



Community Care for the Elderly: The NEMS PACE Journey

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Agenda

- ▶ PACE Overview
- ▶ NEMS PACE
 - ▶ Background
 - ▶ NEMS PACE Today
 - ▶ Steps to Opening the PACE Center
 - ▶ Challenges
 - ▶ Market Competition
 - ▶ Long Term Benefits



What is Program for All Inclusive Care for the Elderly or PACE?

An **integrated** system model of care for the frail elderly who need nursing home level of care.

- Comprehensive services (medical and social)
- Care coordination by the interdisciplinary team
- PACE is a Centers for Medicare & Medicaid Services (CMS) and State program

Belief that it is better for the well-being of seniors with chronic care needs to live in the community for as long as possible.



“Right care at the right time.”

PACE Participant Eligibility

- ▶ 55 years or older
- ▶ Reside within a PACE service area
 - ▶ Service area must be within 1 hour of ground transportation to the PACE center.
- ▶ Meet the State's nursing home level of care requirements.
 - ▶ Activities of Daily Living (ADLs) impairments are assessed.
- ▶ Live safely in the community without jeopardizing participant's health at the time of enrollment.



PACE is a fully integrated model of care

PACE Services



*PACE organizations have **full-financial risk** for their participants' health*



The interdisciplinary team (IDT) collaborates to decide on the best care plan for each PACE participant

- ▶ IDT team is comprised of 11 roles
- ▶ IDT can design individual care plans that best suit the participant
 - ▶ Care plans address social and health needs of participants
- ▶ IDT Meetings
 - ▶ Scheduled multiple times a week
 - ▶ Revisit care plans for participants every six months

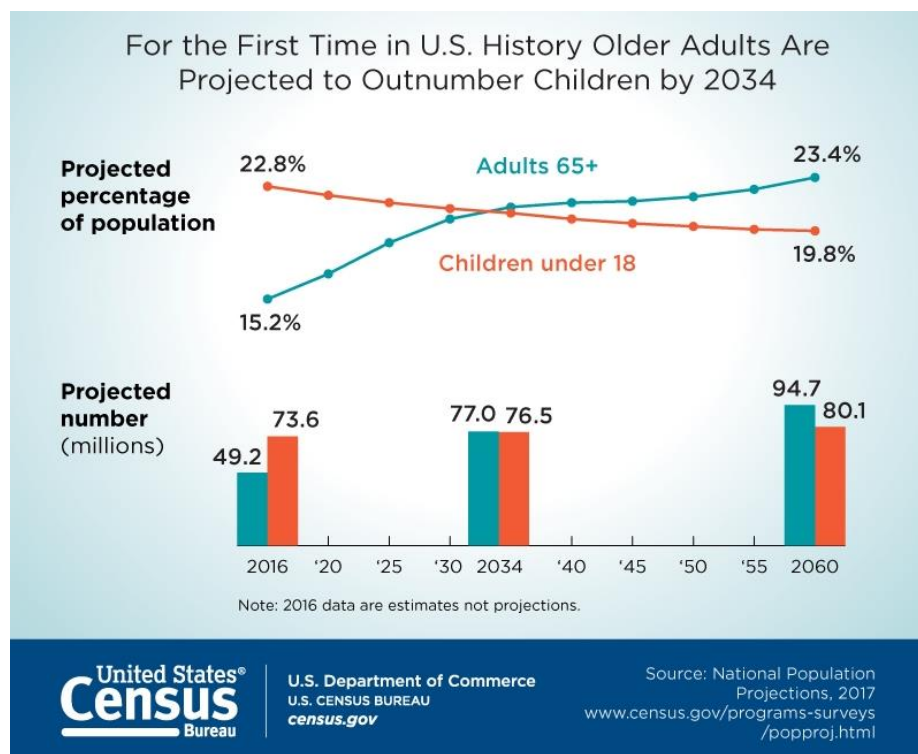
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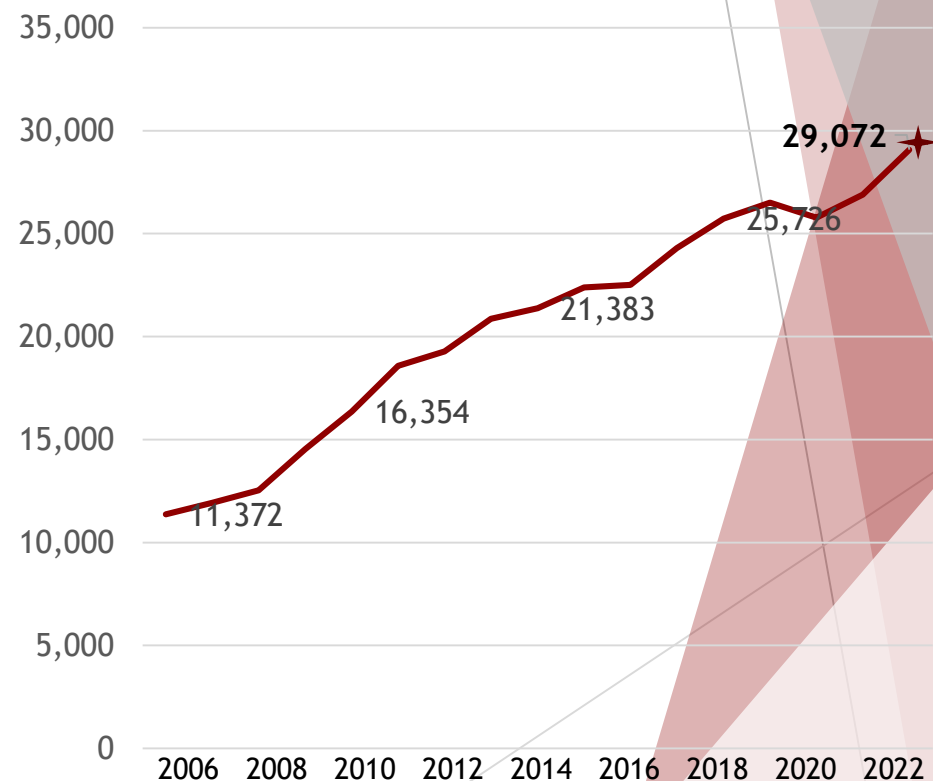
The senior population in the US and at NEMS has been increasing

U.S. Senior Population by 2034



Predicted trends of senior (age 65+) population in the United States

Number of NEMS Patients 55+ Years



Trend of NEMS' senior patient population (age 55+) between 2006-2022

Why PACE?



Growing Senior Population in San Francisco:

- 23% of residents are 60 or older
 - Will jump to 30% by 2030
- 13% of SF seniors are living below poverty
 - 30% live alone and face the challenges of social isolation and rising home care costs



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長者照護計劃



Meeting the Needs of NEMS Patients:

- 42% are 55 years old and over
- 50% live 100% or below FPL
- 80% have Medi-Cal/Medicaid
- 80% best served in language other than English

Why NEMS consider PACE?

PACE

Mission Compatibility

Serving the aging population with compassion

Diversification of Services

Chronic Care Management, Home Health Care, Medicare Advantage

Diversification of Funding

May take advantage of HRSA Loans Guarantee and New Market Tax Credits

Build Capacity to Manage Risk

Managed care services, Documenting HCC Codes

Experience with ADHC



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728 Pacific Avenue, Suite 200, San Francisco, CA 94133



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NEMS PACE: Census

100

Total number of
NEMS PACE
participants as
of 4/1/2023

75

Average age of
participants
enrolled at NEMS
PACE

98%

Percentage of
NEMS PACE
participants
whose primary
language is not
English

100

Percentage of
NEMS PACE
participants who
safely reside in
the community

PACE Team

Interdisciplinary Team (IDT)



Dr. David Li
Medical Director/
PCP



Dr. Richard Huynh
Community PCP



Dr. Vincent Chung
Community PCP



Peir Gen Chiu, NP
Community PCP



Kim Chan
Center
Manager



Janet Bernet
Program
Director



**Mohamed
Rahali**
QI Coordinator



Bruce Huang
Enrollment
Specialist



Jada Ma
Enrollment
Specialist



Yanci Wu
Community
Services RN



Farrah Lee
Clinic RN



David Chen
Transportation
Coordinator



**Crystal
Huang**
Home Care
Supervisor



Calvin Kwok
Pharmacy
Manager



Marina Kan
Registered
Dietician



Jasmine Ye
Receptionist



Chunting Mai
Medical
Assistant



Rebecca Ho
Caregiver



Meili Cen
Caregiver



**Savannah
Huang**
Social
Worker



Sarah Liu
Recreational
Therapist



Nancy Park
Occupational
Therapist



Natalie Lue
Occupational
Therapist



Connie Ng
Physical
Therapist



Jizhen Shao
Caregiver



Xu Jian Yu
Driver



Louis Cheng
Driver



Ocean Wu
Driver

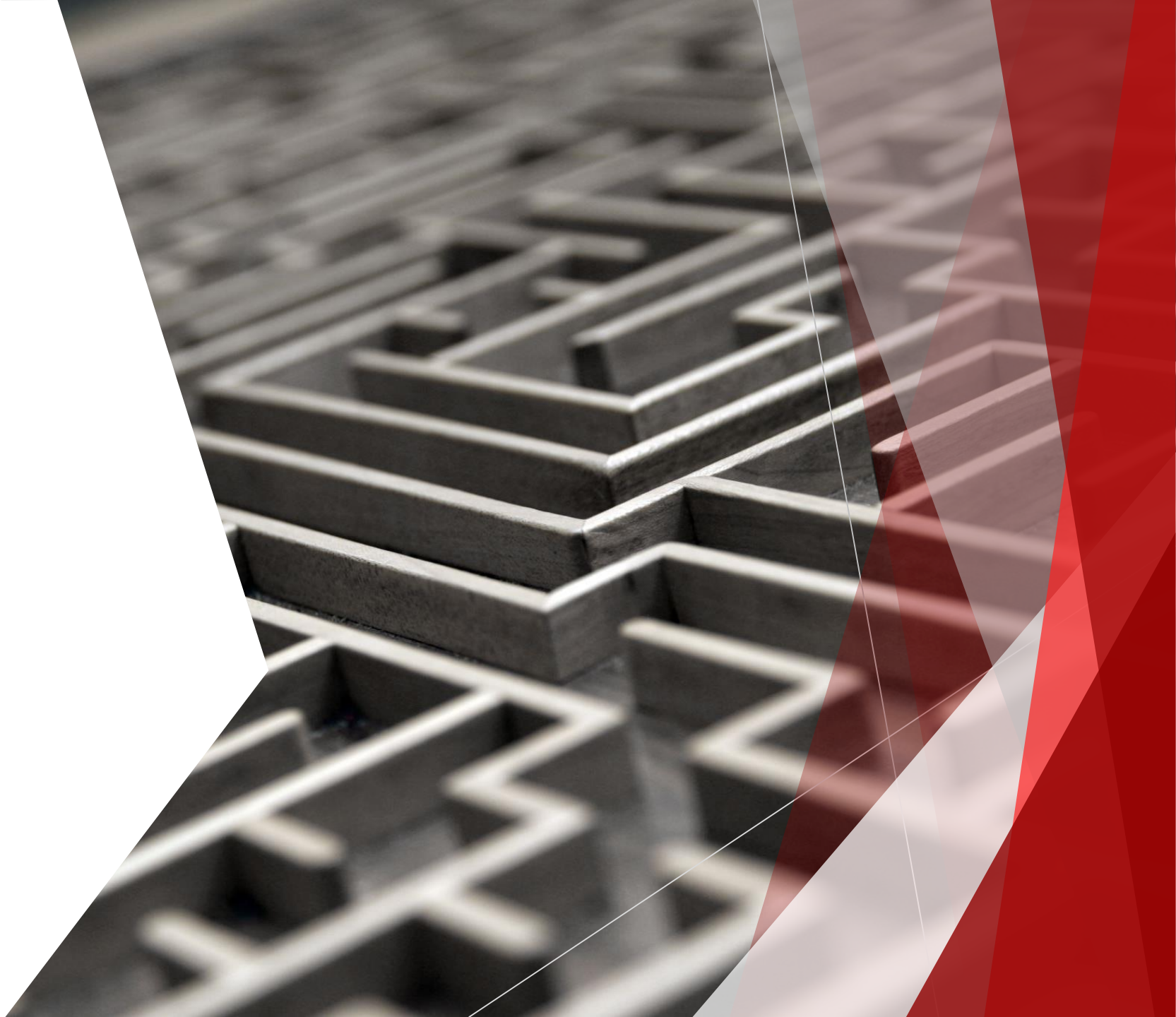
Video: NEMS PACE Virtual Tour



NEMS PACE - A Program of All-Inclusive Care for the Elderly
東北行健長者照護計劃 - 為長者提供全面的服務

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Steps to Open a PACE Center

NEMS PACE

- | | |
|---|--|
| <input checked="" type="checkbox"/> Letter of Intent submitted in July 2019 | <input checked="" type="checkbox"/> Complete Center Construction |
| <input checked="" type="checkbox"/> DHCS Application | <input checked="" type="checkbox"/> Primary Care License Submission |
| <input checked="" type="checkbox"/> CMS Application, Part 1 | <input checked="" type="checkbox"/> State Readiness Review |
| <input checked="" type="checkbox"/> ADHC Waiver Submission | <input checked="" type="checkbox"/> CMS Application, Part 2 |
| <input checked="" type="checkbox"/> Part D Bid Submission | <input checked="" type="checkbox"/> Program Agreement Execution submitted in December 2020 |



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Challenges during the first 6 months



Staffing



Enrollment



Interdisciplinary Team (IDT)



Preparation for Annual Audit Process

Staffing Challenges



- ▶ Recruitment difficulties
 - ▶ Patients are better served in a language other than English
 - ▶ Limited talent pool with applicable language skills, and experience with the elderly.
- ▶ Staff retention
 - ▶ typical problem of a start up (resources, budget)

Enrollment/IDT View Challenges

Enrollment

- Not everyone is eligible for PACE
- PCP's unable to refer patients due to limited understanding of the program
- Change in IHSS provider and PCPs

IDT member views of caring for patients

- Appropriate coaching is needed
- Medical necessity vs participant preference

PACE Program Audit Readiness



Performed annually during the first 3 years of the program. Completed by CMS/DHCS



Any first year audit that raises concerns will delay consideration for expansion



In-Depth Audit Requirements with Data Universes and stringent documentation requirements



First Year Audit Completed



Can last 7-10 months to complete

A photograph of four hands of different skin tones cupping a single, glossy red heart. The hands are positioned in a way that they all support the heart from below and the sides. The background is a light blue.

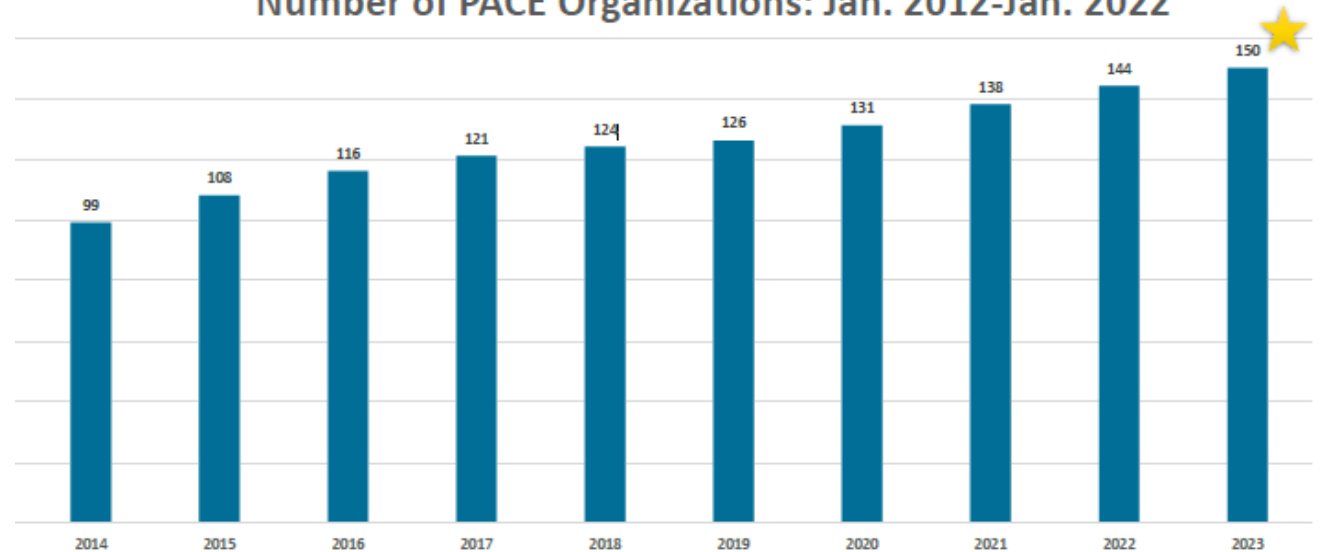
Market Competition

PACE has seen national growth over the past 10 years



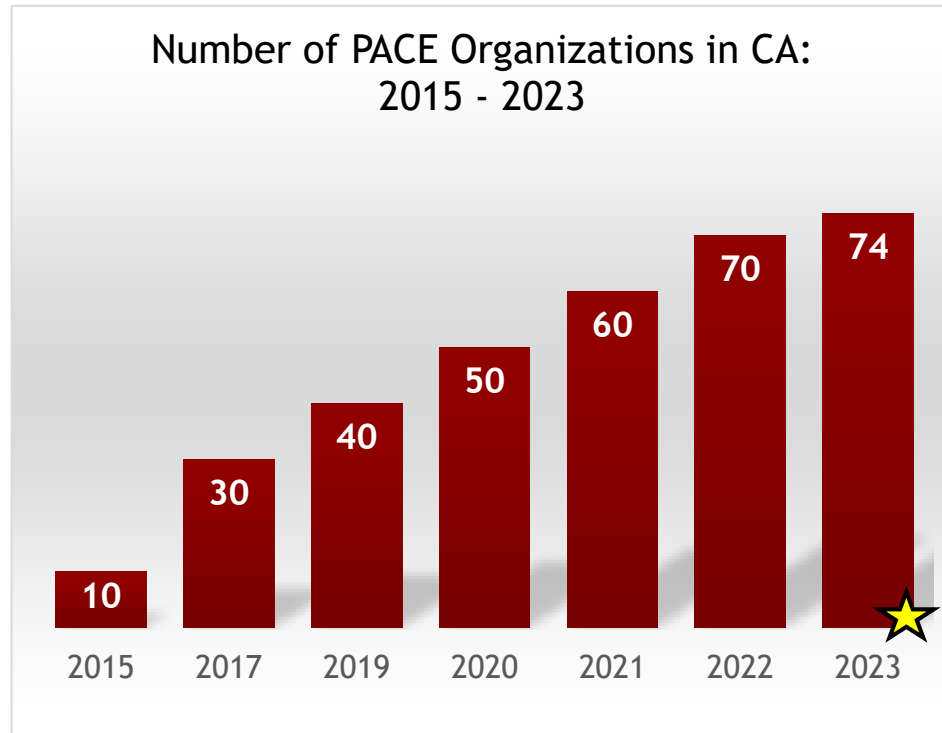
273 PACE centers in 32 states

Number of PACE Organizations: Jan. 2012-Jan. 2022



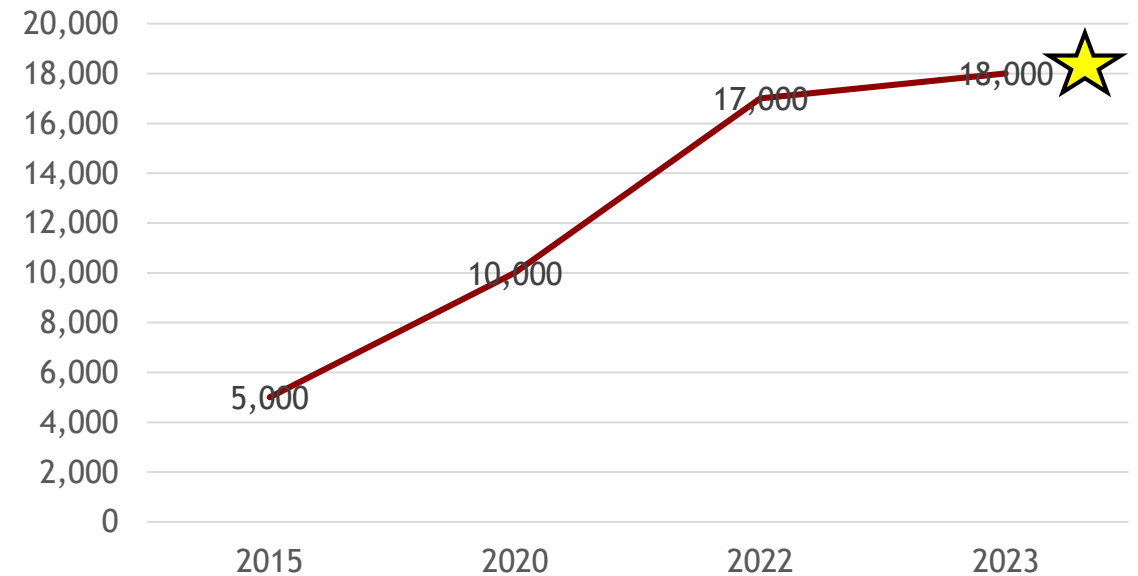
The number of PACE centers and participants in CA is growing

Number of PACE Organizations in CA:
2015 - 2023



71 PACE Centers, 3 new expected to begin operations by 2023

Number of Participants served in CA



Ongoing Care Benefits



PACE provides high quality outcomes

 LESS THAN **1** ER VISIT PER YEAR

1/3 The rate of COVID Cases and Deaths as Compared to Nursing Homes

97.5%
family caregivers would recommend PACE
to someone in a similar situation



PACE
Participants
are less
likely to
suffer
depression

PACE
HOSPITAL
READMISSION
RATE
19.1%
Comparable rates for all dually-eligible
beneficiaries age 65 and older is 22.9% and
Medicare fee-for service beneficiaries is 19.6%.

Long Term Benefits



Provide a culturally and linguistically appropriate placement for NEMS patients as their health status change



Serve the community in the area where our clinics are



Provide another avenue to support or sustain programs in NEMS

Thank You!

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