Have you ever called someone a “mother hen?” Frankly, I would accept it as a compliment. I feel like a mother hen when it comes to protecting older adults; especially my PACE of the Triad participants. Some of you know that I was raised by my grandmother. She was known for helping seniors and others in need. She often volunteered me to drive seniors and others to the grocery store or to run errands. She also was a trusted source for information and often warned her neighbors and friends about scams and being safe. She was a mother hen and I learned so much from her. I believe that I do what I do because of my love for older adults and my desire to serve and protect them.

At PACE, we work closely with participants and caregivers to help participants stay safe. Preventing falls, taking medicine correctly and staying hydrated are just a few areas of focus right now. Our doctors, nurses, social workers, therapists and others regularly share prevention tips and monitor health changes. There are other aspects of safety that are equally important. In the June At My PACE newsletter, we included an article about scams that target older adults. This month, Officer Stevenson with the Greensboro Police Department will present “Don’t Be a Victim of Crime” to participants and staff as part of our health education series. We will include highlights in the September newsletter.

As I sit and write this, I can’t help but think about what is going on with health care in Washington, DC. I am extremely concerned about proposed Medicaid changes and cuts. Did you know 100% of our PACE participants have Medicaid to assist with their cost of care? Please consider taking action by sending a message to your Senators TODAY and ask them to oppose all attempts to take coverage away from people by capping Medicaid. Here is how you can do it:

- Send an email to your Senators.
- Call your Senators TODAY by dialing this toll-free number: (866) 821-9427. You will be prompted to enter your zip code to get connected to your Senators. Feel free to use the sample script on the next page. Leave a message with the staff person who answers the

Continued on reverse
Why is your PACE CARD so important?

1. Your PACE CARD is your HEALTH INSURANCE CARD. The PACE CARD tells people that you are a participant of PACE of the Triad. The PACE CARD replaces the Medicare and/or Medicaid card you were using prior to enrolling in PACE. When someone asks for your Medicare or Medicaid card – show your PACE CARD.

2. The PACE CARD covers the cost of approved medical procedures, medical specialist appointments, supplies and other services reviewed and authorized by the PACE team. Remember to show the card at these appointments.

3. The PACE CARD covers the cost of PACE ordered prescription medications at a local pharmacy. This is usually needed when prescriptions are ordered by the PACE doctor or nurse practitioner after business hours or on the weekend. You will need to show the card at the pharmacy.

4. Keep your PACE CARD in a place where you can get to it. If you have lost your PACE CARD, please tell your Social Worker so you can receive a replacement card.

Sample phone script

“My name is _____________ and I am a constituent. I understand there may be crucial health care votes coming soon. I urge the Senator to oppose all legislation that would drive up the cost of health care for older Americans and destroy Medicaid as we know it. I oppose per capita caps and block grants because they would hurt many people and families who need long-term services and supports.”

There is strength in numbers. Your opinion matters. Don’t be afraid to share it with elected officials.

Thank you and stay cool!

Ursula

Travel the US @ PACE
Oklahoma

Next stop, Oklahoma! How is the weather? Where is the best place to visit? This month you will learn about the history and culture including food, music and fun facts. Don’t miss your travel photo. Enjoy the ride!

Stacy Currier
Activities Coordinator

From Joe’s Desk

Joe Stanley
Center Manager

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 the PACE Center from 1:00 – 2:00 p.m.

September 7, 2017
November 9, 2017
Get Ready for the Survey

Adria Smith
Quality Coordinator

PACE of the Triad is committed to providing you and your loved ones with the best possible care. To help us better understand how participants feel about the quality of care they receive, we have hired the survey company, “Vital Research” to interview participants and survey caregivers.

Last month, a survey was mailed to caregivers. If you have not already, take a moment to complete the survey and return it in the provided postage-paid envelope.

The participant survey is July 31 - August 11, 2017. Vital Research will be here at the PACE Center. Participation is voluntary. At any time, you (or your loved one) may choose not to take part. If you would prefer to not participate, please contact me at (336) 550-4061 or at the PACE Center to be removed from the survey list.

If the interviewers learn something during an interview that suggests someone at PACE is being harmed or is at risk of being harmed, they have a responsibility to tell someone who works at PACE about the concern. The interviewers do not work at PACE or any other PACE program. Your responses are confidential and your name will not be connected to your responses in any way.

Thank you for helping us to serve you better and to continuously improve the quality of care for our participants. Again, all responses are kept confidential.

Caregiver’s Corner

COAACH Lunch & Learn
August 3, 2017, Noon – 1:30 p.m.
2105 Yanceyville St., Greensboro 27405
Sponsored by North Carolina A&T State University Center for Outreach in Alzheimer’s, Aging and Community Health.
Call 336-285-2160 to register.

Caregiver Bootcamp @ PACE
(for family caregivers only)
August 17, 2017, 6:00 – 7:30 pm
1471 E. Cone Blvd., Greensboro, NC 27405
Sponsored by PACE of the Triad and Well-Spring Solutions. Call 336-550-4040 to register.

Recognizing and Recovering from Caregiver Burnout
August 30, 2017, 10:30 – 11:45 a.m.
The Well-Spring Group, Battleground Corporate Park, 3859 Battleground Ave. Greensboro 27410
Sponsored by Well-Spring Solutions. Call 336-274-3559 to register.

COAACH Lunch & Learn
September 7, 2017, Noon – 1:30 p.m.
2105 Yanceyville St., Greensboro 27405
Sponsored by North Carolina A&T State University Center for Outreach in Alzheimer’s, Aging and Community Health.
Call 336-285-2160 to register.

Dementia Talk
September 7, 2017, 6:00 – 7:30 pm
2501 Summit Ave., Greensboro, 27405
Sponsored by Hospice and Palliative Care of Greensboro and Well-Spring Solutions. Call 336-621-2500 to register.

Welcome New PACE Face

Blake Herd, M.P., L.P.A.
Psychology Intern