June 2015
Volume 5, Issue 6

At My PACE

Caring for You, and You, and You

June is Alzheimer’s and Brain Awareness Month. Worldwide there are 47 million people living with Alzheimer’s disease. In the year 2030, it is estimated to be 76 million people with Alzheimer’s disease. Instead of focusing on the person living with Alzheimer’s disease, this edition will speak to family or informal caregivers. A caregiver is defined as anyone who provides help to another person in need. The Caregiver Action Network and The National Family Caregiving Foundation provided the following statistics about caregivers:

- More than 65 million individuals or 29% of the United States population are caregivers who spend an average of 20 hours per week providing care for their loved one.

- The value of the services provided by family caregivers for free is estimated at $375 billion a year. That is almost twice as much as the amount spent on homecare and nursing home services combined.

- 51% of people receiving help live in their own homes, 29% live with their family caregiver and 4% live in nursing homes and assisted living facilities.

- 78% of adults living in the community and in need of long-term care depend on family and friends as their only source of help.

- 47% of working caregivers indicate an increase in caregiving expenses has caused them to use up ALL or MOST of their savings.

- Stress of family caregiving for persons with Alzheimer’s disease has been shown to impact a person’s immune system for up to three years after their caregiving ends thus increasing their chances of developing a chronic illness themselves.

- Caregivers report having difficulty finding time for one’s self (35%), managing emotional and physical stress (29%) and balancing work and family responsibilities (29%).

- About 73% of surveyed caregivers said praying helps them cope with caregiving stress, 61% said that they talk with or seek advice from friends or relatives and 44% read about caregiving in books or other materials.

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Making Improvements with You in Mind!

To connect you with the On-Call PACE Nurse faster when there are after-hours medical concerns or emergencies, we are making a few changes. Starting June 1, 2015 when you call PACE of the Triad’s main phone number (550-4040) after the hours of 5:00 p.m. and before 8:00 a.m. (Monday thru Friday), including weekends and holidays, you will hear a pre-recorded message telling you to:

Press # 1: To speak with the On-Call Nurse for medical concerns or emergencies.

Press # 2: To cancel coming to PACE or to leave a message for Transportation.

Press # 3: To leave a non-urgent message to be returned on the next business day.

This new way of answering after-hour phone calls will help our nurses take care of medical concerns and emergencies quicker. If you leave a message on #2 or #3, it will be heard on the next business day. If you have any questions, call Maureen Cavanaugh, Clinical Coordinator at 550-4066.

New PACE Faces

- Aurelio King
  Driver

- Charlotte Matheny
  Pharmacist

- Abby Robertson
  Intern
I have no doubt PACE is a wonderful program in which many participants and caregivers benefit. I have no doubt PACE gives out a ton of information about the PACE way of doing things—so much information that it is no doubt hard to keep track of it all. Let’s review some of the important PACE practices we need participants and caregivers to follow, just in case these were missed along the way.

**Hours:** The PACE Center is open Monday through Friday from 8:00 am to 5:00 pm except scheduled holidays, annual staff training day and unscheduled days related to weather. No one works at the building at other times. If you need to be seen in the clinic, it needs to be within those times. If you call PACE after hours, your call is answered by an on-call nurse or the automated voice mail answering system.

**Transportation:** PACE provides transportation to the PACE Center and medically related appointments.

- If a participant is not coming to PACE on a scheduled day, we need to know as soon as possible in order to cancel transportation. Sending a van to pick someone up who is not coming is a waste of time and money. Please call the day before if you know you aren’t coming; or call at 7:30 am that day.
- If you are at an appointment, call (or ask the office to call) for transportation when the appointment is over. If the van is not there in 30 minutes, call PACE at 550-4040.

**Coverage:** If a participant decides not to come to PACE on a scheduled day OR if the PACE Center is closed for a holiday, staff training or for weather, care arrangements for the participant need to be made by the participant and caregiver. PACE will not provide homecare in those situations. Every participant must have a back-up plan for Center closure days and days they decide not to come to PACE.

**Appointments with outside specialists:** PACE coordinates all medical care. This helps prevent doing the same tests more than once and the prescribing of unnecessary or harmful medications.

- ALL medical appointments need to be arranged by PACE. If you schedule a medical appointment without PACE approval, you may be paying for that appointment on your own.
- After hour medical help also needs to be planned with you and PACE EXCEPT in the case of a life-threatening emergency. If you go to the emergency room without calling PACE for a non-life threatening condition, you may be paying for that trip and the ER care.
- Bring any paper-work you get to PACE. This includes instructions, future appointments, tests that are recommended and prescriptions for new medications. Our physician will review these items and order those things that are required for your care.

**Medication refills:** If the pharmacy is sending out medications faster than you can use them, let PACE know. We need to follow-up with you and get the right amount of medications to your home.

Please review these items, and other important PACE practices in your enrollment agreement book. Call PACE with any question you have about how PACE works. Together, we can provide comprehensive care services that enhance the lives of our participants. Of that I have NO DOUBTS!

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**Mark Your Calendars**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>PACE Senior Games Recognition:</td>
<td>June 10, 2015 at 1:30 pm</td>
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<tr>
<td>World Elder Abuse Awareness Day:</td>
<td>June 15, 2015 – Wear purple if you can!</td>
</tr>
<tr>
<td>PACE Volunteer Appreciation:</td>
<td>June 17, 2015 at 11:00 am</td>
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Tips for Better Communication for Caregivers

It can often be frustrating to get your loved one to understand what you are saying and to do what you need them to do. But, have you ever had someone read a chapter of an instruction manual aloud to you and expect you to then be able to follow the directions exactly? Well, then imagine that it feels like that to a person with brain impairment such as dementia, stroke or Parkinson’s, when you tell him or her to do something that requires numerous steps to complete. I’m talking about something like telling your loved one to go upstairs, get undressed and take a shower. Think of all the steps that it takes to complete! Think of all the distractions that can occur in the course of getting that accomplished!

Well here are some tips to help reduce your stress and theirs by making communication better! **Note: We will use the pronouns she or her for the remainder of this article to make reading easier.**

1. **Does she have her devices?** Does she need a hearing aid? If she has one, is it in and on with the batteries working? Does she have her glasses on? Do whatever you can to help her overcome any communication barriers caused by sensory deficits.

2. **Eliminate distracting TV’s and radios before you speak.** This makes it easier for her to hear and for her brain to focus on what is being said.

3. **Get her attention.** Say something like, “Hey Mom.” Then wait for her attention to turn to you.

4. **Speak clearly and at eye level.** Don’t speak in a hurry which jumbles your words together. Face your loved one and say each word plainly.

5. **Speak in brief, pleasant, “asking” phrases.** Say the first statement. Make sure it is understood. Then say the next statement. Asking is better than telling. Depending on her level of mental impairment, each step may need to be broken down. Instead of, “Mom, go in the kitchen and sit at your place for dinner.” Say something like, “Mom…stand up please.” Then, when she stands say, “Mom, please walk with me,” and have her follow you there. Then, when you get to the kitchen, say, “Mom, sit here please.”

6. **Show respect** in your tone of voice and through your body language. Be aware of the expression on your face. Even if she is unable to fully comprehend what you are saying she can respond to your emotion and simple gestures. Also, include her as you have conversations. Don’t talk about her but talk to her and others in the room.

7. **Pay attention to the emotion** behind what is being said. Sometimes your loved one can’t find the right words to say what she means. But, if you listen to her emotions, you can discover what she needs and wants.

8. **Give yourself enough time.** This may be easier to say than to do but it can be a huge stress reducer. Try to start getting her dressed or getting in the car 15 minutes earlier than usually needed to give time to complete the tasks without getting rushed and frustrated.

If you think about it, many of these tips are helpful, no matter who you are talking with. Just try them and see!
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

June 11, 2015  November 12, 2015
1:00 - 2:00 pm  1:00 - 2:00 pm

*September 22, 2015
2:00 - 3:00 pm

Note: Date was changed from September 17, 2015.

Upcoming Events

Fearless Caregiving Conference – June 9, 2015
8:30 am – 2:30 pm – Sponsored by the Area Agency on Aging Piedmont Triad Regional Council, The Village Inn
6205 Ramada Drive, Clemmons, NC 27012
To register, call: (877) 829-2734

World Elder Abuse Awareness Walk – June 13, 2015
9:00 am – 11:00 am – Triad Park, 9625 E. Mountain St. Kernersville, NC 27284
To register, call: (336) 904-0300

The Legal Responsibilities of Caregiving – June 13, 2015
10:00 am – 12 noon – Sponsored by Mount Zion Baptist Church and AARP – 1301 Alamance Church Rd. Greensboro, NC 27406
To register, call: (336) 273-7930

Technology for the Family Caregiver – June 17, 2015
3:00 pm – 4:00 pm, Adult Center for Enrichment
3859 Battleground Ave., Greensboro, NC 27410
To register, call: (336) 274-3559

Are You Prepared for What Ifs…
Contingency Planning for Caregivers – June 23, 2015
10:00 am – 12 noon
Temple Emanuel Social Hall, 1129 Jefferson Rd.
Greensboro, NC 27410
To register, call: (336) 274-3559

Estate Planning for Family Caregivers - June 25, 2015
10:30 am – 12 noon, Well•Spring Retirement Community, Richardson Auditorium, 4100 Well Spring Dr.
Greensboro, NC 27410
To register, call: (336) 274-3559

Dr. K’s Medical Minute

Caregiver Financial Stress

Any discussion of caregiver stress would not be complete without a discussion of the enormous financial costs to caregivers.

The most common diagnosis here at PACE of the Triad is dementia. As you may know, dementia is a chronic disease of aging characterized by progressive cognitive decline that interferes with independent functioning. This condition affects a large and growing number of older adults in the United States.

A medical study from 2013 showed that dementia places an major financial burden on our society, similar to the financial burden caused by heart disease and cancer. The study suggested that an annual nationwide cost for treating dementia was around $200 billion per year. This is an annual cost of $50,000 for each person afflicted with this condition.

Only a fraction of the cost is a direct medical expense paid by Medicare or other insurance. The majority of this cost is absorbed by caregivers in the form of lost wages and time spent caring for the individual.

One reason for PACE’s success is that we can lessen this cost by having participants attend the PACE Center, as well as, providing in-home care. This allows caregivers the time to do other things in life such as working and/or managing a household.

Dr. Robert Koehler
Physician and Medical Director
North Carolina is one of 13 states participating in the National Core Indicators – Adult/Disabilities projection (NCI-AD). The project will collect information about publicly funded services such as PACE, Community Alternatives Program (CAP), Money Follows the Person (MFP) and Skilled Nursing Facilities. These are programs under the Department of Health and Human Services (DHHS), the Division of Medical Assistance (DMA) and the Division of Aging and Adult Services (DAAS).

As a PACE participant or caregiver, you may be randomly selected to provide feedback in the survey. The survey is completely voluntary and confidential. Participation or deciding not to participate will not affect your service. Some interviews will be conducted face-to-face and others may be completed by phone. UNC-Chapel Hill Center for Intellectual and Developmental Disabilities (UNC-CIDD) will conduct interviews. You may be contacted by UNC-CIDD or a PACE staff person if you are selected.

Surveys will be completed in August. Results will be available in Fall 2015. If you have any questions, contact your PACE social worker.

We are creating a PACE video. Videotaping will take place June 8 - June 11, 2015. If you do not want to appear in the video, call Nedra Baldwin, Director of Community Engagement and Marketing at 550-4054 and leave a detailed message identifying yourself (or the participant) as soon as possible.

Those who want to appear in the video should complete the Image Release Form for PACE and Cone Health System (printed on the back) and return to PACE prior to June 8, 2015. If you’ve already completed a form there is no need to complete another one.

The PACE video will be used for outreach, educational and marketing purposes. The video will be used on the PACE website and social media. If you have any questions, call Nedra Baldwin.