

ELDERONE CONNECTION

Our newsletter to keep participants and families in the know.

ElderONE
An Affiliate of
Rochester Regional Health

SPRING 2022 EDITION



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LETTER FROM THE VICE PRESIDENT

I hope that you are enjoying the start of spring. The sun seems to be shining a little brighter and the temperatures are starting to turn.

We are cautiously optimistic about COVID-19 cases declining and things returning closer to normal in our area. While we continue to closely monitor COVID-19 and the possibility of new variants, ElderONE is slowly working to increase operations and services. Most recently, two of our Centers in Monroe County increased Center days from three to four days a week. We are hopeful to continue to slowly increase services over time if the positive trend continues.

Thank you to everyone who participated in our Participant and Caregiver satisfaction survey that was conducted in late 2021. Results show that 83% of our Participants



KRISTI NEIDEL

*Vice President of ElderONE
and Adult Day*

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DAY CENTER DIRECTORY

Emerson Center

800 Emerson Street
Rochester, NY 14613
P: (585) 922-9970

Hudson Day Center

2066 Hudson Avenue
Rochester, NY 14617
P: (585) 922-2800

North Park Center

355 North Park Drive
Rochester, NY 14609
P: (585) 922-9920

Silver Hill Center

1000 Technology Pkwy
Newark, NY 14513
P: (315) 359-2220

CONTACTS

General Number

(585) 922-2800

Home Health Aide Service

(585) 214-1500

Toll-Free

1-855-457-4636

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and 81% of the Caregivers are satisfied with ElderONE. ElderONE teams have taken that feedback and are working on plans to address and improve overall satisfaction. Additionally, we are happy to announce that ElderONE has hired a new resource dedicated to Participant satisfaction. Jeanne Shanley started with ElderONE in February as the Participant Satisfaction Coordinator. Her role will include outreach to new and current participants as well as working with each ElderONE team on improving satisfaction.

Thank you for continuing to trust ElderONE with your care!

Kristi Neidel

Kristi Neidel
Vice President



WHAT IS PALLIATIVE CARE?

Palliative care is specialized care for people living with a serious illness. It is appropriate at any age and at any stage in a serious illness, and it can be provided along with curative treatment.

ElderONE has been working with several national organizations and RRH to ensure all team members get education about Palliative care and how it can help you live your life to the fullest.

Palliative care is provided by two groups of clinicians. Specially-trained team of doctors (typically in the hospital) who work in tandem with patient's other doctors to provide an extra layer of support. In addition, Primary Palliative care is provided by ElderONE geriatricians, cardiologists, oncologists, and many other clinicians who care for seriously ill patients. Palliative care is focused on providing relief from the symptoms and stress of the illness. The goal is to improve quality of life for both the patient and the family. Palliative care is based on the needs of the patient, not on the patient's prognosis.

Ask your team members about Palliative care if you want to learn more. **You can read more at <https://pallipedia.org/primary-palliative-care/>**

HOW MUCH SHOULD I SLEEP?

By Dr. Ryan

As we get older, our sleep habits change and we may not feel as rested in the morning. Certainly the stress and worries from the pandemic may have made that worse. Since many of us will wake up earlier as we get older, we may need to change our schedule to get a restful night's sleep.

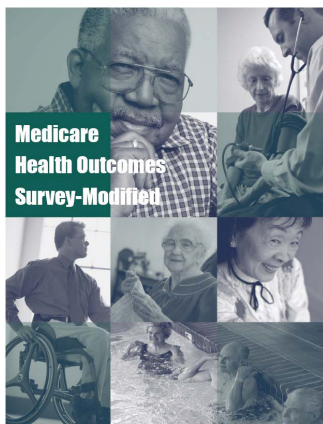
Why sleep? Getting a restful night's sleep can help your body and brain heal.

Studies show 30% of older adult's reports some difficulty with sleeping. It may not be every night. Poor sleep at night can interfere with our mood and concentration as well as increase risk of falls.

Here are some tips of things you can do to help with healthy sleep:

- ✓ Pick a time to regularly prepare for sleep, and a regular time to wake up; work on keeping that schedule
- ✓ Gently stretch your shoulders and back
- ✓ Read something you enjoy, like a book or magazine
- ✗ Keep the screens [TV and phone] away for an hour before going to sleep; they stimulate your brain
- ✗ Avoid alcohol, it prevents your brain from resting
- ✗ Avoid caffeine later in the day; it can last for 6-10 hours
- ✗ Avoid any over the counter sleeping pill; they are not for older brains and can leave you confused the next day

There are many reasons why we may not be sleeping well. If it happens regularly, you should speak to your ElderONE team members. The ElderONE team want to help you live your life on your terms. Tell them What Matters Most to you.



HEALTH OUTCOMES SURVEY

This summer, PACE participants nationwide will be asked to complete a Health Outcomes Survey. The survey will arrive via US mail and will include a self-addressed stamped envelope for you to use to return the survey at no expense.

It is very important that you complete and return this survey by mail, as it provides important information to Medicare about your individual health and the services that you need.

If you would like assistance completing the survey, a family member, caregiver or ElderONE team member may help. Please contact your Social Worker with any questions that you may have or to request assistance.

COVID-19 UPDATE

The COVID pandemic continues to challenge us all in different ways. Fortunately, with access to vaccinations we are beginning to be able to return to a sense of normalcy, however, we still need to continue to remain diligent in our efforts to prevent the spread of COVID.

What **we** can do to stop the spread of COVID-19:

- Wearing a properly fitting face mask while around others
- Maintain a 6 foot distance between you and other
- Proper hand hygiene
- Report any symptoms of COVID to your doctor and avoid contact with others while experiencing symptoms

COVID Symptoms:

- Cough, runny nose, fever or chills, body aches, nausea, vomiting, diarrhea, shortness of breath or difficulty breathing, fatigue, headache, new loss of taste or smell

We do understand that COVID fatigue is impacting many of us. COVID fatigue has resulted in decreased community masking, decreased reporting of exposures, and increased socialization *without* the use of face masks. ElderONE continues to follow Rochester Regional Health COVID-19 guidelines in order to ensure safe quality care.

While ElderONE is excited to get back to normalcy with you, we are going to do so safely by:

- Requiring masking of participants and staff while at an ElderONE center and clinic
- Continuing to remain socially distanced from other participants
- Screening upon entry to the center and clinic

FEELING WORSE? CALL A NURSE!

At ElderONE, we strive to deliver the best care in the right place at the right time. Did you know that our Clinics are open Monday through Friday from 8:30 am to 5 pm and ElderONE provides access to care 24 hours per day, 7 days per week, and 365 days per year?

Participants should call (585) 922-2800 at any time to:

- Report any changes in health status, including symptoms that require urgent evaluation
- Request an appointment with a provider (routine or urgent)
- Ask questions about medications or plan of care.

In many cases, ElderONE physicians and nurses can provide the care you need. By calling ElderONE as soon as symptoms or questions arise, the care team can quickly respond. Together, we can avoid emergency department visits and ensure your needs are addressed promptly by the team who knows you best.

Participants should call 911 if they consider their condition to be an emergency requiring immediate attention.

Remember to notify ElderONE as soon as possible after calling 911 so that we can continue to coordinate your care.

OLDER ADULT FALLS

A GROWING PROBLEM THAT CAN BE PREVENTED

Talk openly with your healthcare provider about fall risks & prevention.



Tell a provider right away if you fall, worry about falling, or feel unsteady. Have your doctor or pharmacist review all the medicines you take, even over-the-counter

medicines. As you get older, the way medicines work in your body can change. Some medicines, or combinations of medicines, can make you sleepy or dizzy and can cause you to fall. Ask your provider about taking vitamin D supplements to improve bone, muscle, and nerve health.

Exercise to improve your balance and strength.

Exercises that improve balance and make your legs stronger, lower your chances of falling. It also helps you feel better and more confident. An example of this kind of exercise is Tai Chi. Lack of exercise leads to weakness and increases your chances of falling. Ask your doctor or healthcare provider about the best type of exercise program for you.

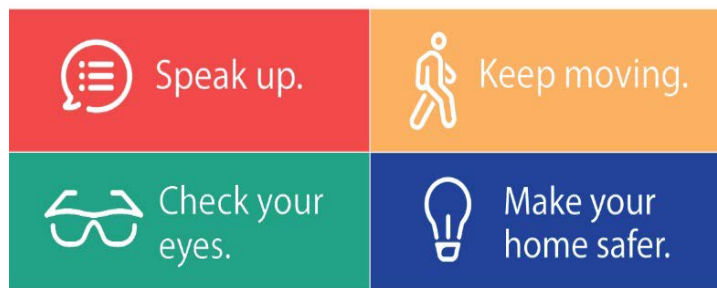
Have your eyes and feet checked.

Once a year, check with your eye doctor, and update your eyeglasses, if needed. You may have a condition like glaucoma or cataracts that limits your vision. Poor vision can increase your chances of falling. Also, have your healthcare provider check your feet once a year. Discuss proper footwear, and ask whether seeing a foot specialist is advised.

Make your home safer.

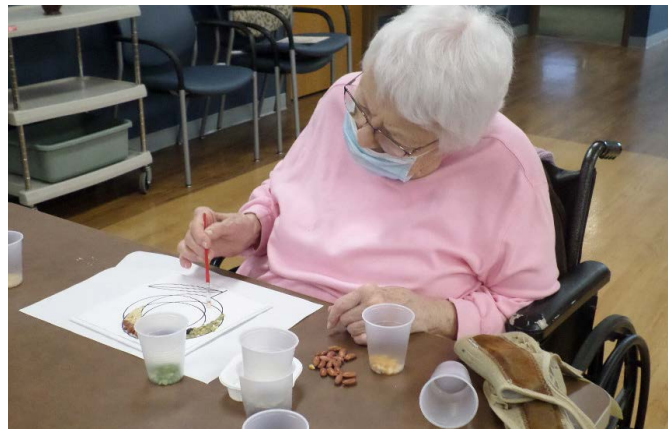
- Remove things you can trip over (like papers, books, clothes, and shoes) from stairs and places where you walk.
- Remove small throw rugs or use double sided tape to keep the rugs from slipping.
- Keep items you use often in cabinets you can reach easily without using a step stool.
- Have grab bars put in next to and inside the tub, and next to the toilet.
- Use non-slip mats in the bathtub and on shower floors.
- Improve the lighting in your home. As you get older, you need brighter lights to see well. Hang light-weight curtains or shades to reduce glare.
- Have handrails and lights installed on all staircases.
- Wear well-fitting shoes with good support inside and outside the house.

Falls are Preventable.



www.cdc.gov

STEADI Stopping Elderly Accidents, Deaths & Injuries



ELDERONE PARTICIPANT RIGHTS & RESPONSIBILITIES

ElderONE participants are entitled to the following rights:

- To be fully informed of rights and responsibilities as a participant and of all rules and regulations governing participation in ElderONE. Evidence of your receipt of this information is in the form of your signed enrollment agreement acknowledgement, a copy of which is incorporated into your medical record.
- To be treated with dignity and respect, and be afforded privacy, confidentiality and humane care.
- To receive competent, concerned and individualized care without regard to race, creed, color, national origin, sex (including gender identity or status of being transgender), sexual orientation, age or physical or mental disability (including gender dysphoria), developmental disability, type of illness or condition, or source of payment.
- To receive comprehensive health care in a safe and clean environment, and in an accessible manner.
- To not be required to perform services for ElderONE.
- To have reasonable access to telephones.
- To be free from harm, including physical or mental abuse, neglect, corporal punishment, involuntary seclusion, excessive medication, and any physical or chemical restraint imposed for purposes of discipline or convenience and not required to treat your medical symptoms. To be free from hazardous procedures.
- To be encouraged and assisted, throughout your participation in ElderONE, to exercise your rights as a participant, as well as your civil and legal rights. To be encouraged and assisted to voice complaints to ElderONE staff and outside representatives of your choice. There will be no restraint, interference, coercion, discrimination or reprisal by ElderONE or its staff, nor will the filing of a grievance disrupt your care plan. To be encouraged and assisted to recommend changes in policies and procedures to ElderONE staff. This may include accessing the Medicaid and Medicare appeal processes.
- To be fully informed in writing of the services available through the plan in addition to the costs. This information is to be made available, including the identification of services delivered through contracts, rather than directly by the program, prior to and at the time of enrollment, as well as during participation. Any changes to the payment structure may be made after you receive 30 day written notice.
- To be able to examine the results of the most recent review of ElderONE conducted by New York State and federal government and any plan of correction in effect.
- To choose your primary care physician and specialists from within the ElderONE network.
- To request that a qualified specialist for women's health services furnish routine or preventive women's health services.
- To have reasonable and timely access to specialists as indicated by the participant's health condition and consistent with current clinical practice guidelines.
- To disenroll from the program at any time.
- To access emergency services without prior approval when the need arises. An Emergency Medical Condition means a condition or situation manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention may result in:
 - Serious jeopardy to the health of the participant;
 - Serious impairment to bodily functions; and/or
 - Serious dysfunction of any bodily organ or part.
- To participate in the development and implementation of your plan of care.
- To expect that ElderONE develop a written care plan for patient care and to participate in all decisions effecting your plan of care/treatment and to be advised in advance of any change in the plan of care. If you are unable to participate fully in treatment decisions, you have the right to designate a representative. You have the right to appeal any decision affecting your plan of care if you cannot come to agreement with the interdisciplinary team.
- To have all treatment options explained in a culturally competent manner including, but not limited to those with limited English proficiency and diverse cultural and ethnic backgrounds, and to make health care decisions, including the right to refuse treatment, and be informed of the consequences of the decisions.
- To have the Enrollment Agreement, Enrollment Agreement Acknowledgement, all treatment and treatment options fully discussed and explained to you in a manner you understand.
- To receive information on Advanced Directives as dictated by the Patient Self Determination Act of 1990, and to receive assistance in the completion of a Health Care Proxy form to convey such directive.
- To be fully informed by the interdisciplinary team of your health and functional status. Be informed of all treatments prescribed prior to implementation, when and how services will be provided and the names and functions of any person and/or affiliated agency providing care, coordination or supervision of services.
- To request information about your diagnosis, prognosis, and treatment, including alternatives of care and risks involved in terms that you and your family can readily understand so that you can give your informed consent.



- To request reassessment by the team.
- To be given reasonable advance notice in writing of any transfer to another part of ElderONE's program for medical reasons, or for your welfare, or that of other participants. Such actions will be documented in your health record.
- To be assured of confidential treatment of all information contained in your health record, including information contained in any automated data bank. You have the right to communicate with health care providers in confidence and to have the confidentiality of your identifiable health care information protected. We require your written consent for the release of information to persons not otherwise authorized under law to receive it. Persons representing news or other media shall not be given any information that identifies or leads to the identification of you, including photographs, unless you have given written consent. You may review and copy your own medical records and request amendments to those records. You may provide written consent which limits the degree of information, the persons to whom information may be given and the time the consent is in effect.
- To be fully informed of the appeal process, and receive from ElderONE staff, any assistance needed, to file an appeal, as outlined in the ElderONE appeal process. To appeal any treatment decision made by ElderONE, its employees, or contractors.
- To receive treatment and rehabilitative services designed to promote your functional ability to the optimal level and to encourage your independence. These services must be agreed to by the interdisciplinary team.
- To receive necessary care across all care settings, up to and including placement in long term care facility when the ElderONE can no longer maintain the participant safely in the community through the support of PACE services.
- To have your reports of pain believed and to be provided with information about pain and pain relief measures. You can expect health professionals to respond quickly to your reports of pain and to receive effect pain management.
- Upon request to the Director of Quality, to view your clinical record in the ElderONE office. You may receive a copy of your clinical record, upon written request. All patient requests for viewing/receiving clinical records will be made known to the physicians. There may be a cost associated with copying clinical records.
- To contact New York State at 1-866-712-7197 and identify the concern as a Managed Long Term Care concern.
- To contact 1-800-MEDICARE for information or to make a complaint.
- Alternatively, you may contact ICAN (Independent Consumer Advocacy Network) * which is a group of nonprofit advocacy organizations, independent of the New York State Department of Health or any health insurance plan, which can assist you in resolving problems with your plan and providers (for example doctors, hospitals, and pharmacist), and help you file grievances or appeals.

***ICAN help is free and confidential.
ICAN is not connected with any health plan.**

Call: 1-844-614-8800

TTY Relay Service 711

Email: ican@cssny.org Online: www.icannys.org

Your Responsibilities as an ElderONE Participant:

The services of ElderONE depend on the involvement of you – the participant, and your family. The ElderONE Team works closely with you to be sure that your health care needs are met to the greatest degree possible. In order to do that, participants and caregivers have the following responsibilities:

- Accept help and/or care without regard to the race, religion, age, gender, disability, or national origin of the caregiver and to treat those providing you with care with respect.
- Authorize ElderONE to obtain and use records and information from hospitals, residential health care facilities, home health agencies, physicians and other practitioners who treat you.
- Authorize ElderONE to disclose and exchange personal information with the federal and state government and their agents during reviews.
- Keep appointments or notify ElderONE if an appointment cannot be kept.
- Supply accurate and complete information to caregivers.
- Actively participate in developing and updating your Care Plan.
- Ask questions and request further information regarding anything you do not understand.
- Assist in developing and maintaining a safe environment for you and your caregivers.
- Inform ElderONE of all health insurance coverage and notify ElderONE promptly of any changes in that coverage.
- Cooperate with ElderONE in billing for and collecting applicable fees from Medicare and other third party payers.
- Use ElderONE designated providers, hospitals and nursing homes for services included in the benefit package.
- Notify ElderONE promptly of any change in address or any absence from the area.
- Comply with all policies of the program as noted in this Enrollment Agreement.
- Cooperate in implementation of the care plan.
- Take your medications as the ElderONE physician orders.
- If emergency services are used at any time, or while out of the service area, you must notify ElderONE within forty-eight hours or as soon as reasonably possible.
- To notify ElderONE if you are injured by someone else's actions, such as being involved in an automobile accident.
- To let ElderONE know as soon as possible, when you are not satisfied with care or services.
- ElderONE requests notification in writing prior to disenrolling.
- Pay all required monthly fees.
- To wear your ElderONE nametag while at the Day Center and while at appointments scheduled by ElderONE.

These written rights and responsibilities, for a participant determined to be incompetent in accordance with State law, apply to the person or committee authorized to act on behalf of the participant.

ElderONE

An Affiliate of
Rochester Regional Health
490 East Ridge Rd.
Rochester, NY 14621

Notice of Non-Discrimination

ElderONE complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, or sex. ElderONE provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact your ElderONE Social Worker.

If you believe that ElderONE has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

ElderONE Attn: Performance Improvement Coordinator
490 E. Ridge Road
Rochester, NY 14621

Phone: (585) 922-9985
Toll Free: 855-457-4636
Fax: (585) 922-2847
TTY: 800-662-1220

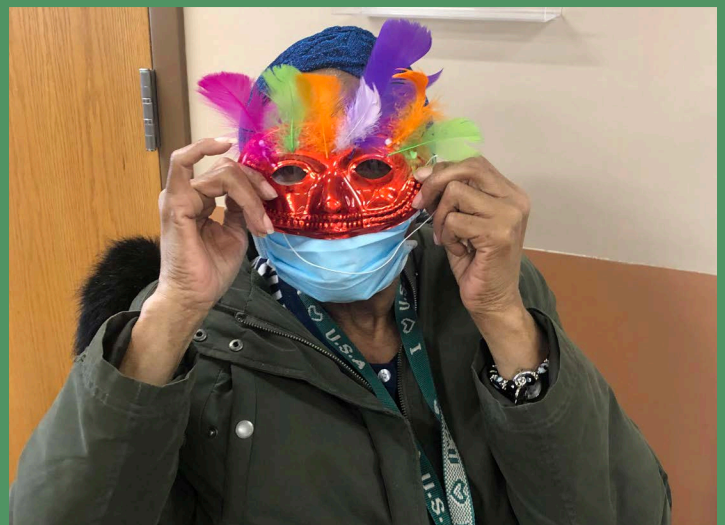
You can file a grievance in person, by mail, or fax. If you need help filing a grievance, ElderONE's Performance Improvement Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



MAKE A REFERRAL

Do you know someone who needs the comprehensive, compassionate care that ElderONE provides? Do you know someone who could benefit from our services? You can make a referral simply by calling ElderONE or encouraging people you know to call ElderONE at **585.922.2831** or **1.855.457.4636**.

Privacy Notice

As an ElderONE Participant, you have a right to have information about your health and medical care remain confidential and private. This right, along with an explanation of circumstances where your health information may be shared (e.g. for treatment or payment purposes), is described in our Notice of Privacy Practices. You can find the notice posted in every ElderONE clinic. You may also request a printed copy of the notice by asking one of your Interdisciplinary Team Members. Should you have any specific questions about the Notice of Privacy Practices and/or your right to have your health information protected, please contact Lisa Wild, Privacy Manager for Rochester Regional Health at (585) 922-9453.