Built to Scale: Mastering Capacity for PACE Growth

November 17, 2025

Housekeeping

- Please remember to **mute your line** while you are not speaking. This reduces background noise. This meeting is **being recorded,** and the recording will be made available following the call.

- We will not be taking any formal breaks during the call. If you need to step away, **please remember to mute your line and turn off your camera**.

- There are multiple ways to participate in today's call:
  - Unmute yourself when you would like to make a comments.
  - Send your comment through the chat.
  - Use the "Raise Hand" feature to alert the facilitator that you would like to share a comment (remember to lower your hand after your remarks).
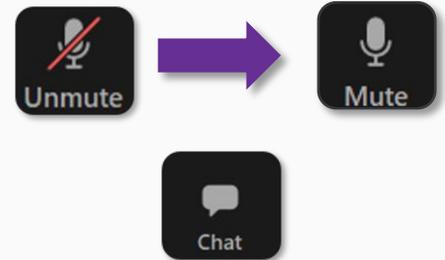
The Alliance for Quality & Improvement (APIQ)

APIQ Staff

Peter Fitzgerald
peterf@apiqonline.org

Anita Gibson, MBA
anitag@apiqonline.org

Tyler Coble
Tylerc@apiqonline.org

APIQ Advisor Network

Mary Naber
President & CEO, PACE Southeast Michigan

Anita McClendon
Former Vice President of Data Management and Business Intel, National PACE Association

APIQ Advisor Network Expertise:

- Leadership
- Outreach & Marketing
- Enrollment
- Disenrollment
- Capacity Planning
- State Engagement

For more information go to: www.APIQonline.org
APIQ is a subsidiary of the National PACE Association

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Learning Objectives

- **Highlight key components of capacity planning**—including staffing, systems, and space—that are essential for successful PACE program growth

- **Explore real-world insights and planning tools** from PACE programs that have successfully scaled to serve more older adults

- **Connect with other PACE organizations** interested in serving more older adults, usings PACE resources efficiently, and developing a continuous improvement mindset

Agenda

- Welcome & Introductions
- Why Capacity Planning Matters
- Staffing for Growth
- Systems that Scale
- Space & Facilities Planning
- Q&A and Closing

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"Every system is perfectly designed to get the results it gets."

– W. Edwards Deming

Introduce Yourself & Meet Your Peers

In the **Break Out Rooms,** please share (**7 minutes**):

- Your name

- Your organization and role

- <u>One</u> area you see as the most challenging in supporting more older adults in your PACE program

When you rejoin the larger group, please share some of the highlights from your discussion.

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Capacity Planning is Essential to PACE Growth

- Supports workforce stability
  - Helps prevent staff burnout
  - Strengthens staff capacity to sustain organizational growth
  - Incorporates time for effective onboarding and training
- Prevents bottlenecks in participant care
  - Ensures the consistent delivery of high-quality care
  - Reduces the likelihood of disruptions or concerns for current participants
- Establishes a strong foundation for continued growth

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Staffing for Growth

CONSIDERATIONS

Census Projection
- Growth timeline
- # of Centers to meet growth needs
- Board engagement

Staffing Plan
- Discipline specific staffing ratios
- NPA staffing report
- Hiring triggers

Proactive Recruitment
- Well defined, streamlined process
- Analysis of hiring pattern hx and exit interview findings
- Position specific timelines (including onboarding)

Retention
- Engage staff in process analysis/process improvement
- Use of position extenders to reduce workload
- Interim use of contractors

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Systems that Scale

Leadership & People Readiness – WHAT & WHY?

Readiness for Change – the AIM

- ***Operations & Systems:***
  - Intake & enrollment process (referral resources, Medicaid eligibility process, assessments, etc.)
  - IDT – philosophy
  - Electronic Health Record
  - Communication software (phones, scheduling, etc.)
  - Transportation routing software
  - Preventing Disenrollments – Participant advocate/onboarding.

Space and Facilities Planning

- Building Attributes – new or existing remodel?
- Space considerations – make room for more.
- Design & Layout considerations – (i.e., bathrooms, flow, etc.)
- Furniture/equipment needs
- Parking
- Capital planning

We Value Your Feedback!

- Thank you for joining *Built to Scale: Mastering Capacity for PACE Growth*!

- Please take a few minutes to complete our short survey.

- Your feedback will help us improve future webinars.

- **Scan the QR code to share your feedback.**

TO BE UPDATED

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