



Senior Care Partners P.A.C.E.

CONNECTION



Albion Center Opening Soon

See pgs 6-7 for more information



NOW HIRING
See pg 11



Winter 2019, Vol 3, Issue 2

pg 2

Message from Our New CEO

A New Year with New Opportunities

pg 4

Participant Spotlight

PACE Makes a Difference!

pg 11

Meet Our New Medical Director

Dr. Elizabeth Warner

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We are deeply grateful for the commitment and tireless effort of Senior Care Partners P.A.C.E.'s Board of Directors.

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Senior Care Partners P.A.C.E.

Senior Care Partners P.A.C.E. Connection is a free publication for all members of the communities we serve.

Senior Care Partners P.A.C.E., a nonprofit organization, has four convenient locations. To find out more about our nonprofit mission and services to the community use the contact information below:

Kalamazoo Location:

445 West Michigan Avenue, Kalamazoo, MI 49007

Battle Creek Location:

200 West Michigan Avenue, Suite 103, Battle Creek, MI 49017

Portage Location:

800 East Milham Avenue, Portage, MI 49002

Albion Location:

(Anticipated opening 4-1-20, subject to CMS and MDHHS approval.)
290 B Drive North, Albion MI 49224

Toll-free: (800) 488-5860

Local Kalamazoo: (269) 488-5460

Local Battle Creek: (269) 441-9300

Local Portage: (269) 280-9446

Local Albion: (517) 680-4410

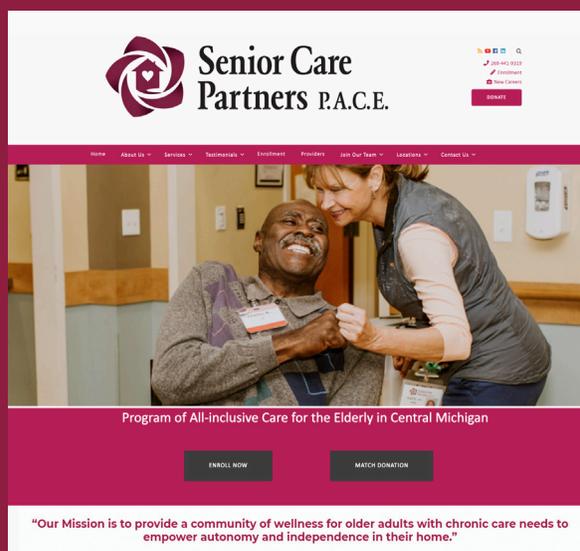
Web: www.seniorcarepartnersmi.org

E-mail: info@seniorcarepartnersmi.org

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Helpful Online Resources

Senior Care Partners P.A.C.E.'s Website has a fresh new look! Visit us online today at:
www.seniorcarepartnersmi.org



Join Senior Care Partners P.A.C.E. on **Facebook** and click "Like" to stay current on upcoming events and continuing progress. Here's the Facebook link:
www.facebook.com/seniorcarepartners

Find us on 

A New Year with New Opportunities

A Message from Laura Ferrara,
Senior Care Partners P.A.C.E. CEO



HAPPY NEW YEAR!

It is indeed a great honor to be selected by the Board of Directors to enter this new role as Chief Executive Officer of Senior Care Partners P.A.C.E. I can't think of a better organization to serve. The work done through the PACE program is not only changing the future of geriatric healthcare, it is also changing the lives of the people we serve. I consistently hear story after story of how our program is making a significant difference in the lives of our participants and their caregivers.

Over the years Senior Care Partners P.A.C.E. has done a tremendous job creating an environment where medically complex older adults can receive the care they need. Our healthcare team is second to none. I am constantly amazed by the care and compassion I see delivered to the seniors we serve. Within this newsletter you will hear, directly from our participants, how PACE has made a difference in their lives.

With the new year comes new opportunities to reach more seniors who desperately need the

services we provide. We are looking forward to the opening of our fourth center in Albion with an anticipated opening date of April 1, 2020 (pending approvals from the Centers for Medicare and Medicaid Services and the State of Michigan). This new center gives us the opportunity to care for more older adults on the east side of Calhoun county. The front cover of this newsletter shows a photo of the new Albion center and the first four employees to be hired for that facility. Additional employees will be hired as we get closer to the opening date.

We are also setting our sites on opening a center to serve Branch and St. Joseph counties in the near future. By the end of our fiscal year in 2022 we are projected to be serving 825 PACE members and 200 non-PACE members in 5 locations. The goals are lofty, but our team is committed to the challenge!

Thank you for being on this journey with us! I trust this new year will be filled with peace, happiness and joy for you and your loved ones. ■



PARTICIPANT SPOTLIGHT:

Normally, a particular participant is highlighted in the Participant Spotlight section. However, in this edition, numerous participants are being highlighted. This past September was National PACE Month which was celebrated in various ways by PACE (Program of All-inclusive Care for the Elderly) centers across the nation under this year's theme, Many Hands – Many Minds – ONE Goal. There are many hands and many minds that make a PACE program work. However, there is only one goal. To help older adults remain safe and as independent as possible within their own home for as long as possible.

Senior Care Partners P.A.C.E. celebrated in various ways throughout the month with Red, White and Blue Day, Hat Day, Favorite Team Day, and even a Wild West Day. During the course of the month, participants were asked to respond to a very thought provoking question, "What does PACE mean to you?" The responses received were heartfelt and very descriptive of the life-changing impact the PACE program has had on so many of our participants. Here are some of the responses received from current participants. Each paragraph represents a different participant and their thoughts about how Senior Care Partners P.A.C.E. has affected their life. ■

"Senior Care Partners P.A.C.E. has given me reason for getting up in the morning. I started to care again about my appearance. I'm doing my hair again and putting on makeup. I look forward to seeing my new friends and acquaintances. I get to look forward to a great lunch and having lots of fun, playing games, and making treats. We are blessed to have such a great caring and loving staff! Thank you and God bless you all!"

"Senior Care Partners P.A.C.E. has helped me by providing my glasses, diabetic shoes, and helped me get on a better sleep regimen. I always have a social worker here to talk to when needed and that has helped me immensely. Big thank you's to the transportation team for helping me get to and from the center. Thank you to Dr. Wendell Diggs for taking such good care of me and to all the staff for everything they do including making sure I don't miss any opportunities."

"Attending the day center at Senior Care Partners P.A.C.E. gets me out of my apartment to socialize with others and allows me to make new friends.

They help me with meals because I can no longer cook for myself. The staff is always kind and helpful. They offer crafts, exercise and humor to my day."

"Senior Care Partners P.A.C.E. has given me the opportunity to participate in activities that I normally wouldn't be able to do on my own. Attending the center gives my family a break. They don't have to be concerned about what I'm doing because they know I'm in a safe environment. I'm very thankful for that as long as I get home before it's too late for dinner. I just appreciate the fact that it's available."

"Senior Care Partners P.A.C.E. has given me a good opportunity for a program for exercising to keep my mobility and strength. With the program, I am able to have fairly good balance. I enjoy the different exercises such as Tai Chi, yoga, and riding the bikes. I like going for walks on the grounds with the

other participants and looking forward to new programs and activities. Thank you PACE. Keep up the good work."

"Senior Care Partners P.A.C.E. has allowed me to be sociable and make friends. It also allows me to be healthy with nutrition and necessary medication. I would



PACE Makes a Difference!

like to express my thanks and gratitude to Senior Care Partners P.A.C.E. for their assistance in making my life feel more meaningful."

"Senior Care Partners P.A.C.E. allows me to exercise my legs and I receive good care from the doctors. They even take me to other doctor appointments outside the center. I like that they do an



assessment every six months. I've made good friends here and I love Bingo. I love that transportation brings me here. There are word search puzzles, birthday parties, and lots of dayroom activities. I love the dayroom staff and the CNA's. The dieticians take very good care of me."

"This is where I met the love of my life. I have always appreciated the social activities PACE has given me. The CNA's are all great! It's almost as if each one was hand-picked. Being arthritic, the therapy department has been a true God-send."

"Senior Care Partners P.A.C.E. gives me lots of love and friends that make me feel important. They help with home care and reassurance. I found lots of friends here and have joined many groups. And I get to go to church."

"Senior Care Partners P.A.C.E. picks me up in the a.m. and they bring me home in the p.m. They also do my meds each month. All of this at no charge. We also have breakfast and lunch at no charge. We do arts and crafts each week. You can go to Physical Therapy when you want. I do not know where I would be if there was not PACE."

"Thank you for everything you've done for me and my husband. I'd like to commend you on your professionalism when my husband passed on. You handled the situation with poise and grace and for that I am grateful. Thank you for maintaining his dignity, even after he passed. During the last few months of my husband's life, Senior Care Partners P.A.C.E. fulfilled his dream by purchasing him a CD player and the Bible on CD's and his favorite gospel group, The Chuckwagon Gang. Playing the Bible brought him comfort when he would become agitated. We used the gospel music at his memorial service. I'd just like thank Senior Care Partners P.A.C.E. for everything they've done for me and my husband."

"You all have been very good to me and have gone out of your way for me. You are all good people. Bless you all. My life has been spared and I am now living another life with a truckload of good memories. Love you all."



"Senior Care Partners P.A.C.E. has encouraged me to continue working on core strength, balance and now my knee. They provide my transportation to appointments as well as health services here. Lots of choices for activities, chapel and a wonderful team of people to care for every need. I enjoy and love and thank PACE for all they do for us."

"Senior Care Partners P.A.C.E. has let me be independent and be able to live alone. I can't drive so they take me to the store for groceries, transport me to outside appointments and three times a week for dialysis. And, they furnish food for lunch and supper. They take care of me well."





Our Albion Center to Open Soon

Research shows there is a growing need for healthcare and socialization for the expanding older population in Michigan. According to a study by the Alzheimer's Association, twenty-one Michigan counties have a median age of 50 or older – more than any state. This means there will be an increase in the number of cases of Alzheimer's disease and other dementia related conditions. The research also indicates that rural counties rank among the state's poorest, which makes the challenge of aging even more significant.

"Michigan is not ready for this. I don't think anybody is ready for what is to come," said Jennifer Lepard, President and Chief Executive Officer of the Alzheimer's Association - Greater Michigan Chapter. "The expected spread of Alzheimer's could land especially hard in rural Michigan where the safety net for the elderly is already fraying."

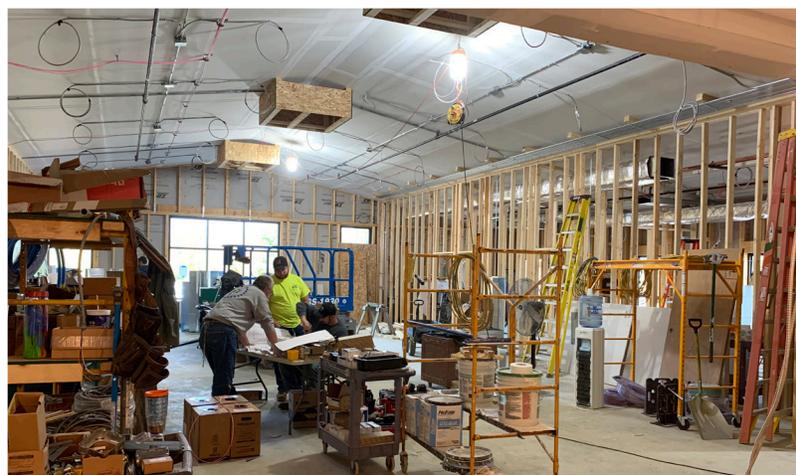
"This research confirms for us that building a new center in Albion was the right decision," said Laura Ferrara, Chief Executive Officer of Senior Care Partners P.A.C.E. "The Albion center will not only serve the Albion community, but also the rural areas surrounding Albion. We are on the leading edge of delivering quality healthcare to older adults in Michigan and Albion has been a very welcoming



First four Albion center employees hired: (Left to right) is Michelle Naylor, Registered Dietician; Kim Baker, RN Case Coordinator; Nicole Holmes, Center Manager; Melinda Hasenick, MSW

community to us. The local support we have seen for this new facility has been tremendous."

"The expansion into Albion is very important," said Alexandria Lueth, Director of IDT Operations. "There is a very large need for quality geriatric healthcare on the east side of Calhoun County and we are very a happy for the opportunity to work with Oaklawn Hospital to fill this need for the senior





population. We have many people who are currently transported from Albion to the Battle Creek center every week. By having an alternate site in Albion, those individuals will spend much less time on the bus and can have more quality time at the center."

Lueth added, "While we grow and expand our reach so we can help more people, we are always cognizant of the fact that we must always maintain the highest quality of care for our participants. Yes, we want to help as many seniors as possible, but we want to also make sure the care we provide is second to none. That will always be our goal."

According to Ferrara, the Albion facility is near completion. "We have reviews and inspections scheduled with the Centers for Medicare and Medicaid Services as well as the Michigan Department of Health and Human Services. Once those inspection approvals are complete, there is then a 30 day waiting period before we can receive participants at the center. Our goal, pending all approvals, is to open our doors by April 1, 2020." ■

"The expansion into Albion is very important. There is a very large need for quality geriatric healthcare on the east side of Calhoun County."
 - Alexandria Lueth, Director of IDT Operations



Calley Green, RN

Employee of the Year



Alexandria Lueth, Director of IDT Operations, (right) presents Employee of the Year Award to Calley Green, RN (left).

At the recent Senior Care Partners P.A.C.E. Annual Employee Meeting, Calley Green, RN, was selected as the Employee of the Year. Nominations came from employees and were based on characteristics of individuals who most closely exhibited the core values of the organization.

Not only is Calley recognized by employees for her significant contribution to Senior Care Partners P.A.C.E., but she is also highly respected by the Executive Leadership Team. This has resulted in her new promotion from her position as PCA (Personal Care Assistant) Department Leader to the Center Manager of the Portage center.

Some of the comments from employees nominating Calley are as follows:

"Calley always shows compassion when she speaks with participants. She always gives them respect and truly listens to their concerns and tries to find a solution to their problems. She is always willing to jump in and help the Personal Care Assistants (PCA's) whether it's helping with lunch or taking a participant to the bathroom or even helping with home care schedules. Anytime I need to talk, she always has a listening ear and always has some form of advice for me. Calley is a true inspiration to me and I can only hope that one day I can be the kind of leader that she is."



"Calley continues to exceed expectations by being well versed in her knowledge about PACE and all of its many policies and procedures. She goes above and beyond to support her employees and consistently holds them accountable to ensure the best care for our participants. Calley keeps her professionalism intact in the most difficult situations and that makes for an excellent role model. She is open-minded to any employee suggestions and her critical thinking skills provide logical rationale for why we do the things that we do here at PACE. She makes the concept of 'best possible care' seem simple and effortless."



"Calley leads by example. She is the epitome of teamwork. She never asks her employees to do something that she would not do. She has on multiple occasions toileted, helped serve food, get drinks and talks to participants. These may seem like little things, but when you are extremely busy it is a big thing for our participants to not have to wait for such things as going to the bathroom. Calley is always there to answer questions. She takes her staff's suggestions and concerns seriously. She makes me feel like a valuable member of the team. Calley is also a very compassionate leader. She asks her staff how they are and genuinely cares about her employees. She is the kind of leader who brings out the best in her staff."

Congratulations Calley Green our Employee of the Year!

Our Albion center construction is complete – but we still need your help!

Will you consider a generous donation today to help furnish the new Albion center?



From chairs to exam tables and from Recreational Therapy games to rehabilitation equipment – your donation of any amount will help us purchase the center furnishings for participants to utilize for years to come.

What will your donation do? It will help us provide quality healthcare to older adults; it will provide an opportunity for seniors to socialize instead of live in isolation; it will help vulnerable older adults live independently and safely in their own home instead of in a nursing home; and much, much more! ■

To help furnish the Albion center you can donate in the following convenient ways:

- **Mail your donation to:** Senior Care Partners P.A.C.E., 200 W Michigan Ave, Suite 103, Battle Creek, MI 49017
- **Give online at:** www.seniorcarepartnersmi.org/donations/#donate-now
- **Text to donate:** Text "SENIOR" to 91999

Senior Care Partners P.A.C.E. = Great Place to Work-Certified™

Senior Care Partners P.A.C.E. has been designated as a Great Place to Work-Certified™ for the second year in a row. Great Place to Work is the global authority on workplace culture, employee experience and leadership behaviors that are proven to deliver market-leading results and increased innovation and certification from them is a significant achievement. Using validated employee feedback gathered with Great Place to Work's rigorous, data-driven "For All" methodology, Certification confirms that at least 7 out of 10 employees have a consistently positive experience at the organization.

In several categories, Senior Care Partners P.A.C.E. far exceeded this criteria.

Senior Care Partners P.A.C.E. CEO, Laura Ferrara, stated, "We strive to make the employee experience a priority every day. While there is always progress to be made, it means a lot that our employees have reported a consistently positive experience with their coworkers, their leaders, and with their jobs. We look forward to continuing to improve our employee experience to retain top performers, attract excellent new talent, and provide superior service to our participants and their caregivers." ■



EMPLOYEES SAY THIS IS A GREAT PLACE TO WORK

97%

My work has special meaning; this is not "just a job."

97%

I'm proud to tell others I work here.

96%

I feel good about the ways we contribute to the community.

95%

When I look at what we accomplish, I feel a sense of pride.

94%

I feel I make a difference here.



Board Names Laura Ferrara as New CEO

In a unanimous decision by the Board of Directors on November 7, 2019, Laura Ferrara was named as the new CEO of Senior Care Partners P.A.C.E. Laura began working with Senior Care Partners P.A.C.E. on a contractual

basis in 2009 and joined our Executive Leadership Team in 2015 on a full-time basis where she worked very closely with the CEO to articulate and implement the strategic plan of the organization, build new partnerships, and give oversight to all functions related to strategy, business development, marketing and communications. With an extensive background in acute and post-acute health care

settings for over twenty-five years, she is an expert in the areas of health care corporate compliance, quality improvement, and operations.

In addition to her responsibilities at Senior Care Partners P.A.C.E., Laura is also a member of the National PACE Association (NPA) Board of Directors, serves as the Chair of the NPA Regulatory Compliance Subcommittee, is a member of the NPA Quality Improvement Committee, is a member of the NPA Public Policy Committee, and is a member of the Board of Directors for the PACE Association of Michigan. Laura is also a frequent speaker at various conferences including the National PACE Association Annual Conference and the National PACE Association Spring Quality Symposium. ■

Did you know data collected by the 2020 census will help fund programs for seniors as well as other needed services within our communities?

Respond to the 2020 Census to shape the Future

Responding to the census helps communities get the funding they need and helps businesses make data-driven decisions that grow the economy. Census data impact our daily lives, informing important decisions about funding for services and infrastructure in your community, including **health care, senior centers and programs**, jobs, political representation, roads, schools and businesses. More than \$675 billion in federal funding flows back to states and local communities each year based on census data.

Your census responses are safe and secure

The Census Bureau is required by law to protect any personal information collected and keep it strictly confidential. The Census Bureau can only use your answers to produce statistics. In fact, every Census Bureau employee takes an oath to protect your personal information for life. Your answers cannot be used for law enforcement purposes or to determine your

personal eligibility for government benefits.

It's your choice: you can respond securely online, by mail, or by phone

You will have the option of responding online, by mail, or by phone. Households that don't respond in one of these ways will be visited by a census taker to collect the information in person.

Regardless of how you respond, your personal information is protected by law.

Your online responses are safe from hacking and other cyber threats

The Census Bureau takes strong precautions to keep online responses secure. All data submitted online are encrypted to protect personal privacy, and the cybersecurity program meets the highest and most recent standards for protecting personal information. Once the data is received, it is no longer online. From the moment the Census Bureau collects the responses, their focus and legal obligation is to keep it safe. ■

Be Counted – 2020 Census



Senior Care Partners P.A.C.E. Welcomes New Medical Director

Elizabeth Warner, MD, FACP,[®] CPE, began her role as Medical Director at Senior Care Partners P.A.C.E. in December of 2019, bringing a wealth of experience to the organization. A graduate of the University of Minnesota and Michigan State

University College of Human Medicine, Dr. Warner completed her Internal Medicine Residency at the Kalamazoo Center of Medical Studies. Upon completion of her residency, she was a Primary Care Internist at Bronson Internal Medicine Oshtemo and Bronson Medical Group where she served for twelve years providing longitudinal comprehensive care to a 1,400 patient panel.

In her eighteen years with Bronson, she also served in leadership capacities as Primary Care Medical Director for Bronson Healthcare Group; Medical Director, Continuous Improvement Support, for the Bronson Healthcare System, and clinically as an internist with Advanced Illness Management at Bronson Methodist Hospital and at Bronson Commons, a skilled nursing facility.

In addition to her current responsibilities, she is an Associate Professor at the Western Michigan University Homer Stryker M.D. School of Medicine; Facilitator for the Cleveland Clinic R.E.D.E. to Communicate[®] courses; Faculty Member at Catalysis, a non-profit organization focused on educational programs and resources designed to transform healthcare; Faculty Member at the College of Engineering, NEXUS, University of Michigan; and is the Founder and President of Warner Well Being LLC, with a mission to accelerate change efforts and empower learners to transform healthcare systems into ones which are joyous, sustainable, and effective for all.

Dr. Warner is certified through the American Board of Internal Medicine, is a member of the American Association of Physician Leaders[®] (AAPL) and the American College of Physicians[®] (ACP). She was elected into Fellowship of the ACP (FACP[®]) in 2009, a distinction earned from colleagues who recognize the recipient's accomplishments and achievements over and above the practice of medicine, and received her Certified Physician Executive (CPE) designation through the American Association of Physician Leadership[®] (AAPL). Dr. Warner has been a speaker and facilitator at several national and regional conferences. ■

WE ARE HIRING!

Albion

- Clinic Department Leader
- Clinic Internal Scheduler
- Clinic Registered Nurse
- Clinic RN - Casual
- Medical Assistant
- Nurse Practitioner
- Occupational Therapist
- Registered Nurse Case Manager
- Facilities & Administrative Assistant
- Rehab-PCA
- Enrollment Coordinator – Float
- Certified Nursing Assistant

Battle Creek

- Health Analytics Manager
- After-Hours Registered Nurse
- Clinic Registered Nurse
- Clinic RN – Casual
- Licensed Masters Social Worker – Floater
- Recreational Therapy Assistant-PCA
- Certified Nursing Assistant

Calhoun County

- Physical Therapist
- Recreation Therapist

Kalamazoo

- Clinic Registered Nurse
- Clinic RN - Casual
- Medical Assistant
- Occupational Therapist

Portage

- Lead Registered Dietitian
- Nurse Practitioner
- Licensed Masters Social Worker
- Scheduling / Receptionist
- Certified Nursing Assistant

NOTE: Above jobs are as of 1/6/2020. Please check our website for the most current openings at <https://www.seniorcarepartnersmi.org/new-career/>

Welcome

What is "PACE"?

PACE stands for "Program of All-inclusive Care for the Elderly." PACE is a long-term comprehensive health care program that enables frail elderly adults to live at home and in their communities for as long as medically and socially possible. Senior Care Partners P.A.C.E. is the official PACE program for Calhoun, Kalamazoo, Eastern Van Buren, Southeastern Allegan, and Southern Barry counties in Michigan. Our many services are designed to help older adults stay in their homes, and be part of the community where they live.



amazonsmile
You shop. Amazon gives.

Did You Know? When you shop on Amazon, you can also be helping our participants. With Amazon Smile, 0.05% of your eligible purchase will be donated to Senior Care Partners P.A.C.E. What a great idea!

It's easy to do and hassle-free: When you're ready to shop online, simply go to smile.amazon.com and select "Comprehensive Senior Care Corporation" in Battle Creek, Michigan as your charity of choice. (That's Senior Care Partners P.A.C.E.'s official legal name.) Then shop to your heart's content.

Amazon will then make a charitable donation to Senior Care Partners P.A.C.E. based on your purchase. No extra forms to fill out. It's all automatic and fully secure. **Thank you!**

All donations to Senior Care Partners P.A.C.E are tax-deductible and are gratefully received.

You may use the enclosed envelope to mail your gift or you can give online at

www.seniorcarepartnersmi.org/donations.

Thank you for helping us reach more seniors with the help they need!

 **Senior Care Partners P.A.C.E.**

Experience the Senior Care Partners P.A.C.E Difference!
The care you need to help you stay in the home you love.

Call us today to find out if Senior Care Partners P.A.C.E. is right for you or someone you love.

Phone: (269) 441-9319 **Website:** www.seniorcarepartnersmi.org