

2022-2023

Report to the COMMUNITY



*"The care you need
for the life you want."*

Harry & Jeanette Weinberg - PACE Center



PACENorth
Program of All-Inclusive Care for the Elderly

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MISSION

Through our holistic and coordinated healthcare services, provided with dignity and compassion, we enhance the quality of life and independence of aging adults.



VISION

To be the recognized leader for innovative, community-based long-term care and support services.



VALUES

QUALITY
SAFETY
COMPASSION
INTEGRITY
COLLABORATION
COMMUNITY

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PACE North

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VICE PRESIDENT/SECRETARY

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Letter from Board President Betsy Aderholdt

Steadfastly aligning all groups and every decision around PACE North's Mission and Values, 2022 was a year of significant transitions for the program. As a result of our consistent commitment to these guiding concepts, the organization was able to successfully grow the number of community members served and strengthen our innovative delivery model while we navigated external and internal changes. Our Mission "Through our holistic and coordinated healthcare services, provided with dignity and compassion, we enhance the quality of life and independence of aging adults" and our Values of "Quality, Safety, Compassion, Integrity, Collaboration and Community" will continue to guide PACE North's transformational work through 2023 and beyond. This foundation is a true strength for PACE North and continuing to nurture this culture is the highest priority for the PACE North Board.

In 2022, along with the rest of the senior health care industry, PACE North migrated from pandemic restrictions to our new normal while ensuring the safety of our participants and associates. The challenges of COVID led to the adoption of several new practices that will continue into the future as best practices. One example of this is the implementation of the Grand Pad telemedicine connectivity between participants at home and PACE North's expert clinical staff. The adoption of this technology provides the program with flexibility in adjusting the delivery model based on participants needs and external challenges.

Internally in 2022, with Board approval and support, the PACE North organization continued to evolve from its initial start-up implementation phase to its next phase - a phase focused on stabilizing internal operations and delivering consistent results in quality, financial performance and continued efficient growth. During this transition, PACE North associates embraced a continuous quality improvement methodology of systematically researching best practices; implementing small tests of change to determine what works best in our setting; stabilizing, standardizing and documenting the new best process; and spreading the learning throughout the organization. This evolution from start-up to reliable performance and sustainable growth is critical to PACE North being able to realize its Vision "To be the recognized leader for innovative, community-based long-term care and support services."

In 2023, PACE North's work continued to create replicable practices that enhance quality, safety and positive experience for both participants and associates. The PACE North Board and senior leadership team are now beginning to look ahead to the next three to seven years to plan for the staffing, facilities, and financial resources needed to expand the PACE model to more community members in additional locations in our seven-county service area. As we embark on this exciting work, PACE North's Mission and Values will continue to serve as our guideposts - from recruiting and selecting new staff to identifying potential community partners and funding sources. The PACE model is part of transforming healthcare in our region and at the heart of our past and future success are our associates and leadership who fully embrace the PACE North Mission and Values.



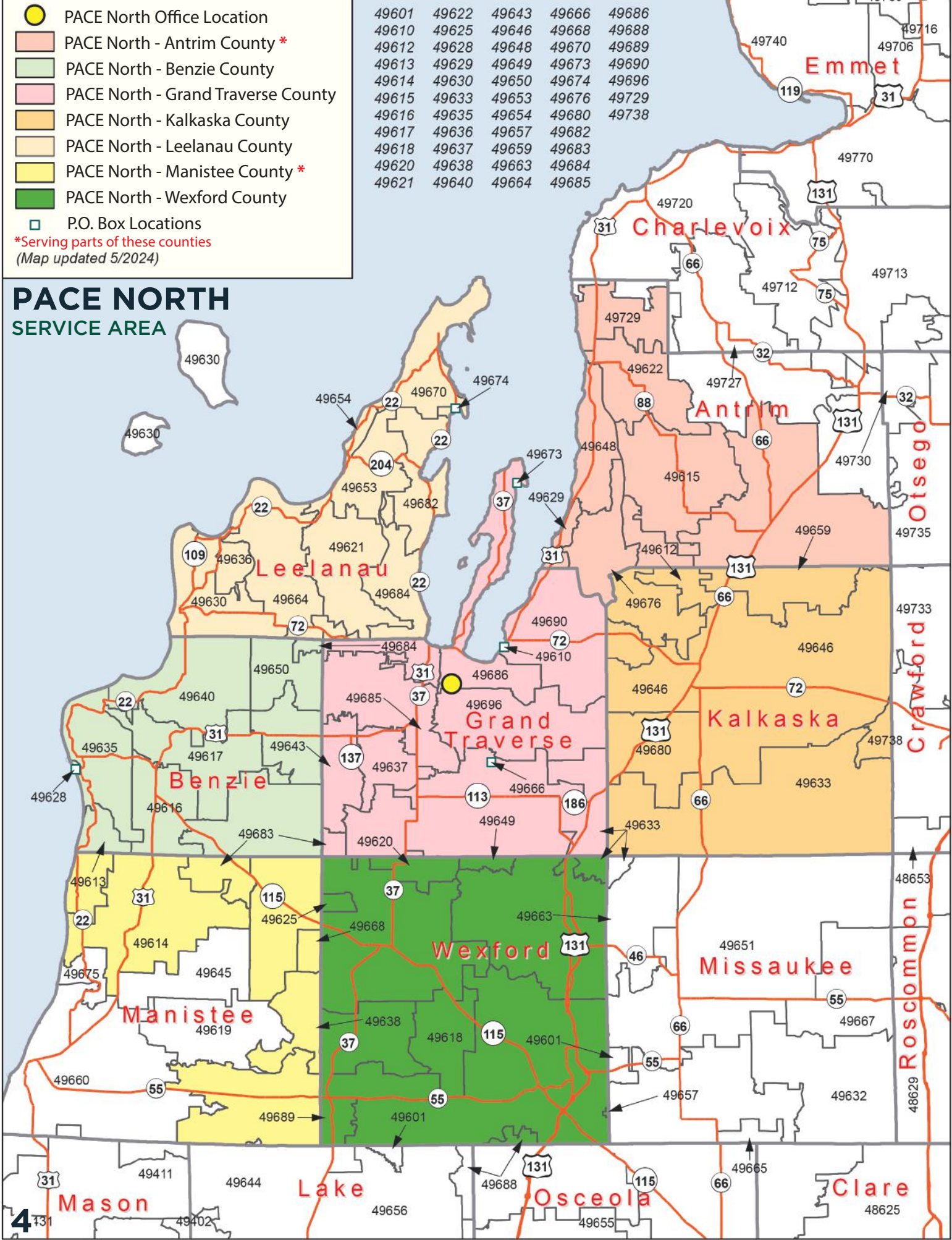
Betsy Aderholdt

BOARD
PRESIDENT

- PACE North Office Location
 - PACE North - Antrim County *
 - PACE North - Benzie County
 - PACE North - Grand Traverse County
 - PACE North - Kalkaska County
 - PACE North - Leelanau County
 - PACE North - Manistee County *
 - PACE North - Wexford County
 - P.O. Box Locations
- *Serving parts of these counties
(Map updated 5/2024)*

49601	49622	49643	49666	49686
49610	49625	49646	49668	49688
49612	49628	49648	49670	49689
49613	49629	49649	49673	49690
49614	49630	49650	49674	49696
49615	49633	49653	49676	49729
49616	49635	49654	49680	49738
49617	49636	49657	49682	
49618	49637	49659	49683	
49620	49638	49663	49684	
49621	49640	49664	49685	

PACE NORTH SERVICE AREA



ABOUT US

An Interdisciplinary Team (IDT) of experts works with each participant to determine a customized care plan. The team includes a Physician; Registered Nurse; Home Care Coordinator; Masters-level Social Worker; Occupational Therapist; Physical Therapist; Recreational Therapist; Registered Dietitian; PACE Center Director; Certified Nurse Assistant; and Transportation coordinator.

This team focuses on "YOU" and makes decisions providing you with the "care you need for the life you want."

SERVICES AVAILABLE THROUGH PACE MAY INCLUDE:

MEDICAL

- Clinic with physicians, nurses specializing in older adults
- Medical specialists
- All necessary prescription drugs with no co-pay
- Emergency, hospital, and nursing home care when needed

WELLNESS

- Homemaker services
- Recreation therapy
- Counseling
- Medication management
- Home health care
- Physical and occupational therapy
- Speech therapy

SOCIAL

- Social interaction
- Adult Day Center
- Nutritious meals and snacks
- Recreational activities
- Outings
- Educational classes

SUPPORT

- Transportation
- Case Management to coordinate services
- Personal care services
- Respite care
- Caregiver support



BY THE NUMBERS

83

Team Members

187

12.1.23
Enrollments

*205 Census 5.1.24

3,599

Therapy Visits

4,686

Primary Care
Provider Appointments

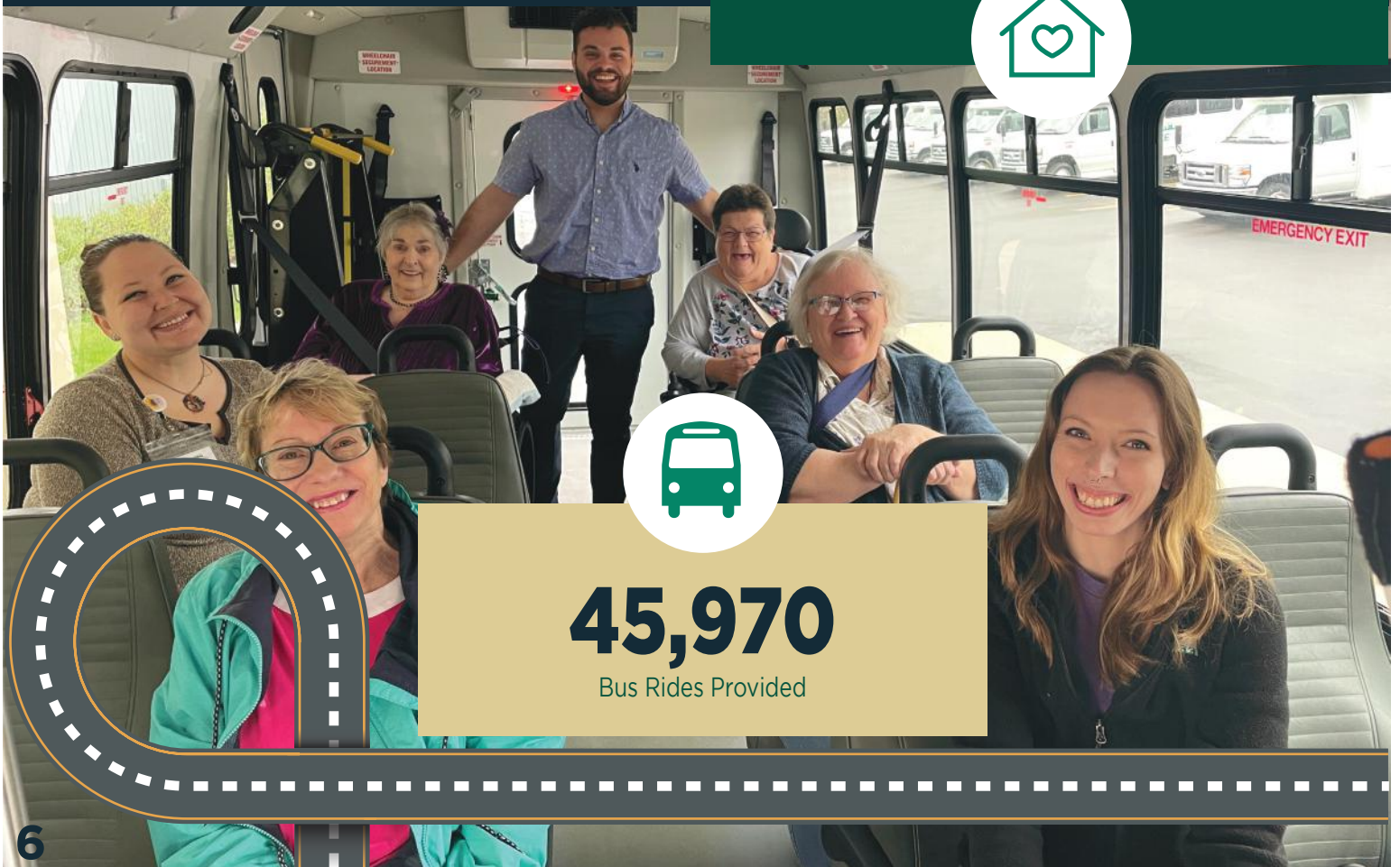


3,699

Master Social Worker
Encounters

24,255

Home Care Hours Provided



45,970

Bus Rides Provided

THANK YOU

Hometown Pharmacy and Rebecca Davis!

Participants benefit from having their pharmacist on-site when visiting the Center. Medications may be delivered to their home or picked up during center visits. The pharmacy is housed in the clinic giving the primary care providers and the pharmacist easy access to one another when a participant's medication plan is discussed. We are able to offer a variety of dispensing options and work closely with participants to discuss medication usage, potential interactions, and side effects. We find our relationship with Hometown Pharmacy to be indispensable.



948

Referrals to
PACE North

1,130,267

Miles Driven



44,971

Meals Provided



PARTICIPANT

"It's like family. They listen to you and take care of you. They are always there for you."

CAREGIVER

"I'm not as stressed trying to work, take care of my family, and my mom. I have peace of mind knowing she's socializing and being looked after."

PARTICIPANT

"I like everything about it. I like it because I can stay in my own home. They're helpful, if I need anything, I can call them"

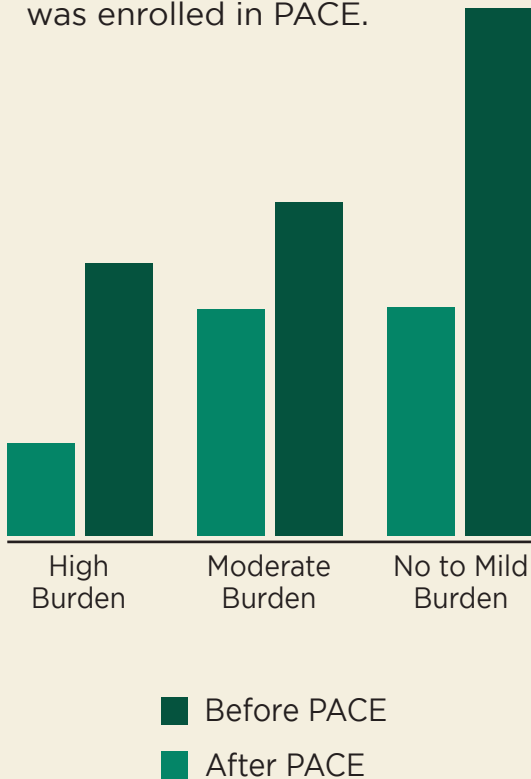
SURVEY SAYS

PARTICIPANT & CAREGIVER SURVEYS

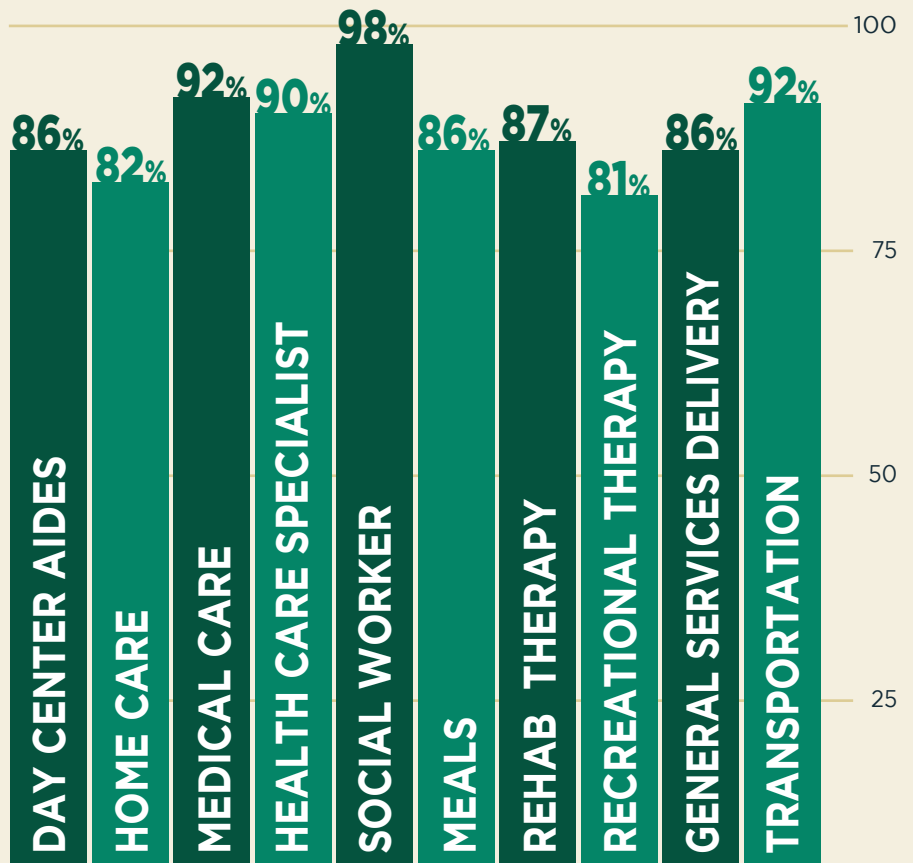
2023 I-SAT Participant and Caregiver Satisfaction Survey Reports conducted by Vital Research

CAREGIVER BURNOUT CHART

35% decrease in moderate to high level of caregiver burden after a loved one was enrolled in PACE.



88% PARTICIPANT OVERALL SATISFACTION





PACE NORTH IS A NON-PROFIT 501C3 ORGANIZATION

Donations are accepted and gratefully acknowledged.



THANK YOU

to the following
2022 & 2023 donors:

GRAND TRAVERSE
CONSTRUCTION

OTTO BELOVICH
FAMILY TRUST

PARKINSON'S NETWORK
NORTH

PACE EMPLOYEES



Medication Optimization and its Impact on Utilization

At PACE North, we are very proud – and extremely focused – on providing the very best care possible for our elderly population. Our mission is simple, but very powerful:

“We Provide expert medical & wellness care to help you live safely at home.”

As Medical Director at PACE North, it is my responsibility to lead the medical and clinical strategy to accomplish this most important goal. That strategy starts and ends with an intensive review, analysis and optimization of the medication regimens of all our enrolled Participants.

We call it MOM: Medication Optimization & Management™

National studies reveal how Medications have an adverse effect and influence on the social determinants of health in our elderly population. According to the Lowes Institute, the United States is in the grips of an unseen epidemic of harm from the excessive prescribing of medications.

According to one PACE study, Participants on more than 20 medications, on average, have FOUR TIMES AS MANY in-patient hospitalizations and Falls, compared to those Participants on less than 10 medications. The odds of experiencing a serious adverse reaction to a medication increases 7 to 10 percent with each additional drug. Yet, more than 40 percent of older Americans regularly take 5 or more prescription drugs...and nearly 20 percent take more than 10 medications. **BOTTOM LINE:** There is an **OVERALL LACK OF MEDICATION MANAGEMENT** being done in this population.

But not at PACE North where MOM is an interdisciplinary team daily activity led by our three PACE North Primary Care Providers. We know and understand that optimizing medications will lead to four important quality Participant outcomes: Helps prevent falls; Lowers emergency department (ED) visits; Reduces Hospitalizations; Decreases Subacute Rehabilitation (SAR) stays.

PACE North Providers don't focus on “deprescribing” medications. It's all about “optimization.” Our Providers always are reviewing the medication regimens of their assigned Participants. We get rid of any medication that doesn't help the Participant feel good. We get rid of any medication that may be harmful to the Participant. Simply put, if our Providers are not convinced that a medication is helpful, then it should not be prescribed to our Participants.

PACE North Providers have highly focused discussions with Participants and their family members regarding Participants with high-medication burdens. Medication Optimization visits occur twice each year during scheduled visits, as well as **CONSTANT** monitoring when Participants visit our Center. Any Participant on 10 or more medications receives an independent analysis of that medication regimen, as part of our sustainability strategy.

What does MOM success look like at PACE North? Sick participants feel better; significant reduction in hospitalizations; better rehabilitation outcomes; less visits to the emergency room; better appetites; better wound healing; increased participant satisfaction; and increased family satisfaction.

It doesn't get any better than that!



Jerry Wilborn,
MD, FCCP,
MEDICAL DIRECTOR



PACE NORTH

FRIENDS, PARTNERS, AND SUPPORTERS

We are grateful for the testimonies, letters of support, and advocacy provided to us, locally, as well as at the State and Federal level. PACE is growing because of the support we receive from our local leaders and elected officials.

Congressman Jack Bergman 1st District Michigan

"I continue to advocate for such programs that enhance the quality of life and ensure proper care for our aging population, and PACE North exemplifies these ideals."

Amanda, RN Grayling Munson Medical Center

"I am so thankful for what your program does and the support it provides to our patients in the community. I want to thank you for all the hard work you and your team do every day. It is because of you and all of the people at PACE that patients are able to have a program like this available to them."

Congressman John Moolenaar 2nd District Michigan

"The PACE model has been remarkably successful in helping seniors and Americans with disabilities age and live with dignity. As the third-largest PACE state, Michigan's PACE providers deliver critical long-term supportive services for individuals wishing to remain in their homes, which is overwhelmingly the setting Americans prefer."

Stephanie Winslow, Executive Director, PACE Association of Michigan

"Michigan is one of the fastest aging states in the nation. I am delighted to witness PACE North diligently addressing this pressing need through their comprehensive PACE services. It is imperative that we extend this vital support to a broader spectrum of citizens, ensuring equitable access to essential care and services across the state."



PACE North & THE FUTURE

With most of the counties in our service area having over 25% of their population over the age of 65 - we have a lot of work to do. With your support we are positioning ourselves to meet the increasing demand for our services. We look forward to you joining us as we develop:

Strategic Planning for growth

Increased capacity to serve more seniors

Increased community partners

Increased access to PACE services

Advocating to Legislators

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231-252-2767; Toll Free 833-410-2086; TDD/TYY 833-410-2082.

Email: info@pacenorth.org



[Facebook.com/Pacenorth](https://www.facebook.com/Pacenorth)



[pacenorth.org](https://www.pacenorth.org)



Check us out on our YouTube channel for a virtual tour of our Center and a story about Lisa, her aging Mom and how PACE helped.