

# Tallulah Falls

## Community Healthcare Connections Minutes

| Meeting Name        | Location  | Minutes Taken By |                   |                 |
|---------------------|---|------------------|-------------------|-----------------|
| Tallulah Falls CHCC | Habersham Medical Center<br>Medical Board Classroom | Gaetane Wilder   |                   |                 |
| Date                | Facilitator   | Leaders          | Actual Start Time | Actual End Time |
| 01.12.16            | Gaetane Wilder                                      |                  | 11:00 a.m.        | 12:30 p.m.      |

**Meeting Purpose/Objective: Coming Together to Improve Health 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 type="checkbox"/> Affinis Hospice<br><input type="checkbox"/> Aging Options<br><input type="checkbox"/> Altrus Assisted Living<br><input checked="" type="checkbox"/> Amedisys Home Health/Hospice<br><input type="checkbox"/> Bell Minor Home<br><input type="checkbox"/> Black Bear Lodge<br><input type="checkbox"/> Chestatee Regional Hospital<br><input type="checkbox"/> Coram Home Infusions<br><input type="checkbox"/> Easy Living Personal Care Home | <input type="checkbox"/> Friendship Health and Rehab<br><input type="checkbox"/> Gateway Health and Rehab<br><input type="checkbox"/> Gentiva Home Health<br><input type="checkbox"/> Gold City Health and Rehab<br><input type="checkbox"/> Habersham Drug<br><input checked="" type="checkbox"/> Habersham Home<br><input checked="" type="checkbox"/> Habersham Medical Center<br><input type="checkbox"/> HCMC Home Care (Habersham)<br><input type="checkbox"/> Legacy Link/ AAA | <input type="checkbox"/> Maxim Healthcare Service<br><input type="checkbox"/> Mountain Lakes Medical Ctr.<br><input checked="" type="checkbox"/> Mountain View Health & Rehab<br><input type="checkbox"/> NE GA Medical Center<br><input type="checkbox"/> New Horizons Lanier Park<br><input type="checkbox"/> New Horizons Limestone<br><input type="checkbox"/> PruittHealth Hospice<br><input type="checkbox"/> PruittHealth Homecare<br><input checked="" type="checkbox"/> PruittHealth – Toccoa | <input checked="" type="checkbox"/> Regency Hospice<br><input type="checkbox"/> Rescare Homecare<br><input checked="" type="checkbox"/> Sanofi<br><input type="checkbox"/> Stephens County Hospital<br><input type="checkbox"/> The Oaks – Scenic View<br><input type="checkbox"/> The Oaks - Limestone<br><input type="checkbox"/> Traces of Tiger<br><input checked="" type="checkbox"/> Tugaloo AMedisys HH<br><input type="checkbox"/> Soleo Heath (Home Infusion) |
|--|---|--|--|

**Other Attendees**

New members: Care South Home Health

**DISCUSSION / Getting Started**

- The meeting was started with attendee introductions and a brief introduction of new members.  
Dede Arnau is the new CNO at Habersham Medical Center; Pamela Harris, is the Marketing Director at Mountain View Health Care; and Elena Watts, Area Manager, at CareSouth Home Health (Encompass Home Health).
- Lunch was provided by Jeff Wilson and his dietary staff from Habersham Medical Center. Thank you for the delicious meal!
- The contact list is updated with all members of the coalition. The list is to help you contact someone that will guide you to the right person if an issue arises that needs to be discussed.
- News in the community: Dr. Shanik is the new doctor at Yonah Family Practice
  - Pruitt Corp is developing a video on end of life conversation to help with patient and family education.
  - Pruitt at Toccoa is providing Dementia Education for all interested. Will receive a certification when completed.
- Georgia QIN-QIO (Quality Innovation Network-Quality Improvement Organization) shared new work, adding Behavioral Health, Diabetes Care and Immunization improvements for physicians. Practices will be working on these to improve their quality measures with improved care practices. Continuing to recruit nursing homes for the SPACE (Southern Partners Action Collaborative for Excellence). Additional information can be found at Alliant Quality website <http://www.alliantquality.org/>
- Review of readmission data for the Tallulah Falls Community. Nursing homes and hospitals were given their data.

**Community discussion: Review of continuing concerns in the community that is affected by the 5 hospitals: NE GA, Habersham, Mt. Lakes, Chestatee, and Stephens Medical Centers.**

1. Hard copy of narcotic Rx is still not being provided to patients at discharge.
2. Very few attendees indicated that they used **GRITS** (GA Registry of Immunization Transactions and Services). Discussed the benefits of using it. Requires a onetime registration at [dph-immreg@dph.ga.gov](mailto:dph-immreg@dph.ga.gov). Used widely by pediatricians and health departments to register all children immunizations but need to do also for adults. This would assist all health care providers in knowing what and when vaccinations were given to avoid unnecessary duplication.
3. Diabetic patients are still lacking in knowledge of care and treatment plan on discharge. Could be too much information at time of discharge and may benefit from additional education post discharge. Would need recommendation from physician to help with compliance.
4. Transportation from ED and to doctor's appointments continues to be a problem although improvement noted. Continue to notify Southeastrans if you are having difficulty obtaining transportation or problems with provider. Contact: **Jody Boyer, Regional Manager** at [jboyer@southeastrans.com](mailto:jboyer@southeastrans.com) or 404 500 4205.
5. Habersham Medical Center working on improving the process of blood transfusions for residents coming from nursing homes. At present they either are cross matched and then have transfusion which is a long process causing discomfort for the individual, or they come for lab, return to nursing home and then make a second trip for the transfusion. The hospital is working on a better process. Looking for ideas from other hospitals.
6. Hospice continues to see issues of need for community education on end of life conversations and comfort care. Regency Hospice will provide education to all those interested. *Five Wishes* given to attendees.
7. Further discussion on the use of the ED for healthcare instead of going to primary care physician.
8. Home health continues to have issue in not receiving hospital diagnoses and ICD10 codes. Would like to have the History and Physical of recent hospitalization as well as demographics. Will reach out to hospitals for further information and resolutions.
9. Collect data, know your data and either sustain your gains or improve those that need it before someone else tells you to! Discussion on how important that all staff know the readmission rate and how they can help with reducing it. Just like hospitals, nursing homes will be penalized in 2017 for higher readmission rates. Data is being collected for 2014, 2015, 2016. Don't wait until it is too late!

**ACTION ITEMS**

Go to <http://interact.fau.edu> for great tools to aide in reducing avoidable readmissions.

Go to [www.alliantquality.org](http://www.alliantquality.org) to obtain great tools and information on quality improvement measures.

**CLOSING / Assignment**

- Register at GRITS [dph-immreg@dph.ga.gov](mailto:dph-immreg@dph.ga.gov) and put a process in place to register all vaccinations you administer and update your information on your patient/resident.
- Each provider to bring scenario of one readmission and do a Root Cause Analysis (RCA) to determine the cause and if it could have been prevented. If yes, what new step was tried to prevent similar situations in the future.
- Invite Regency Hospice to your facility to present to family, individuals, and staff end of life conversations.
- Save the date and plan on attending the next meeting. Your input is important!

**NEXT MEETING**

**April 12, 2016 at Habersham Medical Center.** Future dates to save are: **July 12, 2016 and October 11, 2016.**