



Building a Bridge to Better Health Coalition (BBBHC)

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



Meeting Summary

Thursday, April 27, 2017, 11:30am

ETHRA Offices, Knoxville, TN

ATTENDEES

28 people attended representing 21 different organizations.

WELCOME

Dottie Lyvers, East Tennessee Area Agency on Aging and Disability (ETAAAD), welcomed everyone and asked all members and guests to introduce themselves.

MISSION HEALTH CARE NETWORK (MHCN) CARE MANAGEMENT TEAM - PRESENTATION

Sandy Loveless and Karen Crowder, Memorial Hospital in Chattanooga, presented on the Mission Health Care Network Care Management Team. It began as an Accountable Care Organization with 800 providers. The Board consists of mainly M.D.'s.

Health Coaches were hired to follow up with patients through telephone calls and in-person interactions during physician office visits. Staff consists of 7 RN's for 50,000 clients, 3 social workers, 7 Care Management Associates. Staff reaches out to 15 patients / day. Patients are coached for at least 6 months – until they reach another level of care or pass away. Social workers work with patients to help them get medications and remove other barriers to taking care of their health (depression, transportation, etc.). The focus is on chronic care health. Coaches use techniques, such as “Change Talk” (moving them to positive talk) and motivational interviewing with no judgement.

Patients sign agreement allowing care managers to access their claims data. Patients can opt out of the program at any time (meaning MHCN has no access to claims data, but patient can still see their provider, health coach).

There are 24 physician clinics that are embedded with Health Coaches. They have found success, partly by being able to huddle with physicians regarding patients.

Please see PowerPoint presentation for more information (can be found on the BBBHC website).

SNAP BENEFITS FOR OLDER ADULTS – PRESENTATION

Tracy Armstrong, East TN Area Agency on Aging and Disability (ETAAAD), shared information about SNAP Benefits for Older Adults. ETAAAD received a grant in February 2017 to assist with enrolling individuals 60 and older, in the 16 East TN Counties, in SNAP (Supplemental Nutrition Assistance Program – aka Food Stamps). 30,000 – 50,000 individuals 60 and older are eligible for SNAP benefits, but only 1/3rd are receiving. Knox County CAC Office on Aging is also

assisting with enrolling through a separate grant. ETAAAD is available to come onsite to agencies, facilities, etc. to complete applications with individuals.

Please see SNAP outreach handouts for more information (can be found on the BBBHC website).

HIGH PERFORMING PHARMACY NETWORK (HPPN)

Mac Wilhoit shared an update on the Community Pharmacy Enhanced Service Network TN". The group met in February, and since then, 115 stores have signed up for the HPPN.

COMMUNITY READMISSIONS COALITION IN MORRISTOWN

Lettie Ailey, Healthstar Physicians, with Lakeway and Morristown-Hamblen hospitals, have started a coalition in Morristown. It is a satellite community of the BBBHC. They have 3 sub-groups that have started. The group has identified barriers. Lack of communication is the biggest concern. They are working to develop strategies, and are looking to pilot a Universal Communication Transition of Care Tool. The group includes 4 hospitals, skilled nursing facilities, hospice, home health, pharmacies, and physician practice.

ANNOUNCEMENT OF NEW BBBHC CHAIR

Aaron Bradley, ETAAAD, shared that Dr. Walter Fitzgerald, Dean and Professor, South College School of Pharmacy, has agreed to become the new Chair of the BBBHC. Aaron shared that he is very excited about Dr. Fitzgerald's role as Chair, and his great ability to help move the BBBHC ahead.

Dr. Fitzgerald shared that he is interested in supporting and giving back, and that this opportunity will give South College the ability to support BBBHC and connect with healthcare community. He shared that he aims to engage the medical community in BBBHC.

NEXT BUILDING A BRIDGE TO BETTER HEALTH COALITION MEETINGS

July 27, 2017 at 11:30am

October 26, 2017 – 11:30am
