April 2016
Volume 6, Issue 4

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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
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May 30, 2016 Memorial Day
July 4, 2016 Independence Day

Nedra Baldwin, Editor

Busy Spring at PACE

Ursula Robinson, LCSW, MHA
Executive Director

For those of you who have been with PACE of the Triad over a year, there are a couple of annual events that are scheduled again this spring. Please make note of dates and times and do not hesitate to contact us if you have any questions.

PACE will be closed, Wednesday, April 13, 2016 for 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 clinic appointments at the PACE center. Arrangements to receive medications and supplies should be made prior the date. PACE will coordinate critical transportation only 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.

National Health Care Decisions Day is Saturday, April 16, 2016. The theme is "It Always Seems Too Early, Until It’s Too Late." This reminds us of the importance of talking with our loved ones about health care decisions. Who will speak for you when you can’t? Where do you start? What forms do you need to sign? PACE social workers work closely with participants and families to keep documents updated as changes occur. There are still several participants who do not have these forms completed. If you have any questions, contact your social worker.

Upcoming events @ PACE

Family Caregiver Lunch and Learn – Understanding Advance Directives
April 20, 2016, 12 noon @ PACE of the Triad
Registration required by April 18, 2016 due to limited space.

Free Notary at PACE for Advance Directive Forms (only)
April 20, 2016, 1:00 pm – 2:30 pm

Understanding Advance Directives – PACE participants only
April 25, 2016 at 10:30 am

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We Are Your Partners

As you know, PACE of the Triad offers a wide-range of care and services. PACE either provides or covers the cost of medical treatment, hospitalizations, lab tests, medications, home care and equipment such as wheelchairs, walkers and oxygen and so much more. Participants attend the adult day health center where they can enjoy various activities and presentations, socialize with friends and eat a nutritious lunch. Group and one-on-one rehab therapy and exercise is offered to those who need it. We also provide transportation to PACE and to outside medical appointments.

That is a lot of responsibility and I didn’t list everything! We believe each part of what we do at PACE adds greatly to the health and well-being of our participants. PACE is the reason many are able to continue living safely in the community. We don't do it alone. So, how do we do it? We partner with participants and caregivers. Participants have a part, the caregivers have a part and PACE has a part. That is why we refer to those that we serve as “participants” because participants are encouraged to be involved in care decisions.

As your partner, we want to hear from you. If there are complaints about care or services, speak with a PACE staff member. These complaints will be handled as grievances. All grievances are reported to me for follow up. I, along with the members of the PACE Interdisciplinary Team (IDT), research and discuss the grievance. We will send you a formal letter when your grievance is received. You will also receive a letter when the grievance is resolved. We may also speak with you in person or contact you by phone. Grievances are reported to CMS, the Medicare and Medicaid organization that oversees the PACE program. Grievances are very important to us because they give us the chance to improve.

If you are not satisfied with any part of your experience with PACE, tell us. If your lunch is cold or there is an issue with the aide that comes to your home, we need to know. By partnering together, we can solve problems if we are aware. Help us by doing your part and reporting complaints to us. PACE will do our part and continue providing quality care and services.

With the change in seasons, here are a few reminders:

- Label all clothing and personal items.
- If you are canceling attendance for personal reasons, kindly let us know as soon as possible. This will help avoid an unnecessary trip to your home.
- It is important that you report falls that occur when you are not at PACE. Falls are the number one cause of fractures, hospital admissions, loss of independence and injury-related deaths. Call PACE if you fall at home, hit your head, receive a bruise or cut to the skin, or feel sharp or dull pain. If you are not hurt, be sure to report the fall the next day. The fall may be the result of a change in your health that needs medical attention.

Lastly, next month is National Older American’s month. Tell us about an older adult who has touched your life and we will share your story on the PACE website and other social media. Older adults are special and appreciated by PACE staff every day. Bring your story to PACE or email it to Nedra Baldwin, Director of Community Engagement. Her email address is nedra.baldwin@pacetriad.org.

Ursula

Ursula Robinson, LCSW, MHA
Executive Director

Welcome Spring!
Medicare Survey on the Way

Participants with Medicare will receive a survey in the mail in the next few weeks from Medicare. This survey, Health Outcomes Survey Modified (HOSM), is sent to participants in PACE programs nationwide. The survey is confidential. A pre-addressed envelope is provided. Kindly complete the survey and mail as quickly as possible.

If you need help with the survey, bring the entire packet to PACE. A staff person will read the survey to you and mark your answers. Don't forget the envelope. The survey has to be returned in the envelope provided.

If you have any questions, ask a PACE staff person.

Adria Smith
Quality Coordinator

Dr. K’s Medical Minute

What is a health care agent?

Last month I wrote about advance care planning and the importance of making decisions about medical treatment prior to the need for care. All of us will face the end of life. Advance care planning helps make sure our wishes are carried out when we cannot speak for ourselves.

One of the first steps is choosing a “health care agent” to make health care decisions for you when you are not able to make them for yourself.

The health care agent should be someone you can trust, who knows you well and who will honor your wishes. The health care agent should know when you want life-sustaining treatment. He or she also should understand spiritual values that guide your thinking about death and dying. Once you choose the person to serve as your health care agent, the next step is signing the health care power of attorney form. This form must be notarized and makes the health care agent your official legal spokesperson.

Any participant who has not appointed a health care power of attorney or signed a living will should speak with a PACE social worker. Caregivers of participants without these documents are invited to attend an information session at PACE, Wednesday, April 20, 2016 at 12 noon. There will be a notary on site during the session. Call 336-550-4040 to RSVP for the session or to speak with your social worker.

Dr. Robert Koeher
Physician and Medical Director

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 PACE from 1:00 pm – 2:00 pm on the dates listed below.

2016 Meeting Dates

June 3, 2016
September 8, 2016
November 10, 2016

We love to hear about your success with PACE. Call 336-550-4054 (regular business hours) and share your good news!
Travel the World @ PACE
The Islands of the Bahamas

Next stop, the Bahamas! What is the primary language? How is the weather? Where is the best place to visit? This month you will experience the culture including food, music and dance.

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

Tell Us
The suggestion box is always open for business. Put your comments and suggestions in the box located in the Activity Room.

Messages about compliance can be left on the confidential PACE compliance hotline:
336-550-4140

2016 PACE Holiday Closures

April 13, 2016 PACE Staff Training
May 30, 2016 Memorial Day
July 4, 2016 Independence Day
September 5, 2016 Labor Day
November 24, 2016 Thanksgiving Day
December 26, 2016 Christmas Holiday

Caregiver Corner
Upcoming Events

Vino & Van Gogh – Painting
Creative Aging Network
April 5, 2016, 1:30 pm – 3:30 pm
Jewish Family Services
5509-C W. Friendly Ave., Greensboro, NC 27410
Sponsored by Adult Center for Enrichment (ACE).
RSVP to 336-274-3559.

Healthy Aging Lunch and Learn
April 7, 2016, 12 noon
Center for Outreach in Alzheimer’s, Aging, and Community Health (COAACH)
North Carolina A&T State University
2105 Yanceyville Street, Greensboro, NC 27405
RSVP to 336-285-2160.

Dementia Conversations
April 15, 2016, 10:30 am – 12 noon
First Presbyterian Church, Redhead Hall
617 North Elm St., Greensboro, NC 27401
Sponsored by Adult Center for Enrichment (ACE).
RSVP to 336-274-3559.

PACE Family Caregiver Lunch and Learn
Understanding Advance Directives
April 20, 2016, 12 noon @ PACE of the Triad
Registration required by April 18, 2016 due to limited space. RSVP to 336-550-4040.

Making Care Decisions for Your Loved Ones
April 20, 2016, 1:00 pm – 2:30 pm
The Lusk Center
2501 Summit Ave., Greensboro, NC 27405
Sponsored by Adult Center for Enrichment (ACE).
RSVP to 336-274-3559.

Save the date – Back by popular demand
Caregiver Skills Boot Camp @ PACE
June 14, 2016, 6:00 pm – 7:30 pm
RSVP to 336-550-4040.

Let’s Move Community Health Fair @ PACE
May 7, 2016, 9:30 am – 12:30 pm
Diabetes awareness walk at 9:00 am

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