

# Atlanta South Community Healthcare Connections Minutes

Meeting Name	Location		Minutes Taken By	
Atlanta South CHCC	Southern Regional Medical Center Education Center Classroom		Jessica Knopf	
Date	Facilitator	Leaders	Actual Start Time	Actual End Time
September 24, 2015	<b>Jennifer Curry/ Jessica Knopf</b>	<b>Brenda Kendall</b>	<b>9:10</b>	<b>11:02</b>

**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"/> Christian City Rehabilitation Center	<input checked="" type="checkbox"/> Lake City Nursing & Rehabilitation Center
<input checked="" type="checkbox"/> Altrus	<input checked="" type="checkbox"/> Clayton County Fire & Emergency Services	<input checked="" type="checkbox"/> Lorna Hospice
<input checked="" type="checkbox"/> Atlanta Regional Commission (ARC)	<input checked="" type="checkbox"/> Jonesboro Nursing & Rehabilitation Center	<input checked="" type="checkbox"/> Southern Regional Medical Center
		<input checked="" type="checkbox"/> Vitas Hospice/Healthcare

**DISCUSSION / Getting Started**

- Meeting objectives reviewed, request for timekeeper and note-taker
- Introductions made, confidentiality forms explained and signed by new attendees; 15 participants at the meeting

**EDUCATION COMPONENT**

- **Southern Regional Update (Brenda Kendall):** The hospital has filed for Chapter 11 bankruptcy. Prime Healthcare from California continues to express interest. The acquisition process has to go through the Atty. General in early October, and then the judge will open it up for bids. The hospital is also due for Joint Commission survey by December 1<sup>st</sup>, and Brenda's dept. is responsible for the process. It is a challenging but exciting time, and Southern Regional treasures their partnerships. They have not yet been provided with the dates of the survey/visit, but expect it to take place in November. All hands will be on deck during the visit, which may make it a challenge to hold the next CHCC mtg. in November as planned. Jennifer asked CHCC members if they would be available to meet on a Thursday in late October instead, and they were amenable. Brenda will check room availability and Jennifer will send out a save-the-date when confirmed.
- **Atlanta Regional Commission (ARC) Update (Nancie Vito):** The ARC is still waiting to hear if they will continue to receive grant funding for another year (the 5<sup>th</sup> year) for the Community-based Care Transitions Program (CCTP). CMS should let ARC know by November. Funding for the program is limited and programs across the country are being cut. ARC is exploring additional funding sources because management does not want to the program to go away. ARC continues to work towards increasing enrollment (number of clients served) and reducing re-admission rates, and they have partnered with 5 sub-acute rehabilitation facilities that had not been capturing patients who were discharged. Nancie gave a brief definition of re-admissions and the Coleman Four Pillars approach for new attendees who were not familiar with the model.
- **Alliant Quality Update (Jennifer Curry):** Jennifer Curry is the new Quality Advisor for Alliant Quality who will be facilitating meetings. She introduced herself and her history of working in Aging Services, Public Health, and Care Coordination/Transitions in the Atlanta region. Alliant Quality continues to expand their contract with CMS (Medicare) and shared information regarding the various tasks, including diabetes, cardiac care, immunization, and behavioral health.

- **Community Spotlight - Community Care Program (Trent Baker):** Clayton County Fire and Emergency Services (CCFES) shared a new program, Community Care, which is currently funded by a Kaiser grant. Based on a nationwide community paramedic model, the program provides proactive services and mobile integrated health care. **\*This is NOT a referral program.\*** Using a data-driven approach, CCFES was able to identify and target clients with high rates of ER use (“loyal customers”) who are struggling with the ability to manage co-morbidities. There are 3 categories, with “extreme users” being those who have called CCFES 20+ times per year. Services include an initial home-visit followed by either a 30-, 60- or 90-day visit, depending on level of need. The goals are to help bridge gaps in resources, reduce ER visits and hospitalizations, decrease 911 utilization, and reduce costs. Trent is the only staff person conducting the home visits, and he is looking for assistance in connecting participants to community services and resources. Many of the participants are uninsured, with no Medicare or Medicaid. The following is a link to an article about the Community Care program:  
<http://www.ems1.com/ems-products/education/articles/2166116-ga-ems-agency-starts-community-paramedicine-program/>  
 CCFES is also expanding their ambulance services with Nurse Practitioners (NPs) to provide paramedicin e and help keep the patients at home. NPs who accompany the paramedics will be able to assess, treat, and prescribe.
- **God’s in Control Transportation:** A representative from the company was invited by another CHCC member to give an overview of services provided. The company services Clayton, Fayette, Henry, and the greater Atlanta area. They charge a fee (private pay) but offer ride-sharing for a lower cost. They refer clients who cannot pay to other resources. They also have sub-contracts with Southeast Trans and others.
- Information from previous meeting and new resources:

  - Center for Positive Aging - [www.centerforpositiveaging.org/](http://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, non-emergency medical care, etc.)

## BARRIERS & ACTION ITEMS

- **Barriers:** The group reviewed previous barriers discussed and broke into small groups to discuss new barriers.
  - **Family Education & Support** (esp. in regards to Level Of Care)
  - **Patient Education/Health Literacy**
  - **Paperwork Challenges**
    - Vision & other physical challenges
    - Literacy
    - Health literacy
    - Burden (volume & repetition)
  - **Medication Access & Adherence**
    - Cost
    - Access
    - Importance/Education
    - Transportation
  - **Insurance** – limitations, some plans worse than others
  - **Transportation** – services stop after patients get home; never-ending cycle
  - **Transitioning patients with POLST (DNR/AND)**
    - Code status not getting communicated across the continuum
    - Paperwork not part of electronic record, and paper copies are not scanned in until discharge
    - Easier (would alleviate the wait) if patient’s signed paperwork would be sent over from hospital to LTC, because otherwise staff have to have client sign a new set + wait to get 2 signatures
    - **All of this is dependent upon the person preparing the transfer pkt.**
    - Patients are transferred to different hospitals, but family & original referral sources are not made aware of the transfers
    - POLST has “never caught on”
- **Interventions/Action Items**
  - **POLST transitions-** SRMC, Jonesboro and Lake City will meet to discuss how to improve the transition process between facilities to include all necessary POLST paperwork. They will collect pre- and post- data and report back to the group.
  - **Resources:** Please refer to our growing list! We will continue to add and update the list on the meeting minutes. Nancy from ARC will also bring additional resources.
  - **Medicare Resources:** Jennifer gave a GA Cares overview and provided brochures; Nancy will bring additional brochures for group members to distribute to patients and caregivers. Jennifer/Nancy will look into having someone speak about Medicare special-needs programs at a future meeting.
  - **Level of Care:** Jessica will provide ADL/LOC chart at the next meeting. The group will be asked to suggest/share resources that can be used to educate family members.

## CLOSING / Assignment

- See Next Steps Below.

<b>NEXT MEETING</b>		
Next meeting will be: October 29, 2015 No meeting in November or December 2016 meeting dates TBD		
<b>NEXT STEPS</b>		
<b>Party Responsible</b>	<b>Activity</b>	<b>Due Date</b>
SRMC, Lake City & Jonesboro	<ul style="list-style-type: none"> <li>Meet to review transition process for POLST/DNR/AND paperwork and information, then report back to group</li> </ul>	10/29/15
Jennifer	<ul style="list-style-type: none"> <li>Invite home-care physicians (from Atlanta Metro CHCC) to Atlanta South CHCC</li> </ul>	10/29/15
Nancy	<ul style="list-style-type: none"> <li>Bring AgeWise &amp; GA Cares brochures/postcards to next Atlanta South CHCC mtg.</li> </ul>	10/29/15
Jessica	<ul style="list-style-type: none"> <li>Bring Level of Care overview to next Atlanta South CHCC mtg.</li> </ul>	10/29/15
All	<ul style="list-style-type: none"> <li>Determine Atlanta South CHCC meeting dates for 2016</li> </ul>	10/29/15
All	<ul style="list-style-type: none"> <li>Invite colleagues to join the Atlanta South CHCC coalition!</li> </ul>	ongoing
All	<ul style="list-style-type: none"> <li>Contact the Area Agency on Aging when needing transportation resources – every time</li> </ul>	ongoing
Jennifer/Nancy	<ul style="list-style-type: none"> <li>Look into having someone speak about Medicare special-needs programs at a future meeting.</li> </ul>	Early 2016