



ISSUE 2017



“ Winter is the time for comfort, for good food and warmth, for the touch of a friendly hand and for a talk beside the fire: it is the time for home. ”

—Edith Sitwell

Greetings Participants and Caregivers!

Although winter can be tough due to shorter days and colder temperatures, we hope you find warmth in the company of our Centers and the amazing staff that care for you. Winter, spring, summer or fall – our goal is the same – providing the care and services that you need to keep you independent! YOU are at the center of all we do!

Even during the chilly months of winter, PACE is continuing to expand its care to more seniors in need of our care. Our focus this year will be to improve how we operate services and communicate with you! We know we need to keep you and your caregiver better informed.

Here's what we've started this year:

1. “Voice Message Phone Calls” – from me reminding you of center closings and other special events. This is our new automated call system to help keep you informed.
2. Clinic Staffing – we are adding primary care staff to better meet your needs.
3. Transportation – we are excited about our new Transportation Manager, Michael Kelly. Once Michael settles in, we will launch an automated system to help manage our growing demand.

Continued on next page.

GREETINGS *Continued from front page*

4. PACE Southeast Michigan Newsletter - will be sent out four times a year.
5. Caregiver Dinner and Dialogue series –will be held quarterly to share and discuss ways to improve care and service for our participants.

Please be assured that our focus is to provide extraordinary care and service - keeping you content, warm and comforted throughout this winter season.

Peace.

Mary

CAREGIVER DINNER AND DIALOGUE EVENTS

Our *Caregiver Dinner and Dialogue* events will continue this year. We will hold these meetings every three months. These events give you a chance to meet our staff and learn about changes at PACE Southeast Michigan. Also, they give you a chance to give us feedback and ask questions.

All Dinner and Dialogue sessions are held from **5:00 PM - 6:30 PM**.

Dates and Locations:

Rivertown Center – 250 McDougall, Detroit – **March 9, 2017**

Warren Alternative Care Setting – 30713 Schoenherr, Warren – **March 15, 2017**

Southfield Center 24463 W. Ten Mile Rd., Southfield – **March 23, 2017**

Dinner and Dialogue is free, but registration is required. To **register** for the RIVERTOWN or WARREN dinners, please call **313-288-7129**. To register for the SOUTHFIELD dinner, please call **248-556-9107**. We look forward to seeing you there!

PACE SOUTHEAST MICHIGAN MISSION:

PACE Southeast Michigan - (Program of All-Inclusive Care for the Elderly) is a unique health plan and care provider, committed to keeping seniors with challenging healthcare conditions in their home, by caring for their medical, physical and social needs.

OUR VALUES:

- **Extraordinary Care**
- **Collaborative Teamwork**
- **Inspired Achievement**
- **Accountability**
- **Adaptive Growth**



MEET THE INTAKE AND MARKETING TEAM



You may know that our Intake and Marketing Team enrolls participants in our program, but the lengths that they go to do this may not be as known. This team gets around 150 inquiries from potential participants per month. In the same month, after reviewing potential candidates, they make about 70 to 90 home visits! They go through this process to reach an average of 20 new enrollments per month.

This team is the first impression for our participants. They develop a close bond through the 3-month on-boarding process. During this time, they work with participants and their families to help them understand criteria for enrolling in our program. They also educate them on the yearly determinations for Medicaid, as well as help manage participant and family expectations for the program.

Do you know someone who might be interested in our program? Have them call the Intake and Marketing Team at 855-445-4554.

*We are pleased to introduce you to
the newest members of our Leadership Team:*



*Sue Hammel
Rivertown Center*



*Terri Robinson-Young
Southfield Center*



*Greg Gildersleeve
Warren - ACS*



*Twana Fisher-Bean
Rehabilitative Therapy*



*Heather Patraszko
Food and Nutrition Services*



*Rosalind Miles
Clinical Care*



*John Elliott
Recreational Therapy*



*Michael Kelly
Transportation*

WELCOME DR. FONGER!



Evan Fonger, MD

PACE Southeast Michigan welcomes Evan Fonger, MD to our clinical staff. He will see participants at our Rivertown clinic.

Dr. Fonger received his medical degree from the Wayne State University School of Medicine. His residency was at the MSU/Kalamazoo Center for Medical Studies, in his hometown. While there, he found a passion to improve care for seniors with chronic illness.

Dr. Fonger comes to PACE Southeast Michigan from Hospice of Michigan. He spent six years there in many roles. He was medical director and assistant fellowship director of the hospice and palliative medicine fellowship at Wayne State University. He was also support medical director for @HOME and a published clinical researcher.

His interests include soccer, golf, triathlons, and family time with his wife and two children. Please stop by the Rivertown clinic and welcome Dr. Fonger!



As a PACE Southeast Michigan participant, all health care services are provided and arranged by your personal health care team. PACE participants may be fully liable for the costs of medical services from an out-of-network provider or without prior authorization with the exception of emergency services.



REDUCING THE CHANCE OF FALLS

By Roger Anderson

As we get older, we become less steady on our feet. Add the ice and snow of a Michigan winter, and the risk for falling goes up! These steps can help you to decrease that risk and be safer while you walk:

- Make sure to wear shoes that fit well and have non-slip soles (smooth bottoms are NO good)
- If you use a cane or walker, check the tips to make sure they are not too worn or have anything stuck in them
- Use handrails whenever possible and stay on salted paths
- In and around your home, make sure there are no throw rugs or similar obstacles and that all areas are well lit

Also, make sure you TAKE YOUR TIME when first standing. Our bodies sometimes need a few moments to adjust to getting up. Taking that extra time can reduce the chance of becoming dizzy and losing your balance.

Remember, any changes in your ability to get around need to be reported to your nurse or doctor right away so that we can keep you safe!!

TRANSPORTATION UPDATE

By Jeff Burmeister

There are exciting things happening in the Transportation department. First, we are working hard to add drivers to our team. We have hired many drivers over the last month and will add more in the coming months, so that we can provide the customer service that you deserve. We are also updating our fleet. We received six new buses in 2016, as well as two Ford Escapes. In 2017, we will add another six buses and four commuter vans. To help us achieve shorter wait times for appointments, we have engaged two outside Medical Transportation Companies – Tender Care and Care Transport. These two companies came highly recommended. We have been using them since November without issue. We send a PACE Southeast Michigan aide on these appointments.

We have hired a new Transportation Manager, Mr. Michael Kelly, to help our growing department. Michael has years of experience and will work with our current management, dispatchers, and drivers to build and implement the Ecolane Transportation Information System. Ecolane's sole purpose is to increase efficiency, shorten ride times, and increase our accountability.

Finally, with winter upon us, I would like to remind you of the importance of keeping your porches, sidewalks, driveways, and ramps clear of snow and ice. This is for your safety as well as our drivers and aides.

Recreation therapy

By
Lina Cercone

The Recreation Therapy team brought a lot of fun and joy to our participants in 2016. These include physical, mental, spiritual, and social activities. Our focus is to engage, improve, and maintain a quality of life for our participants. We help to develop confidence, coping skills, and socialization. We promote physical and emotional health. Check out some of our fun-filled activities at www.pacesemi.org. Here are some pictures from the past year.



COOKING DEMONSTRATIONS

By Heather Petraszko



Our *Grow Healthy Seniors* project provides cooking demonstrations for our participants and caregivers. We are trying to teach participants and caregivers how to prepare healthy meals using fruits and vegetables. We focus on simple recipes and affordable ingredients. The demos occur in all of our day health centers. They are provided by our team of Registered Dietitians and staff from Peaches & Greens. We offer the demos to participants during regular center hours each month. We also offer caregiver demos in the evenings every three months. The demonstrations are becoming very popular. So far, we have covered recipes like Japanese Simmered Squash, Northwest Apple Salad, and guacamole. Participants and guests receive a sample of the recipe and instructions, so that they can prepare the recipe at home.

The next series of evening caregiver cooking demonstrations will be part of the Caregiver Dinner and Dialogue events. (*See Dinner and Dialogue article, page 2.*)



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