At My PACE

“In This Issue:

From Joe’s Desk
Medical Minute
Holding a Family Meeting

New PACE faces
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

Upcoming PACE Closure
September 5, 2016
Labor Day

Nedra Baldwin, Editor

I am very proud to report we had a very successful federal and state survey the end of July! All PACE programs are regulated by the Centers for Medicare and Medicaid Services (CMS) and the North Carolina Division of Medical Assistance (DMA). Additionally, PACE programs are monitored by the Division of Aging and Adult Services monthly. Last week, CMS and DMA conducted a scheduled audit here at PACE of the Triad. The audit involved interviews with staff, members of the Board of Directors, community partners and several participants and caregivers. Look at the article written by Center Manager, Joe Stanley for specific details of the three-day survey.

I just want to say that the survey was a shining moment for PACE of the Triad. I’d like to thank all of the participants and caregivers who were here at the PACE center being observed. Special thanks to everyone interviewed in person or by phone.

Recently I was giving a visitor a tour of our center and was asked, “What do you pay your participants and staff to be so happy; there are smiles everywhere?” Last week, one of the surveyors said, “I can tell your staff provides exceptional care every day and not just during survey. Everyone has smiles on their faces.” Activities Coordinator Stacy Currier challenged participants to win PACE Points by getting to know the surveyors and sharing a little information about themselves. Well, it went over with a big bang. Let’s just say the surveyors were not prepared to be approached by so many participants, lol (laugh out loud)! They will have many stories to tell about their visit with PACE of the Triad.

These are the kinds of comments and responses that mean the most to me and I hope to you as well. Smiling faces usually mean that we are doing things right here. I am grateful to the participants, staff and families who not only inspire me to make PACE of the Triad better, you also make me laugh. For all this and more thank you!

People wonder why I want to hear about how we are doing. Well the answer is that we are all humans and we are bound to make a mistake at some point. Mistakes are okay as long as we learn from them. PACE of the Triad takes ownership of areas we need to work on so we can get better.

Continued next page
Survey Says...

You have probably heard PACE staff refer many times to the regulations we are required to follow for all of the care and services we provide. The regulations PACE programs are required to follow are from CMS, which stands for the Centers for Medicare and Medicaid Services and the North Carolina Division of Medical Assistance (DMA). This week, we had five representatives from Medicare and Medicaid in our building for three full days performing their scheduled survey of PACE of the Triad. They interviewed staff and participants, attended meetings, observed the clinic, rehab, activities in the day center, lunch preparation and distribution of meals, rode on our vans, inspected the building for cleanliness and safety, just to name a few! They reviewed all Grievances, Service Requests and Appeals over the past two years. They remarked that our system of recording and responding to Grievances from participants and family members was well organized and showed that we truly listen and respond personally to each concern expressed.

The Surveyors were filled with praise for what they observed during their audit. They were impressed by the level of professionalism and clinical skills evidenced by our Team. They had glowing remarks about the activities in our Adult Day Health Center and the warm, personal interactions between our participants and the staff. They were able to attend inter-disciplinary team (IDT) care plan meetings for four participants, some with family members present. They observed our process for responding to participant falls, for emergency room and hospital visits, and reviewed our system for 24-hour on-call phone availability.

The survey was successful in so many ways. It was a pleasure to hear the CMS reviewers express their appreciation for the hard working and gifted staff at PACE of the Triad. I hope you can all take comfort in knowing PACE of the Triad was reviewed in great detail by Medicare and Medicaid auditors and came through with an overwhelmingly positive report!
Holding a Family Meeting

In June, PACE of the Triad hosted staff from the Adult Center for Enrichment who presented a workshop on “Communication and Holding a Family Meeting” to PACE families and community members. At PACE, we realize the importance of family members being involved in the care of our participants. Family meetings are a way to get family, friends and providers (PACE) together to discuss important issues related to care and quality of life for the participant.

Your PACE Social Worker may contact you (participant and caregiver) to schedule a family meeting. The PACE team will meet with you to discuss changes in the participant’s health or physical abilities that we have seen, which may result in a change in care needs. If we see that the participant is having problems with following the Plan of Care, then we make contact with the family caregiver to help solve the problem. It is also important to discuss the goals of care so the PACE team, family members, and the participant are in agreement.

There may be times that you feel that a family meeting is needed. Your PACE Social Worker is happy to work with you to arrange and help facilitate, if there is a need. For example, if the primary caregiver has a change in his or her work schedule or if he or she is experiencing health challenges. These changes might require more assistance from other family members to support the participant at home.

When considering a family meeting, think about the goals that you would like to accomplish and have a clear agenda for the meeting. Remember, not everything has to be discussed at one meeting. It may be better to break it up so that it is not so much information that would cause the meeting to be overwhelming. You may not realize the help that is available within the family and the unique skills and resources that each individual family member has, until everyone comes together and has a discussion. Having a family meeting with the PACE team involved gives the participant, caregivers and other family members the opportunity to discuss medical concerns, procedures and/or gain a clearer understanding of the participant’s care plan.

Feel free to contact your Social Worker if you would like to have more information on holding a family meeting or if you would like to arrange a meeting at PACE.

Emily Scearce, MSW, LCSW
Social Worker

2016 PACE of the Triad Holiday Closures

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor Day</td>
<td>September 5, 2016</td>
</tr>
<tr>
<td>Thanksgiving</td>
<td>November 24, 2016</td>
</tr>
<tr>
<td>Christmas</td>
<td>December 26, 2016</td>
</tr>
</tbody>
</table>

Just Add A Little Music

“All it takes is one song to bring back a thousand memories” - Unknown

“Music, when soft voices die, vibrates in the memory” - Percy Bysshe Shelley, poet

Music is with us all through life. Music and rhythm are two of the last brain abilities that people with dementia lose. Music can help bring out good memories. Music can also put someone in a good mood. People who are not able to talk can sometimes sing or hum along to a hymn or popular song from their childhood.

Try these easy steps to add music to your loved one’s life:

- Listen to music that your loved one enjoyed when they were young. Sing along with the music to get him or her engaged.
- Play relaxing or classical music during the day.
- Encourage your loved one to drum fingers to the beat of a song.

Remember to make sure your loved one is enjoying the song. Be careful of music that is too loud and bold. Use music regularly to create a happy memory activity for your loved one!

Emily Scearce, MSW, LCSW
Social Worker

Brianne Martindale
MS, LRT, CTRS
Recreational Therapist
Financial Challenges of Alzheimer’s
August 15, 2016, 6:00 pm - 8:00 pm
Center for Outreach in Alzheimer’s, Aging and Community Health (COAACH)
2105 Yanceyville Street, Greensboro, NC 27405
RSVP to 336-285-2160.

Safe Body Mechanics for the Family Caregiver
August 17, 2016, 6:15 pm - 7:45 pm
Smith Senior Center, 2401 Fairview Street
Greensboro, NC 27405
Sponsored by Adult Center for Enrichment (ACE).
RSVP to 336-274-3559.

Legal Planning for Family Caregivers:
Advance Directives and Powers of Attorney
August 25, 2016, 10:30 am - 11:45 am
Well-Spring Services, Inc.
Battleground Corporate Park
3859 Battleground Avenue, 3rd floor
Greensboro, NC 27408
Sponsored by ACE. RSVP to 336-274-3559.

Legal Issues in Family Caregiving:
Estate Planning
September 14, 2016, 10:30 am - 12:00 pm
Temple Emanuel Social Hall
1129 Jefferson Road, Greensboro, NC 27410
Sponsored by ACE. RSVP to 336-274-3559.

Family Caregiver Skills Boot Camp
September 20, 2016, 6:00 – 7:30 pm
PACE of the Triad
1471 E. Cone Blvd., Greensboro, NC 27405
PACE registered nurse, Jacque Williams and occupational therapist, Elaine Nosal will provide hands-on techniques and practical skills for family caregivers.
RSVP to 336-550-4040.

Walk to End Alzheimer’s
Join the PACE of the Triad Team
Greensboro – September 17, 2016
High Point – October 15, 2016
PACE of the Triad Alzheimer’s walk t-shirts must be ordered by September 9, 2016.
The cost is $5.00 for adult small to adult XL. Larger sizes are $7.00 (2xl, 3xl, 4xl). Cash or checks accepted.

Q. Do I really have to take my medicine?
A. The short answer is “no, you don’t have to!” It’s a free country and it is really up to you. As a physician, I am just your adviser. I give advice to my patients and they can take it or not. It is their choice. As a participant in the PACE program, you are a participant in your care and you have the right to make decisions.

However, there are many reasons why you should take your medications. Even if you feel well, the purpose of most medicines is to keep you feeling well. Medicine can prevent strokes, heart attacks and kidney failure. Medicine can lower blood pressure, regulate glucose (sugar) for diabetics and so much more.

At PACE of the Triad, we are responsible for providing your medications and making our best recommendations as to what medication you should take and those that you shouldn’t. If you are uncertain why you are being prescribed a certain medication, talk to us. If there is an uncomfortable side effect or any other reason why you are not taking your medicine, let us know so we can help.

Dr. Robert Koehler
Physician and Medical Director

Welcome New PACE Faces
LaTara Foust Van Driver
Anahita Kalianivala, M.P., L.P.A.
Psychology Intern
Andrea Muza, RN Home Care Coordinator/Hospital Liaison