

# Atlanta Metro Community Healthcare Connections Minutes

Meeting Name	Location	Minutes Taken By	
Atlanta Metro	United Way, Logan Meeting Room	Jennifer Curry	
Date	Facilitator	Leaders	Actual Start Time
1/19/16	Jennifer Curry		2:00
			4:00

**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"/> Adessé <input checked="" type="checkbox"/> Alliant Quality <input checked="" type="checkbox"/> Altrus <input checked="" type="checkbox"/> Emory Rehab	<input checked="" type="checkbox"/> Georgia Dept. of Public Health, Injury Prevention Program <input checked="" type="checkbox"/> Grady Memorial, Heart Failure Program	<input checked="" type="checkbox"/> Morehouse School of Medicine <input checked="" type="checkbox"/> United Way of Greater Atlanta <input checked="" type="checkbox"/> Beneficiary Caregiver
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**Discussion/Getting Started**

- Jennifer Curry reviewed venue logistics, objectives, confidentiality, info sheets for newcomers, and referred attendees to the sign-in sheet and the table containing handouts (agendas, Everyone with Diabetes Counts flyers, Atlanta Vision Seminar flyers, etc.)
- Participants introduced themselves and their respective organizations. There were 21 participants.
- Jennifer took minutes and kept time.
- Many thanks to Ebony Johnson of United Way for hosting the meeting, providing parking passes, and assisting with technology for today's presentations!

**Educational Components**

- Presentation (handout) w/discussion by MARTA – Shantell Davis, Mobility Service Agent, MARTA Mobility Services
  - MARTA paratransit (“MARTA Mobility”) offers to-the-door transportation for individuals who are unable to ride fixed-route (bus or train) due to a mobility impairment or disability. In order to qualify, an individual must submit a form filled out by a doctor, explaining why the person is in need of this type of service. (Form can be e-mailed or faxed.) Processing takes approx. 21 days from the time that the paperwork is received from the physician. Once riders are approved, MARTA will transport them to a location (at no cost) to issue photo ID.
  - MARTA paratransit applications are reviewed to determine how a person’s disability/impairment affects their ability to ride fixed-route, and **eligibility is not based upon SSDI/SSI disability status**. (e.g. someone who receives SSDI/SSI due to a visual impairment may still be able to ride a bus.) Applications are reviewed and eligibility determined by MARTA Mobility Eligibility Specialist, Rebecca (“Becky”) Reumann.
  - Fares are \$4.00, and paratransit customers are entitled to free rail and bus rides.
  - Personal Care Assistants (caregivers) can accompany riders for free.
  - Paratransit is an advanced reservation service. Riders can book their reservations up to 7 days in advance, but must call by 5p.m. the night before the day that the ride is needed. Riders must book both legs of round-trip rides in advance.
  - Paratransit is a share-ride model; therefore, wait times can be up to 1 hour. Riders have to give drivers a 30-minute window.
  - MARTA paratransit operates in DeKalb and Fulton counties, and part of Clayton County.
  - MARTA Mobility is not just for medical appointments! Riders can use the service for non-medical appointments. The service operates 24-hours, except for a one-hour shift change.
  - For more info: <http://www.itsmarta.com/accessibility-Mobility.aspx>
  - Driver issues (no-shows and excessive wait times) should be reported to MARTA; our speakers emphasized that MARTA cannot do anything to fix the problems unless they are aware. Shantell Davis can be reached at 404-848-4069.
  - Handout was distributed: MARTA Reduced Fare Program for “elderly/disabled/Medicare.” For more info: <http://www.itsmarta.com/reduced-fare.aspx>

- Presentation (handouts) w/discussion by MARTA – Marcia Wyatt and Katherine White, Travel Trainers, MARTA Travel Training Initiative
  - Travel Training is a national program/movement. MARTA offers free, personalized Travel Training to individuals who want help learning to use MARTA’s buses and trains independently. Riders will learn things like riding etiquette; how to read maps and schedules (including accessing via the app or mobile website); how to cross the street safely; how to board, ride and exit properly; and how to purchase and load/re-load a Breeze card.
  - Grant funds were used to build the Travel Training center (a mock station!), but the MARTA Travel Training initiative is not grand-funded; rather, MARTA is supporting it financially.
  - To sign up for Travel Training, call 404-848-5193 or e-mail [traveltraining@itsmarta.com](mailto:traveltraining@itsmarta.com)
- Presentation (handout) w/discussion by Southeastrans: – Kim McKnight, Quality Assurance Manager & Evelyn Forbes, Utilization Manager
  - Georgia’s Medicaid Non-Emergency Transportation System has 5 regions; Southeastrans is a contracted provider in the Atlanta region (Fulton, DeKalb & Gwinnett only) and the North region (multiple counties).
  - Only certain types of Medicaid qualify a person for Medicaid medical transportation; eligibility is tied to a person’s status in the Medicaid system. Transportation is for covered medical services only. There are no co-pays, and there is no limit to the number of trips an individual may take.
  - Like paratransit, Medicaid non-emergency transportation is also a share-ride service. Reservations may be booked 3-30 days in advance. Same-day reservations are only allowed for urgent situations, which include hospital discharges; these types of rides are available within a 3-hour window. Someone asked: “What if a rider is ‘on precaution’ because they have something communicable?” Southeastrans rep. emphasized that this is **non-emergency** transportation only. Drivers are only required to wait for 10 minutes when picking up a rider.
  - For return trips, riders request by calling dispatch when ready. The driver then has 1 hour to pick-up the rider. (Some riders have standing requests for recurrent appointments such as dialysis, chemo, adult day care, etc.)
  - Southeastrans drivers can cross county lines but can only pick a rider up in his or her assigned county. A rider’s “home” region is based on the address on her or his Medicaid card. This is why it is important to inform Medicaid of any address changes.
  - It is very important that a rider’s mobility status (ambulatory, wheelchair, stretcher) is correct in the Southeastrans system, and also if they require oxygen, an over-sized wheelchair, a caregiver, etc. This will prevent situations in which an inappropriate mode of transportation is sent that cannot meet the rider’s needs. This may also prevent riders from getting prompted by Southeastrans operators to take public transit instead. Scooters are not allowed because they pose safety issues.
  - Southeastrans has a great relationship with MARTA. 😊
  - Online booking will be available soon!
- Presentation (PowerPoint & 2 speakers) w/discussion by Common Courtesy
  - Common Courtesy is a 501c3 non-profit organization designed to provide low-cost transportation to older adults via an innovative partnership with Uber. The organization was started by Bob and Anne Carr.
  - The Common Courtesy website can be used to securely give “the gift of mobility” to family members, specific individuals, organizations (e.g. American Parkinson’s Disease Association donation for riders w/Parkinson’s), etc.
  - For more info: <http://www.ccrides.org/>
- Alliant Updates:
  - Please let Jennifer know about facilities or sites that are interested in receiving free diabetes self-management classes (“DEEP”) from Alliant. Alliant has held many classes in senior centers and independent living communities, but would also like to reach assisted living residents and short-term patients in rehab facilities.

**Wrap-up**

- JoVonn Givens, State Director for Alliant Quality, introduced herself and Alliant’s new Evaluation Specialist, Marlee Moore. Alliant conducted a baseline evaluation of the Atlanta Metro CHCC coalition in early 2015, and will soon be asking members to participate in a follow-up survey now that the group has been meeting for almost a year. Please be on the lookout for a survey link from Jennifer! (This is different than the brief meeting survey that Jennifer sends out after every-other CHCC meeting.)
- Please come prepared to participate in the assignment again next month. We will continue to have brainstorming sessions in future meetings, discussing one example/idea from one member at each meeting.
- The group will continue meeting monthly in 2016 on the 3<sup>rd</sup> Tuesdays from 2-4p.m. Ebony will request the United Way meeting room and free parking vouchers. Some of the future meetings can still be hosted by other partner sites if the group wishes to continue this practice.

**NEXT MEETING****Date:** February 16, 2016**Time:** 2-4p.m.**Location:** United Way, Logan Room**NEXT STEPS**

Party Responsible	Activity	Due Date
Everyone -collect data that is relevant to your facility	Let Alliant know if your agency needs assistance with data design, interpretation, etc., in order to communicate to CMS the great work that is being done.	Ongoing
Everyone	<ul style="list-style-type: none"> <li>• Assignment:               <ul style="list-style-type: none"> <li>▪ What change would you like to see in your agency/facility? Be specific, but creative. For those who are not representing an agency, think about a care setting with which you are highly involved. You do not have to have control over the proposed change in order to choose it.</li> <li>▪ Who would need to be involved in order for this change to happen? Who would have to be “on board” or “at the table?”</li> </ul> </li> </ul>	2/16/16 (Come prepared to discuss at least one idea at our next meeting, immediately following a data presentation)
Everyone	<ul style="list-style-type: none"> <li>• Identify &amp; invite more stakeholders to the table, esp. from hospitals (case management/discharge), nursing homes (transportation coordinators), and pharmacies.</li> </ul>	Ongoing
Everyone	<ul style="list-style-type: none"> <li>• Please let Alliant know if your agency/organization would like to host a free 6-week diabetes self-management class, or if you know of potential host sites who may be interested.</li> </ul>	Ongoing