Celebrating 7 Years!

Ursula Robinson, LCSW, MHA
Executive Director

With the exception of new patio furniture expected later this month, the renovations and building expansion are complete! We hosted a PACE participant and employee family preview in June. Additional events will be scheduled in August and September to “show off” our new space.

For weeks, I have had a permanent smile on my face because I know that this expansion will ensure that we can continue to fulfill our mission. **Our mission is to be a leading not-for-profit provider and employer of choice offering comprehensive care services to enhance the autonomy of older adults.** There are thousands of older adults in Guilford and Rockingham counties who need the coordinated medical care and support that PACE offers. We want to provide access to services to all who qualify and need our support. If you know anyone who could benefit from PACE services, encourage him or her (or the family caregiver) to contact us. We do not have a waiting list and we enroll new participants in our program each month. We have a larger clinic, therapy gym and two new activity rooms to accommodate the growth. We have hired additional staff and will hire more this summer.

Many people hear about the PACE program from a family member or friend. We have **Refer a Friend** post cards that can be used, if you choose. The person can complete the information on the back of the card and return it to PACE. Or, the person can call PACE’s referral number at **336-550-4046**.

This month, we recognize our 7th anniversary of service to the community. July 1, 2011, we opened our doors with 3 participants in our program. As of today, we have served over 450 individuals and their caregivers. We are proud of the comprehensive services we provide including, but not limited to, medical care, therapies, medical transportation, social and emotional counseling and a robust activities program. We are also very proud of our participants and the many goals they have achieved, both big and small.

Mid-month we will have auditors from Centers of Medicare and Medicaid Services (CMS) and the Division of Medical Services (DMA) on site reviewing charts, documents and conducting interviews. This is a standard audit that occurs every other year. If you have any questions, please contact me or Joe Stanley, Center Manager.
Quality News Break

Important Reminders for July!

PACE of the Triad always looks for ways to improve our services. One way that we do this is by conducting an annual participant and caregiver satisfaction survey. Your opinion really matters to us and we look forward to hearing it.

In late July and August, we will mail caregiver surveys for feedback on PACE services and medical care. Caregivers, please take a moment to complete the survey. Your responses will help us know what we’re doing well and what needs improvement. Put the completed survey in the self-addressed envelope and mail to Vital Research, an independent research firm. In August, representatives from Vital Research will come to PACE and interview several participants on site. If you do not want to participate, let us know. The results are anonymous.

As mentioned by Ursula in her article, account managers from Medicaid and Medicare will be on site here at PACE during the week of July 16 – 20, 2018. They will review our services and provide us with valuable feedback and guidance. This is a standard audit that occurs every other year. We’re very excited to welcome them to PACE of the Triad.

From Joe’s Desk

Food, Glorious Food!

Joe Stanley
Center Manager

An important part of PACE of the Triad’s Adult Day Health program is nutrition. PACE provides a morning snack, full lunch and afternoon snack every day we are open. Lunch is considered the largest meal of the day for many of our participants and meets 1/3 of an adult’s dietary requirements.

Previously, we received our lunches from Well-Spring Retirement Community. Well-Spring is currently undergoing a kitchen renovation. Since January 2, 2018, we have been receiving our lunches from Golden Corral restaurant. The meals are delivered hot and meet dietary requirements. We have received a few complaints, but overall our participants have expressed a great deal of satisfaction with the meals from Golden Corral.

A member of PACE’s Interdisciplinary Team (IDT) is our registered dietitian, Leanne Cantrell. Leanne conducts a nutritional evaluation as part of the enrollment process and again on an annual basis. Leanne is available for consultation at other times and has been very active in keeping an eye on participants’ weight gain and weight loss. She meets with participants and caregivers to provide education and recommendations for healthy food choices and discusses dietary issues with our physicians, nurses and other departments. Leanne works closely with our Adult Day Health staff to monitor participants’ food intake and orders food supplements for participants who need them.

PACE’s speech therapist, Esosa Dickey, provides assessments and treatment for participants with issues related to eating and swallowing. Esosa supervises the staff who provide feeding assistance to our participants. She and Leanne, along with our physicians, determine changes needed in food textures for proper and safe swallowing and digestion. For example, for some participants, meals need to be chopped or pureed and liquids need thickening.

PACE recognizes the importance of nutrition in the overall health of our participants and it is integrated into everyone’s plan of care.

Participant Advisory Committee

September 5, 2018
November 8, 2018
1:30 pm – 2:30 pm
PACE of the Triad Conference Room
Family caregivers are encouraged to attend this meeting.
Caregiver's Corner

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, 8:30 am – 12:30 pm
Union Square Campus
124 E Gate City Blvd, Greensboro, NC 27406
Call 336-832-3060 to RSVP.
Sponsored by Cone Health.

Staying Positive While Caregiving
July 18, 2018, 10:30 am – 11:45 am
Heritage Greens
801 Meadowview St., Greensboro NC 27407
Sponsored by Well-Spring Solutions.
Call 336-274-3559 to register.

Advance Health Care Planning:
It’s About How You Live!
July 24, 2018, 10:30 am - Noon
Women’s Resource Center
628 Summit Ave., Greensboro, NC 27405
Sponsored by Well-Spring Solutions.
Call 336-274-3559 to register.

Did You Know....

PACE of the Triad is your insurance company and the provider of medical services, medications and support. There are insurance representatives marketing personal care products and other give-aways to solicit your business. If you sign on with these companies or change your Medicare PART D, you will lose PACE.

If you have any questions, speak with your PACE social worker.

PACE Store Donations Update

Thanks to everyone who has donated items to the PACE store. The PACE store is located within the day center. It offers a collection of donated clothing, toiletries and other items available for purchase using points earned by participants. The store is open several times a month for participant purchases.

Beginning July 1, 2018, we will no longer accept clothing donations. This will help us better manage the current stock of clothing in the store.

We will continue to accept the following items:

- Tissues/Facial tissues
- Toilet paper
- Paper towels
- Trash bags
- Q-Tips
- Cotton balls
- Bar soap
- Denture cleaning tablets
- Toothbrushes, floss
- Deodorant
- Brushes and combs
- Batteries (especially hearing aid batteries)
- Jewelry
- Purses and wallets
- House decorating items
- Non-skid socks
Medical Minute with Dr. K

Water, Water Everywhere – Now Hydrate Your Body!

The body is composed mainly of water. Some water is lost through regular bodily functions such as sweating, urination and breathing. If the water loss is greater than the water intake, dehydration can occur. With increasingly warm summer temperatures, you will sweat more and lose more fluid. Dehydration could also be a side effect of medication or other medical challenges such as diabetes or an infection. Dehydration is also much more common in the elderly. When people get older they often lose the thirst reflex we tend to get when we start to get dehydrated. Therefore, people at the highest risk are those who are older and on medications. This sounds like the typical PACE participant!

Signs of dehydration are not always obvious. There may be thirst (but not always), dry mouth or less urination, but did you know about these symptoms?

- confusion, muscle weakness, constipation
- dizziness, irritability, disorientation, weight loss
- increased heart rate, low blood pressure, dry skin, fever

The best way to prevent dehydration is to drink plenty of fluids. Plain water is best by far. Other fluids such as alcohol, sodas or sweet tea can make matters worse! A good rule of thumb is that if your urine is not clear (or very, very light yellow) then you are not drinking enough water.

Remember, dehydration can lead to very serious medical consequences. Kidney failure, brain damage, heart problems or death could result. When in doubt, drink a little more water unless your doctor tells you that water should be restricted. When you are outside, sit in a shaded area when you can. If you are in the direct sun, drink water.

Dr. Robert Koehler
Medical Director and Physician

Welcome New PACE Faces

Kendra Davis, CNA Certified Nursing Asst.

Carrie Fernald, NP, PhD Nurse Practitioner

Elizabeth Kilgore Health Data Specialist

Rose Maurice, CNA Certified Nursing Asst.

Latanya Sellars Van Driver