

GUILFORD

GUILFORDWOMAN.COM | JUNE 2016

# WOMAN



*Ursula Robinson, Executive Director  
of PACE of the Triad, A Program of  
All-Inclusive Care for the Elderly*

**PACE OF THE TRIAD: CELEBRATING FIVE  
YEARS OF SERVICE TO THE COMMUNITY**

*Ursula Robinson, Executive Director of PACE of the Triad - "Therapy is one of the most requested services when a person joins PACE of the Triad. Restorative therapy, exercise and activities like the parachute lift (shown below in background) and chair volleyball (with a beach ball) help improve stamina and flexibility for PACE participants."*

# PACE OF THE TRIAD

*One Stop Shop  
for Medical and  
Restorative Care  
and Support Services  
for Older Adults*



**A**s a young child growing up in Laurinburg, North Carolina, Ursula Robinson lived with and learned many life lessons from her grandmother, who turned out to be a key influence. It was during these formative years that Robinson not only developed a passion for older adults, but discovered a personal calling to make their care her life's work.

Today, this self-described "old soul" is impacting the lives of hundreds of seniors throughout the Piedmont Triad through her role as Executive Director of PACE of the Triad, a nonprofit community-based agency committed to the wellness of seniors and to improving the autonomy and quality of their lives.

PACE is an acronym for Program of All-inclusive Care for the Elderly.

"PACE is designed to help each individual live independently, with dignity and respect," explains Robinson. "We believe that it is better to care for seniors in their homes, and we are partners with others in the community to make that happen."

Providing innovation and flexibility to meet seniors' health care needs and to enable them to continue living in their respective community, the concept of Program of All-Inclusive Care for the Elderly (PACE) traces its origins to the early 1970s in the communities surrounding San Francisco, where the results of a study on immigrant families first advanced the "aging in place" approach to senior care.

As similar programs spread throughout the nation, representatives from four organizations in the Piedmont Triad began work in 2007 to bring this concept to Greensboro and the surrounding area. As a result, PACE of the Triad was established as an independent 501 (c)(3) in October 2009 and began serving participants on July 1, 2011, with a staff of 16 employees. Robinson was its first employee and remains its most tenured. Now, as the organization celebrates its fifth anniversary, PACE of the Triad employs over 60 staff and has contracts with over 200 medical providers that offer medical and restorative care and support services. Currently, PACE of the Triad provides care for nearly 200 program participants.

"There are currently 11 PACE programs throughout the state; PACE of the Triad is unique because it came to fruition as the result of a collaboration between four "like-minded" non-profit health care organizations dedicated to serving the increasing number of frail, elderly individuals in our community. These member organizations are Advanced Home Care, Cone Health, Hospice and Palliative Care of Greensboro, and Well-Spring Services, Inc. They continue to provide dynamic vision, governance and fiscal accountability for PACE of the Triad," explains Robinson. "Our grassroots joint venture has worked because PACE works—we deliver all needed medical and supportive services and provide the entire continuity of care and services to seniors with chronic care needs."

### Uniqueness of PACE

According to Robinson, the goals of PACE are four-fold:

- To enhance the quality of life for older adults;
- To ensure the maximum dignity and respect for older adults;



*Visual art, crafts and music appreciation help to maintain mental alertness, stimulate conversation and improve emotional well-being.*

***"We do not remember days...  
we remember moments."***

*Article by Debbie Faircloth  
Photography by Aesthetic Images  
Photography (and others)*

# PACE OF THE TRIAD

## Frequently Asked Questions

### What is PACE?

*PACE is an acronym for Program of All-inclusive Care for the Elderly. PACE coordinates the care of each participant enrolled in the program based on his or her individual needs.*

### What services are available?

*Services include, but are not limited to:*

- *Primary Care (including physician and nursing services)*
- *Hospital Care, Emergency Services and Outpatient Services*
- *Medical Specialty Services, Dentistry, Surgical*
- *Prescription Drugs, Over-the Counter Medicines and Medical Supplies*
- *Medical Equipment (wheelchairs, walkers, etc.)*
- *Home Care Services, Caregiver Support*
- *Physical, Occupational and Speech Therapies*
- *Adult Day Health Center*
- *Recreational Therapy, Activities and Exercise*
- *Nutritional Counseling*
- *Social Work Counseling, Mental Health Services*
- *Social Services*
- *Transportation to PACE Center and medical appointments*
- *End-of-Life Services*

### Who is eligible for enrollment?

*A person is eligible for enrollment if he or she:*

- *Is 55 years or age or older*
- *Lives in Guilford or Rockingham counties*
- *Meets the nursing home level of care requirement as determined by the NC Division of Medical Assistance*
- *Is able to live safely in the community at the time of enrollment*

### Is Medicaid or Medicare required for enrollment?

*No. If a person does not qualify for Medicaid or Medicare, a monthly premium will be charged to cover services.*

### Is a formal or doctor's referral required for PACE? How can I refer?

*No. Anyone can refer to PACE including the individual who needs the service. A referral from a doctor is not necessary.*

### Can a person keep his or her own doctor?

*When a person enrolls in the PACE program, he or she is assigned a PACE primary care physician who is part of an interdisciplinary team skilled in managing care for aging adults.*

### Can a person keep the same specialist or dentist?

*PACE has a broad network of specialists and dentists familiar with the PACE program and participant needs.*

### Does a PACE participant have to attend the adult day health center? How often?

*Attendance at the adult day health center is not required, but highly recommended.*

### Can a participant live alone?

*Yes, as long as the individual meets PACE safety criteria. If needed, a registered nurse conducts a home visit to assess safety and identify concerns.*

### Is there a waiting list for PACE?

*No, currently there is no waiting list.*

### Is there another PACE location in the area?

*PACE of the Triad supports individuals in Guilford and Rockingham counties. Other NC PACE programs are based in Asheboro, Asheville, Burlington, Charlotte, Durham/Raleigh, Fayetteville, Gastonia, Hickory, Lexington and Wilmington.*

---

### PACE Program Resources

*PACE of the Triad  
1471 E. Cone Blvd., Greensboro, NC 27405  
336-550-4040  
TTY: NC Relay Service 1-800-735-2962  
[www.pacetriad.org](http://www.pacetriad.org)*

*North Carolina PACE Association  
[www.ncpace.org](http://www.ncpace.org)*

*National PACE Association  
[www.pace4you.org](http://www.pace4you.org) [www.npaonline.org](http://www.npaonline.org)*

*H-6059 07082012  
CMS Approved*

- To assist older adults so that they can continue to live at home;
- To support family caregivers in their efforts to keep their loved ones in the community.

Located on Greensboro's Cone Boulevard, the PACE Center consists of an 18,000 square foot health and human services facility offering onsite medical care, rehabilitation services and adult day health, Monday - Friday.\*

In addition to services provided at the Center itself, other components include transportation via wheelchair accessible vans, personal in-home care, all necessary medications, medical equipment and supplies, social services, medical specialty services including, but not limited to, audiology, dentistry, optometry, orthopedics, podiatry, mental health, rehab therapies (occupational, physical speech) and hospitalizations and nursing home care when necessary and approved by the PACE team.

To join PACE, the individual must be 55 or older, a resident of Guilford or Rockingham counties (PACE of the Triad's service area), able to live safely in the community, and determined by the NC Division of Medical Assistance to be eligible for nursing home level of care. People who join the PACE program are referred to as participants, because they participate in decisions regarding care, activities and the support they receive from PACE. A doctor's referral is not needed to enroll.

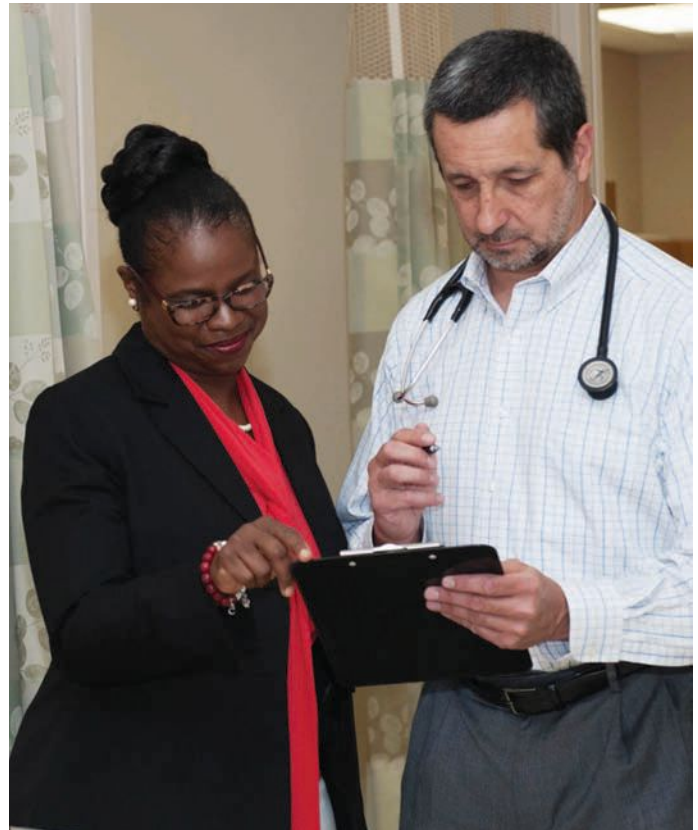
The comprehensive care is reimbursed by both Medicare and Medicaid funding as well as private payment. While some participants receive PACE services free of charge, others participate by paying a Patient Monthly Liability. Once enrolled in PACE, a participant has no deductibles, co-pays, or co-insurance responsibilities.

The Center currently serves nearly 200 participants, and there is no waiting list.

"Our Center is a lively place," notes Nedra Baldwin, Director of Community Engagement.

"A typical day includes exercise, arts and crafts, a hot lunch and games such as Bingo or Let's Make a Deal, which help sharpen mental awareness. Some participants may see the doctor or nurse while at the Center. Others may participate in group or individual therapy, based on their needs," said Baldwin. "All participants are transported home in the evenings. Most live with adult children or other family members. Others live alone with

\*PACE participants and families have access to medical staff 24 hours per day, 7 days a week for urgent needs.



*Dr. Robert Koehler is the primary physician for all participants enrolled in the PACE program. He also serves as PACE's Medical Director and provides oversight to quality and performance improvement.*

the support of PACE services."

PACE is not only of great benefit to the participant receiving services and support, but for the family members or caregivers involved. "Several participants live with adult children who are still in the workforce. They are part of the 'sandwich generation' raising children and handling the care for their own parents," said Baldwin. "When we meet interested families, they often say that their time is filled with running to doctors appointments and picking up prescriptions. Caregiving is not easy."

According to the Centers for Disease Control (CDC) website, over half (53%) of caregivers nationwide indicate that a decline in their health compromises their ability to provide care. Furthermore, caregivers and their families often experience economic hardships through lost wages and additional medical expenses. In 2009, more than one in four (27%) caregivers of adults reported a moderate to high degree of financial hardship as a result of caregiving.

Former first lady Rosalynn Carter once said, "There are only four kinds of people in the world—those who have been caregivers, those who are currently caregivers,

those who will be caregivers, and those who will need caregivers.” PACE support to family caregivers of participants is just as important as direct care. Education and caregiver skills training and techniques are offered throughout the year.

### **PACE’s Interdisciplinary Team**

PACE successfully provides a broad range of services through the combined efforts of an interdisciplinary team of physicians, nurses, therapists (OT, PT, Speech and Recreational), dietitians, master-level social workers, pharmacists, personal care aides, activities staff and transportation. This care team uses an extensive network of providers who are familiar with the PACE program and the participants’ individual needs.

“Because of the comprehensive complexity of care and services offered, coordination by the team is the key to success”, says Robinson.

Leading the effort to coordinate care is Medical Director Dr. Robert Koehler, a veteran physician who joined PACE at its inception. Serving as the “quarterback” of the health care team, he was initially attracted to PACE for the benefits it offered to the participants.

“The PACE model was very appealing to me,” he recalls, “and I was initially excited about its potential for improved quality and efficiency. I was not disappointed.”

“PACE has reinvigorated my desire to practice medicine. Through its philosophy, I am better able to give participants the medical care they deserve in the manner in which I have always wanted to practice. By being familiar with the history, needs and preferences of each participant, and by involving participants and families as partners in their care, our team works together to ensure that the participants’ goals are addressed and that their concerns and wishes are being heard. In my experience, PACE provides the best model for participants, their families, hospitals and payers.”

A key component of PACE’s approach is an individualized personal care plan for each PACE participant. Every week, the PACE team meets to discuss any changes or concerns that have been observed in either appearance, demeanor or other relevant health symptoms. At that time, preventive medicine may be discussed, necessary specialists may be engaged, and strategies may be formulated for revised care plans.

“Because each member of the team brings his or her

perspective from their respective areas of expertise, we are able to bring a more holistic approach to the process,” explains Dr. Koehler.

“For example, the personal care aides may share what they have seen and heard while providing personal care that is unique to their interaction to with the participant. The participant, in turn, benefits from the communication and shared knowledge and receives a better quality of care. It’s the optimal situation.”

Through delivering services on a daily basis, administrators and clinicians alike agree that the PACE staff itself is the key component to the Center’s continued success.

“In addition to having a deep love for older adults and a passion to work with them to create a family environment, our staff is encouraged to treat each participant like his or her own parent, grandparent, beloved neighbor or church member,” adds Robinson. “Older adults deserve our best.”

“I encourage people in Guilford and Rockingham counties to consider PACE as a viable option of care for older adults who want to continue living in their homes and to be a part of their communities. Our warm, family atmosphere is truly like none other.”

**PACE of the Triad is located at  
1471 East Cone Boulevard in Greensboro.  
The PACE Center is open Monday-Friday,  
8 a.m.-5 p.m. For more information,  
call 336-550-4046 or visit  
the website at [www.pacetriad.org](http://www.pacetriad.org).  
TTY users may dial NC Relay Service  
at 1-800-735-2962.**

### **Upcoming Events at PACE of the Triad**

#### **Free Family Caregiver Skills Boot Camp**

June 14, 2016, 6:00 p.m.-7:30 p.m.

PACE nurse and occupational therapist share tips and hands-on techniques for providing care for older adults with physical or cognitive challenges, RSVP to 336-550-4046.

#### **5th Anniversary Celebration**

July 1, 2016, 10:00 a.m.

Open house, tours and greetings from special guests and supporters. RSVP to 336-550-4046.

## PACE Staff Members Say...

### Jacque Williams, RN,

#### Adult Day Health Coordinator

"PACE is a great model of care—we have the freedom to think outside the box and offer options to our participants that other plans cannot offer. It is personally rewarding because I get to make a difference in the daily life of the frail and elderly and hopefully make life better for others. I am reminded daily that a little extra attention impacts lives and makes a huge difference. Where else can you work and get a hug from those you help?"



### Lucilla Davis-Durning,

#### Human Resources Coordinator

"The PACE staff are exceptionally talented individuals who genuinely care about their profession and our participants. Day-by-day, it's humbling to witness such dedication, generosity and servitude. The collective commitment to quality service makes PACE different."



### Nedra Baldwin,

#### Director of Community Engagement

"There are so many families in the community who are struggling with providing care for their loved ones. It is so rewarding to speak with participants after they've joined PACE and to hear about the new friends they have met and how much better they feel."



### Ursula Robinson, LCSW, MHA,

#### Executive Director

"Working with older adults has truly been a calling throughout my life. Creating the warmth of this family atmosphere, directing a highly-skilled and caring team, and working with others who share our vision in the community make the PACE model of care unique and special."



### Bill Holder,

#### Transportation Coordinator

"The enthusiasm, expertise and professionalism of our executive director and her staff is very awe-inspiring. She is always ahead of the game in every area of operation at PACE. She knows what she wants from each of us and provides everything we need to be successful. It is a great sense of accomplishment to interact on a professional level in this work environment and to be appreciated."

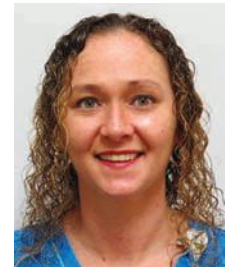


"I am at the point in my working career where retirement will be my next career adjustment and that feels great. However, I can see pushing retirement well into the future because of my deep satisfaction in working at PACE."

### Charlotte Turner, RN,

#### Lead Clinic Nurse

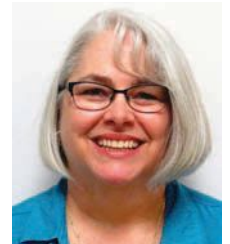
"Working at PACE of the Triad has made me realize how many families today are struggling with taking care of elderly family members and the stress that comes along with it. I have a whole new appreciation for caregivers and the issues they face. During the first few months of employment here, I became a caregiver to my grandparents. I can say without a doubt that the knowledge I have acquired here at PACE has helped with this new role in my life. I am truly grateful for this and thank God for leading me here."



### Ellen Smith, RN,

#### Professional Development Coordinator and former PACE Center Manager

"I've learned that caregivers, families and professionals, need to think outside the box when planning and providing care for seniors. Care for older adults cannot be 'cookie cutter.' It has to be person-centered and tailor-made just for them, because no two older adults are the same. That is what makes caring for older adults both challenging and rewarding."



### Kia Robertson,

#### Occupational Therapist

"I have learned that the majority of older adults have a strong desire to continue living in their homes and really appreciate PACE of the Triad for helping to make this possible."



# PACE Participants Say...

## Judy Doss

*"During the last two years before I joined PACE, I was in and out of hospital emergency rooms and nursing homes. I couldn't walk without a cane and was unable to hold up my head for more than 10 to 15 minutes at a time. I really felt like I was in the land of the dead.*



Judy Doss during a therapy session

*"Now, I'm a new person thanks to that staff at PACE working with me and waiting on me. I'm walking on my own now, and I sit up all day long every day. I participate in all the fun activities because they work your brain and your body. I wish my former doctors could see me now.*

*"The professional staff at PACE treat me with respect. I receive the right kinds of medicine, the right kinds of food, and I have no*

*complaints whatsoever! Other than my children, grandchildren and my church, PACE is the most important part of my life, and I love it. Thanks to PACE, you could call me a walking miracle!"*

## Randy Reid

*"When I first decided to come to PACE I was on an oxygen tank for COPD. The first thing Dr. Koehler did was take me*



Randy Reid with (left) Ursula Robinson, PACE Executive Director and State Senator Gladys Robinson during Senator Robinson's visit to the PACE Center.

*off oxygen. Now I only rely on it for occasional use. PACE takes care of all my medical needs in one single building. They provide medications and in-home care if I need it. When I need to see the doctor I don't have to make any appointments. I can also exercise in the therapy room. I love the convenience of PACE.*

*"Without PACE I would*

*be bored because I would not be interacting with people daily. I also love the interaction I get with the other participants. I believe this program is the 'greatest thing on earth' because of the meals, medical care and transportation they provide.*

*"PACE has made me feel enlightened and rich because I can live more independently. PACE motivates me because it provides a positive environment, and everyone is active and creative. I also feel like PACE cares about my health and progress, which keeps me going. The staff here at PACE also give me everything I need and work with me one on one. I want to live as long and to be as healthy as possible."*

## Gloria Bernstein

*"My daughter heard about PACE from a friend and suggested that I try it out. I have been here for three years now. Before I started coming to PACE, I lived in a two-story home with my daughter where I was frequently falling on the steps. I was also on medical treatments such as*



Gloria Bernstein with Dr. Robert Kohler, PACE physician and Medical Director.

*chemotherapy and several different medications. Since I have been with PACE, I have been able to work with the physical therapists and doctors. I have also reached certain health goals such as getting off of most of the medications I was taking.*

*"Being at PACE has not just helped me medically, but socially. I love interacting with everyone at PACE. Being here keeps me active, and I love meeting the new people. Participating in the activities is also a plus. PACE provides everything I need in one place. Before starting the program I was apprehensive at first but realized how at home and welcomed I felt. PACE is the best thing that could have happened to me.*

*"In the three years I have been a participant, I have managed to move into a one-story home to prevent falls and maintain good health. I have also made a lot of friends. Events such as fall prevention awareness month help me to stay informed on how to stay healthy and active. Having my physical therapy, healthcare provider, and social activities all in one building also help so I don't have to go place to place. I appreciate everything PACE has done for me."*





*PACE of the Triad leadership celebrates 5 years of service to the community. (left to right) Ursula Robinson, Executive Director; Jacque Williams, RN, Adult Day Health Coordinator; Rena Wright, Business Office Coordinator; Dr. Robert Koehler, Physician and Medical Director; Nedra Baldwin, Director of Community Engagement and Marketing; Maureen Cavanaugh, RN, Clinical Coordinator and Lucillia Davis-Durning, Human Resources Coordinator. Not pictured: Adria Smith, Quality Coordinator and Joe Stanley, Center Manager.*



*PACE of the Triad provides transportation to the PACE Center for the day program, medical and therapy appointments, as well as, speciality appointments within the PACE provider network.*

PACE OF THE TRIAD