



Building a Bridge to Better Health Coalition (BBBHC)

*Enriching Community Transitions & Healthcare
through Communication, Collaboration and Coordination*



Meeting Summary

Thursday, September 25, 2014, 10:00am – 11:30am

Cherokee Health Systems, Knoxville, TN

ATTENDEES

26 people attended representing 18 different organizations.

WELCOME / INTRODUCTIONS

Dottie Lyvers, East Tennessee Area Agency on Aging and Disability, welcomed everyone and asked all members and guests to introduce themselves. Cherokee Health Systems was thanked for hosting the meeting.

PROGRAM HIGHLIGHT

Judy Effler and Debra Moroney, Blount Memorial Hospital (BMH), shared information about the Transitional Care Program. The project has been in place for 1 ½ years. Two LPN's conduct home visits and follow up calls with patients; which includes 3 phone calls and 2 home visits within the 30 day period. Staff members at BMH are educated frequently by Debra on the Transitional Care Program. BMH now has a process in place to admit directly to rehab from the ER. Patients are also admitted from the ER to inpatient Hospice, as well as other skilled facilities. Staff will do what is needed to help the patient, including setting up pill boxes and picking up prescriptions. BMH is partnering with Maryville College to use students to serve as Health Coaches. Health Coaches conduct phone calls and home visits with patients. Currently, there are 10 students who follow 3 patients each. Each student signs a confidentiality agreement, has weekly contact with Debra and participates in training prior to participation as a Health Coach. BMH hopes to bring on additional students in 2015.

Rob Lucas shared that starting on November 3, 2014, BMH will begin a program that will incorporate pharmacy into the Transitional Care Program. Prescriptions, with consent from the patient, will be faxed to local pharmacies in the community before discharge. The Pharmacists at local pharmacies will review and resolve any problems (co-pay issues, drug interactions, etc.) before discharge. Pharmacies will fast track prescriptions faxed from BMH. The outpatient pharmacy will follow up with the patients with a phone call at 3 days. This program will begin with all Medicare patients at BMH. All nursing staff at BMH will be trained on the process.

Please see accompanying PowerPoint presentation for more information on the BMH Transitional Care Program.

MEDICATION MANAGEMENT SURVEY

Rachel Frazier, Knox County Health Department, discussed the Medication Management Survey that was conducted with BBBHC members in late 2013. Rachel shared an overview of Medication Management issues, survey results, Home Meds program, and the Geriatric CHAMP program. Please see accompanying PowerPoint presentation for more information.

ANNOUNCEMENTS:

NPR had a segment on this morning called "To Prevent Repeat Hospitalizations, Talk to Patients". Go to www.npr.org for more information.

Leigh Sterling, etHIN, shared that pharmacists can be incorporated into etHIN. As an example, Leigh shared that etHIN is working with Cherokee Health Systems, alerting pharmacists as part of the care team when a patient is discharged. etHIN captures problem lists, medications and allergies.

Senior Directory will be hosting a Release Party on October 2, 2014. Contact Heather Haley if interested.

NEXT MEETING

Thursday, October 23, 2014 10:00am – 11:30am
Cherokee Health Systems
2018 Western Avenue
Knoxville, TN 37921
