

Keeping PACE

PACE CNY: Loretto's Program of All-Inclusive Care for the Elderly in
Cooperation with St. Joseph's Hospital Health Center



Spring 2010

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A Message From the PACE CNY Medical Director



Dennis D. Daly, MD

Electronic Medical Records at PACE CNY

After several years of planning and research, PACE CNY implemented a new electronic medical record (EMR) system. The EMR system is web-based, allowing information to be easily transferred and communicated to PACE and other medical providers.

The new system transmits medical information to PACE CNY providers, nurses, and on-call doctors in the clinic and participants' homes. Medical providers can now access the EMR information from home or when traveling. Prescriptions and physician orders are electronically transmitted, which reduces errors. The automatic safety system checks for potential drug interactions.

The EMR implementation is exciting for PACE staff because it allows multiple individuals to access charts at the same time, while storing and improving legibility of all documents and reports.

The computer system meets all the current standards for patient confidentiality and provides PACE an opportunity to improve the consistency and quality of care to our participants 24 hours a day, seven days a week.

Dennis D. Daly, MD

"Dinner with Your Loved Ones" Hosted by PACE CNY Staff



PACE CNY participants, families and staff enjoyed "Dinner with Your Loved Ones" on February 25, 2010 at the Sally Coyne Center. Last year's record high attendance required PACE to host two dinner seating times.

**PACE CNY
Open House**

**12:30-2:30 PM
Sunday, May 2**

**700 E. Brighton Ave.
Syracuse, NY 13205**

(315) 452-5800 ext. 156
www.pacecny.org

A member of the *Loretto* Family of Care

"The longer I am in PACE, the more I like it. People care about you and I feel connected with a sense of community. It is like "Cheers," where everybody knows your name."

- A PACE CNY Participant

News and Events

PACE CNY Staff Nominated for Above and Beyond Award

The PACE CNY employees featured to the right were nominated for their hard work and dedication to PACE CNY. Pictured from left is Kelly Parker, Lynn Shaffer, Sandy Pinckney, Susan Palmiter and Wayne Canorro.



PACE CNY Staff Nominated for 2009 Loretto Employee Recognition Awards

The PACE CNY employees featured in the right photo, were nominated for their excellence in customer satisfaction, team-spirit, respect, awesome attitudes, courtesy and commitment to Loretto. Pictured from back left is Ginny Turley, Jane Gilberti, Jennifer Greene, and front left, Laurie Golden and Jackie Keyes. Pictured below the group photo, from left is Krista King and Lisa Emert.



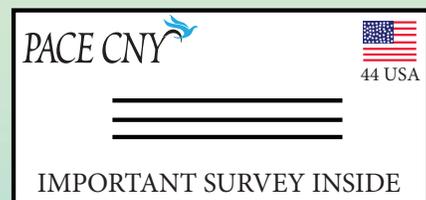
PACE CNY Holds Free H1N1 and Seasonal Flu Shot Clinic

PACE CNY recently held a free H1N1 and seasonal flu shot clinic and served 100 people from the community. Pictured is PACE CNY intake and marketing specialist Tammy Natoli, RN.



Keep Your Eyes On the Mail

PACE CNY participants will be asked to complete a health survey. It will arrive at your residence with a self-addressed stamped envelope. Please complete and return the survey by mail. It provides important information for Medicare. Staff members will be available to answer your questions!



Upcoming Events and Important Dates

<i>April</i>	<i>May</i>	<i>June</i>
<i>April is National Occupational Therapy Month</i>	<i>May is National Older Americans Month</i>	<i>June is National Safety Month</i>
April 15 & 16 Volunteer of the Year Recognition Dinner	May 2 PACE CNY Open House 12:30-2:30 PM	June 10-17 National Nurses Assistant Week
April 18-24 National Volunteer Recognition Week	May 6-12 National Nurses Week	June 11 Spring Fling at PACE II
April 21 Secretary's Day	May 9 Mother's Day	June 20 Father's Day
April 30 Older Americans Month Kick-off	May 31 Memorial Day	

The Faces of PACE CNY

Providence House PACE CNY Participants

The Providence House is a senior complex located on West Onondaga Street and is home to five PACE enrollees. According to the Providence House manager, "PACE has truly transformed those in the program. They have a brighter outlook and look forward to attending the Day Center. The families are happy their loved one is well cared for. There is such a feeling of security for all."

Wesley Kinney

“I enjoy the activities at the Day Center and the opportunity to socialize.”



Helen Dodge

“PACE provides us with so many things to do and they look out for us. PACE makes me feel more secure.”



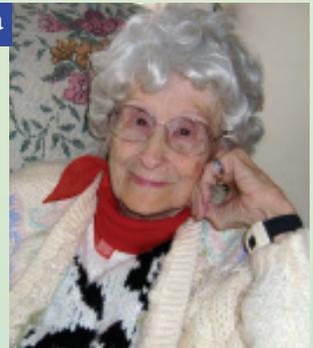
Jane Kelley

“Everybody I've met is so nice. I can get out of my apartment and visit with people at the Day Center.”



Genevieve DePalma

“I like everything about PACE, especially the therapeutic recreation specialist. She is a darling.”



Ruth Lemire

“The staff are wonderful and caring. My health has improved because of the physical and massage therapy programs.”



How to Have That Difficult Conversation With Your Elder

How do you talk to your loved one about planning for a time when they may need a different living arrangement and/or services to assist them with increased needs? These conversations can be difficult. Here are some tips to consider:

1. Make a list of your concerns, why you are concerned and prioritize them.
2. Have the conversation when he or she is feeling their best and in a comfortable place.
3. Phrase your concerns using "I" instead of "you."
4. If you can't address your concerns directly, use examples of an article or someone you know.
5. Phrase your concerns as questions, instead of making statements. It makes the elder feel like he or she is an active participant in discussions that concern his or her life.
6. Leave your conversations open-ended. This allows you to talk about your concerns at a later time.
7. Be prepared for resistance. If there is resistance, ask someone else to help like a family member, friend, doctor or social worker.

(From the Broome County Office for Aging)



PACE CNY Sally Coyne Center
 100 Malta Lane • North Syracuse, • NY 13212
 Phone: (315) 452-5800 • Fax: (315) 452-5739
 www.pacecny.org

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Loretto's **Program of All-inclusive Care for the Elderly** in cooperation with St. Joseph's Hospital Health Center helps frail seniors remain in the community with supportive services.

Some of the services available are:

Home Care

- Nursing care
- Personal care services
- Personal emergency response system
- Meals on Wheels
- Nurse/MD on call 24 hours
- Respite care

Medical Care

- Primary medical care
- Specialty medical care
- Diagnostic procedures
- Rehabilitation services
- Prescription drugs
- Medical equipment
- End of life care

Adult Day Care

- Family caregiver support
- Recreation services
- Social services
- Nutritional services
- Transportation

Institutional Care

- Emergency care
- Hospital care
- Nursing home care

PACE participants may be liable for costs of services not authorized through the PACE program

Discover PACE CNY!



To learn more about how PACE CNY can benefit your loved one, contact **GINNY TURLEY** at (315) 452-5800, ext. 156, fax your questions to her at (315) 671-2680, or e-mail her at gturley@lorettosystem.org.

Volunteer at PACE CNY!

PACE CNY is looking for volunteers at both PACE day center sites in Syracuse and North Syracuse to help with activities, clerical tasks, special events, aqua therapy and day trips. To volunteer, contact **GINNY TURLEY** at 452-5800, ext. 156, e-mail gturley@lorettosystem.org or visit www.pacecny.org for details.