



PACE STORIES

Moderated By:

Mary Jane Spuhler, Nurse Consultant

Centers for Medicare and Medicaid Services

PACE Stories Goal

- The primary aim of the PACE Stories Panel is to illustrate the successes and challenges we are honored to be a part of caring for the frailest folks in both rural and urban settings.

Role of Storytelling

- The ancient practice of oral storytelling promotes many benefits for listeners and tellers.

Role of Storytelling

- Many cultures have used this form of communication to examine life's challenges using a positive vent such as creativity, humor, and inventiveness to move forward despite the gravity of a situation.

Benefits of Storytelling for PACE

- The PACE model of care requires shared stakeholders, via the Interdisciplinary Team (IDT) approach, to communicate to understand participant's diversity, problem solve and empathize to provide timely and high quality of care to the frailest population suffering from chronic illnesses, financial, and social challenges.

Understanding Cultural Diversity

- Storytelling promotes understanding of cultural diversity that may affect a Participant's care.
- In a story we feel connected to others and this encourages compassion, respect and responsibility.

Problem Solving

- Storytelling encourages innovative thinking and problem solving.

Empathy

- One good story always leads to another point of view further facilitating a collaborative IDT to assure the plan of care is optimal.

Rural PACE Story – Mountain Empire for Older Citizens



Presented By:
Tony Lawson, PACE Director
Mountain Empire for Older Citizens, Incx.



About Mountain Empire for Older Citizens

Video Presentation

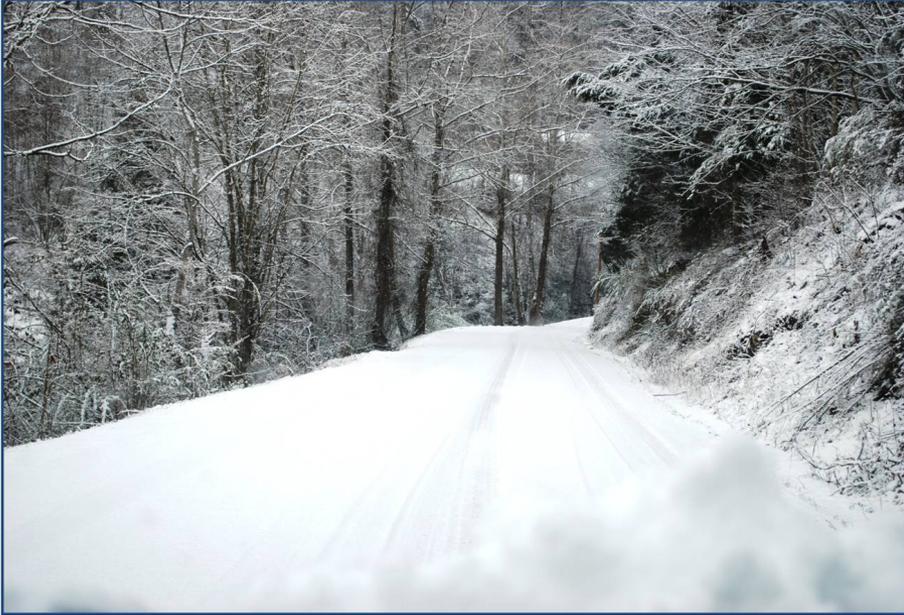
Story Overview

- Our service area includes Lee, Scott, and Wise County, Virginia.
 - Area is rural with coal mining as the principal employer.
 - Tobacco farming is discontinued due in part the ending of government subsidies.
 - Free trade agreements have significantly reduced light manufacturing done in the area.
 - Unfortunately the largest single sector of the local economy is transfer income.
- This PACE story is on emergency/disaster planning. The story will touch on transportation, intra-agency collaboration, systems change, effective communications, provider recruitment/retention in a health professional shortage area, and innovative use of resources.

PACE Rural Story – Big Stone Gap



PACE Rural Story – Big Stone Gap, *Continued*



PACE Rural Story – Big Stone Gap, *Continued*



PACE Story Outcomes

- **Outcomes:**
 - Demonstrated the effectiveness of our Emergency plan given inclement weather conditions.
 - Dynamic Interdisciplinary Team (IDT) approach.

Urban Philadelphia PACE Story – LIFE UPENN



Presented By:

Luciana Hyatt, Director of Marketing and Communications
Trustees of the University of Pennsylvania/LIFE UPENN



About LIFE UPENN

Video Presentation

Story Overview

- LIFE UPENN is in an urban setting, located in West Philadelphia and Southwest Philadelphia.
- This PACE story is about PACE marketing regulations, enhancing the unique partnership with the Trustee of University of Pennsylvania that fosters a dynamic outreach approach to the urban community.

PACE URBAN Story – LIFE UPENN



PACE Story Outcomes

- **Outcome:**
 - Compliance with the PACE marketing regulations within a urban and University based Program.

Urban Philadelphia PACE Story – Mercy LIFE



Mercy LIFE

A member of Mercy Health System

Presented By:
Donna B. Raziano, Associate Chief Medical Officer
Mercy LIFE

About Mercy LIFE



Are you realizing you can't do everything you could do when you were younger? Do you want to remain independent at home and stay active in your community but need medical support? Are you living on a fixed or limited income? The Mercy LIFE program can offer you a long-term solution.

05-01800F1



Mercy LIFE
Living Independently For Elders
A member of Mercy Health System

Mercy LIFE
Day Center locations:

3001 Moore Street
Philadelphia, PA 19145

3240-64 N. Hancock Street
Philadelphia, PA 19140

1930 S. Broad Street
Philadelphia, PA 19145

www.mercylife.org



LIFE at its fullest.
Choose Mercy!



Mercy LIFE
Living Independently For Elders
A member of Mercy Health System

About Mercy LIFE, Continued

What is Mercy LIFE (Living Independently for Elders)?

The Mercy LIFE program offers medical, health and social services at home and at the Mercy LIFE Day Centers to give you the ability to stay independent at home and in the community.

The Mercy LIFE team of health care professionals, who specialize in the care of older adults, will develop a personal plan to meet your needs.

What services does Mercy LIFE provide?

The goal of the Mercy LIFE program is to help you stay as independent as possible while attempting to prevent unnecessary hospital stays and provide you the quality health care services you deserve.

Medical services may include:

- Primary care and physician specialist services
- Nursing care
- Prescribed medications
- Physical, occupational, and speech therapies
- Dental care
- Vision care
- Hearing care
- Foot care
- Medical equipment
- Personal emergency response systems
- Mental health services
- Hospital services
- Nursing home care (if it becomes necessary)

Supportive services may include:

- Light housekeeping, laundry, cooking and help with bathing and dressing
- Meal planning and nutrition
- Spiritual counseling

Social services may include:

- Recreational and social day program
- Transportation
- Counseling
- Care-giver education
- Finance management
- Home-delivered meals

Who can participate in Mercy LIFE?

- Must be 55 or older
- Need the level of care that requires nursing facility type services
- Live in zip codes 19106, 19107, 19122, 19123, 19125, 19133, 19134, 19137, 19140, 19145, 19146, 19147, or 19148
- Need medical care and supportive services and are able to live in the community safely with the services provided through Mercy LIFE
- Are eligible for Medicaid, Medicaid and Medicare or are able to privately pay



Find out how Mercy can provide you with a new outlook on LIFE!

For questions regarding membership or to schedule a tour of a Mercy LIFE Day Center please contact us at **215.339.4747**. We will be happy to answer any questions and help you through the enrollment process.

Mercy LIFE participants must receive all needed health care, including primary care and specialist physician services (other than emergency services) through the Mercy LIFE team and network of participating providers. Participants may be fully and personally responsible for costs of unauthorized or out-of-program services.

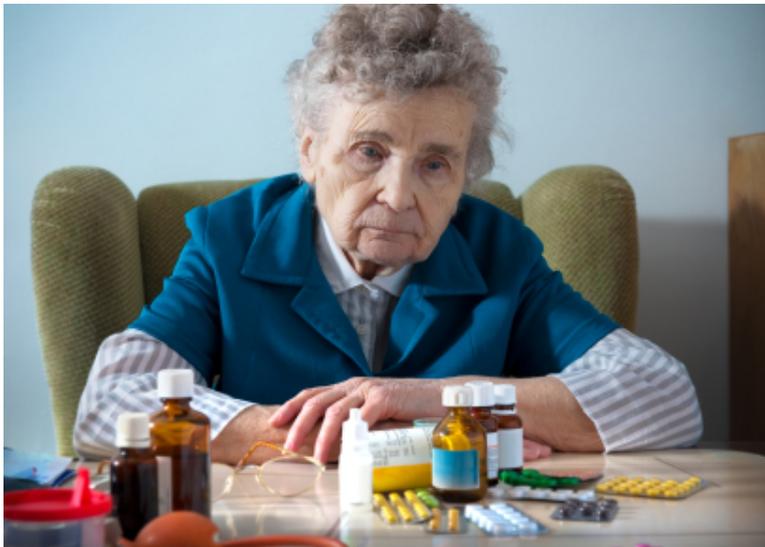
Story Overview

- Mercy LIFE is an Urban PACE program located in the densely populated city of Philadelphia.
 - The program operates three Adult Day Centers, two in South Philadelphia, and one in North Philadelphia which primarily serves the elderly Hispanic Community.
- This PACE story is about a participant with health illiteracy, religious preferences, dementia, and a communication barrier.

PACE URBAN Story – Mercy LIFE



PACE URBAN Story – Mercy LIFE, Continued



PACE Story Outcomes

- **Outcomes:**
 - Challenges of caring for RV are complicated by her dementia, her preferred use of her native language, and barriers to her expressive communication.

Urban New York PACE Stories – CenterLight PACE



Presented By:

Alvin Empalmado, Assistant Vice President of Clinical Operations
CenterLight Healthcare PACE



About CenterLight PACE (formerly CCM)

Video Presentation

Story Overview

- CenterLight Healthcare's PACE Centers and ACS locations are situated within the 5 boroughs of New York City, in Westchester County, and in Amityville, NY.
 - Bronx
 - Brooklyn
 - Manhattan
 - Queens
 - Westchester
 - Our Amityville PACE site in Long Island
- This PACE story is about meeting the cultural diversity needs of PACE participants.

Urban New York PACE Story # 1 – CenterLight PACE



PACE Story Outcomes

- **Outcomes:**
 - Meeting the language needs of participants and their caregivers especially in the areas of health teachings and health care promotion.
 - Assuring a cross culturally competent workforce that provides direct and indirect care that assures participant satisfaction and culture specific sensitivity/care.
 - Assuring a diverse but well-balanced programming.

What Others are Saying about PACE

The
Washington
Post



The NEW ENGLAND
JOURNAL of MEDICINE

The Washington Post

- **“Federal Program Aims to Keep Seniors Out of Hospitals and Nursing Homes”**
- By Susan Jaffe Kaiser
 - The Washington Post Monday, Health News, December 20, 2010
- [Washington Post Link](#)

Cable News Network (CNN)

- **“PACE Benefits”**
- By Emanuella Grinberg
 - CNN, Monday, January 16, 2012
- [CNN Link](#)

- **“Accountable Care at Academic Medical Centers — Lessons from Johns Hopkins”**
- Scott A. Berkowitz, M.D., M.B.A., and Edward D. Miller, M.D.
 - New England Journal of Medicine, February 2, 2011
- [NEJM Abstract](#)

Questions

