



Participant Satisfaction

You may have noticed something new hanging in the main day room at the PACE center. It is the results of our most recent Participant Satisfaction Survey. Thank you for

completing the survey that was mailed to your home. We had the highest return rate yet on this survey! Along with displaying this in the center for your review, I also met with you in small groups to learn more about your answers on the survey. I wanted to hear your ideas and suggestions on how to make PACE an even better place. Our Quality and Utilization Manager, Lauren, joined me at the meetings. She took detailed notes on our conversations so we could share them with staff.

The next step was to start making improvements based on your suggestions and that is underway. Check the board for periodic updates on how we are turning the Optimal Care Opportunities into Optimal Care Successes. You said in the survey that meals, activities and involvement in care decisions are the areas we can improve. You reported high satisfaction with the respect you are shown by staff and the care you receive.

It was good to meet with you and hear your comments first hand. As an organization, we strive to continually evaluate ourselves to ensure we are meeting our participants' needs. Without the valuable feedback provided by participants and caregivers, we would not be able to accomplish this. Thank you for the opportunity to serve you.
~ *Therese Saggau, Executive Director*

ALSO INSIDE:

**Daily Rhythms Memory Care
New Faces at PACE
Field Trip to the St. Joseph Library**

PACE "Bikers" Complete Virtual Ride on Route 66

PACE participants got their kicks on Route 66, while paving their personal road to improved health. The virtual trip was taken via the exercise bicycles in the PACE therapy gym.



Allen logging miles on the recumbent bicycle.

By the time the challenge was completed in January participants had "traveled" 5,134 miles. That's more than the distance along Route 66 from Illinois to California and back. Pedaling 1,584 times on the exercise bike equals one mile. More than one-third of PACE participants are physically capable of exercising on the NuStep machines. *(continued on next page)*

PACE “Bikers” Complete Virtual Ride on Route 66 (continued)

PACE staff members began the challenge in the spring of 2016. And good times were had all along the way! “It was fantastic,” said top rider Johnny, who logged 739 miles during the Route 66 challenge. “I try to get as many steps in as possible. It got me stronger, alright. Plus, I’m losing weight.” Socializing with staff and other participants in the PACE therapy gym is a bonus for Johnny. “Talking to the other people in there—that’s what makes it so special,” he said.

Participant Burdett, who is 97 years old, logged 309 miles during the challenge. “I try to ride every day that I’m at PACE,” he said. “I need the exercise for my legs. And it’s good for my whole body,” he added. “I’m stronger.”

“Having a functional, purposeful goal motivates them to participate,” says PACE Occupational Therapist Cindy McCord. “Then they receive all the wonderful benefits of the exercise.” The NuStep machine “provides bilateral movement for a whole-body experience that increases stamina. It also builds strength and enhances overall performance. Exercise is so helpful even for cognition,” Cindy said. PACE participants who live with dementia have also taken part.

The project was a trip down memory lane for participants who had traveled Route 66 in their youth. Route 66 was nicknamed “The Mother Road.” It offered a popular American adventure before expressways to the West were built.

Participants took part in a variety of activities related to Route 66. They learned about points of interest while playing the Route 66 board game. It prompts nostalgia of an earlier era. “They’d roll the

dice, land on a spot along Route 66 and before long there’d be giggling and bringing up experiences from their youth,” said Activities Coordinator Meg. PACE also arranged to have antique cars brought to our parking lot so participants could go outside and check them out. Meg also engaged participants in a related craft project—making Route 66 coasters. She also displayed a Route 66 photo book and Internet photography.

The Southwest Michigan Car Collectors entertained participants by bringing several classic cars to the PACE parking lot. Club members spoke to participants about their trip down Route 66 and the sites along the way. Participants had fun being photographed seated in a classic car façade indoors.

Many of the participants started on the NuStep bicycles by riding just 5-10 minutes per day. Gradually, their strength and stamina increased. Then the therapy staff saw amazing time and mileage increases. By the end of the challenge most could ride for 30-40 minutes — some more than an hour!

“Exercise on the NuStep machines increases strength and mobility so it also helps prevent falls,” said PACE Physical Therapist Carrie

Kutchie. Participants report they feel their muscles are better toned and they have more energy. Facilities that care for PACE participants have noticed that some have become stronger and need less help, Carrie said.

The Route 66 adventure is the third virtual trip exercise challenge at PACE in three years. First participants “traveled” to the Mackinac Bridge on the exercise bikes. They learned about all the lighthouses along Lake Michigan. The following year participants and staff raised Monarch butterflies. Then they rode the exercise bikes the same number of miles that the butterflies flew to Mexico for the winter!

Hang on to your mouse ears! Next, the PACE participants are “traveling” to Disneyland!



Ana and Bob with the antique cars

“Having a functional, purposeful goal motivates them to participate.”

~ Carrie Kutchie, PT

Participant Story

James Jeffries was born in 1939 in Saxton, Tennessee. He lived there until he was 10 years old, when he and his parents moved to Pittsburgh, Pennsylvania.

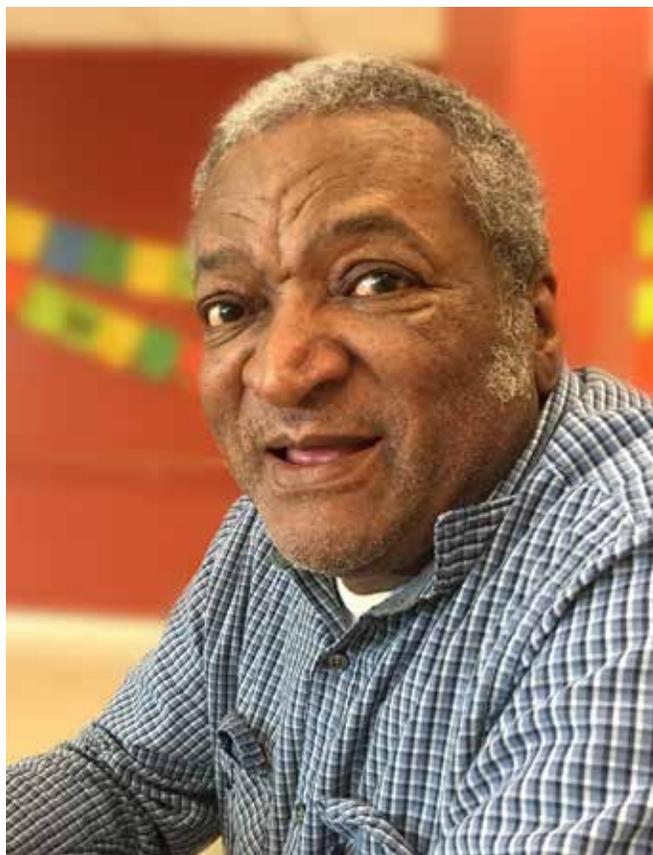
James remembers the thrill of playing in the Allegheny and Monongahela Rivers while growing up in Pennsylvania. He marvels that he and his friends were not carried away by the dangerous currents. James was an only child but he remembers playing with the kids in the neighborhood softball club, day trips around Pittsburgh and bike riding. When James was 18, he remembers, “It was 1957 when I caught 57 cat fish in the Monongahela River! We fished by a meat packing plant where all the catfish would come to feed.”

When James was 14, his parents separated and his father moved to Benton Harbor. James often went back and forth to spend time with each parent.

At 18 years of age, James enlisted in the U.S. Army. He served for seven years and spent four of those years in Germany. “I really enjoyed it. I learned how to read, write and speak German. I still can understand German. I thought it was an easy language to learn.” While in the Army, James came back to Chicago briefly to get married to a woman he met through his father.

James was discharged from the army just before the Vietnam war and moved to Chicago. He still remembers the flight back to the U.S from Germany. “All you could see was water,” he said. Once in Chicago, James got a good job at Ready-Mix Cement. He then went on to be a supervisor at America National Bank before starting his own business repairing washers and dryers. “I loved working for myself and setting my own hours,” said James with a big smile.

James was married for 12 years and had three



children. He raised his kids in Chicago and he is thankful that they stayed out of trouble. “I’m proud of my boys—they managed to keep out of gangs. At the time, the gangs were recruiting boys as young as 13. They had to shoot to kill to get into the gang. I’m proud that my kids could stay out of that hash and mash without any trouble.”

His children currently live in Benton Harbor, Chicago and Iowa. James is now the proud grandfather of six and great grandfather of 17! His daughter, who lives in Chicago, works with special needs children.

James retired in 2002 and in 2010 he moved to Benton Harbor to be closer to one of his sons. In 2015, James was referred to PACE of Southwest Michigan. James commented on the environment of kindness and civility at PACE and at A Place Called Home, where he resides—in contrast to his former life in Chicago. “I’m getting back some of what I had lost, like being courteous.” James adds, “I like meeting new people here and making new friends. And, because of the therapy, I can now walk with just a cane instead of a walker,” he adds with a smile.

PACE Is the Place!



Emma



Martha



John



Marilyn and Teddi



Emma, Matt and Josie



*George, Judith, Lois, Helen,
Virginia*



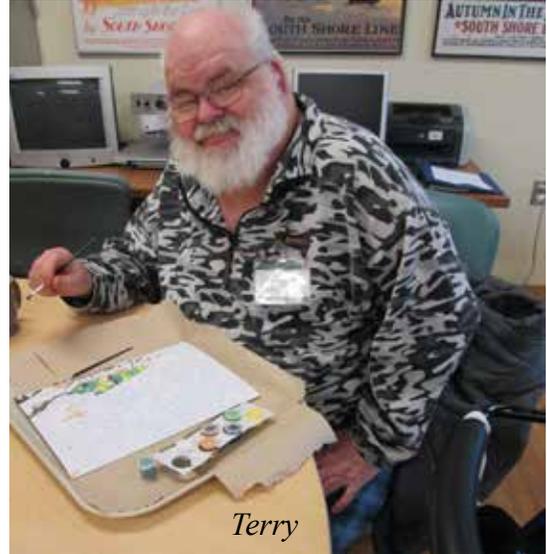
Meg and Mary



Lola



A representative from Sarett Nature Center shows participants a live owl.



Terry



Roberta (Bobbie) Roloff



Sharon Yuscus



Connie Didonato



Sue Seipel, RN



Shelley Thibeault, RN



Korey Clay, MA

New Faces *at* PACE!



Brianna Gorske, CNA



Stephanie Schmalfeldt, CNA

We are excited to welcome new staff members to PACE since our last newsletter. Starting the last week in March, you may have seen a new face at reception, Roberta (Bobbie) Roloff, our new receptionist. Bobbie comes to PACE with ten years of experience in healthcare serving patients and their families. Sharon Yuscus, our new HR Manager, manages our HR department and makes sure that we attract the very best talent to PACE. She has been in HR management for over 15 years. Connie Didonato is the new Marketing and Community Outreach Specialist. Connie has over 20 years in marketing including over 5 years in the marketing department at Lakeland Healthcare.

New additions to the clinic are Sue Seipel, RN, Shelley Thibeault, RN, Korey Clay, MA, Brianna Gorske, CNA and Stephanie Schmalfeldt, CNA. Sue Seipel, RN has a strong nursing background in general nursing and in oncology. Shelley Thibeault, RN has over 25 years of nursing experience with Lakeland Healthcare. Korey Clay, MA came to PACE from a position with Lakeland in Hartford and both Brianna and Stephanie gained excellent experience at a Lakeland-affiliated skilled nursing and rehabilitation center, before joining PACE. We are very lucky to have all of these new staff members who are dedicated to participant care and satisfaction.

Daily Rhythms Brings Successes to Memory Care

Every day in the PACE Garden Room positive experiences benefit participants living with dementia. They engage in individualized activities through the Daily Rhythms program. “It allows the participant to be successful in each phase of their dementia journey,” said Activity Coordinator Lindsey Stewart, a Certified Dementia Practitioner.

Participants with dementia have improved relationships and greater dignity if they have meaningful activities in a stimulating environment. “I have really seen our participants in the Daily Rhythms program come out of their shell and truly shine,” Lindsey said. “It’s very rewarding to see how they change in a positive way once adapted to the routine of the program.”

One of our participants would have frequent outbursts in her native language. Her main interest was hoarding things. After about two months in the Daily Rhythms program, her communication skills improved. “She’s come to trust the staff and make friends with other participants,” Lindsey related. “She joins meaningful activities rather than rummaging for items to hoard. We increased her PACE days and she recently told me: ‘I like coming here. I like seeing my friends. It makes me happy, and I miss you when I’m not here.’ It’s quite an improvement for her,” Lindsey said.

Lindsey has been trained through the National Council of Certified Dementia Practitioners. She is required to continue her dementia education every two years to remain certified. Each of the PACE Certified Nursing Assistants (CNAs) are educated and trained on site to work in the Daily Rhythms program.

Among the 163 total PACE participants there are currently 36 in the Daily Rhythms program. Participants are chosen for the Daily Rhythms program based on cognitive testing by the PACE

Occupational Therapist.

“It is important to maintain consistency with staffing for the participants to entrust us with their care,” Lindsey said. “Consistent staffing helps form relationships. Then staff can better personalize the care.” The CNAs serve the Daily Rhythms program on a monthly rotation.

“We hear positive feedback from caregivers about changes in their loved one’s demeanor,” Lindsey said.

Earlier methods of dementia care focused on

orienting the person to what is real. “It is more beneficial when we live their reality,” Lindsey said. “An example would be if someone drinks all their milk, then accuses me of throwing away their glass of milk. Instead of trying to explain to them that they drank it all, I apologize and ask them if I can get them another beverage.”

Staff members are mindful to approach from the front and face the participant directly when speaking to them. They introduce themselves and tell the participant what they plan to do. For instance, the staff member might say they are going to help the participant to the bathroom,

reposition them in the chair or serve food or drink. This manner helps to avoid additional stress and confusion. “It is important to keep our voices at a moderate level and keep outside stimuli at a minimum, otherwise participants get distracted and can become agitated,” Lindsey points out.

Daily Rhythms has a set routine, which is helpful for participants, Lindsey says. “We start out doing a music group, either a sing-along or live music. Then we have a reminiscent discussion group. Then trivia. After that we discuss the lunch menu and set the table for lunch. When finished eating, we do a Shining Star activity. It stimulates physical and mental abilities, helping them to feel accomplished. It can be a simple craft, a holiday



*Lindsey Stewart,
Certified Dementia Practitioner*



Participants Nefeli, Marlene and Vera enjoying an outing to the St. Joseph Public Library.

celebration, or a small group discussion. One day we made noodle necklaces. Another day we talked about the seasons and had a coloring sheet. We have a birthday party every month for all those who had a birthday that month. Sometimes we sculpt clay. After the Shining Stars activity we play a group game. We play table ball, BINGO, memory matching and parachute. We also enjoy dominoes, Simon Says, beach ball and beanbag toss. We read a short story to end our day.”

Every other month the Daily Rhythms participants attend the Senior Story Circle at the St. Joseph Public Library. A library staff member reads books and leads a sing-a-long. The group has also taken field trips to Kilwin’s chocolate shop and the Carousel at Silver Beach.

PACE is one of only a few memory care programs in the area based on activities. Other memory care programs rely on medication to manage negative behaviors. But if clients became over-medicated they could become unable to take part in activities or make friends.

Daily Rhythms encourages reminiscing. Each participant has an “All About Me” portfolio that contains details of their life. Staff can refer to it for topics of conversation or tips about likes and dislikes. Past hobbies and interests are

listed. Music helps create a calm atmosphere in the Garden Room. And music can spark fond memories.

Essential oils are used in the program. Lemon oil helps with mental stimulation. Ginger and cinnamon can stimulate appetite. Lavender soothes anxiety.

“Each person with dementia — no matter their level of cognition — has remaining abilities. It is vital for us to recognize what those are,” Lindsey said.

“We work to have the participant stay engaged, remain productive and feel self-worth.”



Participant Story

Vanessa Elliott was born and raised in Benton Harbor, MI. “I had seven brothers and sisters. My mom was a housewife and my dad had lots of different jobs. He was also a minister,” she said.

As a child, Vanessa and her siblings and girlfriends used to roller skate, play baseball, kickball and jump rope. When asked about her favorite childhood memories, Vanessa said, “In the summer, we used to go stay with my grandparents in South Haven. My grandmother enjoyed teaching me things like cooking. I liked to sit with the older people and listen to them talk. I still like to listen to people older than me. I like to learn from them and pass that knowledge on to younger people. What I liked the best, though, about those summers was the feeling of love my grandparents gave to me and others. “

Vanessa attended Benton Harbor High School and graduated in 1973. When she was in high school, she also worked in a nursing home as a nutrition aid. That nursing home is now known as Orchard Grove. Vanessa thought about going to college to become a psychologist but she ended up getting married and having a baby, her daughter Diana. Two more beautiful daughters followed—Shauntae and Sasha. Vanessa enjoyed being a mom and raising her daughters. She also worked in various retail stores including Noble Shoes in

Fairplain and a variety store on Main Street in Benton Harbor. Her husband, Leroy, was in the Navy and then worked at Whirlpool. “He was a good man, a nice man,” Vanessa shared. Leroy passed away two years ago.

A couple of years ago, Vanessa’s rheumatoid arthritis, and a problem with her upper spine by her neck made it too painful to walk. She opted for surgery, which helped. Since she has been at PACE, she has worked hard with therapists Sindy McCord and Carrie Kutchie and now Vanessa can walk with a walker. “They know how to encourage you without pushing too hard,” says Vanessa. “I love how they motivate me. But if I am in too much pain some days, they don’t make me feel bad if I can’t do something.” Because of her arthritis, Vanessa had also lost the ability to feed herself, a skill that has returned with her medical care and therapy at PACE.

One thing that becomes very clear when speaking to Vanessa and when listening to others speak about her, is that she loves to help people. “PACE has helped me to be more outspoken. Now, I initiate conversations. Being around all the other people when I come to the Day Center has helped,” Vanessa shared. “I like to know how the people here are doing. I like to encourage them. I think I got that quality from my mother. She was just the same.” Adds Vanessa, “Sometimes, if I get up in the morning and my arthritis is bad and I don’t want to go out, I just get myself up and come to PACE anyway because maybe I can help someone else that day.”

“PACE more or less saved my life.”