

Athens Coalition / Broad River Community Healthcare Connections Minutes

Meeting Name	Location	Minutes Taken By		
Athens/Broad River CHC	Athens/Clarke County Dept. of Children & Family Services Building, 284 North Avenue, Athens	Mike Crooks		
Date	Facilitator	Leaders	Actual Start Time	Actual End Time
9/18/2014	Mike Crooks	Toshia Lewis/Meredith Hawks	10:00 a.m.	12:00 p.m.

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 type="checkbox"/> Aging Resources, INC <input checked="" type="checkbox"/> Amedisys Home Health <input type="checkbox"/> Amicita Home Health <input type="checkbox"/> Arbor Terrace <input checked="" type="checkbox"/> Athens Health Network <input type="checkbox"/> Athens Kidney Center <input checked="" type="checkbox"/> Athens Regional Home Health <input checked="" type="checkbox"/> Athens Regional Medical Ctr.. <input checked="" type="checkbox"/> Athens Regional Physicians Grp <input checked="" type="checkbox"/> Athens Senior Resource Network <input type="checkbox"/> Barrow Regional Medical Center <input type="checkbox"/> BrightStar Care <input type="checkbox"/> Brown Memorial Convalescent Ctr.	<input type="checkbox"/> CareSouth Home Care <input type="checkbox"/> Clearview Medical Center <input type="checkbox"/> Cobb Health Care <input type="checkbox"/> Community Health Foundation <input checked="" type="checkbox"/> Compassionate Care Hospice <input checked="" type="checkbox"/> Cypress Skilled Nursing <input checked="" type="checkbox"/> Gentiva Hospice <input type="checkbox"/> Greater Athens ACO <input type="checkbox"/> Greene Point Health & Rehab <input type="checkbox"/> Guardian Healthcare <input checked="" type="checkbox"/> Halcyon Hospice <input type="checkbox"/> Hartwell Health Care Center <input type="checkbox"/> Heritage HC of Athens	<input type="checkbox"/> Hill Haven Nursing Home <input type="checkbox"/> Hospice Advantage <input type="checkbox"/> Maxim Healthcare Services <input type="checkbox"/> The Mews <input type="checkbox"/> National Church Residences <input type="checkbox"/> Nancy Hart <input type="checkbox"/> New Horizons West <input checked="" type="checkbox"/> Northeast GA AAA <input type="checkbox"/> NEGA CCSP <input checked="" type="checkbox"/> Oaks of Athens <input checked="" type="checkbox"/> Odyssey Healthcare <input type="checkbox"/> Providence Hlth & Rehab Sparta <input type="checkbox"/> ResCare Home Care	<input checked="" type="checkbox"/> Sanofi <input checked="" type="checkbox"/> St. Mary's Healthcare Systems <input type="checkbox"/> St. Mary's Hospice <input type="checkbox"/> St. Mary's Palliative Care <input type="checkbox"/> St. Mary's Hospital <input type="checkbox"/> Source Care Management <input type="checkbox"/> Ty Cobb Health System <input type="checkbox"/> UHS Pruitt <input type="checkbox"/> United Home Care <input type="checkbox"/> United Hospice-Athens <input checked="" type="checkbox"/> Univ. Nursing & Rehab Ctr. Athens <input type="checkbox"/> UPAC – Athens Heritage <input type="checkbox"/> Winder Health Car
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Other Attendees

DISCUSSION / Getting Started

- Mike Crooks opened the meeting, welcoming all present and introducing self as new meeting facilitator from GMCF, replacing Carolyn Roper.
- Minutes reviewed and accepted.
- Call for all present to complete sign-in sheet and new confidentiality statements
- Ground rules were suggested and accepted by the group and can be added to at future meetings
 - Maintain confidentiality of discussions
 - Be respectful of others
 - Be open-minded
 - Don't speak over others
- Toshia Lewis from Northeast Georgia AAA provided updates on CCTP program
 - Using a scheduling model for care-transitions coaches – seeing more individuals and sooner (77 in August): goal is to visit patient within 72 hours of discharge.
 - Attended July Learning Session #8 – CMS webinars focusing on quality of care
 - Focus on educating patients and empowerment to seek proactive care vs return to ER
 - Hiring new staff in Nov or Dec: 1.5 FTEs
- Kim Havener reports on Money Follows the Person – program to transition LTC nursing care residents to home if desired by patient (indicated on MDS survey). Eligibility assessed: 90 days or more in LTC, at least 1 day paid by Medicaid, must demonstrate abilities for self-care/caregiver support (assessed on case-by-case; about 1 in 10 deemed eligible). MFP provides funding as need is determined for food, utility down-payments, home modifications, durable medical equipment and other needs up to a dollar limit within 365 days (one bucket of \$, not broken into categories). Receive referrals from LTC, families, SOURCE. Kim assists with the transitions and coordination with other support services.
 All members introduce self along with name of organization, reason for first or continued attendance

Community Problem List

- Mike Crooks led the group in an open-discussion to develop a Community Problem List
 - Lack of awareness/understanding of community resources by patients/families/caregivers as well as providers /organizations. Lack of face-to-face encounters in transitions and other social services due to funding/availability and lack of referrals to available resources. Awareness of resources prior to acute need.
 - Treatment and Medication non-compliance – problems in discharge process, lack of 72 hour follow-up with MD, readmissions due to medication mismanagement
 - Lack of PCP/Lack of awareness for need of PCP – use of ED/hospitalist as PCP. Access to PCP as contributing factor: \$, transportation, providers accepting Medicaid, out of network providers, awareness of which PCPs accept which plans
 - Plan changes due to Affordable Care Act: home health not covered, plans not affordable for non-Medicaid low-income families
 - Lack of familiarity with Medicare: Difficulty navigating Medicare decisions, unaware of changes in coverage with Medicare Advantage vs fee-for-service Medicare, unaware of Medicare Part D drug coverage. Education of benefits, care navigation prior to acute need.
 - Prolonged wait-list for home-delivered meals

Priorities

- The problem lists were assessed for factors which could or could not be addressed by the local community (eliminating those requiring legislative action or divine intervention). Problem #4 was eliminated from consideration. The remaining individual factors were grouped together as above and were scored by the group using a multi-voting process to assign a value from 1 to 3 corresponding with perception of increasing importance. The remaining categories were scored as:
 1. 21 Points
 2. 38 Points
 3. 15 Points
 4. 11 Points
 5. 8 Points
- The consensus of the group was to proceed in addressing Problem #2 as a community. A discussion followed of the individuals or groups missing from attendance needed to address the problem, including: Coalition of Athens Area Physicians (CAAP), local ACO, Emergency Department, Fire/Police/EMS, faith community nurses, physician's groups.
- The following contact assignments were agreed to:
 - Merideth Hawks – ACO, Fire Dept
 - Michelle Hobbs – ED
 - Mike Crooks – Madison Co. EMS
 - Malinda Langford – EMS
 - Janet Strnad – Faith-based nurses
 - Susie Smith – Physicians Groups
 - Chrissy Bradley – Physicians groups

Action Items for Next Meeting

- All present: continue to think of who else is needed at community meetings to address local problems and help, specifically, with the identified priority of medication and treatment adherence. Invite at least one person to the next meeting.
- Complete contact assignments
- Propose new agenda items or designated time to report from a community resource partner

NEXT MEETING

November 13, 2014 at Athens/Clarke County Department of Children & Family Services Building, 284 North Avenue, Athens
 Future meetings: January 15, 2015

NEXT STEPS

Party Responsible	Activity	Due Date
Mike Crooks	Send Minutes and Save the Date reminder for Next Meeting	9/26/14
Assigned Persons	Make contacts for attendance at next meeting Forward contact information to Mike (michael.crooks@gmcf.org)	10/17/2014 10/24/2014
All	Propose new agenda items or reports to Mike Bring at least one additional person to the next meeting	10/17/2014 11/13/2014