

Atlanta South Community Healthcare Connections Minutes

| Meeting Name | Location | Minutes Taken By | | |
|-------------------------------|----------------------------------|-------------------|-------------------|-----------------|
| Atlanta South CHCC | Southern Regional Medical Center | Jennifer Curry | | |
| Date | Facilitator | Leaders | Actual Start Time | Actual End Time |
| March 24 th , 2016 | Jennifer Curry | Michelle Campbell | 9:12 am | 11 am |

Meeting Purpose/Objective: Coming Together to Improve Care in the Community

- ✓ Improve communication and patient care across the continuum
- ✓ Assist all facilities in meeting goals for Medicare quality improvement measures
- ✓ Discuss and implement efforts to increase communication between providers and settings
- ✓ Recognize current work and reward creative thinking.

Team Members Present

| | | |
|--|---|--|
| <input checked="" type="checkbox"/> Alliant Quality <input checked="" type="checkbox"/> Atlanta Regional Commission (ARC) <input checked="" type="checkbox"/> Christian City <input checked="" type="checkbox"/> Clayton County Fire & Emergency Services | <input checked="" type="checkbox"/> Eldercare Pharmacy <input checked="" type="checkbox"/> A Hand to Hold <input checked="" type="checkbox"/> Homestead Hospice <input checked="" type="checkbox"/> Jonesboro Nursing & Rehabilitation Center <input checked="" type="checkbox"/> Reliable Health & Rehab at Lakewood | <input checked="" type="checkbox"/> Sanofi <input checked="" type="checkbox"/> Senior Provisions <input checked="" type="checkbox"/> Southern Regional Medical Center <input checked="" type="checkbox"/> Traditions Health & Rehab <input checked="" type="checkbox"/> Vitas Healthcare/Hospice |
|--|---|--|

DISCUSSION / Getting Started

- Thanks to Southern Regional for hosting. For technological reasons, the meeting was moved to a different education classroom, and the meeting started a few minutes late. Thanks to everyone who helped shift materials and people!
- Meeting objectives reviewed, Jennifer asked for volunteer to take notes. Beth Campbell (Christian City) volunteered.
- Introductions made, new attendees welcomed, confidentiality forms explained & signed; 17 participants at the meeting.

EDUCATION COMPONENT

Member Updates & Announcements:

- **Jessica Knopf** announced **Alliant’s diabetes self-management campaign – “1016 in 2016”** – with the goal of delivering **evidence-based DEEP workshops** to 1016 Medicare beneficiaries this year. **Alliant is offering a three-day, DEEP Peer Educator (PE) training in McDonough on April 6-8.** There is no cost for the training and Alliant also covers the cost for PEs to be certified. In order to be eligible for re-certification – and to help Alliant reach its program goals of reaching underserved Medicare beneficiaries who are at greatest risk for complications of diabetes – PEs agree to facilitate at least 3 workshop series each year. Alliant is always looking for host sites to offer the free classes. Christian City has hosted the DEEP classes, and participants really loved the program. **For more information, to register for the training, or to request a class for your organization or agency, please e-mail: EDC@alliantquality.org**
- **Trent Baker** provided an overview of **Clayton County Fire and Emergency Services (CCFES) Community Care program**, which is based upon a nationwide community paramedic model. Using a data-driven approach, CCFES identified clients with high rates of ER use who are struggling with the ability to manage co-morbidities. (See September, 2015 minutes for more details.) The program has demonstrated positive outcomes for the 30 participants, with a 100% cost savings for some. So far, the program has “saved” twenty-one 911 calls. Of the 30 participants enrolled, 20 have transportation issues and at least half have mental health issues. Trent shared a story of a participant who was repeatedly re-admitted to the hospital; Trent was able to figure out that the man was unable to follow the discharge instructions because he cannot read. Trent is still the only staff person conducting the home visits, but **CCFES began a 2nd prong of the program in February; they purchased 3 new ambulances (“Community Treatment Units”) with expanded capabilities and hired 9 Nurse Practitioners to accompany the EMTs.** The NPs collected data from their trips that could be used to identify target audiences for the mobile treatment program. The CCFES Medical Director convened the NPs and EMTs, and they determined that initial program efforts will target utilizers in the 20-40 yr. age range with minor issues like bug bites and cuts. The mobile teams will be able to assess, treat, and prescribe and deliver meds. (The mobile NPs cannot currently prescribe due to a Georgia law that dictates the maximum number of NPs that can report to one Medical Director.) CCFES is looking into the possibility of mobile mental health units for a future phase of the program. **You can read the press release for the CTUs here: <http://www.ccfes.org/go/doc/5475/2797598/>**

EDUCATION COMPONENT *(continued)*

- **Southern Regional reports from Michelle Campbell:** New CEO, Charlotte Dupré, is very excited about the Atlanta South CHCC. She wants the hospital to continue the coalition and hopes to attend a meeting herself. One of the first new initiatives for Southern Regional under the new ownership/new CEO will be the opening of a **senior-focused ER** with special beds and other services to accommodate older adults. They are looking for clinical staff. They are also exploring the possibility of a **Geriatric Psychiatry unit** that will have both age and disease-process requirements; Deanne Rose had to miss today's meeting because she is currently in Philadelphia touring a unit. Southern Regional ER sees as least 6-15 patients a day who have mental health issues; they have a crisis team in place, but the extreme psychiatric patient load is too much for them to handle. Michelle and Trent have been meeting to discuss ways to partner; transportation issues are a big problem for Clayton County residents/patients. Michelle would love to see this CHCC community set an example of care coordination excellence for the entire state!
 - Cyndi asked whether Southern Regional will be improving its surgical capabilities. Michelle responded that previous deficits (lack of quality surgeons and equipment) led to a loss of patients, but that the hospital will devote over \$50 million on trying to improve the situation (including attracting high-quality surgeons) and will plan on seeing a lot of growth in the near future.
 - A question about the new ER prioritization process (see January mtg. minutes for more info.): Michelle responded that the ED gets criticized for long wait times, etc., but the hospital is prioritizing true emergencies. 20-30% of the services provided by SR are free due to the local indigent population. It is too soon to see results from the new processes.
 - Tina Jones of A Hand to Hold asked why more physicians do not refer patients who are being discharged to home health and/or home care agencies. Michelle: Southern Regional has case managers on site who encourage physicians to refer, but there is still a barrier: ED physicians do not want to refer to home health due to follow-up requirement/component.
- **Patsy Arline from Reliable Health & Rehab** asked about **role of long-term care (LTC) at the CHCC meetings**. Reliable does not get referrals from Southern Regional despite their close proximity, and Patsy does not understand why the gap exists.
 - Rosalyn Lett of Christian City feels that the role is to bring back education to LTC staff and families. She really likes the free materials available from Alliant (Zone Tools, Med Bags, Personal Health Records, etc.) and uses them often: <http://www.alliantquality.org/content/orders>
 - Michelle sees the CHCC meetings as an educational opportunity for the hospital to learn more about LTC, so that they can better educate patients and community members. Antonio Jones of Reliable said that this is good, because older adults take what the hospital says as as gospel.
 - Jessica spoke about the Level of Care document (LOC) that the CHCC group has been working on, which arose out of a concern – voiced at meetings – that community members and other professionals do not always have a clear understanding of LOC for different options along the care continuum. Better understanding will hopefully lead to more appropriate referrals – helping people get to the right place and the right time – which will then hopefully lead to fewer re-admissions!
 - Beth Campbell of Christian City said that we need to remember the financial aspect of LTC. People are concerned and want to know, “What will happen to my check if I go into a nursing home?”
- **Cyndi Burke** represented the **Atlanta Regional Commission (ARC)** at today's meeting and announced that Nancie Vito will be focusing on behavioral health at ARC now that the CCTP has ended. Cyndi gave a PowerPoint presentation on the completion of the **Community-Based Care Transitions Program (CCTP)**, including outcomes at the partner hospitals (Southern Regional + 5 others) and next steps. Gwinnett Medical Center and Emory have both declined ARC's proposals to provide a version of the CCTP, and ARC is still waiting to find out whether Kaiser will accept their proposal. **A handout of the presentation will be sent out with the minutes.**

Resources from Previous Meetings:

- Center for Positive Aging - www.centerforpositiveaging.org/
- Atlanta Senior Care Network – <http://ascnn.org/>
- Fuqua Center for Late Life Depression at Emory - <http://fuquacenter.org/index.php>
- Georgia Council on Aging - <http://www.gcoa.org/resources/>
- Georgia Aging and Disability Resource Connection - <http://www.georgiaadrc.com/site/1/home.aspx>
- Atlanta Regional Commission (ARC)/Area Agency on Aging - <http://www.atlantaregional.com/aging-resources>

Resources from Previous Meetings (continued):

- Agewise Connection at ARC - <http://www.agewiseconnection.com/> (Includes searchable database, download of Senior ResourceDirectory, and option to contact trained Information & Referral counselors)
 - Georgia Cares - <http://www.mygeorgiacares.org/>
 - Transportation/Trip Planning (ARC initiative) - <http://www.simplygetthere.org/en/users/149077/trips/new>
 - Riley Clinic, Jonesboro - <http://www.fbcjonesboro.com/templates/System/details.asp?id=45795&PID=666674>
 - (prescription assistance, etc.)
 - Designs & Technology for Healthy Aging (DATHA) @ GA Tech: <http://datha.gatech.edu/>
 - Georgia Regional Health Guide available in English and Spanish. Copies can be ordered in bulk. <http://www.dcafulton.org/blog/release-of-atl-regional-health-guide-resources-for-the-uninsured-and-underinsured/>

DISCUSSION/ ACTION ITEMS

- **Interventions/Action Items**
 - **Resources:** Please continue to contribute and refer to our growing list!
 - **Level of Care (LOC):** We will work on the draft at the next meeting. <http://atlanta-senior-resources.com/data/Image/LevelofCareChart.png>

CLOSING / ASSIGNMENT

- The group will continue to meet every-other-4th-Thursday from 9-11a.m. at Southern Regional; the meeting room may vary.
- **Evaluation:** Alliant conducted a **baseline survey** of this group (Atlanta South CHCC) a year ago, and there were a good number (18) of responses. **It is time to survey the group again.** This evaluation is important in assessing group representation and effectiveness; what member organizations/agencies are doing to address care coordination; what best practices are being used; how the group has changed/grown over the last year, etc. Jennifer distributed copies of the baseline report in an easy-to-read format and asked that members take a look at last year's results. Jennifer will send the results handout with the minutes. **Please check your inboxes for a link to the annual assessment, which will only take approximately 10-15 minutes to complete. The input of group members cannot be underestimated!**
- See Next Steps Below.

NEXT MEETING

Next meeting will be: May 26th, 2016

NEXT STEPS/ASSIGNMENTS

| Party Responsible | Activity | Due Date |
|--------------------|--|----------|
| All | • Review baseline survey results (distributed at meeting + sent out with minutes) and take this year's assessment. Jennifer will send out a survey link. | 5/26/16 |
| Jessica & Jennifer | • Bring draft of Level of Care (LOC) document for further group review/customization | 5/26/16 |
| All | • Invite colleagues to join the Atlanta South CHCC coalition! | ongoing |
| All | • Contact the Area Agency on Aging when needing transportation & other community resources: 404-463-3333 or www.agewiseconnection.com | ongoing |