

PACE PULSE

A newsletter for participants of Genesys PACE of Genesee County and their families | **SPECIAL EDITION APRIL 2020**



Warm welcome inside PACE

Left to right:

- **Chi Chi Butler**, Receptionist
- **Tameka Stinson**, Intake Assistant
- **Amy Singer**, Intake and Outreach Coordinator
- **Lea Anne Ivory**, Marketing and Communications Director

Step inside PACE marketing and intake

... where outreach and education bring new faces to PACE

Marketing and intake staff are the educators and matchmakers. We share stories about participants and staff to help PACE come alive. We want others to feel the difference PACE makes in the lives we serve. We attend community events, networking groups, health fairs and visit organizations.

We are the warm welcome inside PACE for callers and visitors. We explain PACE and give tours. Our staff starts the intake process to determine if someone is eligible and what our services might look like for them. If they are not a match, we provide ideas for other resources or services. If a match is made, we invite them to join PACE and complete the enrollment process.

PACE is an option for those “55 or better” who struggle to live independently. Struggles may be due to physical, memory or unstable health challenges. We support those living in community (house, apartment or living with another). PACE partners with existing support and assesses what is needed to keep someone safe and well. We do not provide placement services. Instead, it is our goal to keep participants in community and out of nursing homes.

As a PACE participant, family member or employee, reach out with stories (without names) and educate others. Many of our current participants learned about PACE just this way.

For more information, call us at 810-236-7500.

The following pages are organized by department and roles.
Meet our staff supporting Genesys PACE...

SENIOR LEADERSHIP TEAM



Oversees day-to-day operations and all staff supporting PACE

Left to right:

- **Lorraine Lawson, RN**, Site Director
- **Sajid Chaudhry, MD**, Medical Director
- **Annette Sivertson**, Executive Director
- **Tracy Kendrick**, Administrative Coordinator

Not pictured: **Craig Berry, RN**, Quality Director

RECREATIONAL THERAPY AND SPIRITUAL CARE



Plans and oversees all activities, events, outings and spiritual support in the day center

Back row, left to right:

- **Heidi Yost**, Recreational Therapy Manager
- **Adam Doyle**, Chaplain
- **Pat Herberg**, Recreation Assistant

Front row:

- **Brookelynn Ogden**, Recreation Assistant

MEDICAL RECORDS



Maintains all clinical records

Left to right:

- **Kirsten Sims**, Medical Coder
- **Stephanie Byrd**, Health Information Manager
- **Jenae Paxton**, Medical Records
- **Kelly Clark**, Medical Records

MEDICAL CLINIC

Oversees all primary / urgent medical care and medication

Left to right:

- **Magen Elder**, Clinic CNA
- **Shawn Maranzano**, Medical Assistant
- **Ashley Johnson, RN**, Clinic RN
- **Michelle Rossi**, Physician Assistant
- **Julie Ford, LPN**, Clinic LPN
- **Jennifer Webster**, Nurse Practitioner
- **Edward Christy, MD**, Physician
- **Alona Kushion, RN**, Clinic Manager
- **Angie Degeneffe, RN**, Clinic RN



Not pictured: **Kathy Weisgerber, LPN**, Clinic LPN and **Sajid Chaudhry, MD**, Medical Director

Please remember:

Other than emergency services, all services must be furnished or authorized by Genesys PACE. Participants may be responsible for the costs of unauthorized or out-of-network services per PACE program agreement. Genesys PACE complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

RESTORATIVE THERAPY



Provides therapy services (occupational, physical and speech / language) and durable medical equipment

Left to right:

- **Jacqueline Freeman**, Occupational Therapist
- **Christine Algate, PT, DPT**, Restorative Therapy Manager
- **Kayla Seegmiller**, Physical Therapy Assistant
- **Kayla Cobb**, Occupational Therapist
- **Malori Bailey**, Certified Occupational Therapy Assistant

Not pictured: **Kayla Myott**, Restorative Therapy Assistant and **Kristy Kelly**, Physical Therapist

SCHEDULING



Schedules all medical appointments and completes needed paperwork

Left to right:

- **Amy Lawrence**, Authorization Specialist and Medical Scheduler
- **Michelle Shayna**, Authorization Specialist and Medical Scheduler

QUALITY



Monitors and reports all PACE requirements at the state and federal levels

Left to right:

- **Erin Haynes**, Quality Coordinator
- **Holly Rosser**, Learning Support Specialist
- **Alicia Hensley**, Quality Case Manager

Not pictured: **Craig Berry, RN**, Quality Director

SUPPORT SERVICES



Responsible for inside and outside security, cleanliness and maintenance at the Genesys PACE Center

Left to right:

- **Scott Forbes**, Security
- **Josh Bailey**, Maintenance

Not pictured: **Georgette Abdella**, Housekeeping

SOCIAL WORK



Coordinates social support services, Medicaid management and resources to help with family and emotional concerns

Left to right:

- **Kim Sanderson, MSW**, Social Worker
- **Amber Sinclair, MSW**, Social Worker
- **Luan Brandt, MSW**, Social Worker

TRANSPORTATION



Oversees all transportation needs to the Genesys PACE Center and specialist appointments

Left to right:

- **Stephen Brockway**, Driver
- **Gail Morgan**, Transportation Coordinator
- **Lance Harrison**, Driver
- **Trayvon Taylor**, Driver

Not pictured: **Lisa Carrico**, Transportation Director, **Alexus Brewer**, Driver and **Brad Bluemer**, Driver

**Genesys PACE of Genesee County: 810-236-7500
(TTY: 810-236-7554)**

DIETARY



Responsible for dietary plans, counseling, food preparation and kitchen oversight

Left to right:

- **Sarah Gosselin**, Dietary Aide
- **Krista Zvoch**, Registered Dietitian
- **Heidi Yost**, Manager, Kitchen Oversight
- **Lisa Stallings**, Dietary Aide

PHARMACY



Completes and packages all medication refills

- **Deniece Senk**, Pharmacy Technician

DAY CENTER AIDES



Provides hands-on care, including personal care, serving meals and escorting within the Genesys PACE Center

Back row, left to right:

- **Karen Hill, LPN**, Center Coordinator
- **Juwan Bates**, Center CNA
- **Shatara Brown**, Center CNA
- **Tara Rosborough**, Center CNA
- **Misty Daup**, Center CNA
- **Chris Beals**, Center CNA
- **Catherine Mitchner**, Lead CNA
- **Nakiesha Sanders**, Center CNA
- **Sheran Thomas**, Center CNA

Front:

- **Sotrionna McClure**, Center CNA

Not pictured: Heather Duso, Center CNA

HOME CARE



Coordinates and schedules all in-home staff, care and assistance

Left to right:

- **Paula Reynier**, Chore Provider
- **Breana Tabb**, Chore Provider
- **Ashleigh Clapham**, Home Care CNA
- **Heather Hunter**, Home Care CNA
- **Gena Kuczera**, Home Care CNA
- **Shakiyla Phillips**, Home Care CNA
- **Julie Hayden, RN**, Clinical Operations Director

Not pictured: Michelle Goodroe, RN, Home Care RN, **Denise Poczatek, RN**, Home Care RN, **Kelly Anderson, RN**, Home Care RN, **Kristie Metcalf**, Home Care Scheduler, **Jacqueline Brooks**, Home Care CNA, **Makhayla Garcia**, Home Care CNA, **Sierra Talton**, Home Care CNA, **Jawleh Shields**, Home Care CNA, **Shameqia Stacker-Mitchell**, Home Care CNA

We miss seeing you – inside and outside our walls

We are thinking of you – our participants and families during these unusual times. We miss seeing you and celebrating this spring with our Grand Gazebo Concert. We miss the usual day to day and having you step inside our center to be with us.

Please know that while you are staying at home safely with our services, we are working hard to support your needs from afar. Some of us are inside the Genesys PACE Center, others are working from home and many are still visiting to provide you with medical care, medications, food and other services you need.

Together we are better! It is our honor to care for you always. Our best wishes to you and your loved ones.

Sincerely,

Your friends at Genesys PACE



Grand Gazebo Concert 2019



Genesys PACE serves beyond Genesee County. Please help us to spread the word!

We expanded into Lapeer County and some zip codes crossing from Genesee County into other counties. Enclosed is a map for reference. We serve:

- All of Genesee county zip codes
- Lapeer county zip codes except 48435 and 48744
- Shiawassee county zip codes 48414, 48418, 48429, 48433, 48436, 48476 and 48857
- Livingston county zip codes 48418, 48430, 48442, 48451, 48816 and 48855
- Tuscola county zip codes 48420, 48464, 48727 and 48760.

Plus, did you know there are a total of 13 PACE programs with 20 sites in Michigan? Each site has the same model of care – just different faces and stories.

For more information about PACE across the state and nation, visit:

National PACE Association: <http://www.npaonline.org/>

Participant rights:

At Genesys PACE of Genesee County, we are dedicated to providing you with quality health care services so you may remain as independent as possible. Our staff is committed to treating each and every participant with dignity and respect, and ensuring all participants are involved in planning for their care and treatment.

Watch for participant rights in your calendar mailing each month. Plus, we sent out a complete listing in July. If you are new to Genesys PACE, this listing is in your enrollment packet.

Genesys PACE complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-810-236-7500 (TTY: 1-810-236-7554).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-810-236-7500 (TTY: 1-810-236-7554).

إذا كنت تتحدث لغة أخرى فستتوفر خدمات مساعدة اللغة مجاناً. إتصل بالرقمين:
1-810-236-7500 (TTY: 1-810-236-7554)

Genesys PACE of Genesee County: 810-236-7500 (TTY: 810-236-7554)