

Welcome!

We're excited to share the latest news and updates regarding our clinical and quality programs, as well as highlights from our organization. Be sure to visit our website, including our dedicated [provider page](#) for more information!



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Quality Program Updates

The Quality Improvement Program at Care Resources is designed to uphold the mission, vision, and values of the organization and reflect a commitment to provide reliable, safe, accessible, cost-effective, and quality health care services to our participants. Below are a few updates highlighting the current work of our team:

- Continuing to manage our Quality Work Plan along with numerous reporting requirements to stay in compliance with the Centers for Medicare & Medicaid Services (CMS) and the Michigan Department of Health & Human Services (MDHHS) regulations
- Continuing to monitor the overall compliance of our Compliance Plan:
 - Q1 = 86% compliance
 - Q2 = 88% compliance
- Continuing to work with the department managers to improve our internal processes to increase our compliance rate
- Educating our participants on the use of the emergency room at our Participant Advisory Committee meetings (also utilizing Tandem365 paramedics to prevent emergency room visits)
- Informing our participants about the Health Outcomes Survey-Modified (HOS-M) survey, conducted by CMS, and offering assistance in filling out the survey (due Nov. 1)

Care Resources Mission To offer long-term care choices that promote independence, dignity and a high quality of life for the elderly members of our community.





Clinical News & Updates

MDHHS Survey

On June 26th through June 28th, two State surveyors conducted the MDHHS audit at Care Resources. This included both a clinical and an administrative audit. All 17 elements were met with no identified citations. The surveyors complimented the great work performed by Care Resources in taking care of our participants. During the Environmental audit, they noted a best practice with our laundry processes in maintaining the cleanliness of our laundry room, along with other clinical and non-clinical processes. We are very proud of the work our team has done in prep for this audit!

Mock CMS Audit Outcomes

Earlier this summer, we concluded our mock CMS audit. This audit was performed by Blue Peak Advisors in preparation for a future CMS audit that we are anticipating later this year or early 2024. We formed five subcommittees to address the findings from the audit and provided training for our staff. Many best practices were noted including a review of the medical record. In addition, the auditors acknowledged the excellent management and complexity of care provided by our staff to our participants. Overall, our Quality program is managed very well and considered a best practice!

Care Resources Primary Care Team

- James Chiavaras, DO, Medical Director
- Craig Bethune, DO
- Delphia Croff, MSN, AGPCNP-BC
- Larry Sluiter, PA-C
- Laura Hall, DNP
- Mary Pell, DO
- Rebecca Wolfe, MD



Network of Providers

Care Resources has a diverse network of providers throughout the service area to ensure all participant needs are met. View our Directory of Specialty Providers [here](#).



2023 Annual Flu Vaccine & Tuberculosis Screening Updates

Staff Flu Vaccine Update

All PACE staff (employed and contracted) are required to receive the flu vaccine or have an approved exemption in their personnel file by **November 30th**. If you previously had an approved exemption, you will still need to re-submit a new exemption each year. As a reminder, those with approved exemptions are required to wear a mask at all times in the Care Resources building or during participant home visits until the flu season ends in April 2024.

Contracted providers that are required to provide a copy of this documentation on caregivers who are providing direct participant care should send a copy of this updated required documentation to Care Resources.

Tuberculosis Screening

All PACE staff (employed and contracted) are required to complete the annual Tuberculosis (TB) Screening by **November 30th**. This screening can be completed in two different ways:

- Visit [Michigan.gov](https://www.michigan.gov) and complete the TB Sign & Symptom Review and Adult TB Risk Assessment Tool forms. Any contracted providers that are required to provide this documentation on caregivers who are providing direct participant services should send a copy of their completed forms to Care Resources.
- Complete the Care Resources Staff TB Screening [Questionnaire](#). Upon submission, we will receive a report informing us your screening has been completed. Any contracted providers that are required to provide this documentation on caregivers who are providing direct participant services can fill out this questionnaire.

Participant Flu Vaccine Update

Participant flu vaccine clinics will begin in October and run through November. This year, we will be offering the new RSV vaccine to those eligible after flu vaccines are given. This will provide our participants with even more protection to remain healthy and out of the hospital through the winter months.





Organizational Highlights

PACE Day at the Capitol

On May 16, The PACE Association of Michigan (PAM) hosted its second annual Day at the Capitol event in Lansing. Participants, staff, and volunteers from all 14 of the Michigan PACE programs, including Care Resources, were present. The goal of the event was to raise awareness and support for PACE. It was a great success!

Stephanie Winslow, Executive Director of PAM, welcomed the crowd and gave out four awards to staff members, including Care Resources' Tom Muszynski. He received the Lifetime Achievement award to recognize his commitment to the PACE community.



Participants were excited to share personal stories with legislators. After lunch, those from Care Resources took a tour of the Capitol building. "It was exciting to walk through the building and take pictures together," said one participant. Read more about this event [here!](#)

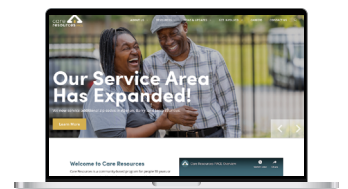
National PACE Month

During the month of September, we celebrated National PACE month with fun activities and events including a BBQ for our participants.

Learn more about National PACE month and the PACE program [here](#).

Website Enhancements

In mid-June, we launched our enhanced website! Enhancements include an update to the overall look and feel, new photography, and added features. A streamlined navigation and layout help improve ease of use and flow of content. Our website is now more user-friendly on mobile devices. All of these updates improve accessibility and ensure we are ADA compliant.



You'll see familiar faces as some of our participants are featured throughout the site. A new resources section with important information for participants, providers, and referral partners is now available. An events calendar highlights fun events and activities for our participants. Stay up to date by reading the latest newsletters and visiting our news section. We're so excited for this refresh and look forward to hearing your feedback!



January 1 - May 31, 2023

Participant Care Continues

New and Modified Services During COVID-19




 **353**
participants served

 **18,566**
home care hours provided


grocery shopping provided for participants when needed

148,459 
miles traveled by Care Resources vehicles to transport participants

 **7,297**
participant days in the Day Center

 clinical care and medications provided per individual treatment plans

“Care Resources is my second home. The staff, providers, and other participants are my second family. I look forward to coming every week and enjoy all the fun activities and events!”



Stay Connected

Call the office with any questions, available Monday–Friday from 8:00 AM–4:30 PM (after hours and on weekends, there will be a nurse, physician, and social worker on call): 800.610.6299 • TTY 711

[Visit our website](#)

[Engage with us on Facebook](#)

[Check out our Instagram](#)

[Watch our videos on YouTube](#)



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