



of southwest michigan

Surrounding you with the care
you need to remain in the
home you love.

Newsletter

Winter 2018

INSIDE:

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And more.....**





Everyone Deserves PACE

Where can you find over 700 people who are all crazy about PACE? The annual National PACE Association Conference! Several staff attended the conference in October. It provided the opportunity for collaboration, learning, and discussing the uniqueness of this long term care model. There is no other program like it. PACE is a high touch, low tech care model that best suits our elderly population and provides steadfast support for our participants and families.

Nationally, only one in ten people who are eligible for PACE services are enrolled in a PACE program. Those who are eligible for PACE but are not enrolled can experience feelings of isolation, fear of placement in a facility, fragmented care, increased hospitalizations and poor quality of life. We want to ensure this is not the experience of the elderly in our community. Our PACE participants experience a higher level of socialization, dedicated support to remain in their homes, fewer hospitalizations and a higher quality of life. Every elderly person deserves this model of care.

Here at PACE SWMI we have seen some wonderful growth in our enrollment over the past few months. This is exciting for our team because it means that more people who are eligible for PACE are enrolling and receiving much deserved services. We have hired new staff to support the direct care and operational needs of our organization as we grow. You will also notice some improvements in how we utilize our space to best meet the needs of our growing census. Our goal is to continue with this growth pattern while meeting or exceeding our quality initiatives and participant satisfaction goals.

In this newsletter you will read more about our participant satisfaction initiatives. You will also learn that it is never too late, eating is a joy and Hawaii is a great travel destination. Enjoy!

Thank you for being a part of this unique program. We are honored to serve you here at PACE.

Happy Holidays to everyone!

*Choose to be joyous,
Therese Saggau, CEO*



The Joy of Eating!



Nurturing the joy of eating is among her opportunities as PACE dietician, says Melissa Powell. "That's my goal. Food is one of our pleasures. It should be enjoyable." There is concern when intake habits are excessive and otherwise harmful. But the flip side is convincing participants to stop denying themselves a food they like. "They might have heard 20 years ago that they shouldn't eat something. I tell them it's okay to eat this or that. They'll say: 'Oh, I love ice cream, but I can't eat it.'" Melissa tries to end nutritional myths and exclusions. "Certain people aren't going to die of diabetes," she said.

"I work to change mindsets," she said. "Some people want to lose weight, regardless of age." Melissa says it's unfortunate that our societal values condition a person who is not overweight to be attempting weight reduction at age 85.

Melissa "caters" to the individual participant at PACE. "I ask what their preferences and previous habits are." And she educates participants and caregivers on how medical diagnoses relate to a participant's dietary needs.

Getting to know the participants is one of Melissa's favorite aspects of her position. "I can interact with them at personal level and build relationships," since participants are enrolled in PACE for the long-term, she said. "Ongoing, I can see opportunity for progress. If a participant continues to gain or lose weight, I can say 'Let's try something different.'"

Melissa says she receives more good reviews than complaints about the mid-day meal at the day center. PACE contracts with Senior Nutrition Services for the hot meal. "We're constantly working together,

to meet participants' needs and ensure their satisfaction."

"We're always finding ways to have fun," she said. "If someone is on a pureed diet, and there's birthday cake for the monthly party, we'll puree some birthday cake with a little milk added."

Melissa has served the participants of PACE of Southwest Michigan for four years. She had previous PACE experience during four years with Community Care PACE in Wisconsin. St. Joe is her hometown. She earned her undergraduate degree at Michigan State and did her dietetic internship at the University of Wisconsin.

One of Melissa's greatest challenges is changing salt habits. Her most consistent prodding is for the participants to eat more produce and stay hydrated.

She reassesses participants' dietary needs every six months. Their weight is recorded each month. If there's a significant gain or loss Melissa will conduct an additional assessment.

The PACE interdisciplinary team evaluates whether it is necessary to provide a caregiver in the home to support meal preparation.

There have been times when Melissa realized that a new participant hasn't been eating well. That might be because they live alone and lack enthusiasm for food. "Sometimes there's nothing interesting about it. It's just nutrition." At PACE, when they sit together at a table and have conversation, participants might be more inclined to eat because the others are, Melissa observes. "A huge part of aging and eating well is socialization," she says. The importance of the shared meal at PACE goes beyond nutrition. It's about companionship and enjoyment.



Melissa counsels Jake (Willie) S.

Healthy Winter Foods

Pie, fudge, hot chocolate – are there any winter foods out there that aren't loaded with calories and devoid of nutritional value? Look no further than your grocer's shelves, because tucked behind the box of discounted candy canes is a shopping list full of healthy and hearty winter delights.

"Winter is a terrific time to enjoy foods of fiber, color and flavor," says Roger Clemens, DrPH, a food science communicator for the Institute of Food Technology. "These foods are rich in fiber, B-vitamins, minerals, and may contain good sources of protein." Legumes, cranberries, and winter squash are just a few of the nutrition-packed must-haves for cold winter days.

Legumes

"Legumes are a food that often we don't think of during summer, but they're a healthy and hearty ingredient for winter recipes," says Susan Moores, a registered dietitian in St. Paul, Minn. Rich in important nutrients like fiber and protein, legumes, such as kidney, garbanzo, and pinto beans, lentils, and white and black beans, are a tasty addition to winter soups and stews. "They have a hearty, meaty taste to them, which makes them great on a cold winter day in a soup or a stew," says Moores, who is also a spokeswoman for the American Dietetic Association.

Turkey

One of the first foods people think of when they think "winter" is a Thanksgiving tradition – turkey. "Turkey is a tremendous food for winter," says Moores. "It's lean, a great source of protein, and from a calorie standpoint, it's remarkably low." Turkey soup, a turkey sandwich on a hearty whole-grain bread, as well as turkey on its own, is always a treat on a cold winter day.

Cranberries

"We have frozen cranberries year round, but in the fall and winter, we can get them fresh," says Elaine Magee, a registered dietitian and the "Recipe Doctor" for WebMD. "So it's no surprise to see a lot of winter dishes loaded with cranberries." Cranberries are not only delicious when they're fresh, they're low in calories. "A cup is only 47 calories, with over 3 grams of fiber, and more than 20% of the daily allowance of vitamin C," says Magee. Fresh whole cranberries add snap to salads, breads, and muffins, and for something different, try topping a turkey hot out of the oven with this tart winter berry.

Winter Squash

"Winter squashes are in abundance now," says Magee. "Acorn and butternut squash are loaded with vitamins and nutrients, and while you can buy them year round, we think about them in the fall and winter when people are more likely to prepare dishes that include them." A cup of baked acorn squash cubes is packed with vitamins and minerals. "A cup is only 115 calories, and contains 9 grams of fiber, 30% of your daily value of vitamin B-1, 25% daily value of B-6, 21% daily value of folic acid, 37% daily value of vitamin C, and 31% of your daily requirement of magnesium," says Magee.

Butternut squash is just as vitamin-laden. "A cup of baked butternut cubes has 82 calories, 5.7 grams of fiber, a whopping 179% of your daily value of vitamin A, 22% folic acid, and 52% vitamin C," says Magee. The trick, however, is to not spoil the nutritional value of power-packed foods like winter squash. "It's never good to douse these veggies with cubes of butter," Magee tells WebMD. "These are wonderful foods bursting with nutritional value, and we smother them with high-calorie condiments like butter and syrup."

Healthy Winter Foods

Instead of smothering, try just a teaspoon of low-fat margarine in the cavity of the squash while you bake it, or just a sprinkle of brown sugar – without overwhelming its natural flavor and taste. Even healthier, try a little applesauce instead of syrup.

Citrus Fruits

"Winter is the season for fresh citrus, and oranges are loaded with vitamin C," says Susan Mitchell, author of "Fat is Not Your Fate," and a Registered Dietician from Winter Park, Florida. One orange alone offers up more than 100% of your daily requirement of power-packed vitamin C, as well as other disease fighting nutrients. "Plus, oranges have folate, a B vitamin that may help to keep your heart healthy, as well as fiber and potassium," says Mitchell.

Cabbage and Kale

"Red cabbage is nice because it's so low in calories -- about 20 per cup," says Mitchell. "It's a source of vitamin A and contains the natural phytochemicals lutein and zeaxanthin that may help your eyes age gracefully." A cousin of cabbage is kale, another winter food rich in nutritional value.

"Kale is a power source of a multitude of healthy nutrients, including beta-carotene, vitamin C, folate, iron, magnesium, and a number of phytochemicals," says Mitchell. Served in salads, soups, and stews, cabbage and kale add flavor and zest to hearty winter recipes.

The Frozen Food Aisle

If it's not in season, fear not: While frozen or canned isn't exactly the real thing, it's not necessarily bad, either. "I am a proponent of frozen and even canned foods," Moores tells WebMD. If it's picked at optimal ripeness, processed quickly, and stored well, frozen or canned foods that aren't in season can be tasty in the winter. "By and large I do think frozen and canned foods are a nice way to still get the taste of fresh foods without sacrificing nutrition," says Moores.

Summer Foods in Winter

These days, you can get almost any food during any time of the year, for the right price. "I don't know if there's anything I've seen that you can only get in season from a grocery store," says Moores. "Of course, it'll probably be more expensive."

While you can find a plethora of foods year round if you're willing to pay the price, you might be sacrificing taste and nutrition. "If you have strawberries in November or December, they're coming from very far away," says Moores. "While transportation is remarkable, the strawberries are being picked prior to their ripeness, so you sacrifice taste and some nutritional value. Tomatoes are another example: If you eat a tomato out of season instead of in season, there's no comparison.

"From a nutrition and taste standpoint, you have an advantage when you're eating seasonal food," says Moores. "It tastes good, it's got great nutritional value, and you're getting it at a good price."

WebMD Feature reviewed by Charlotte E. Grayson Mathis, MD on February 20, 2007

It's Never Too Late!

Participant Pat was surprised to see her New Hampshire childhood home on the IN2L screen and played the bubble popping game with a smile even bigger than usual. Burdett saw the Great Barrier Reef, and reminisced about seeing it during his service in WWII.

A vast potential of experiences burst onto the PACE scene when the IN2L system was acquired in the fall. The experiences are entertaining, educational and therapeutic.

John manipulated the IN2L flight simulator. He took off from his hometown airport in Niles. "It's very realistic, except if you crash the game it let's you start over!"

"IN2L stands for It's Never Too Late," said PACE Activities Coordinator Meg Killips. "It's never too late to learn, to have fun, to be happy." Having the IN2L is like having an extra activities professional on staff, she added. "It's an absolutely wonderful program."

The system's touchscreen technology and picture-based software is easily used by participants who have never worked with a computer. Many games and programs are designed for those living with dementia. They can be tailored to the individual at all levels of cognition. When not in use, the IN2L screen becomes an aquarium, which is calming for participants with anxiety, Meg says. "And when you touch the letter 'F,' the fish in the tank get fed

and move toward the food."

Participant Irvin has fun with the IN2L game that has him move a car out of a parking lot in as few moves as possible, without hitting another

car. "It's fun for him, and is also benefiting his eye-hand coordination," Meg said. The interactive system has a flexible wand. It wraps around the participant's hand for touchscreen activities.

In the therapy gym, the IN2L has exercise and range of motion programs to aide therapists in increasing a participant's functional mobility and activity levels. The unit's screen can be tilted, twisted, raised and lowered to meet the needs of the user.

Participants who are not capable of riding one of our nu-step bicycles can take a virtual ride through various landscapes utilizing the IN2L arm bike.

Users can play trivia games and musical instruments, they can sing karaoke, they can learn sign language and perform seated Tia Chi. A group of participants visited Disneyland and the White House and have played "Who Wants To Be a Millionaire?" and "Family Feud." "They were yelling out the answers," Meg said. Old time baseball highlights were viewed on the Reminiscence program.

PACE Chaplain Rev. Mary Beth Moran Cross uses the IN2L for Bible study. It includes software on Bible stories, comparative religions, and large print hymn lyrics.

Word searches and puzzle worksheets can be printed out. The portable unit is easily moved around the PACE Day Center for use in every department.

In the therapy gym, a participant with physical disabilities and high cognitive skills takes her



mind off tedious therapies by working complex puzzles on the IN2L machine. The unit's screen can be tilted, twisted, raised or lowered to meet the user in their position.

An interactive web cam helps therapists monitor participant posture and balance. Participants who aren't capable of riding the NuStep bicycles can gain endurance and cardiovascular benefits by "pedaling" with their arms. NuStep riders can take a virtual ride through various landscapes by using the IN2L pedal box. Varying levels of resistance simulate pedaling in real life.

The IN2L has 4,000 applications to make therapy exciting and even more effective. PACE is creating a new learning environment with the IN2L. It's designed to make technology easier for our aging population to grasp. This is influential and fun!

New Faces at PACE!

We are excited to welcome new staff members to PACE since our last newsletter. New staff members are Angelique Weidner, PACE Nurse; Michelle Brow, Day Center Supervisor, Allyson Baldwin, IDT Coordinator; Lisa Kuntz, Finance Manager; Natalie Amicarelli, Intake Coordinator; Mary Sanchez, Medical Assistant, Patrice Crumley, PCA; Lakeisha Hampton, CNA; Alaysha Mosley, CNA; Chalexis Tyson-Bradley, Senior Accountant; Carla Mortensen, Human Resource Assistant; Nancy Marutz, Intake Assistant; Stephanie Enders, Medical Assistant and Tammy Lozano, Staff Accountant.



Angelique Weidner, RN



Michelle Brow, Day Center Supervisor



Allyson Baldwin, IDT Coordinator



Lisa Kuntz, Finance Manager



Natalie Amicarelli, Intake Coordinator



Mary Sanchez, Medical Assistant



Patrice Crumley, Personal Care Assistant



Lakeisha Hampton, CNA



Alaysha Mosley, CNA



Chalexis Tyson-Bradley, Senior Accountant



Carla Mortensen, Human Resource Assistant



Nancy Marutz, Intake Assistant



Stephanie Enders, Medical Assistant



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"It's never too late to learn, to have fun, to be happy!"

~ Meg Killips, Activities Coordinator

We're Off to Hawaii!



Aloha! PACE participants are on their way to Hawaii. They voted on the destination for their latest virtual trip on the NuStep bicycles. Participant riders opted to keep the warmth of summer in mind. They set sail from Los Angeles for the 2,479-mile journey to Hawaii.

Now the PACE therapy gym has a third NuStep machine. More riders can join in the fun and speed up the journey. On the exercise bike, 1820 steps equal one mile. Every day, 15-20 participants ride the NuStep machines. They cover 90-120 miles a week.

Having a fun challenge interests participants who might shy away from joining therapy activities. Along the way to Hawaii, an interactive board will display the ship's location to the corresponding miles participants have logged. Participants expect to hit land on their Aloha adventure when it's mid-winter in Michigan.

During the journey, activities staff members engage participants in ocean-themed craft projects, movies and snacks. They delve into the deep subject of the

Pacific and explore topics such as what lies beneath the great ocean, which reaches 36,000 feet in depth.

Participants who ride the NuStep can feel their muscles are better toned and they have more energy. Arms and legs are all active on the machine. This combination of large muscle groups increases the body's demand for oxygen. So it exercises the heart and improves conditioning and health.

Mel Durant says that riding the NuStep machine has helped him recover some strength since his stroke. "I ride the bike for an hour. I've improved a lot. I can walk by myself with a cane now," he said.

PACE bikers never stop traveling! For past virtual exercise challenges, participants traveled to the Mackinaw Bridge and Disneyland. They followed Monarch butterflies on their migration route to Mexico. They journeyed down memory lane on Route 66, and orbited Earth with the Space Station. Stay tuned for our next adventure!

Day Center Fun!





Winter Weather Reminders ❄️❄️❄️

The seasons are changing and cold weather will be approaching! Our number one priority is always the safety of our participants and staff. If weather causes PACE to close, “PACE of Southwest Michigan” will be included in television and radio closure announcements. We will also call each participant scheduled to attend the Day Center that day. We will discuss any medications, home care or meals needed. We will provide the items you need.

Sometimes the Day Center is open, but the weather is unsafe to run the buses. If the school district you live in is closed, the PACE vans will NOT provide transportation in that area. Our day center might still be open. Participants could still attend if a family member or caregiver drives them.

When the St. Joseph, Michigan, schools are closed, the PACE vans will NOT provide transportation to the Day Center that day.

At each home, participants or family members must arrange for clearing walkways and driveways. Please keep all walkways and ramps salted. We will not be able to pick you up if these areas are not cleared of ice and snow.

Participant Satisfaction Survey

Participants are asked to give feedback on all aspects of the PACE program through an annual satisfaction survey. “Every year, we use this survey to identify areas of success and areas of opportunity,” said PACE Quality Manager, Matt Skornog. The latest survey results show improvement in areas where change had been requested last year. “Satisfaction has increased with our center activities and center meals,” Matt said. “Those were two of our biggest areas of opportunity last year,” as reflected in the survey, he added. “We’ve hired a new Activities Coordinator since 2017’s survey, changed up the activity calendar to provide more variety and added new activities. We also added small group activities related to therapy/exercise and spiritual care.”

Matt and PACE CEO, Therese Saggau presented the satisfaction survey results to participants at several “town hall meetings” in the PACE Sun Room. The meetings are an opportunity for further feedback from participants. “We gather more information about why the participants are less satisfied with certain areas and record their suggestions on how we can improve,” Matt said. The meetings are held on each day of the week in order to allow every participant to attend – if they so choose – regardless of their PACE schedule.

At a town hall meeting in the fall of 2017, participants said they would like to have more involvement in decisions affecting their care plan. “They asked for a report card,” Matt said. A participant said: “We know you talk about us in morning meetings. What do you talk about?” As a result of that request, a Participant

Scorecard was developed. It reports to each participant on the most recent assessment performed by each discipline.

If a participant has someone named as their power of attorney (POA), the survey is sent to the POA. PACE administrators and members of the quality committee meet to determine what steps to take to satisfy participant concerns and wishes.

When asked for their favorite aspects of the program, several respondents mentioned the friendliness at PACE, the help that’s provided families, and the care and concern shown to participants by staff.

Rising to the challenge of optimal care.



Patrice works with participants in the Day Center

In order to help ensure we are fulfilling the needs of our participants, PACE recently introduced the Personal Care Assistant (PCA) Program. PCA aides are trained on site at PACE. “We’re really excited,” said Michelle Brow, PACE Day Center Supervisor. Michelle teaches the incoming PCAs the skills necessary to meet the needs of participants. “They receive all the same training as CNAs, only they are not certified by the state,” she said. The PCA program is designed and approved by the Centers for Medicare & Medicaid Services (CMS), which oversee all PACE programs. Michelle visited Battle Creek’s Senior Care Partners to learn how that PACE program is implementing their PCA program. PACE aide positions are still open to previously trained and certified CNAs. PCA training on site helps broaden the pool of candidates for quality aides. CNAs are in high demand throughout health care systems, Michelle points out.

Upon being hired at PACE of Southwest Michigan, PCA candidates begin four weeks of training. They learn to assist with activities of daily living for participants who are not able to provide self care. PCAs are taught to give showers, feed participants, and administer pureed foods to those who cannot eat solid food. PCAs also learn to take blood pressure readings, test blood sugar levels, and transfer participants from wheel chairs using a sliding board.

As the PCA program takes off at the Day Center, PACE has also begun to provide home care. “There’s such an important trust factor to have someone who served you lunch be the same person who prepares your evening meal and gets you ready for bed,” Michelle said.

“You bond a relationship with them,” adds PCA Patrice Crumley, who is doing just that. She is the first aide to be hired and trained in the PCA program. “I love helping people,” Patrice said. “If it was my mother, father or grandfather, I’d want someone to take good care of them.” While meeting their needs at the day center and in their home, Patrice enjoys talking to participants. “I like to find out what they do when they were younger.” She shops for groceries and prepares an evening meal for participants. “I love to cook,” she said. Before joining PACE, Patrice cared for a woman who passed away at age 100. She received her certification as a nursing assistant 16 years ago. Her recent training through PACE was a helpful refresher course. “There are always new things coming about that you can learn.”

At PACE, Michelle is pleased with the staff of aides under her supervision. “The PCAs have such dedication and compassion. They sit and talk with the participants and get to know them. The participants who need to be fed – they take their time with them, and treat them like family. I feel that they have true compassion and put their whole heart into their job. A PCA or CNA is not a job for the weak. They need to be strong physically and emotionally, and have to have love in their heart.”

Participant Story



Phyllis about to enjoy her birthday cake with friends in the Day Center

Phyllis Dewey became a centenarian on October 7. “It’ll be just one day,” she said in advance of her 100th birthday. “I just live right,” Phyllis said of her longevity. “I never smoked. I tried it once but didn’t inhale. I threw the package away.”

Phyllis grew up with an older brother and a younger brother in Jonesville, Michigan, a small town near Hillsdale. She has pleasant memories of playing basketball and riding her bike around the town. Phyllis also recalls fondly her hikes and camping excursions as a Girl Scout. “I liked school, too,” she said. Phyllis attended the same school house for all 12 grades, and graduated in a class of 28 students. She furthered her education at the Pontiac Business Institute, where she enrolled in typing, shorthand and English courses. “Then the Depression hit and I went back home again,” Phyllis said. “I went to work at the Kiddie Brush and Toy Company. It was in Jonesville. I boxed little girl’s housekeeping sets.” The toys were then sold to Montgomery Wards, Phyllis recalled. Her mother was a social worker and her father sold insurance.

With the onset of WWII, Phyllis went to work for the war effort at a factory in Jackson. “I was a welder on Navy bombs,” she said. Another welder named Cole caught her eye and the two began spending time together after work. “We took a hike out in the country. We took pictures with a camera,” Phyllis related. She and Cole were married. When the war ended, Phyllis’s job also ended since the soldiers returned to their factory jobs.

Phyllis and Cole lived on an 80-acre farm near Charlevoix with their three children. They grew grains and a large garden. They raised chickens for sale, and goats and cows for milk, butter and cream. “We had a sow pig with a wandering spirit,” recalls Phyllis’s daughter, Sybil. “She was soon sold with her little ones. It was too much work tracking her and the little piglets.” One winter the family was snowed in for a week, Sybil recalls. Fortunately, the family had food in the freezer to stay fed until they could walk to the store on snowshoes.

Phyllis has been widowed three times. Phyllis and Dewey enjoyed their retirement years in Zephyr Hills, Florida, where she recalls riding bicycles together. After Dewey’s death, Phyllis returned to Michigan and lived in an apartment in Stevensville, and later in Berrien Springs. She moved to Loving Care Home on Snow Road when no longer able to live independently due to health issues.

Phyllis’ daughter, Sybil is pleased with the care her mother receives at both Loving Care and PACE. “PACE is a wonderful program and provides my mother with excellent healthcare and daily activities,” Sybil said. “I feel confident that Phyllis is provided with all aspects of good care.”

Phyllis’s son, Rick, joined Sybil and a dozen other family members in honoring Phyllis at her 100th birthday party at a restaurant in St. Joe. “I’ve had a varied life,” Phyllis said. “I’m glad to be alive!”