Building a Bridge to Better Health Coalition (BBBHC)

Enriching Community Transitions & Healthcare
through Communication, Collaboration and Coordination

Meeting Summary
Thursday, February 25, 2016, 10:00am
ETHRA Offices, Knoxville, TN

ATTENDEES
18 people attended representing 13 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.

BBBHC PILOT PROGRAM
Hamilton Borden, Blount Discount Pharmacy, discussed the concept for a pilot project where an independent pharmacy panel would be created for Transitions of Care services in East TN. The services include:

- Hospitals would refer discharged patients to a pharmacist for a comprehensive medication review along with referral to organizations to meet social needs.
- Verify that discharged medications are filled
- Pharmacist meets with the patient within 3 buisness days of discharge
- Pharmacist does follow up

Discussion from the group included: asking Dr. Phelps how to contact local physicians to get the word out, contacting the nurse manager or office manager at a physician practice, make contact with other health systems to let them know the pilot is in progress and information will be shared with them, push data out, reach out to Dr. Shattuck once pilot begins. A handout was distributed (see attached for more information). Hamilton said that uUpdates will be shared at future meetings.

PLANNING
Highlights of the member survey were discussed. Details will be discussed in more detail in workgroups next month.

Corley Roberts, Qsource, suggested that all members review the Charter on the BBBHC website. Members who had not previously signed the Charter, signed during the meeting. The signatures will become a part of the Charter signature pages. If a member hasn't signed the Charter, please see Dottie for a signature page.

The SWOT (Strengths, Weaknesses, Opportunities and Threats) discussion continued from the January meeting. A handout was distributed (see attached). Discussion from the January meeting was reviewed. Corley shared that the readmission rate for the Knoxville area is now 12%. Suggested we figure out a way to show how the Coalition's efforts have impacted this reduction. Successes of the Coalition can be shared with The Centers for Medicare and

Medicaid Services, but data needs to be tracked. Deb Moroney, Blount Memorial Hospital, shared that they refocused on pneumonia and the readmission rates dropped from 24% to 16%.

Rachel Frazier, Knox County Health Department, suggested we create a status report for the BBBHC. Include a timeline of BBBHC and overlay when other events took place. Survey members about what has been done in their organizations around care transitions, and include in the report. Corley suggested that an "impact" tab be added to the website to show intervention data. Suggestion made to publish data, and share with media contacts (invite Kristi Nelson to future meeting, contact health reporter at the TV stations). Wendi Mullins, American Diabetes Association, suggested we do an end of the year report and collect information from member organizations about interventions. Scott Haluska, Belew Drug, suggested we use data from presentations previously presented (with permission).

Andy Houck, Stay at Home, suggested that the Coalition needs to reach out to consumers to get the information out to them directly, such as education about resources at discharge. Suggested creating a CD to show roleplays between the patient and different entities (pharmacist, physician, etc.).

Rachel suggested that we ask members if they have what they need, and what else can we do? This may help in reengaging members.

Corley distributed a "Process for Intervention Work" (see attached) and asked members to consider this planning process going forward.

NEXT BUILDING A BRIDGE TO BETTER HEALTH COALITION MEETING
Thursday, March 24, 2016 at 11:00am – ETHRA Offices
Note – this meeting was cancelled