Protecting Our Seniors

Ursula Robinson, LCSW, MHA
Executive Director

A couple of years ago, I shared this picture of me and my grandmother and told how she influenced my life. I was raised by my grandmother and I saw her sharing meals and food with families in our community. I gained a high level of respect for older adults and their needs over the years.

I have always been highly protective of older adults. I know how easily they can be hurt either physically, emotionally and/or financially. Research shows that more than one in 10 elders may experience some type of abuse, but only one in 23 cases are reported. Very few seniors who have been abused get the help they need. World Elder Abuse Awareness Day is June 16, 2018. At PACE of the Triad, we focus on person-centered care every day of the year. All of us are responsible to help ensure that participants are safe from harm and receive appropriate care either at PACE, with PACE providers or at home. We are obligated to act if we become aware of any type of abuse. Inside this newsletter, you will find an article written by PACE social worker, Misty Paladino, LCSW. If you have any questions or concerns, please do not hesitate to contact us.

Now that our renovations are about 95% complete, we will host several tours and events for participants and caregivers, as well as, the general public in the coming months. We have wonderful new spaces for activities, medical care and therapy. The additional space also gives us a chance to offer PACE services to others in our community who could benefit.

Many people hear about the PACE program from a family member or friend. For the month of June, we will award 100 PACE points for participants to use in the PACE store for referrals (must be 55 or older). The person can call PACE’s referral number at 336-550-4046 and tell us who referred him or her. Or, the person can complete a Refer a Friend card and return it to PACE. Participants and caregivers can get Refer a Friend cards at PACE. For more information, call the referral line at 336-550-4046.

We will continue to gather and share more PACE stories in our newsletter, on our website and other publications. I hope that you will tell your PACE story as it may inspire someone to contact us for services. I know the information would be useful to our lawmakers in Raleigh and Washington, DC as well. We can keep your story anonymous if you choose. Just let us know.

Ursula
Adult Day Health Center

Clothes in the Adult Day Health Center

- Is your name in all the clothes you wear and send to PACE? Jackets? Sweaters? Shirts? Pants? If you leave your sweater on the back of your chair at the end of day, we want to make sure it gets returned to you. If your clothes get dirty and we wash them, we want to make sure they get returned to you.

- Do you have a change of clothes at PACE? You never know when you might spill your lunch on your shirt, some craft paint on your pants, or need to change clothes for other personal reasons. If you have spare clothes stored here in your storage bin, we will get you changed into those, wash and dry the dirty ones and then store them for next time in your bin.

- Please make sure your name is in all garments sent to PACE. If you don’t know if you have any spare clothes here, ask and we can let you know.

From Joe’s Desk

Fraud, Waste and Abuse

Joe Stanley
Center Manager

PACE of the Triad is funded by Medicare (federal government) and Medicaid (state government). We follow a large number of policies and procedures to stay in compliance with all regulations required for operating this program. One of these regulations is to educate our staff every year on Fraud, Waste and Abuse and how it can affect Medicare and Medicaid funding. It is important to share information with participants and caregivers on a regular basis as well.

Fraud, Waste and Abuse (FWA) is a general category that refers to actions that result in money being billed improperly for services or equipment. This may include services, equipment or medicine that are provided, but not really needed. Here are a couple of examples that may help explain what this means.

- I had a participant in another program who was so worried about running out of her incontinent products that she continued to request more than she needed. She accumulated a supply in her closet and garage that could have lasted her for a full year. This is an example of waste, requesting products that are not truly needed.

- Someone who receives medicine prescribed by a physician, but gives to someone else who may not have insurance or money to purchase. This is an example of misusing the benefits provided by Medicare and Medicaid through PACE. The improper use of medicine can be very dangerous for the person who receives the medicine, as well as, the person who provides it. Unknown reactions and side effects could lead to sickness, hospitalization or death.

- A health aide or CNA claiming he or she provided services in a participant’s home that did not occur. The time sheet may indicate 3 visits per week, but the aide only came two days. Or perhaps, the aide was scheduled to work 3 hours, but only stayed one hour. This is an obvious example of fraud, asking to be paid without doing the work.

It is vitally important to be “good stewards” of the funds we receive to provide care. If you see fraud, waste or abuse occurring or if you have concerns about how your PACE benefits are being managed, contact me or speak with a PACE staff member.
Elder Abuse Hurts!

World Elder Abuse Awareness day is June 16, 2018. June is dedicated to raising awareness of elder abuse all over the world. Elder abuse is physical, sexual or psychological abuse, as well as, neglect, abandonment and financial exploitation of an older person by another person or entity. This can occur at home, in a facility, at the bank or anywhere! Often, there is a trusting relationship when an older person is targeted because of his or her age or disability.

Who is at risk?

Elder abuse affects seniors across all socio-economic groups, geographic locations, educational backgrounds and cultures. Women and “older” elders are more likely to be victimized, as well as, those with dementia and other mental health conditions.

Financial abuse is widespread. There are many scams that target seniors and can fool even the savviest consumers. Do not give out personal information over the phone unless you made the call and you know with whom you are speaking. Never sign forms that you don’t understand.

Neglect and physical abuse is often by someone a person trusts or who provides care. Sometimes the abuser is a family caregiver who can’t handle the pressure and responsibility of taking care of someone.

What you can do as a family caregiver to prevent elder abuse, if you are overwhelmed?

- Request help from family and friends.
- Seek respite care.
- Use adult day program services at PACE.
- Take care of yourself (attending your medical appointments, eating regular healthy meals, etc.).
- Try exercise to relax and reduce stress (stretching, yoga, deep breathing).
- Join a support group.
- Attend caregiver skills training.
- Talk with a therapist. If needed, get counseling for depression, or drug or alcohol abuse.

If you are being abused, neglected, or exploited, tell at least one person you trust. If you see an older adult being abused or neglected, report it. Everyone can act to protect seniors. We can work together to raise awareness about elder abuse.

“Alone we can do so little; together we can do so much.” – Helen Keller
Caregiver’s Corner

Lunch and Learn
June 7, 2018, Noon – 1:30 pm
Center for Outreach, Alzheimer’s, Aging and Community Health (COAACH)
2105 Yanceyville St., Greensboro, NC 27405
Call 336-285-2200 to RSVP.
Sponsored by COAACH.

Recognizing Medical Emergencies
June 13, 2018, 10:00 am – 11:15 am
First Baptist Church of Greensboro
1000 W. Friendly Ave., Greensboro 27401
Sponsored by Well-Spring Solutions.
Call 336-274-3559 to register.

Lunch and Learn
June 14, 2018, Noon – 1:00 pm
Caregiver Experience – Navigating Rough Waters Hospice and Palliative Care of Greensboro
2501 Summit Avenue, Greensboro, NC 27405
Call 336-621-5565 to register.
Sponsored by Hospice.

Understanding Medicaid
June 19, 2018, 1:00 pm – 2:30 pm
First Baptist Church of Greensboro
1000 W. Friendly Ave., Greensboro 27401
Sponsored by Well-Spring Solutions.
Call 336-274-3559 to register.

Lunch and Learn
July 12, 2018, Noon – 1:30 pm
Center for Outreach, Alzheimer’s, Aging and Community Health (COAACH)
2105 Yanceyville St., Greensboro, NC 27405
Call 336-285-2200 to RSVP.
Sponsored by COAACH.

Parkinson’s Education Symposium
July 13, 2018 – Save the Date
Union Square Campus
124 E Gate City Blvd, Greensboro, NC 27406
Call 336-832-3060 to RSVP.
Sponsored by LeBauer Neurology.

It’s Patio Season!

With the weather warming up, more people want to get out on the patio. That makes this a good time to review the rules to protect participants from heat and other dangers that may be on the patio.

- The patio will be closed when:
  1. The outside temperature reaches 90 degrees
  2. Thunder is heard
  3. It is raining, hailing, snowing or sleet
  4. Construction or certain types of maintenance is being done.

- Patio doors will be unlocked even when the patio is closed because these are fire exit doors. There will be a “CLOSED” sign on the doors when the patio is closed.

- When the temperature is 80 – 90 degrees, participants are only permitted to stay outside for 30 to 60 minutes to protect from heat exhaustion. It is also advised that those staying outside in these temperatures drink extra fluids, unless there is a medical reason not to increase fluid.

- There is no smoking or use of other tobacco products allowed on the patio.

Ellen Smith, RN
Adult Day Health Coordinator