

Setting Our New PACE



Program of All-Inclusive Care for the Elderly (PACE)

2015 Annual Report



CENTRA CARE
Program of All-Inclusive Care for the Elderly (PACE)

What is PACE?

As a PACE program, our mission is to support frail older adults as they age in the community. We accomplish our mission by surrounding each person with a safety net of services in their home and at our day health center. We provide socialization, nutrition, medical care, medication management, therapy, transportation and so much more. At CentraCare PACE, we focus on meeting the needs of each participant and their family to help achieve their goals to remain as independent as possible throughout the end of life. Although all of our participants would be nursing home eligible, only a fraction end up needing to leave their homes because of our support.



IDT

Members of our Interdisciplinary Team (IDT) meet every day to discuss the plans of care for our participants. The team strives to meet the needs of the whole person (medical, psychosocial, physical, cognitive, functional, end-of-life, etc.,).

A combination of best practice in medicine and creative thinking allows the team to successfully support those who are most vulnerable and at-risk in our community. CentraCare's IDT consists of the following:



As a participant, all health-care services are provided and arranged by our Personal 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.



Sam and Charlyne Rosier
CentraCare Participants

After more than 50 years of marriage and raising 6 children who brought them 14 grandchildren and 10 great grand-children, Sam and Charlyne Rosier consider themselves extremely blessed. But a heart attack for Charlyne and a stroke for Sam left them feeling like they were losing their independence.

Both unable to walk and dependent on wheelchairs and help in their home, the Rosier's were contacted by CentraCare PACE and thought it sounded like a good program for them. "We had therapy and nursing in our home, but we needed more," said Charlyne. They enrolled with CentraCare and they're glad they did. CentraCare's support has allowed the Rosier's to remain in their Battle Creek residence, which they have called home for more than 26 years.

Over the last two and a half years, the Rosier's have both progressed from a wheelchair to a walker, something they did not think could be possible. "I like how independent they let me be here. They let me do my own thing," said Sam. Charlyne added, "Our family feels like we are safe when we visit the center. We talk about this place all the time. They are always asking us what we did today."

And their activity list is long! Charlyne and Sam only visit the PACE center two days per week, but enjoy therapy and exercise, sewing (which was new to

Charlyne), bingo, cooking class, outings, and much more. "I'm all over the building," said Charlyne. "They even ask for my help to fix equipment," said Sam, who worked for more than 20 years at the Kellogg corporate headquarters downtown. "I like that they ask for my help fixing things I know about," said Sam.

"It is impossible for some people to get from point A to point B on their own," said Charlyne. "But with this

**"We're behind you.
You're not
going to fall!"**



program, you can improve quite a lot. I never thought I would walk again, but they told me, 'You can do it. We're behind you. We're not going to let you fall.'

I feel lifted up here," said Charlyne.

She added, "Everyone here is so loveable. They treat you like you are the only pebble on the beach. You receive love coming in and love going out. I'm so glad I chose this place."

When asked what they would tell someone else about this program, the Rosier's said, "We'd tell them to consider it. They help you KEEP your independence. We've even told our friends about this program."

Sam added, "When I came here, I couldn't walk. I was dragging my left leg. I couldn't drive. Now I drive and walk with my walker and can do a lot. I like my independence and I think they do a wonderful job here."

From Our LEADERS

Alexandria Lueth, CPA, Chief Executive Officer



As a PACE organization, 2015 has been our most challenging *and most rewarding year* in existence. As newly elected leadership, we knew it was imperative to take a step back and reevaluate our processes to ensure that our actions, services and support *completely* aligned with our mission

to preserve older adult independence in the community.

I am happy to report that after reviewing and/or rebuilding most of what we do and how we do it, this PACE organization is not only poised for long-term success, but is quickly becoming a leader in the health care industry.

I am so proud of our Board, leadership and staff for having such a tremendous impact on our participants each day. It is truly an honor to serve as CEO!

Elizabeth Cogbill, MD, Medical Director



The ultimate goal of PACE is to support frail older adults in their desire to live independently and to serve as guides and advocates as health issues arise.

As we endeavored to support our participants in this way, we recognized that understanding our participants' goals of care and family supports is vital in ensuring independence and well-being. We also recognized that high quality, cost-effective care is often not aligned with traditional disease-focused medicine, particularly for the frail older adult population. As such, we have begun to transform our organization into one that is participant- and family-centered, founded on the belief that partnerships among participants, families and our interdisciplinary team are mutually beneficial and will lead to optimal outcomes for those we care for and for our organization.

This organizational transformation is rooted in exploring the goals of care, values, and end of life preferences of all our participants. This undertaking has included four months of dedicated weekly staff education in ethical principles, managed care concepts, participant-centered goals of care, and communication techniques. Though we are at the very beginning stages of this transformation, we are already seeing our participant, caregiver and staff satisfaction increase, our utilization of high-cost services decrease, and the personal goals, values and preferences of our participants being upheld to the very end of life.

Laura Ferrara, CHC, CHPC, Director of Operations and Business Development



Although I have worked with a number of organizations, it is our PACE team that impresses me most with their ability to continually improve on the care provided each day. Ongoing root cause analyses, peer review and utilization management enables our staff to rejuvenate our practices and ensure that we are

never doing "business as usual." Our unique PACE model offers us the opportunity to collaborate with more than 300 contracted providers to ensure that we are all offering the highest quality of care and quality of life.

As we continue to grow to serve up to 450 people, it is rewarding to see the variety of new relationships being formed that will allow us to serve previously underserved populations. We look forward to working with these new partners to create unique solutions to complex care.

With Sincerest GRATITUDE

Our Board of Directors

Michael Barkey (Chair),
Community Member

Kristi Belmore, CPA, CHFP, MBA,
Controller, Bronson Healthcare
Group

Sandra M. Ham, RN, Regional
Sales Manager, Blue Cross Blue
Shield Blue Care Network of
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Office, PLLC

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Senior Services of Southwest
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Jean Maile, CEO, Hospice Care of
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Community Foundation

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Medicine

Our Guarantors

Battle Creek
Community Foundation

Bronson Battle Creek
Bronson Healthcare Group

Hospice Care of
Southwest Michigan

Senior Services of
Southwest Michigan

Our Contracted Providers

With more than 300
contracted providers in our
network, we could not
possibly list everyone in our
annual report. That said, we
also could not possibly
support our participants
without the care and
services our contracted
providers offer as important
extensions of our team. For
a full list of the providers in
the CentraCare network,
please visit:
www.mycentracare.com
and click on our
resources page.

Our Donors

Margaret Campbell

Charisse Cuyjet

Frank Jelinek

John and Susan Mason and
the Stagecoach staff

Richard and Zella Smith

CentraCare PACE is a non-
profit corporation. Donations
are accepted to help with our
mission to support frail older
adults' independence. If you
would like to discuss making a
donation to CentraCare PACE,
please contact our finance
department, at:

(269) 441-9305.

Checks may also be mailed to:

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



What can YOU do?

Support • Refer • Volunteer • Donate

CentraCare PACE allows older adults to enjoy activities that they may not be able to do any longer on their own. Participant's satisfaction with the quality of their life drastically improves because of the activities they can safely participate in with CentraCare support.

Gardening, outings, quilting, cooking, playing games, dancing, singing, exercising — the list goes on.



If you know of someone that could benefit from CentraCare PACE services, please contact us immediately.

If you have special training, please consider contracting with us. If you have a special talent or hobby (or just some extra time), please consider volunteering. We look forward to working with you!

And if you believe in our mission to support older adult independence, please consider making a donation to CentraCare PACE.

CentraCare PACE

Calhoun County:

200 West Michigan Avenue
Suite 103
Battle Creek, MI 49017
(877) 284-4071
(269) 441-9300

Kalamazoo and Eastern Van Buren County:

445 West Michigan Avenue
Kalamazoo, MI 49007
(800) 488-5860
(269) 488-5460

www.mycentracare.com



Frailty waits as participants enjoy Tai Chi class.