been a change in the mailing address for claims. Participants can return old PACE insurance cards for PACE points to use in the PACE store for purchases.

- **Renovations to the therapy and clinic areas are almost complete.** The next phase includes the expansion of the activity rooms and kitchen. A special open house is being planned for PACE family caregivers in the spring.

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- If you receive medical bills for services that have occurred since you enrolled in the PACE program, mail the bill to the attention of Cerise McIntyre, Billing Specialist or bring it to PACE. It is important to show your PACE insurance card when you go to medical appointments or the hospital. This will help avoid having bills mailed to your home.

- Don’t forget to call the Weather Line number for PACE closure announcements. The information is updated by 6:30 am. Dial 336-550-4150.

- PACE of the Triad will be closed, January 15, 2018 in observance of the Dr. Martin L. King Jr. holiday.

Stay warm!

Ursula

Natural Wonders of the World

I am excited to announce our new theme for the 2018 PACE Activities Program. We will “virtually” explore several of the natural wonders of the world. In addition to taking our famous travel photo, we will learn history and so much more. Check the calendar for theme related activities throughout the year.

Stacy Currier
Activity Coordinator

Welcome New PACE Face

Stephanie Wallace, BSW
Intake Coordinator

New Medicare Cards this Spring

The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 included a mandate to remove the current Health Insurance Claim number (HICN) from Medicare cards by April 2019. Beginning in April 2018, the Social Security based number that appears on the Medicare card will be replaced with a new Medicare number. New Medicare numbers will be assigned to all Medicare recipients. New cards will be mailed in April 2018.

Upon receipt of your new card, please bring it to PACE. We will make a copy of the card for your medical file and return it to you. Keep your PACE card and Medicare card together and show both if you are hospitalized. The old Medicare cards should be destroyed. If you have any questions, contact your PACE social worker.

Stacy Currier
Activity Coordinator

Satisfaction Survey Update

Adria Smith
Quality Coordinator

One of the best things about PACE is that we are always encouraged to find room for improvement. We believe that we offer quality services to our participants, but believe that we should always try our very best to be better. This is one reason why we take the time each year to do satisfaction surveys with our participants and caregivers. Your feedback helps us know what you need from us and gives us the opportunity to be our very best.

We are humbled to share that our participants gave us a 95% overall satisfaction rating and our caregivers gave us a 99% overall satisfaction rating for our services. In fact, 100% of our caregivers said they would refer PACE of the Triad to other friends or family in need of our services. This is huge and we are so grateful! We feel that part of the reason for this success is our working to continually improve. Please keep sharing your ideas and recommendations with us, especially as we continue to grow into the new year!
We All Can
Prevent the Spread of Germs

Germs (viruses and bacteria) that cause infections can be spread from person to person when someone is sick. Germs are spread by coughing, sneezing and hand contact.

You can help stop the spread of these germs by practicing good health habits. The best way to prevent germs from spreading is by WASHING YOUR HANDS.

Here are some simple things to help prevent infections from spreading.

Keep your germs to yourself:

- Cover your nose and mouth with a tissue when sneezing, coughing or blowing your nose.
- Throw away used tissues in the trash as soon as you can.
- Always WASH YOUR HANDS after sneezing, blowing your nose, or coughing, or after touching used tissues or handkerchiefs.
- Use warm water and soap to WASH YOUR HANDS. If you don’t have soap and water, you can use alcohol-based hand gel.
- Stay home if you are feeling sick (cough, fever, aches, chills, fatigue).
- Call PACE and report that you are not feeling well as soon as possible so our medical team can evaluate you and treat the infection.
- Take medicine as prescribed and get plenty of rest.

Keep the germs away:

- WASH YOUR HANDS before eating, or touching your eyes, nose or mouth.
- WASH YOUR HANDS after touching anyone who is sneezing, coughing or blowing their nose.
- Don’t share things like food, eating utensils, drinking cups, towels, lipstick or anything else that might have germs.

Let’s protect ourselves and each other from infections by stopping the spread of germs by doing these simple things!

From the PACE of the Triad
Infection Control Committee