In the March edition of the newsletter, I shared how important it was to me and my family to honor the wishes of my mother who died in 1992. Discussing how a loved one wants to be cared for prior to his or her death is not easy for any of us. Knowing that the medical care provided is what the person receiving the care wants is a huge relief to family members.

Thursday, April 16 is National Health Care Decisions Day. We are sponsoring several events at PACE of the Triad to share information about how to start the conversation with loved ones, making decisions for loved ones and making decisions for yourself. At any age we could be faced with a medical emergency and unable to speak for ourselves. Who will speak for you? Our social workers and other staff work closely with participants and caregivers throughout the year to keep documents updated as things change. If you’ve ever had a question or felt that you just needed a little more information, we hope you will come to one of our events. Don’t worry, you won’t have to fill out forms or sign documents unless you want to. We just want to make sure you understand the importance of having a conversation about health care decisions and answer any questions you may have about making decisions for yourself or your loved one.

Traditionally, PACE caregivers have been strong advocates for care for their loved ones and we want to continue providing events to build additional caregiving skills and support. Take a look at the Caregiver Corner for dates and times for National Health Care Decisions day and other useful caregiving events.

PACE participants are enthusiastic advocates too. In March, we were proud to take Alice B., Eula Mae O., Patsy T. and Randy M. to Raleigh as part of the Aging Lobby Day. They spoke with State Senator Phil Berger, who represents Rockingham and Guilford Counties and State Senator Gladys Robinson of Guilford County. Both Senators are integral to health care policy making in North Carolina. Congratulations to participants and accompanying staff members who had their voices heard! Great job! (See more pictures inside newsletter.)

PACE of the Triad will be closed on Tuesday, April 28, 2015 for All Staff Training Day. As stated in the Enrollment Agreement, PACE is closed one day each year for this purpose. We will not be on site, therefore, we will not have adult day health services, activities, therapy and appointments at the PACE center on that day. Prior arrangements to receive medications and supplies will need to be made prior to the date. Transportation will be provided to outside, pre-scheduled appointments such as dialysis. Emergency medical phone calls to PACE will be handled but others will receive a returned call on the following day. If you have any questions, contact your RN Home Care Coordinator.
NOTES from ELLEN

Take Care So You Can Keep Giving Care

Spring is popping up and I am thinking about caregivers. Don’t ask me why… Maybe the caregiver support events planned for April. “What is an Advanced Care Directive and Should We Be Concerned?” will be presented April 16 at 12 noon and again at 6 pm. “Hands on Family Caregiving Skills” will be taught April 22 at 6 pm. There is more information on these presentations in this newsletter.

My thoughts about caregivers are all over the place:

• What would we as humans do without caregivers? Babies would not survive. Seniors would not thrive.
• Caregivers are generous people who give, give, give of themselves for the good of another person. And that is wonderful.
• Caregiving is so hard: emotionally, physically and financially.
• Caregiving is a long-term event, not a task that is completed in a short period of time-- a marathon, not a sprint.
• How could PACE keep participants at home without caregivers? PACE is not to be the caregiver for participants, but to supplement caregiving by family and friends.

Put all these thoughts together and we have a disaster waiting to happen. Here we have these wonderfully generous people who would do anything for their loved one in a very demanding, long-term job that is hard, hard, hard. It is easy to understand how caregivers get worn out and want to give up.

What can caregivers do to keep from getting worn out and burned out on caregiving? Take care of yourself first, so you will be able to keep being a good care giver. How do you do that? That will depend on your situation, but here are some suggestions:

• Get enough sleep.
• Eat regular meals that are balanced.
• Get some kind of exercise to stay strong and feel refreshed.
• Take any medicines that your doctor orders the way they are ordered.
• Have someone to talk to about caregiving. There is a PACE Social Worker available to listen and support you in this important work.
• Ask others for help with things you don’t have to personally do. Family members, neighbors, or friends may be willing to do the yard work, run errands, cook meals or watch the participant for a while so you can get a break. The list could go on and on. By letting others do these things, you are freed up to do the caregiving that only you can do.
• Take time for yourself. Take a walk, read a book, watch some sports or a movie, do a craft, play with the children in your family or your pet-- do something just for you.

I know it is hard to do the things suggested in this list. I have worked with many caregivers over the years, and I have been a caregiver myself. I know what a hard job it is. I know the caregivers who take care of themselves are able to be better caregivers and are better able to run the marathon of caregiving.

You already do the hard work of giving care. Now do the hard work of taking care.

Ellen Smith, RN, BS
Center Manager

Quality Corner

The PACE of the Triad Quality Department is excited to introduce Andy Hoffman to our team! Andy serves as the Health Informatics Technician Technology has become a very important part of healthcare and we are working hard to keep “pace” with the trend. The main goal of health technology is to improve the quality of our participants’ care. For instance, a study of Texas hospitals found that agencies with more advanced technology department showed fewer deaths and fewer problems and complications in care among their patients as compared to patients at hospitals with less advanced health technology.

One of the responsibilities of a health technology department is to keep electronic health records for their participants. Electronic health records can enhance routine medical care by reminding health care professionals about the timing of appropriate preventive services for your general well-being or about specific issues related to managing chronic conditions such as diabetes. For example, a study by Better Health of Greater Cleveland found that, in facilities using electronic health records, 51% of patients with diabetes received all the recommended care for their condition, compared with 7% at facilities using paper-only records.

Of course, even with electronic health records, it is very important that your private health information is kept very safe. While this task may be a little easier with the security features in technology, it is still the most important goal of health documentation. PACE continues to ensure that all of our participant’s information is kept safe, secure and absolutely private!

It certainly looks as if Andy has his job cut out for him, but so far he has excelled at the challenge! Please join us in welcoming Andy to the PACE family!

Adria Smith
Quality Coordinator

Andy Hoffman
Health Information Tech
In My Own Words...

Patsy Tate,
Eden
As told to Diana Parker,
Student Intern

I joined PACE July 1st, 2014. My experience here is wonderful, but each day is different. Before I came to PACE, I was on 38 prescriptions. Dr. Koehler (PACE doctor) got me off of some of that medication. Now, I take nine pills and three of them are over-the-counter. Most of your doctors are here but if you have to go to a different doctor, PACE makes the appointment and provides the transportation.

I joined PACE to do exercises because that was really important to me. I have physical therapists here for my arm, my legs and all. PACE provides the transportation and I like that. I also have a CNA to help me at home on some days.

Since coming to PACE, I’ve changed I think. It’s not that I’m a better person; I’m already a good person. It’s just that my personality has changed for the better. I really like to talk to people about PACE.

“My experience here is wonderful. I love PACE!” – Patsy Tate, PACE Participant

Each month we will share comments, quotes or testimonials from a PACE participant or caregiver. Submissions are welcomed. Call Nedra Baldwin, Director of Community Engagement at 336-550-4054 or email nedra.baldwin@pacetriad.org.

Welcome New PACE Faces

Heather Behan, CNA
Certified Nursing Asst.

Tim Bruner
Driver

Porsha Foust, CNA
Certified Nursing Asst.

Dr. K’s Medical Minute

Why don’t some people take their medications like they should?

Doctors often prescribe medications to make people feel better. Another common reason is to keep people feeling well while reducing the risk of a future problem such as having a stroke or a heart attack or kidney failure. However, we know that many times, people just don’t take medications like they should. Why does this happen?

There are very common and understandable reasons for not taking one’s medications including forgetting to take them or not being able to afford them or having a side-effect from them. However, many people, including some very smart people, don’t take them because they really don’t believe in them!

Despite being educated as to why one should take a particular medication they create “reasons” for not doing so. They may say, “Well, if it isn’t broke, don’t fix it,” or “I feel fine. That means I don’t need the medication,” or they feel they can control the problem “naturally” without medications, or “I don’t feel anything if I take the medicine. How can I know if it is helping?” Despite these reasons, it often boils down to the fact that they just don’t believe the doctor when he or she says this medicine can reduce your risk of something bad happening.

Although, this is all very interesting, it is not so good for the people who don’t take their medications as directed. It can unnecessarily increase one’s risk of strokes, heart attacks, kidney failure or other calamities. If you find yourself questioning whether one (or more) of your medications is really needed, let’s talk about it. We want you to understand why we have prescribed a medication and we want you to feel good about it and to actually take it!

Dr. Robert Koehler
Physician & Medical Director

Let’s Move Community Health Fair
Saturday, May 2, 10 am – 1 pm
At PACE of the Triad
Door prizes, health screenings and more. Open to the general public. All are welcomed!
Caregiver Corner

Participant Advisory Committee

The Participant Advisory Committee (PAC) meets quarterly to share feedback with PACE Executive Director, Ursula Robinson and PACE Board Chair, Steve Fleming. Family caregivers are encouraged to attend. All meetings are held at the PACE Center.

PAC Meeting Dates

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<tr>
<td>June 11, 2015</td>
<td>1:00 - 2:00 pm</td>
<td>November 12, 2015</td>
<td>1:00 - 2:00 pm</td>
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<td>September 17, 2015</td>
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Caregiver Education Sessions

What is an Advanced Care Directive and Should We Be Concerned?

National Health Care Decisions Day
April 16, 2015 – Two events!
12 noon – 12:45 pm (PACE Caregivers only – box lunch provided w/RSVP)
OR 6 – 6:30 pm (General Public)
PACE of the Triad, 1471 E. Cone Blvd., Greensboro, NC 27405

Dementia Basics: What is it? How do I communicate? How do I reduce my risk?
Featuring national speaker – Melanie Bunn, RN, MS, GHP, Alzheimer’s North Carolina
April 21, 2015 – 4:00 pm – 5:00 pm
Well~Spring Retirement Community
Richardson Auditorium, 1000 WellSpring Dr., Greensboro, NC 27410

Hands on Family Caregiving Skills
April 21, 2015 – 6:00 pm - 7:30 pm
PACE of the Triad, 1471 E. Cone Blvd., Greensboro, NC 27405
RSVP – PACE of the Triad – 336-550-4040

Assisting with basic care tasks such as dressing, bathing, toileting and lifting/transferring can be challenging. Learn and practice ways to prevent injury to the person you are helping and yourself. Elaine Nosal, PACE Occupational Therapist and Jacque Williams, RN, PACE Adult Day Health Coordinator demonstrate useful techniques and tips for family (not professional) caregivers. This event is free, however, pre-registration is requested.

Aging Lobby Day – March 17, 2015

Senator Gladys Robinson (2nd from left) welcomes PACE of the Triad.
Senator Phil Berger (center) thanks participants and staff for visiting.
NC PACE Association Executive Director, Linda Shaw (left) shows support.