

Athens Broad River Community Healthcare Connections Minutes

Meeting Name	Location	Minutes Taken By	
Community Health Care Connections	Athens Tech EMS – Life Sciences Building 800 Us Hwy 29 N Athens, GA 30601	Jennifer Curry	
Date	Facilitator	Actual Start Time	Actual End Time
July 21, 2016	Anne Hansen	10:00	12:00

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

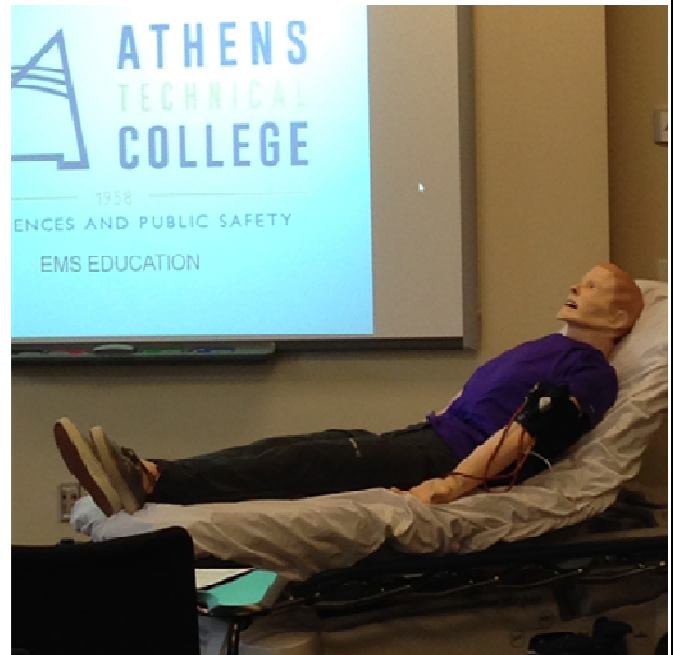
<input checked="" type="checkbox"/> NE GA Regional Commission/ AAA <input checked="" type="checkbox"/> Alliant Quality <input checked="" type="checkbox"/> University Nursing & Rehab <input checked="" type="checkbox"/> Hill Haven Nursing & Rehab <input checked="" type="checkbox"/> St. Mary's Health Care System <input checked="" type="checkbox"/> Hartwell healthcare Center	<input checked="" type="checkbox"/> Northridge Health & Rehab <input checked="" type="checkbox"/> Cypress Skilled Nursing <input checked="" type="checkbox"/> Eldercare Pharmacy <input checked="" type="checkbox"/> Talmage Terrace <input checked="" type="checkbox"/> The Oaks of Athens <input checked="" type="checkbox"/> Athens Infusion & Pharmacy	<input checked="" type="checkbox"/> Lincare/Tradition Health & Rehab <input checked="" type="checkbox"/> Sanofi <input checked="" type="checkbox"/> CareSouth Home Health Care <input checked="" type="checkbox"/> Athens Technical College –EMS <input checked="" type="checkbox"/> Elbert memorial Hospital <input checked="" type="checkbox"/> Barrow Regional Medical Center
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Meeting Notes

- Jennifer Curry welcomed attendees and distributed sign-in sheets, Confidentiality Forms and Minutes from 5/19/16 meeting.
- A flyer for the Culture Change Conference was distributed. (<http://www.culturechange.org/>)
- Anne Hansen opened the meeting and prompted introductions from all present noting the diversity of professions and care settings represented

Education Programs

- Crystal Shelnett – EMS Program Chair – Athens Technical College
 - Crystal welcomed all attendees to Athens Tech and provided an overview of the EMS training program:
 - Continuing Education, Advanced Life Support (open to all), Advanced EMT training, “B-Con” bleeding control, and Tactical Emergency Medicine (grant-funded mass-casualty training: 2 paramedics from each county in the 10 county Broad River Area)
 - Demonstrated hands-on/real-life-simulation training techniques; ‘sim-man’, trauma dummies. Much of the training equipment and medical supplies used are made available from generous donations from community partners
 - Detailed objectives/health priorities for first responders. #1 priority is airway control.
 - Definitions:
 - EMR = ‘first responder’ – limited capabilities, minimum 40 hours of training
 - EMT = emergency medical technician, limited scope but can administer some meds (10 to 15)
 - Advanced EMT can perform some medical interventions
 - Paramedic – senior-level providers, can perform all duties within medical protocol, act as “physician



extender” – proficient in 250+ meds, 3 year training program w/1000 clinical hours required. Training in OR, ER, NICU, Labor & delivery, etc.

- EMS providers operate within several service models: fire-based, county, private, hospital (fewer nowadays). Additionally, non-emergency transport companies operate ambulances, but do not provide EMS services
- Glenn Henry – Dean, Athens Technical College life Sciences Division
 - Glenn led the attendees on a tour of the facilities and demonstrated simulation rooms with observation and remote interactivity capabilities
 - In addition to EMS program, Athens tech offers training for nurses, dental hygienists and veterinary technicians. **Dental cleanings are available for \$25, performed by students with instructor supervision – a great resource for those without dental coverage or limited financial resources**

Discussion

- Crystal led a discussion on improving care coordination between EMS and SNFs. However, perverse incentives, profit motives, limitations on access to care still exist that set up patients for failure
- One common issue is EMS responding to a 911 call and being informed by SMF staff “I’ve never seen this patient before today. I can’t answer any questions.” Discussion revealed that often the most informed care provider at SNF is not available at bedside as they are busy attending to other patient care needs.
- SNFs typically send patients with volumes of paperwork related to the patient medical record, but this is not an effective means of communicating patient needs. EMS would benefit from a summary cover (‘cheat”) sheet to identify critical information. SMF input informs that much of the paperwork is mandated by regulations and time is often not available to complete a summary document, and SNF/community partners do not always know what information is most important to EMS. EMS priority need is to identify the acute condition. *Crystal will create a brief form template that could facilitate capture of this information* Another idea was to pre-fill a form for patients who frequently are transported to hospital or are at high-risk, leaving the acute condition blank, to facilitate this information transfer.
- Another frequent issue is residents calling 911 from the bedside (often attributable to dementia/confusion)
- Titus mentions the Healthy at Home program in Rockdale: based on community paramedic model pairing EMS with an MD, nurse practitioner, or other mid-level provider. Other programs exist at Grady hospital and in Clayton County. Known within EMS as ‘paramedics carrying a case load” – can address medication adherence, chronic disease management and linking to community resources.
- Discussion on best way to find/access community resources: Area Agency on Aging maintains a database (for older and disabled adults) 211 program maintains database for general population. Both databases are extensive and regularly updated. Few attendees were familiar with 211 (managed locally under the name Community Connections). *Request for 211 program to present at next meeting. Anne will contact to request as well as speak on the AAA database* Crystal also requests that Anne present to EMS program during the fall Geriatrics Special Population module.
- Crystal wrapped up with preview of new technologies coming to EMS (cardiac monitors w/ ultrasound, remote transmission of heart scans, telemetry – these could potentially allow critical patients to bypass ER for direct admit to surgery, cardiac or intensive care units)

Next Steps (from May Meeting)

- Anne and Jennifer reminded the group of the ‘homework’ assignment and clarified intent to gather input on the community and health provider contacts that are most frequently contacted/essential for performing one’s duties. This will be re-visited at the next meeting to better define the intent and outcome of the effort.

Future Topic Requests

- 211 and AAA community resource databases – planning for September meeting
- POLST and end-of-life care; plan for viewing of *Being Mortal* video
- Continued interest in mental health services as a topic.

NEXT MEETINGS

Future Meetings:

September 15, 2016 10:00AM to 12:00PM
Athens Tech Life Sciences Building
800 Us Hwy 29 N
Athens, GA 30601

November 17, 2016 10:00AM to 12:00PM
(Location TBD)