



ISSUE 2022



“Autumn, the season that teaches us, that change can be beautiful.” – Unknown

Greetings Participants and Caregivers!

I hope you enjoyed this beautiful, warm summer! It is hard to believe that fall is upon us already!

As you know, each year we send a survey to participants and caregivers. Our participant survey in May showed that your satisfaction is at 84%. Our caregiver satisfaction in June was 83%.

We are working on many ways to increase your satisfaction! This includes improving the appointment process, bringing back Dinner and Dialogues, monthly pizza parties, center picnics, and trying creative solutions to respond to current staffing challenges – to name just a few.

We'll send another survey at the end of the year to gauge how we're improving. In the meantime, if you have any additional suggestions, please let us know!

Did you know by 2030, roughly 24% of Michigan's population will be 60 and older? That's an increase of 32% since 2012. This means we must find more ways to care for our aging population quickly!

A U.S. Department of Health and Human Services study found that PACE participants report they are healthier, happier, and more independent than those in other care settings. This is why PACE Southeast Michigan is so committed to opening more centers!

Speaking of more centers, our new Detroit Center will be open soon! This center will be able to serve 400 participants. We are excited to be able to care for more older adults at this center.

Enjoy the beauty that will surround you this autumn season! Thank you for being a part of the PACE Southeast Michigan family.

Mary

WELCOME TO OUR NEW HIRES



Denise Blakely – Assistant Community Living Manager

Denise Blakely graduated from Oakland Community College in 1992. She has worked in many long-term care settings as a Licensed Practical Nurse. She also owns and operates a licensed adult foster care home.



Holly Fine – Volunteer Program Manager

Holly Fine comes from Leader Dogs for the Blind. She has 10 years of experience with volunteers. She has degrees in both business management and diversity, inclusion, and cultural awareness. She loves the outdoors, traveling, and spending time with her family.



Nicholas Gout – Transportation Manager

Nicholas Gout was a small business owner for FedEx Ground for about 14 years. He played basketball at Wayne State University from 1999 to 2001. He is married with two sons and has a German Shepherd named Kobe.



Dr. Hem Mohindra – Physician (Pontiac Center)

Dr. Mohindra graduated from the Government Medical College of India. She completed her residency at Mt. Carmel Mercy Hospital and Beaumont Hospital. She worked for Henry Ford Health for over 40 years. Dr. Mohindra is excited to join the Pontiac team!

CONGRATULATIONS – HERE IS THE LATEST PROMOTION ON OUR TEAM!



Chavita Johnson – Center Manager (Sterling Heights Center)

Chavita Johnson joined the PACE Southeast Michigan team in 2021. Previously, she worked at a home care company. She is currently continuing her education. Her degree will be in business management. She enjoys spending time with her daughter, writing poetry, and doing yoga.

Meet our Spiritual Care Team!

The purpose of the Spiritual Care Program is to address the needs of participants and caregivers. It does this from a spiritual perspective.

The Spiritual Care Team offers support to:

- Cope with death, grief, and loss
- Manage through illness and the aging process
- Memorialize loved ones
- Validate spiritual and religious beliefs and practices
- Express feelings and thoughts
- Find meaning and purpose

This work is done in partnership with the interdisciplinary team.



Left to right: Spiritual Care Providers: Reverend Delores Greer-Stevens (Southfield Center), Reverend Jasmine Smart (Pontiac Center), Sister Sonia Woods (Eastpointe Center); Spiritual Care Program Manager: Reverend Samuel White, III; Spiritual Care Providers: Reverend Ingrid Ingram (Sterling Heights Center), Minister Deborah Bean (Rivertown Center), Reverend Kevin Johnson (Dearborn Center)

CONGRATULATIONS TO DR. RASHEED



Dr. Shoaib Rasheed is our Physician at the Rivertown Center. He has been appointed to the Home and Community Based Services Health Equity Advisory Committee! This group is part of the Michigan Department of Health and Human Services. He will offer input on reaching underserved populations.

If you see him, please congratulate Dr. Rasheed!

WONDERING WHO TO CALL?

Emergency

Center Manager

855-445-4554

**Registered Nurse
Case Manager**

Social Worker

In case of emergency, call 855-445-4554. During the day, you will be connected to the clinic. After hours, you will be connected to Medstar paramedic services.

For questions about the center, please contact your Center Manager. For clinical issues, call your RN Case Manager. For other issues, call your Social Worker. We know your loved one. We are the best resource for handling their care.

PACE SOUTHEAST MICHIGAN MISSION:

PACE (Program of All-Inclusive Care for the Elderly) Southeast Michigan is a unique health plan and comprehensive care provider, committed to keeping chronically ill aging adults in their home by caring for their medical, psychosocial, and spiritual needs.



OUR VALUES:

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

CONGRATULATIONS, MS. DUIGUID AND MR. SIMPSON!

Participant Ms. Dorothy Duiguid was named the 2022 Older Adult of the Year. The Older Adult of the Year Award is a state tradition. She was honored for her service. She received the award on Older Michigianians' Day last May in Lansing.

Last year, another participant, Mr. David Simpson, won a "Silver Stars" singing competition. As part of that event, he performed at the LeadingAge conference in Atlanta.

In addition to these accomplishments, we are happy to share that both participants are winners once again! They were both awarded the Hannan Center's *70 Over 70 Next Chapter Awards*! These awards show the potential that continues and increases with age.





Please remember to wear your mask while at the Day Health Center and on our buses!

Thank you for helping us keep everyone safe and healthy.

What's happening in the centers?



We love themed days at the centers, especially when they involve hats for the Kentucky Derby!

Despite the rain, the Rivertown Center had a great time at their summer picnic!



Congratulations to the king and queen of the Sterling Heights Center's Prom!

In May, a group of participants and staff visited the Michigan State Capitol for PACE Day!



CENTER CLOSURE DATES

Mark your calendars! Our centers and clinics will be closed on the following dates:

Thanksgiving Day – Thursday, November 24, 2022

Christmas Day (observed) – Monday, December 26, 2022

New Year's Day (observed) – Monday, January 2, 2023

Remember you can call 855-445-4554 at any time – day or night, weekends, and holidays. We are always here for you!

CAREGIVER DINNER & DIALOGUE SESSIONS

This is an opportunity for caregivers to visit the centers, meet the care teams, and ask questions about the organization.

Registration is required. Call 855-445-4554, press option 1 to register.

All sessions are from 5 – 6:30 pm.

- **October 4:** Rivertown Center
- **October 5:** Eastpointe Center
- **October 25:** Sterling Heights Center
- **October 27:** Southfield Center
- **November 9:** Pontiac Center
- **November 10:** Dearborn Center
- **November 15:** Detroit Center

More details will be sent by mail.



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.



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Corporate Office
21700 Northwestern Hwy.
Ste. 900
Southfield, MI 48075

Southfield Center
24463 W. 10 Mile Rd.
Southfield, MI 48033

Sterling Heights Center
35501 Mound Rd.
Sterling Heights, MI 48310

Thome Rivertown
250 McDougall Street
Detroit, MI 48207

Eastpointe Center
17401 E. Ten Mile Rd.
Eastpointe, MI 48021

Dearborn Center
15401 N. Commerce Rd.
Dearborn, MI 48120

Pontiac Center
823 Golf Dr.,
Pontiac, MI 48341

Phone: 855-445-4554
Fax: 313-543-6795
Website: www.pacesemi.org