



# Building a Bridge to Better Health Coalition (BBBHC)

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



## Meeting Summary

**Thursday, October 23, 2014, 10:00am – 11:30am  
Cherokee Health Systems, Knoxville, TN**

### **ATTENDEES**

28 people attended representing 19 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**

Corley Roberts, Qsource, presented on Adverse Drug Events. Corley shared a brief background on Qsource. Every state has a Quality Improvement Organization (QIO) that contracts under Centers for Medicare and Medicaid Services (CMS). Qsource is now part of a large five state network, known as atom. Qsource has a 5 year contract now with CMS. Qsource has hired their first pharmacist. Qsource provides resources and education for free.

Adverse Drug Event (ADE) is an injury resulting from use of a drug. Preventable Adverse Drug Event (pADE) is a medication error that is stopped before harm can occur (near misses).

Corley's presentation, "Taking on ADEs to Take Down Readmissions" is attached for more information.

Some discussion that stemmed from the presentation includes:

- Corley has an ADE/ pADE tracking form. If you would like a copy, please email Corley at [croberts@qsource.org](mailto:croberts@qsource.org).
- Suggest reaching out to Emergency Department staff to engage them in the BBBHC.
- Have "senior focus" in Emergency Department
- Cognitive deficits need to be considered in Emergency Departments.
- Corley suggested development of ADE workgroup within BBBHC.
- TN Collaborative Pharmacy Practice Act – allows pharmacists to integrate into models of care as providers of healthcare services.
- By 2018, Skilled Nursing Facilities may be penalized for readmissions
- Explore possible grant opportunities through various entities (CMS, Administration for Community Living, Managed Care Organizations).

## **MEMBER UPDATES**

Nicole Rosenke, East TN Discount Drug, is a pharmD who is working at an independent pharmacy in Lenoir City to beta-test a new program. The program is working to offer cohesive care by following patients who are on 20+ medications beginning on day one from discharge from the hospital. A medication reconciliation is performed in the home. An assessment of the patient's living situation is also conducted while in the home. A forum with Primary Care Physicians will be held on November 13<sup>th</sup> to discuss program.

Dr. Greg Phelps, UT Hospice, shared the following:

- Knoxville Academy of Medicine is hosting a fundraiser for The Conversation Ready Project on November 7, 2014. Tickets are \$15. For more information, visit [knoxvillemedicine.org](http://knoxvillemedicine.org).
- Advance Directives seminar was held yesterday for caregivers.
- Deprescribing medications is used to handle unnecessary medication use and polypharmacy. For example, stopping Statins for patients on hospice).

Joanie Brock, Alana Healthcare, shared information on the Comprehensive Respiratory Outcome Management (CROM) program, which helps people living with chronic and acute respiratory illness. CROM cuts hospitalization admissions by 62%. CROM cuts total days spent in the hospital by 68%. CROM cuts hospital readmissions by 67%.

Scott Haluska, Belew Drugs, shared information about an adherence program they launched one year ago. The program is free to Knox and surrounding counties. The program delivers medications, packages medications, and provides medication reconciliation through home visits. They currently have 115 patients participating in the program. Home visits and delivery of medications are conducted by pharmacy technicians. The pharmacist does a complete medication review prior to the medication leaving for delivery to patient's home.

## **NEXT MEETING**

**Thursday, January 29, 2015 10:00am – 12:00pm**  
**Cherokee Health Systems**  
**2018 Western Avenue**  
**Knoxville, TN 37921**

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