

A Program of the Commonwealth of Virginia

# PACE



## Program of All-Inclusive Care for the Elderly (PACE) 2014 Annual Report

*The effort of many creates a ripple, impacting the lives of all we serve.*

## *From the Desk of Terry A. Smith...*

Dear Community Partners and Friends,

In 2014, the Department of Medical Assistance Services (DMAS), Division of Long Term Care, Program for All-Inclusive Care for the Elderly (PACE) improved outcomes through:

- Growth in underserved areas, increasing the **CHOICE** of PACE to Virginia citizens;
- Participation in various stakeholder and interagency meetings to present the PACE model of care, allowing DMAS to emphasize the Department's monitoring and oversight responsibilities that help ensure **QUALITY** of services for all PACE participants.

Throughout the year, PACE programs have been able to successfully serve more veterans, individuals with intellectual disabilities, and those with mental health issues by forming partnerships with the Veteran's Administration, local community service boards, and private providers. We look forward to continuing to cultivate and grow these relationships in 2015.

This 2014 report highlights successful outcomes accomplished throughout the year by Virginia PACE providers, accompanied by collaborative partnerships with DMAS and the Centers for Medicare and Medicaid Services (CMS). Together, we support **CHOICE** and strive to improve the overall **QUALITY** of services by achieving healthy outcomes for all individuals enrolled in PACE programs throughout the Commonwealth of Virginia.

Sincerely,

Terry Smith, Division Director of Long-Term Care

## PACE Sites are located in:

**Big Stone Gap**

**Cedar Bluff**

**Charlottesville**

**Fairfax**

**Farmville**

**Hampton**

**Lynchburg**

**Newport News**

**Petersburg**

**Portsmouth**

**Richmond (2 sites)**

**Roanoke**

**Virginia Beach**

## Virginia PACE Programs

Virginia continues to offer a variety of experienced PACE providers, representing diverse operational models. These models include Health Care Systems, Area Agencies on Aging (AAAs), Nursing Facility Corporations, and partnerships between all three. Utilizing capitated payment rates, PACE provides the spectrum of health and long-term services and supports through an interdisciplinary team (IDT) of professionals.

### The PACE IDT:



**Since 2007, PACE programs within the  
Commonwealth have proudly served over 2,621  
individuals**

*"I feel like I owe my life  
to them!"*

*2014 PACE Participant*

## 2014 PACE Participant Overview

**Average Age:**

76

**Average Number of Chronic Conditions:**

6

**Individuals Meeting Nursing Facility Eligibility:**

100%

**Female:**

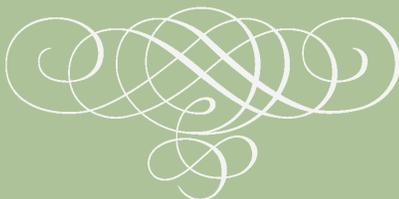
74%

**Male:**

26%

**Dual Enrollees:**

90%



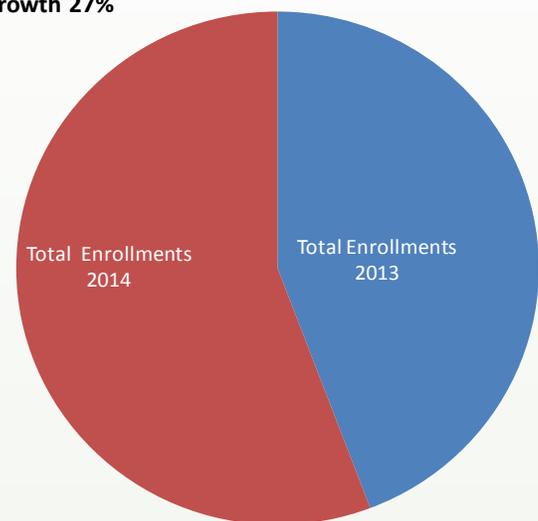
## PACE Growth in the Commonwealth

Enrollment between 2013 and 2014 grew 27% within Virginia PACE programs, indicating continuing interest in, and satisfaction with, this model of care.

### Annual Growth 2013—2014

**27%**

Annual Enrollment Growth 27%



N= 459 Total

## PACE Enrollment Requirements

To be eligible to enroll in PACE, an individual must meet the following requirements:

1. Be 55 years of age, or older;
2. Meet the State defined nursing facility level of care;
3. Reside in the PACE service area; and
4. Be able to live in a community setting while maintaining his or her health or safety.

CFR, §460.150

## *PACE Participants and Family want you to know...*

*“PACE cured my depression...I feel like I am worth something again.”*

*(PACE Participant)*

*“Everyone makes me feel loved.”*

*(PACE Participant)*

*“The whole team is so supportive...it relieves my stress.”*

*(PACE Participant)*

*“PACE has measured up to the very best expectations, always kind, caring, willing to work with me.”*

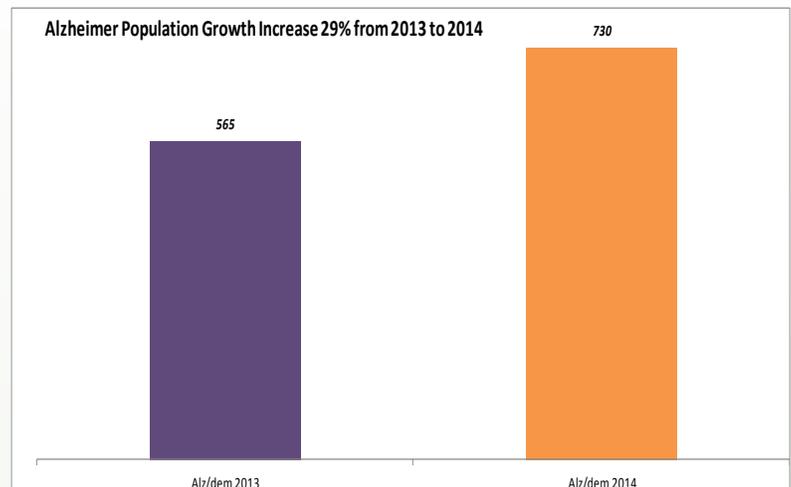
*(PACE Family Member)*

*“I cannot tell you how much they have made my job as caregiver at home so much easier”*

*(PACE Family Member)*

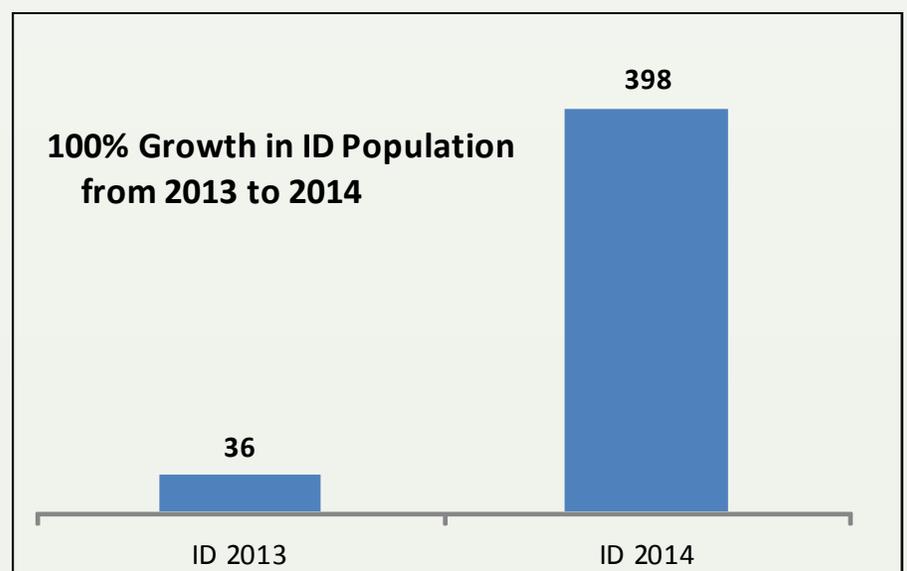
## **The Growth of PACE Dementia Care**

In 2014, PACE programs in the Commonwealth served 730 individuals diagnosed with a form of dementia, reflecting a 29% increase over 2013. These numbers are expected to continue to grow, as it is estimated that, between 2014 and 2025, the number of Virginians with a diagnosis of Alzheimer's Disease will grow as much as 40%<sup>1</sup>, a percentage that does not include the growth of individuals with non-Alzheimer's dementias.



Alzheimer's Association (2014). 2014 Alzheimer's Disease Facts and Figures, Retrieved January 20, 2015 from [http://www.alz.org/cwva/documents/facts2014\\_full\\_report.pdf](http://www.alz.org/cwva/documents/facts2014_full_report.pdf)

## **PACE Continues to Care for Increasing Numbers of Persons with Intellectual Disabilities (ID)**



## The State Administering Agency (SAA)

Each year, the SAA monitors PACE sites through a series of announced and unannounced technical advisory visits (TAVs) and quality management audits. Quality of care is further ensured through quarterly conference calls between the SAA, CMS, and each provider, as well as through SAA led, topic-specific training sessions.

In 2014, the SAA team completed:

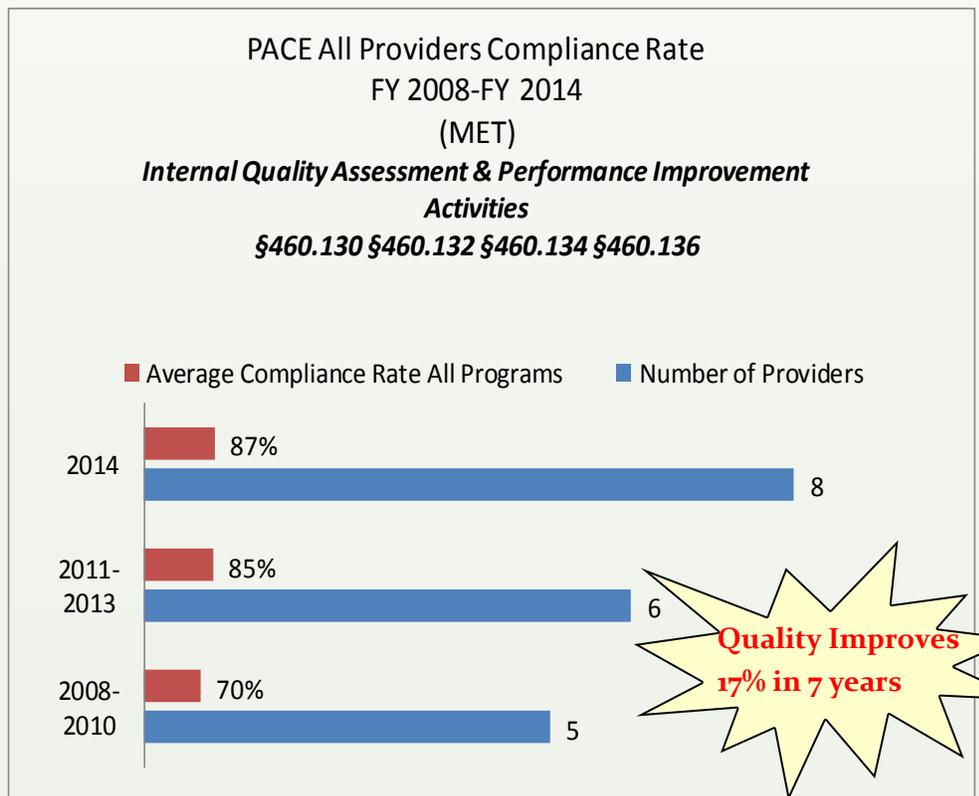
- 8 Quality Management Audits,
- 36 TAVs,
- 13 Quarterly calls, and
- Numerous calls responding to provider requests for guidance.

These activities work together to help ensure PACE participants are provided with the highest quality care.

## PACE Programs Show Steady Improvement on QAPI Indicators

Quality Assurance and Performance Improvement (QAPI) is the driving force of each PACE program, as it provides the basis for identifying and finding solutions to challenges that arise while providing individual supports and services daily.

Results of QAPI are important indicators of how well a PACE organization is providing care. They also indicate areas for additional guidance, training, and growth. Overall, as the graph below demonstrates, Virginia PACE organizations have shown steady improvement in their QAPI programs by consistently meeting quality standards.





## PACE: Helping Families and Making Lives Better

Across all sites, PACE programs in Virginia approved **over 2,100** days of respite care in 2014, providing families a break from caregiving duties, allowing them to recharge and care for themselves. Caring for the caregiver is vital to being able to provide care for a loved one.

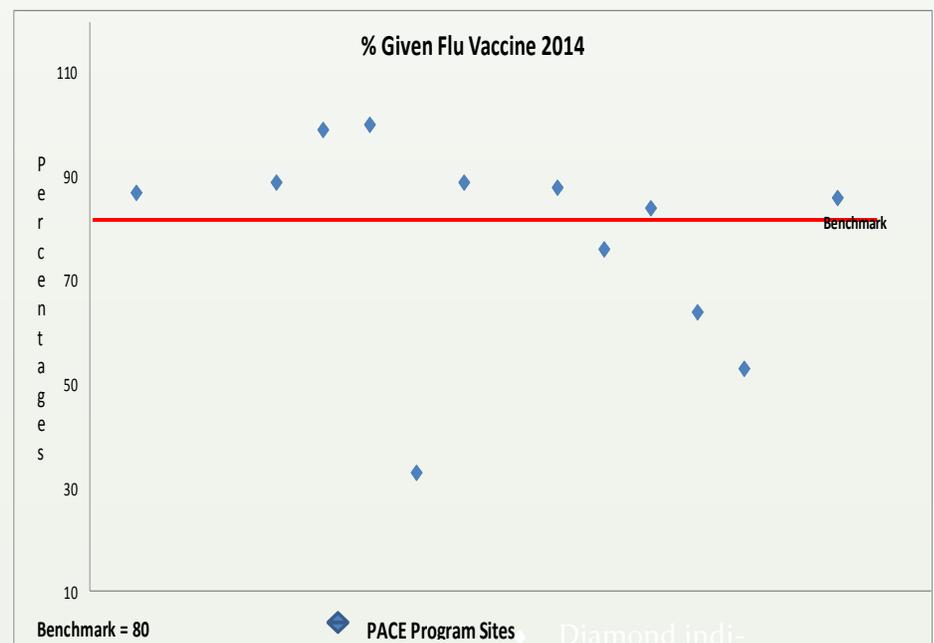


## Influenza Vaccination: A 2015 Area of Focus

With age, the immune system declines, making older adults vulnerable when it comes to influenza (flu) complications. In fact, approximately 90% of flu-related deaths and upwards of 50% of flu-related hospitalizations are experienced by adults ages 65 and older<sup>2</sup>. The importance of older adults receiving routine flu vaccinations cannot be overstated.

Virginia PACE programs have done a remarkable job ensuring participant vaccination, with 8 sites meeting or exceeding benchmark vaccination levels of an 80% vaccination rate. However, there is always room for improvement, which has led the SAA to select this measure as a focus in 2015. Through SAA encouragement, education, and audit feedback, the goal is to reach the 80% benchmark set by the Centers for Medicare and Medicaid Services (CMS) across all Virginia PACE sites.

<sup>2</sup><http://www.flu.gov/at-risk/seniors/index.html>



\*80% benchmark set by Centers for Medicare and Medicaid Services (CMS)

## ***“PACE is a Happy Place!”***

In December 2011, Ms. Patsy Jennings was one of the first people to transition from the Money Follows the Person (MFP) program to Mountain Empire Older Citizens (MEOC) PACE. Specifically, receiving home modifications through the MFP program allowed her to transition from a nursing facility to an independent home environment. Once home, she was able to enroll into PACE, receive supportive services, and work on her goal of one day walking the six steps from her wheelchair to chair.

With the assistance of her two daughters and PACE home care, Ms. Jennings is able to live independently in her home. A home care aide visits in the morning to help her shower, dress, and get ready for the PACE van, which transports her to the center five days a week. In the evening, an aide provides support until her daughter returns home.

Ms. Jennings has also benefited from the social aspect of the PACE center, saying when she first visited, what she liked best were the people. She also reports enjoying the center activities, saying she is the current Wii bowling champion of MEOC PACE. Although she enjoys the fellowship of the center, she has benefitted from the therapies. In fact, she lost 39lbs through MEOC PACE's Lymphedema Program and exceeded all of her personal goals with the help of Gem Aguirre, Director of Physical Therapy. As Ms. Jennings said, “They know exactly how to help me.”

Regarding her personal goals, on April 23, 2012, Ms. Jennings was able to walk those six steps from her wheelchair to a chair. In November 2014, she walked 166 feet with the aid of parallel bars and, a month later, on December 19, 2014, she walked close to 300 feet while using a walker. The last time Ms. Jennings had used a walker was in 2009!

When asked how she would describe the program, Ms. Jennings replied, “It’s a happy place! I’m happier.” Talking about returning to PACE after a recent hospitalization, she reported that she was so happy when walking back through the PACE doors, she threw her hands up and exclaimed that she was home.



L to R: Sharon Foster, PCA, Candice Wiggins, LPTA, Patsy Jennings\*, Krystina Hensley, PCA, Gem Aguirre, DPT, Beth Bell, OTR/L

*\*Name and photograph published with permission*