



SUMMER

ISSUE 2021



“Warm summer sun, shine kindly here.” – Mark Twain

Hello Participants and Caregivers!

Summer is here, and so is the summer newsletter! There are lots of exciting updates to share with you.

We have been working hard to get the COVID-19 vaccine to all our participants and their caregivers. As of June 7th, 817 participants are fully vaccinated and 72% of participants have received at least the first dose of the vaccine. Vaccination is not required of participants, but we strongly encourage it. It is your best protection against the virus!

We are working on Phase 3 of our re-opening process after the pandemic. Soon, we will be able to bring more participants into the centers! We will share more details with you as those plans are developed.

Please know we've heard your feedback regarding our appointment scheduling process. We've contracted an external expert consultant to guide our team through a large-scale process-improvement project for improving appointment scheduling. The goal is to improve your experience when you have appointments for specialty care and other medical needs. Please be patient with us as this will take a bit of time to plan, pilot, and get it right! Thank you for your productive feedback on this.

In May, Dr. Graddy and I testified before the Michigan State Senate Health Policy and Human Services committee against legislation that would allow an out-of-state, for-profit PACE program to enter our service area. This work is still ongoing, but we are doing everything we can to advocate on your behalf so we can continue to provide you with Extraordinary Care!

We are grateful to care for you! Enjoy your summer and know that you bring sunshine into the lives of all of us here at PACE Southeast Michigan!

Mary

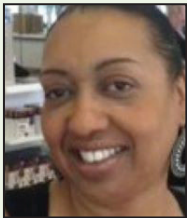
MEET OUR NEW TEAM MEMBERS!



Ramón Harris, Transportation Director

Ramón is a graduate of the University of Michigan-Ann Arbor. He has more than a decade of professional experience in nonprofit volunteer leadership. He is passionate about support and care of older adults. That is why he is so glad to be at PACE Southeast Michigan!

CONGRATULATIONS – HERE ARE THE LATEST PROMOTIONS OF OUR TEAM!



Linda McCarver, Home Care Manager

Linda began working at PACE Southeast Michigan in 2007 as a Center Manager. She left to open a new PACE site before returning. Linda has over 40 years of nursing experience. She taught the first Baker College nursing graduates in 2014! Linda loves spending time with her daughter.



Emily Cutler-Brockway, Social Work Manager

Emily has been a social worker with PACE Southeast Michigan since 2017. Emily has a passion for social work, caring for older adults, and drinking delicious coffee. In her free time, Emily enjoys playing video games, sleeping, and playing with her dogs (Frank and Marley).



Aaron Mucciante, Marketing Brand Manager

Aaron has been the “behind the scenes” man since 2018. He handles the website, social media, videos, and so much more! Aaron’s favorite part of the job is being able to show off to the world the amazing participants at PACE Southeast Michigan!



Roslyn Graham, Community Living Manager

Roslyn has been with PACE Southeast Michigan for 12 years as a Registered Nurse Case Manager and Clinic Nurse. She received her education at Wayne State University and the University of Phoenix. Her hobbies include biking, listening to music, and spending time with her 3 beautiful grandchildren.

WE ARE ALWAYS IMPROVING AT PACE SOUTHEAST MICHIGAN!

PACE Southeast Michigan has begun a process-improvement project for scheduling and appointments. We are involving team members from many departments, as well as an external expert consultant to guide our team. This is meant to improve your experience when you have appointments for specialty care and other medical needs. Our trials of the improvement project began on June 1st, but we will continually track and update our progress. Please be patient with us! We are making changes, trying new things, and ensuring better scheduling for you. We are excited for these improvements and will continue to update you!



PONTIAC CENTER GRAND OPENING

PACE Southeast Michigan has expanded its services with a new center in Pontiac. A grand opening was held on March 24th. Despite the center opening last year, we are happy to celebrate this success now. A small group of PACE Southeast Michigan staff, participants, and community members attended due to COVID-19 rules.



Meet the Scheduling Team!

The scheduling team arranges external appointments, Mobile Medical services, and clinic assessments. Their department processes will be improving soon! They show great effort each day. They ensure our participants get Extraordinary Care. We are so lucky to have them as part of the PACE Southeast Michigan team!



Enjoy some fun facts about the scheduling team!

Scheduling Manager

- Joel Walrath – I am a big Buffalo Bills fan!

Schedulers

- Brandy Barnett – I had five dogs at one time for a year! (Not pictured.)
- Mardi Bobkin – I spend every Saturday with my two adorable grandsons.
- Stephanie Burkett – I am outgoing, creative, and fun!
- Julaine Golden – I starred in two stage plays at the Redford Theater and Northwest Activity Center.
- Novie Grayer – I love to travel.
- Kamil Stokley – My favorite color is blue.
- Shunti'A Lee – I love to dance.
- August Taylor – I am really good at playing basketball!
- Beth Turner – I enjoy playing Mortal Kombat.

CENTER CLOSURE DATES

Mark your calendars! We will not be providing home care, and our centers and clinics will be closed on the following dates:

Labor Day – Monday, September 6, 2021

Thanksgiving Day – Thursday, November 25, 2021

Christmas Day (Observed) – Friday, December 24, 2021

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

A MEDICATION UPDATE!

Our pharmacy department now has several new brand options of insulin and inhalers. If you use these types of medications, you may notice a change in the packaging. Please know that even with this potential change, they all work the same way! We will continue to monitor your medications, and if you have any questions, please reach out to your care team.



Rx



What is *The Power of Understanding*?

The Power of Understanding is a project aimed at improving health literacy. Health literacy is how well a person or organization can understand and use information. Then using that information to help themselves or support participants to follow health care advice.

How will this support PACE Southeast Michigan participants?

The project will build the skills of PACE Southeast Michigan team members. It will help our participants take care of their health when they are not at the Day Health Center or clinic. This project is meant to help older adults with type 2 diabetes and their caregivers. It will support them in better managing their care.

Thank you to the Michigan Health Endowment Fund for making this project possible.



Congratulations to Tasha Williams for being appointed to the National PACE Association Council on Diversity, Equity, and Inclusion! Tasha is a lead PCA at our Sterling Heights center. The role of the council is to create settings that see and value different experiences and perspectives. It will help to achieve fulfillment among PACE staff and the highest quality of care for PACE participants. Congratulations, Tasha!

Reminder!

Each week you have been receiving calls from the CEO of PACE Southeast Michigan, Mary Naber! These calls are meant to tell you about what's happening. As we have important information to share with you, expect a call each week from your PACE Southeast Michigan family! If you are not receiving these calls, please tell a member of your care 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



Shop amazon.smile.com on desktop or mobile app and select PACE Southeast Michigan as your charity. 0.5% of your purchase will go directly to our participants, at no extra cost to you!



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Kroger Community Rewards Program

Shop at Kroger's and donate to PACE Southeast Michigan participants each time you use your Kroger Card!

1. Create or log into your account on www.Kroger.com
2. Go under My Account and select Community Rewards
3. Search for PACE Southeast Michigan and click Enroll!



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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