At My PACE

March 2016
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Healthy Nugget
Satisfaction Results

PACE of the Triad
1471 E. Cone Blvd.
Greensboro, NC 27405
www.pacetriad.org

336-550-4040
Compliance Hotline 336-550-4140
Weather Closures 336-550-4150

At My PACE is a publication for PACE participants and their families/caregivers.

PACE of the Triad
Member Organizations

Well ● Spring Services
Cone Health
Advanced Home Care
Hospice and Palliative Care of Greensboro

PACE Closures

April 13, 2016
PACE Staff Training Day

May 30, 2016
Memorial Day

July 4, 2016
Independence Day

Nedra Baldwin, Editor

Does PACE of the Triad Really Satisfy?

Ursula Robinson, LCSW, MHA
Executive Director

We recently received the results of the participant and caregiver satisfaction survey conducted in August 2015 (see page 3 for more details). The survey included PACE of the Triad along with other PACE programs in NC and the nation. One of the questions in the survey asks, “Would you recommend PACE of the Triad to a close friend or relative in need of care?” Of the participants surveyed, 100% said they would recommend PACE. Ninety-nine percent of the caregivers surveyed said they would recommend PACE as well. Thank you for telling your family and friends about PACE of the Triad. With your help, we can provide access to care for more people in our community.

In recent months, we have had a couple of participants move away from the PACE of the Triad service area (Guilford and Rockingham counties). When you move from the service area, you are no longer eligible to receive services from the PACE program. This includes medical care, in home care, transportation, therapy and adult day center attendance.

Moving away from the service area also means that you will disenroll from the PACE program. To help prevent a lapse in services and medical coverage, it is very important that you contact your PACE social worker as soon as possible. PACE of the Triad requests a 30-day notice for disenrollment. This allows time to coordinate Medicare and Medicaid coverage. If health coverage is not updated in both systems, there could be a delay in payment for services with other agencies.

Another important reason to tell PACE at least 30 days prior to moving is the assistance we can provide. If there is a PACE program in the area in which you are moving, we can help you with the application for enrollment. PACE of the Triad cannot guarantee services offered. If there is not a PACE program in the area, your social worker may be able to assist with other resources in the community before you disenroll.

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Growing, Growing, Growing

Spring makes us think about new growth. Flowers blooming, nests filled with eggs and finally, green grass. What does it mean to grow at PACE of the Triad? Well growth has several different meanings. When participants join PACE, they may have had a recent illness or accident. Some come after years of dealing with a chronic medical condition. Others may have several physical challenges. How can PACE help participants grow?

Before joining PACE, participants spend time with members of the PACE interdisciplinary team or IDT. This team includes doctors, nurses, a pharmacist, therapists, social workers, a registered dietitian, a transportation coordinator and others who create a plan to care for you. When you attend the day center, vital signs such as blood pressure, heart rate and weight are checked regularly. Rehab therapists provide individual (if needed) and group exercise and therapy. If you are using a walker, wheelchair or other medical equipment, we check to see if you are using correctly. If personal home care is needed, we coordinate services to help. Medications may be adjusted. PACE Social Workers with adjustments to PACE services and arrange other services as needed. Participants begin to enjoy activities, socialization and the support they receive at the day center.

So what does it mean to grow at PACE? It may mean the participant no longer needs assistance from the CNAs in the day center. It may mean the participant is getting stronger and able to do more. It may mean the participant is eating healthier foods under the direction of the PACE dietitian. It may mean the participant’s medical condition has improved. It may mean the participant is enjoying activities and socialization in the day center. It may mean the participant feels better than he or she has felt in years. These are all wonderful examples of growth.

It is our goal to provide the right care at the right time and place for each of our participants. As participants grow, their need for care may change. We work closely with participants and caregivers to make those changes. Some choose to come to the day center fewer days to enjoy events in the community or visiting with family and friends. If you’d like to reduce regular attendance days, speak with your PACE social worker to change your schedule. Growth happens every day at PACE. If you have a success story that you’d like to share, please let me know.

From Joe's Desk

Joe Stanley
Center Manager

Growing, Growing, Growing

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Ask a Wise PACE Owl

What is All Staff Training Day?

Annually, the PACE Center is closed for one week day to provide education and skills training to PACE of the Triad employees. This year, the training is Wednesday, April 13, 2016.

The PACE Center will be closed which includes the adult day health program, medical services and therapy. A PACE contracted transportation company will provide transport to medical appointments and back home. Since the PACE Center is closed, the On Call Nurse will answer phone calls. Non-emergency calls will be returned on the following workday. If you have any questions, speak with a PACE Home Care Nurse or Social Worker.

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I also want to remind you of the Family Caregiver Skills Boot Camp, Wednesday, March 9, 2016, 6:00 p.m. – 7:30 p.m. at the PACE Center, 1471 E. Cone Blvd., Greensboro, NC 27405. A PACE nurse and occupational therapist will demonstrate transfers and share other safe caregiving techniques. Supervision for PACE participants will be provided on site at PACE for families in attendance. Please respond by March 8, 2016 to (336) 550-4040 to ensure your seat and materials. If you are calling after hours or during the weekend, leave a message on the answering machine.

Ursula

Ursula Robinson, LCSW, MHA
Executive Director
Travel the World @ PACE - Ireland

Next stop, Ireland! What is the primary language? How is the weather? Where is the best place to visit? Take a look at the March calendar for a special exploration of the Irish culture. Food, music, presentations and of course, St. Patrick’s day.

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

Participant Advisory Committee

The Participant Advisory Committee (PAC) meets quarterly to share feedback with Steve Fleming, Board Chairperson and Ursula Robinson, Executive Director. Family caregivers are encouraged to attend. All meetings are held at the PACE Center from 1:00 pm – 2:00 pm.

2016 Meeting Dates
March 4, 2016
June 3, 2016
September 8, 2016
November 10, 2016

2016 PACE Holiday Closures

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Satisfaction Prevails

Every summer, PACE of the Triad hires a national research company to survey some of our participants and caregivers. Some of you may remember getting a letter or a phone call last August. Surveys are mailed randomly by the research company. PACE does not know which participants and caregivers are surveyed.

Ursula mentioned one of the questions in the survey in her article: “Would you recommend PACE of the Triad to a close friend or relative in need of care?” Of the participants surveyed, 100% would recommend PACE of the Triad to a close friend or relative in need of care. Of caregivers surveyed, 99% said they would recommend PACE of the Triad to a close friend or relative in need of care.

Participants surveyed rated overall satisfaction with PACE services either excellent (39%), very good (38%) or good (23%).

Questions in the survey ranked services including medical care and treatment, transportation, home care services, therapies, activities in the center and food provided at the PACE Center. This information is used to make changes and improve services. This year, we have taken steps to improve participant satisfaction with our food. Changes have been made to keep food warmer and menu choices have been added. Members of our Participant Advisory Council have already reported that they are very pleased with these changes!

At PACE, we always welcome feedback. There is a suggestion box in the Activity Room for participants. Caregivers can contact the PACE compliance hotline (336-550-4140), if he or she prefers to remain anonymous. Hearing from you gives us an opportunity to make improvements where needed. If you are one of the lucky participants or caregivers chosen at random to complete the annual survey this summer, I hope you will share your thoughts without hesitation.

Adria Smith
Quality Coordinator
Free Caregiver Boot Camp  
**Wednesday, March 9, 2016, 6:00 pm – 7:30 pm**  
PACE of the Triad, 1471 E. Cone Blvd., Greensboro  
A PACE nurse and occupational therapist will demonstrate transfers and teach other important safe caregiving techniques. Supervision for PACE participants will be provided on site. Call (336) 550-4040 to register by March 8, 2016. This training is for family caregivers only, not professionals.

**Aging with Power**  
**Tuesday, March 15, 2016 10:30 am - 12 noon**  
Jewish Family Services  
5509 West Friendly Avenue, Greensboro  
Sheila Hutchinson, Health Promotion Coordinator with the Piedmont Triad Regional Council Area Agency on Aging. Information will include staying on top of health problems, fall prevention and promoting a healthy lifestyle. Sponsored by Adult Center for Enrichment. Register online at www.ACEcare.org or contact Jodi Kolada at (336) 274-3559 or jkolada@wellspring.org.

**Understanding Aging, Memory Loss and Dementia**  
**Tuesday, March 22, 2016, 10:00 am - 12 noon**  
Millis Regional Health Education Center  
UNC Health Care High Point Regional Hospital  
600 N. Elm St., High Point  
Special guest, Dr. Laura Baker, PhD, Cognitive Neuroscientist and Associate Professor of Geriatrics and Gerontology at Wake Forest School of Medicine will share strategies to promote healthy aging and caregiver well-being. Sponsored by Adult Center for Enrichment. Register online at www.ACEcare.org or contact Jodi Kolada at (336) 274-3559 or jkolada@wellspring.org.

**Free Caregiver Lunch and Learn**  
**Thursday, March 3, 2016, 12 noon – 1:30 pm**  
NC A & T COAACH Center  
2105 Yanceyville St., Greensboro  
Guest speaker, Eileen McGuinness-Vaillancourt will discuss, “How to take care of yourself as the caregiver.” Sponsored by the Center for Outreach in Alzheimer’s, Aging, and Community Health. For more information or to register call (336) 285-2160.

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Support Group Meetings  
Here is a partial list of support groups in the area. For best results, call prior to arrival as sometimes schedules change.

**Alzheimer’s Support Group, Penn Nursing Center, South Day Room, 618-A S. Main St., Reidsville, NC 27320, 2nd Monday, 1:00 pm – 2:30 pm. Call (336) 951-4674.**

**Alzheimer’s Support Group, Lebanon United Methodist Church, 237 Idol St., 4th Thursday, 6:00 pm. Contact Deborah Gregson (336) 656-7048.**

**Alzheimer’s Support Group, NC A & T COAACH Center, 3rd Monday, 6:00 pm, 2105 Yanceyville St., Greensboro, NC 27405. Contact Dora Som-pimpong (336) 285-2160.**

**Alzheimer’s Support Group, First Baptist Church, 1000 W. Friendly Ave., Greensboro, NC 27401, 2nd Tuesday, 12:30 pm – 2:00 pm. Contact Lois Mezer (336) 274-3559.**

**Alzheimer’s Support Group, Guilford College United Methodist Church, 1205 Fleming Rd., Greensboro, NC, 2nd Wednesday at 10:00 am. Contact Deborah Gregson (336) 656-7048.**

**Alzheimer’s Support Group, Jamestown United Methodist Church, 403 E. Main St., Jamestown, NC 27282, 1st Wednesday at 11:00 am. Contact Laura Gulledge (336) 906-0430.**

**Greensboro Brain Injury Support Group. Moses H. Cone Memorial Hospital, Department 4000/4 West, Rehabilitation Day Room, 2nd Tuesday, 7:00 pm – 8:30 pm. Contact Lucy Hoyle (336) 832-7450.**

**Pennybyrn at Maryfield, 109 Penny Rd., High Point, NC 27265, 1st Wednesday, 1:00 pm – 2:30 pm. Contact Adult Center for Enrichment (336) 274-3559.**

**Stroke survivors, family and friends. Moses H. Cone Memorial Hospital, Department 4000/4 West, Rehabilitation Day Room, 3rd Sunday, 3:00 pm to 4:00 pm. Contact Jane Edwards (336) 832-8120.**