

Atlanta South Community Healthcare Connections Minutes

Meeting Name	Location	Minutes Taken By		
Atlanta South CHCC	Southern Regional Medical Center	Jennifer Curry		
Date	Facilitator	Leaders	Actual Start Time	Actual End Time
January 28, 2016	Jennifer Curry	Michelle Campbell Deanne Rose	9:05 am	11 am

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"/> Alliant Quality <input checked="" type="checkbox"/> Atlanta Regional Commission (ARC) <input checked="" type="checkbox"/> Christian City	<input checked="" type="checkbox"/> Reliable Health & Rehab at Lakewood <input checked="" type="checkbox"/> Sanofi	<input checked="" type="checkbox"/> Southern Regional Medical Center <input checked="" type="checkbox"/> Traditions Health & Rehab <input checked="" type="checkbox"/> Vitas Healthcare/Hospice
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DISCUSSION / Getting Started

- Thanks to Southern Regional staff for hosting! Brenda Kendall is retiring tomorrow, but Michelle Campbell and Deanne Rose will be our primary contacts for these meetings. Thanks to Brenda for her years of commitment to this group.
- Meeting objectives reviewed, Jennifer Curry will take notes and keep time.
- Introductions made, new attendees welcomed, confidentiality forms explained & signed; 20 participants at the meeting.

EDUCATION COMPONENT

- **Southern Regional Update (Michelle Campbell & Deanne Rose):** Brenda Kendall is retiring on 1/29/16, taking a “well-deserved rest.” Southern Regional is still in a transitional phase, scheduled for purchase by Prime Healthcare on 2/1/16. Prime will soon have 40 hospitals in the U.S.; Southern Regional is the first one in GA. The new CEO has been on-site for a month but will officially start on Monday, along with a new CFO. The ER is the top priority right now: the goal is a 15-minute wait time for triage, and visitors who do not have “true emergencies” will be referred and encouraged to utilize primary care and community resources. After triage – which includes vitals – visitors who are not in emergency status will be charged \$250 to be treated. Case Management is committed to provider relationships and is working to improve communications.
 - ER Discussion: Is charging for non-emergency services a trend? Patty: Yes! All hospitals in her region (except for VA) North of Griffin are doing something similar. Jessica: People don’t understand the need for a PCP. Patty: Many people use urgent care instead of primary care; the hours are better, especially for people who work, have kids in school, etc. Jennifer: Other CHCC communities frequently talk about the lack of Medicare providers who will accept new patients, and struggle because the Medicare provider search website is not up-to-date. Michelle & Deanne: Clayton County transportation challenges. Indigent patients – Southern Regional has relationships with a few physicians who volunteer to see indigent patients at very low costs, and they are also going to try to partner with Southside clinic. Jennifer: Please invite Southside to the CHCC meetings! No in-house pharmacy means that patients have to make a separate trip to get prescriptions filled. *Southern Regional pharmacy will be brought in-house as of 2/1/16.*

EDUCATION COMPONENT (continued)

- **Atlanta Regional Commission (ARC) Update (Nancie Vito):** The CCTP was a demonstration project and will no longer be funded by CMS. ARC enrolled approximately 600 patients each month, but was never able to meet the CMS goal of 800 patients per month. ARC will significantly cut their CCTP staff and will no longer contract with Open Hand and other agencies to provide services (meals, transportation) to CCTP clients. ARC is now looking at “CCTP 2.0,” which includes efforts to embed the program in partner hospitals. ARC has proposals out to Emory and Gwinnett Medical Center (GMC), and will be funding a 45-day “bridge” program at GMC while the hospital considers the proposal. The CCTP partnerships with nursing homes were challenging due to low rates of traditional Medicare beneficiaries (versus HMO), longer-term stays, and a variety of other factors. ARC is no longer restricted by CMS and can serve non-Medicare patients. ARC’s biggest challenge is being able to demonstrate the value of Area Agencies on Aging in clinical settings, which includes being able to address the psycho-social aspects of care transitions. The fact that there is data definitely helps the cause. The CCTP served 615 Southern Regional patients last year, even though it was the smallest hospital in the program. The re-admission rate for enrolled patients was 10%, which is better than average. Jennifer asked Nancie to present a summary of the program data/results at the next CHCC meeting. Nancie asked if the group would rather have a summary of the entire program, or just Southern Regional. The group opted for both.
- **Alliant Quality Update (Jennifer Curry & Jessica Knopf):** Jennifer distributed the new Nursing Home one-pager, which explains the work that Alliant is doing in that realm. Alliant provides free technical assistance to facilities for QAPI, composite scores, re-admissions, etc. Jennifer asked if any members in the room are using QAPI and willing to share their experience; Rosalyn Lett spoke about Christian City’s work with QAPI. Jessica Knopf announced Alliant’s new diabetes self-management campaign – “1016 in 2016” – with the goal of delivering evidence-based DEEP workshops to 1016 Medicare beneficiaries this year, and distributed flyers. Alliant would like to offer the DEEP workshops to appropriate residents in nursing homes and assisted-living. The 6-week series can be modified for a shorter time-frame (e.g. classes 2x week for 3 weeks instead of 1x week for 6 weeks), in order to serve those short-stay residents who are at risk of re-admission due to diabetes complications. Rosalyn: Christian City has hosted the DEEP classes, and participants really loved the program.
- **Community Spotlight:** The representative who was asked to give a brief overview of her program was not in attendance. Jennifer asked Wanya Moorer to deliver the Community Spotlight at the next meeting, highlighting Vitas’ efforts to encourage African-Americans to utilize hospice.
- **Member Updates & Announcements (Community Resources, etc.):**
 - Rosalyn Lett: Christian City will be undergoing major renovations in February.
 - Clayton County Fire & Emergency Services is offering a Mass Care training on February 16-18. The training is co-sponsored by the Red Cross and the Clayton County Board of Health. For more info. contact Andrew Striker at Andrew.Striker@ccfes.org or 678-776-4504Jennifer brought flyers for an upcoming eye health event on 2/6 and copies of the Georgia Vision Collaborative’s Georgia Vision Resource Guide: <http://georgiavisioncollaborative.org/>
- Resources from Previous Meetings:
 - Center for Positive Aging - www.centerforpositiveaging.org/
 - Atlanta Senior Care Network – <http://ascnn.org/>
 - Fuqua Center for Late Life Depression at Emory - <http://fuquacenter.org/index.php>
 - Georgia Council on Aging - <http://www.gcoa.org/resources/>
 - Georgia Aging and Disability Resource Connection - <http://www.georgiaadrc.com/site/1/home.aspx>
 - Atlanta Regional Commission (ARC)/Area Agency on Aging - <http://www.atlantaregional.com/aging-resources>
 - Agewise Connection at ARC - <http://www.agewiseconnection.com/>
(Includes searchable database, download of Senior Resource Directory, and option to contact trained Information & Referral counselors)
 - Georgia Cares - <http://www.mygeorgiacares.org/>
 - Transportation/Trip Planning (ARC initiative) - <http://www.simplygetthere.org/en/users/149077/trips/new>
 - Riley Clinic, Jonesboro - <http://www.fbcjonesboro.com/templates/System/details.asp?id=45795&PID=666674>
(prescription assistance, etc.)
 - Designs & Technology for Healthy Aging (DATHA) @ GA Tech: <http://datha.gatech.edu/>
 - Georgia Regional Health Guide available in English and Spanish. Copies can be ordered in bulk. <http://www.dcafulton.org/blog/release-of-atl-regional-health-guide-resources-for-the-uninsured-and-underinsured/>
- Prevent Blindness Georgia serves homeless, uninsured, and working-poor adults through Vision Outreach, a program that provides basic eye care and eyeglasses for Georgia’s neediest with no Medicare or Medicaid: <http://www.pbga.org/>

DISCUSSION/ ACTION ITEMS

- **Interventions/Action Items**

- **Resources:** Please continue to contribute and refer to our growing list!
- **Level of Care (LOC):** We received feedback at our Sept. meeting that community members lack understanding of appropriate points on the care continuum (NH, ALS, SNF, etc.) based on patients' LOC. Jessica identified an example of an ADL/LOC chart (from a local senior resource directory) for the group to consider using as a helpful tool for patients and family members. Jessica distributed copies and led members in a discussion of the template. Jessica & Jennifer will make changes and bring a draft to the next meeting. If you did not attend or had to leave early, please e-mail Jennifer with any feedback/suggestions.
<http://atlanta-senior-resources.com/data/Image/LevelofCareChart.png>

CLOSING / Assignment

- The group will continue to meet every-other-4th-Thursday from 9-11a.m. at Southern Regional; the meeting room may vary.
- **Evaluation:** Alliant is required to evaluate every-other meeting. Jennifer sent a survey link after the September meeting but did not receive any responses. Group members indicated that they did not see the link because it was too far down in the e-mails. The next survey will go out after the January meeting, and Jennifer will make sure it is sent separately and/or placed at the top of the e-mail.
- See Next Steps Below.

NEXT MEETING

Next meeting will be: March 24, 2016

NEXT STEPS/ASSIGNMENTS

Party Responsible	Activity	Due Date
Attendees of January mtg.	• Complete evaluation of 1/28/16 meeting. Jennifer will send out a Survey Monkey link.	2/18/16
Jessica & Jennifer	• Create draft of Level of Care (LOC) document based on group discussion/customization	3/24/16
Jennifer	• Bring Confidentiality Forms and Charter for new participants to sign	3/24/16
All	• Invite colleagues to join the Atlanta South CHCC coalition!	ongoing
All	• Contact the Area Agency on Aging when needing transportation & other community resources: 404-463-3333 or www.agewiseconnection.com	ongoing
Jennifer/Nancie	• Look into having someone speak about Medicare special-needs programs at a future meeting.	Early 2016
Nancie	• Prepare CCTP presentation for next meeting	3/24/16
Wanya	• Prepare Community Spotlight for next meeting	3/24/16