



Spring

ISSUE 2020



"I can hardly wait for tomorrow; it means a new life for me each and every day."

– Stanley Kunitz

Greetings Participants and Caregivers,

The health and safety of our participants and staff is our priority. In response to the quickly evolving Coronavirus (COVID-19) pandemic, we have taken measures to ensure we are still providing Extraordinary Care to all of our participants while protecting everyone's health. The way we deliver care to you has changed in response to the COVID-19 virus. See details inside this newsletter. We know that the unknown can be unsettling. We are here to answer your questions and support you!

Be sure to take time to notice that spring is upon us. After a gray winter, the sun is beginning to shine more and lift our spirits. I hope you'll find time to get outside in the fresh air when possible.

In other news, I'm happy to share that our Eastpointe Center officially opened for participants on February 17. This larger center can serve up to 250 participants, which allows us to serve more seniors in Macomb County. Later this year we will open our sixth center in Pontiac; it will be our second center in Oakland County.

We are honored to care for you and we will continue to provide you with the highest quality of care - year round. We have included guidance on how to protect yourself from the COVID-19 virus inside. Stay safe and healthy, and if you feel ill, please call your RN Case Manager right away!

Peace,
Mary

**IMPORTANT
NOTICE**

The priority of PACE Southeast Michigan is keeping participants, caregivers, and staff healthy and safe. In response to the world-wide spread of Coronavirus (COVID-19), we changed how we will deliver care to you.

- We will not be bringing any participants to our day health centers until further notice. This is to help slow the spread of the virus.
- Our clinic at the Southfield Center will be open from 8:00 AM until 4:30 PM, Monday through Friday, and our clinic at the Rivertown Center will be open from 8:00 AM until Noon, Monday through Friday. We will see participants from any of our centers at these clinics and also provide transportation for clinic visits.
- Our care team will continue making daily calls to check on you. We will also provide care in the home, when appropriate.
- Dialysis transportation will continue.
- We will provide you with a larger supply of regular medications, when appropriate.
- Appointments will be rescheduled, if appropriate. Primary care will notify you with any changes.
- Respite care will be put on hold until further notice. Contact your social worker with any questions or concerns.
- If you need anything or you are not feeling well, we are always here at 855-445-4554.

Please know that we will continue to closely monitor the spread of the virus and update our plan as needed. We will keep you informed of any changes.

Please call your RN Case Manager or Social Worker with any questions.



One thing we know about COVID-19 is that taking the following steps can help prevent the spread of the virus and other illnesses like the flu:

- Wash your hands often with soap and warm water for at least 20 seconds.
- If you have to cough or sneeze, cover your mouth; preferably with your arm or a tissue.
- Avoid contact with anyone who is ill.
- If you do not feel well, inform your loved ones and your PACE Southeast Michigan team. This includes fever, cough, shortness of breath, sore throat, runny or stuffy nose, headache, fatigue, or body aches.



Symptoms for COVID -19 may be similar to the flu: fever, cough, and shortness of breath. COVID-19 could progress to pneumonia. There is no vaccine for COVID-19, the treatment is supportive.

If you have any questions, please reach out to your RN Case Manager or your Social Worker.



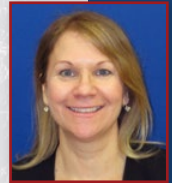
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We are pleased to announce the latest promotions of our team:



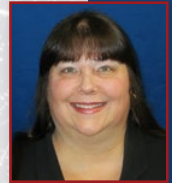
Roger Anderson, Senior Director,
Operational Support & Innovation

Laurie Arora, Vice President, Public Affairs,
Philanthropy & Organizational Development



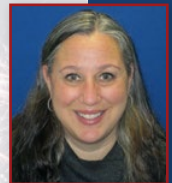
Jeff Burmeister, CAO/CFO, Health Plan Management,
Business Development and Administrative Services

Heidee Gatti, Ambulatory Care Clinical Manager



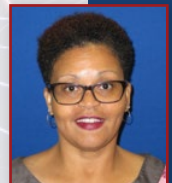
Julie Jones, Director, Organizational
Development and Training

Amy Katz, Vice President, Strategic Growth, Health Plan
Advancement & New Program/Partner Development



Alexandra Schneider, Registered Dietitian Manager

Debra Smith, Assistant Day Health
Center Manager, Southfield



INTAKE DEPARTMENT

Chances are, if you're a participant, you've met one of our Community Liaisons! They take care of promoting and enrolling new participants. Community Outreach Liaisons and Intake Coordinators educate about the benefits of PACE. The Intake team conducts on average 80-120 home visits per month. They measure the level of care and safety in the community. Together, they work each day to answer all of your questions upon entry into the program. Once enrolled, the Participant Advocate ensures you have a warm welcome in the centers.



MEET HAWRA KHRAIZAT, THE NEW SOCIAL WORK MANAGER



Hawra is a graduate of the University of Michigan - Ann Arbor. She comes to PACE Southeast Michigan with eight years of Social Work experience. Hawra is passionate and dedicated to serving the elderly population and being a voice for the unheard. She strives to lead by example and approaches scenarios with an open heart and mind. For fun, Hawra enjoys spending quality time with her husband and 11-month-old son.

MEET DR. DIANE HINES



We know oral surgery can be scary, but sometimes it's a necessary procedure. That is why PACE Southeast Michigan is partnering with Dr. Diane Hines. Dr. Hines is a graduate of the University of Michigan School of Dentistry and has been practicing for 26 years. She is passionate about giving her patients healthy, beautiful smiles. She takes a gentle approach and eases any concerns by providing patient education. We hope you feel comfortable with Dr. Hines and we're glad she's part of the team!

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**



Life Enrichment



Elvis came to visit



We celebrated a 100th Birthday!



Love was in the air

WHO DO I CONTACT?

When you have a non-emergency issue, who do you contact?

First, you should call your RN Case Manager

If you need further assistance, contact your Center Manager:

- **SOUTHFIELD** – Tamara Myles – 248-556-9307, Tamara.Myles@pacesemi.org
- **RIVERTOWN** – Joyce Nason – Hamlin – 248-318-1602, Joyce.Nason-Hamlin@pacesemi.org
- **DEARBORN** – Jason Lewis – 313-794-9726, Jason.Lewis@pacesemi.org

- **EASTPOINTE** – Bernard Loren – 586-362-2745, Bernard.Loren@pacesemi.org

- **STERLING HEIGHTS** – Please contact Director of Operations, Mary John-Williams (Contact information below)

If you still need assistance, call the Director of Operations for your center:

- **SOUTHFIELD** – Julie Jones – 248-556-9108, Julie.Jones@pacesemi.org
- **RIVERTOWN/DEARBORN** – Sandra White – 313-495-6855, Sandra.White@pacesemi.org
- **EASTPOINTE/STERLING HEIGHTS** – Mary John-Williams – 248-996-2932, Mary.John-Williams@pacesemi.org

OUR NEWEST CENTER: EASTPOINTE

On February 17th we welcomed participants to our new Eastpointe Center. Located at 17401 East Ten Mile Road, the center can provide care for 250 seniors. This is our fifth center and the second one located in Macomb County. The opening of this center follows the closure of our center in Warren. We hope you will come see the beautiful new center at the Caregiver Dinner & Dialogue event on April 28th.



WHAT IS THE CENSUS?

- The census is a count of everyone residing in the United States: The U.S. Constitution mandates this count.
- The census is conducted every 10 years.
- In March of this year, each home will receive an invitation to respond to a short questionnaire – online, by phone, or by mail.
- All residents of the United States must be counted. Your participation in the census is required by law.
- The questions ask you to provide information that is accurate for your household and is due on April 1, 2020.
- It takes less than 10 minutes to complete.
- Households that do not respond by May 2020 will be called or visited by a Census worker. (Census workers can be identified by a census badge and bag.)



Why is the census important?

- Census data is used to determine the number of Congressional seats for states. It is also used to make decisions about where to distribute hundreds of billions of dollars in federal funds to local, state, and tribal governments each year. So be counted!

Your information is protected

- Census workers will never ask for bank or social security information. All census information collected are confidential and protected by law. Your information cannot be shared with any other government agency.

Questions? Contact the Michigan Census 2020 team at 833-8CENSUS

Online shopping? Did you know if you shop on Amazon you can also be helping our participants? With Amazon Smile, 0.05% of your purchase will be given to PACE Southeast Michigan.

Go to **smile.amazon.com** and select PACE Southeast Michigan as your charity of choice. Then shop!



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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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. 10 Mile Rd.
Eastpointe, MI 48021

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

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

