

Tallulah Falls

Community Healthcare Connections Minutes

| Meeting Name | Location | Minutes Taken By | | |
|---------------------|---|---------------------------------|-------------------|-----------------|
| Tallulah Falls CHCC | Habersham Medical Center Medical Board Classroom | Gaylon Palmer Gaetane Wilder | | |
| Date | Facilitator | Leaders | Actual Start Time | Actual End Time |
| 7.14.15 | 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 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 checked="" type="checkbox"/> Gold City Health and Rehab <input checked="" 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 checked="" type="checkbox"/> Mountain Lakes Medical Ctr. <input type="checkbox"/> Mountain View Health & Rehab <input checked="" 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 type="checkbox"/> PruittHealth – Toccoa | <input type="checkbox"/> Regency Hospice <input type="checkbox"/> Rescare Homecare <input 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) |
|--|---|--|--|

Other Attendees

Larry Herring, RN, BSN, CHC with Patient Engagement Media and Consulting larry@patientengagementmedia.com

DISCUSSION / Getting Started

- The meeting was started with attendee introductions and a brief introduction of the guest speaker.
 - 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 the right person if an issues arises that needs to be corrected.
 - Access to education resources, Zone Tools, using the spotlight format was discussed
- Old Business discussion:** Follow-up of 3 admissions and 3 discharges and what went well and what did not.
- **Habersham Medical Center**
 - Discussed the discharge nurse role and the change in personnel associated with his role.
 - Noted that when patient is called post discharge they indicate that too much information is given on discharge and they cannot remember it. Will review what information is given and modify the instructions.
 - Reports a reduction in readmission but noted an increase in LOS (length of stay)
 - **Mountain View Medical Center**
 - Has increased use of community support such as local churches especially for transportation and to check in on folks that have no family. They start the discharge plan in the ED and help make appointments
 - Noted that some physicians will not make appointments unless made by patient or family member due to no show when made by the hospital
 - Habersham Home has added respiratory support to the LTC residents and Respiratory Therapy now follows the patients from acute care for 5 days on readmission to facility.
 - Hospitals seeking skilled nursing homes who provide TPN care.

- Health Care Providers' service changes were discussed
 - **Habersham Medical Center** is adding Neurosurgery, Urology and Cardiovascular surgery. They also reported an increase in homeless admissions to their facility that is requiring extended stay due to no safe DC plan possible.
 - **Mountain View** is adding MRI services. Facility now under construction.
 - **Northeast Georgia Medical Center** reports staffing and census at **red** (over capacity) at all campuses
 - **Stephens County Hospital** is losing 2 surgeons. Recruiting new ones. They are also focusing on Pre op, PT, Case Mgt. and nurse visits on patients undergoing total joint repair.
 - **NE GA Medical Center** reports an increase in homeless admissions to the facility requiring extended stay due to no safe DC plan.
 - **Home Health** indicated that often the physician is ordering PT but no skilled nursing. Often will need to have nursing assessment done to look at other needs.
- Long Term care service capability list was distributed for completion in order to complete a resource availability for Case Managers.
- A presentation was done by Patient Engagement media consultants which focused on Motivational interviewing and patient goal oriented DC plans

ACTION ITEMS

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

CLOSING / Assignment

- Nursing homes please complete the Long Term Care Service Capability List and send to Gaetane.Wilder@alliantquality.org. Gaetane will disperse to all 5 hospitals.

NEXT MEETING

October 13, 2015 at Habersham Medical Center. Save the Date for Future meeting: 1/12/16

NEXT STEPS

| Party Responsible | Activity | Due Date |
|-------------------|----------|----------|
| | | |