

# Tallulah Falls

## Community Healthcare Connections Minutes

Meeting Name	Location	Minutes Taken By		
Tallulah Falls CHCC	Habersham Medical Center Medical Board Classroom	Teri Newsome Gaetane Wilder		
Date	Facilitator	Leaders	Actual Start Time	Actual End Time
10.13.15	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 <input type="checkbox"/> Aging Options <input type="checkbox"/> Altrus Assisted Living <input checked="" type="checkbox"/> Amedisys Home Health/Hospice <input type="checkbox"/> Bell Minor Home <input type="checkbox"/> Black Bear Lodge <input checked="" type="checkbox"/> Chestatee Regional Hospital <input type="checkbox"/> Coram Home Infusions <input type="checkbox"/> Easy Living Personal Care Home	<input type="checkbox"/> Friendship Health and Rehab <input type="checkbox"/> Gateway Health and Rehab <input type="checkbox"/> Gentiva Home Health <input type="checkbox"/> Gold City Health and Rehab <input type="checkbox"/> Habersham Drug <input checked="" type="checkbox"/> Habersham Home <input checked="" type="checkbox"/> Habersham Medical Center <input type="checkbox"/> HCMC Home Care (Habersham) <input type="checkbox"/> Legacy Link/ AAA	<input type="checkbox"/> Maxim Healthcare Service <input type="checkbox"/> Mountain Lakes Medical Ctr. <input checked="" type="checkbox"/> Mountain View Health & Rehab <input type="checkbox"/> NE GA Medical Center <input type="checkbox"/> New Horizons Lanier Park <input type="checkbox"/> New Horizons Limestone <input type="checkbox"/> PruittHealth Hospice <input type="checkbox"/> PruittHealth Homecare <input checked="" type="checkbox"/> PruittHealth – Toccoa	<input checked="" type="checkbox"/> Regency Hospice <input type="checkbox"/> Rescare Homecare <input checked="" type="checkbox"/> Sanofi <input checked="" type="checkbox"/> Stephens County Hospital <input type="checkbox"/> The Oaks – Scenic View <input type="checkbox"/> The Oaks - Limestone <input type="checkbox"/> Traces of Tiger <input type="checkbox"/> Soleo Heath (Home Infusion)
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**Other Attendees**

**DISCUSSION / Getting Started**

- The meeting was started with attendee introductions and a brief introduction of new members.
- Lunch was provided by Jeff Wilson and his dietary staff from Habersham Medical Center.
- A contact list of all members of the coalition was distributed. 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.
- Review confidentiality rules.
- Georgia QIN-QIO (Quality Innovation Network-Quality Improvement Organization) shared new work. Adding Behavioral Health, Diabetes Care and Immunization improvements. Physician offices will be working on these to improve their quality measures with improved care practices.

**What’s new in community discussion: Review of the community that is affected by the 5 hospitals: NE GA, Habersham, Mt. Lakes, Chestatee, and Stephens Medical Centers.**

**Hospice Admissions:** Are doctor’s asking for a Hospice consult? This would help in clarifying misunderstanding of what the services provide. The Public does not fully comprehend the services and will indicate they are not interested. The frequent visits by those with chronic and terminal diseases impact emergency services. There was group discussion on a variety of healthcare settings and the approach to the public to effectively explain end of life care.

Discussed how emergency providers admit patients within 30 days of discharge. Patients want immediate services and do not want to wait to go to the physician office where they have to pay. In the ER they do not have to pay and services have to be rendered.

Continue to notify Southeastrans if you are having difficulty obtaining transportation or have a problem with provider. Contact is Jody Boyer, Regional Manager, at [jboyer@southeastrans.com](mailto:jboyer@southeastrans.com) or 404 500 4205.

Discussion on how facilities are tagging their charts to indicate recent discharge from the hospital and what day post discharge it is. When giving handoff to next provider, the information would be given as part of the information.

Discussion on how important that staff know the readmission rate and how they can help with reducing it. Nursing homes will be penalized in 2017 for higher readmission rates. Data is being collected for 2014, 2015, 2016.

## ACTION ITEMS

Go to <http://interact.fau.edu> to see 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

- Nursing homes please complete the Long Term Care Service Capability List and send to [Gaetane.Wilder@alliantquality.org](mailto:Gaetane.Wilder@alliantquality.org). Gaetane will disperse to all 5 hospitals.
- **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 future similar situation.**
- Continue with quality improvements. Prepare to share new steps and outcomes with the group.

## NEXT MEETING

January 12, 2016 at Habersham Medical Center.