



Building a Bridge to Better Health Coalition (BBBHC)

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



Meeting Summary

Thursday, February 27, 2014, 11:00am – 1:00pm

Burlington Branch Library

4614 Asheville Highway, Knoxville, Tennessee

ATTENDEES

29 people attended representing 17 different organizations.

WELCOME / INTRODUCTIONS

Dottie Lyvers, East Tennessee Area Agency on Aging and Disability, welcomed everyone and asked all members to introduce themselves. Wellspring Senior Living was thanked for sponsoring lunch. Smoky Mountain Hospice was thanked for hosting the meeting.

MEMBER DIRECTORY

Members were thanked for completing the Member Information Sheet. Copies were circulated for review and additions. An electronic copy of the Directory will be emailed to the group within the next week. New members will be asked to complete the Member Information Sheet and will be added to the Directory. A reminder was given that the Directory is only for member use. A resource directory will be created in the future for public sharing.

CARE TRANSITIONS WEBINARS

Colorado Foundation for Medical Care (National Coordinating Center for Integrating Care for Populations and Communities) hosts national learning sessions focused on Care Transitions. All webinars (past and future) can be found at: <http://www.cfmcc.org/integratingcare/>. It was suggested that we review the archived webinars to identify useful webinars for members.

WORKGROUPS

Members shared their ideas in two groups – Website and Speaker's Bureau. Members were asked to brainstorm about components needed for the website and speaker's bureau.

Speaker's Bureau Workgroup

What tools are required for a Speakers Bureau to be effective?

- Orientation of the Speaker
- Standardized Presentation
- Minimum Qualification to Speak
- Frequently asked questions
- Education Process – What to do with information
- Allow for access to your PowerPoint

Ideal Situation - 24 hour access

- Goal: To have a 2-3 page document that instructs a person/ family of what to do when you are being discharged.
- Checklist

Readmission Focus

- How to prevent re-hospitalization
- Orientation of the speaker – standardized tool box

Target Group Topics

- Medication Safety Practices/ reconciliation
- Cardia-Comm – tele-Health
- Preparing to be a Caregiver (at anytime)
- Caregiver Training
- Support Groups
- Health Literacy
- How to deal with the loss – Anger
- IHI – Conversation Ready – End of Life Discussions
- ETHIN – Communication – Sharing Med. Records – Drop box
- Use other Established
- Speaker Bureau that exist in the Tn. Bar Association

Target Group – Patient

- Medication Management
- Home Health
- Hospice
- ACO-Care Coordination
- Educational Sessions on Various “How to take care of you” topics
 - Ie. Ostomy...
 - Disease State Education Sessions
 - Disease Prevention & Wellness
 - Diet
 - Mammogram
 - Chronic Disease Self- management Program (CDSMP)

Target Group- Community

- Understanding – What is Hospice?
- Educating Families on the continuum (?)
 - How to make your home livable/ safe
- All Educational Sessions should be available online.

Target Group – Professional

- Motivational Interviewing
 - By disease state
 - Literacy competency
- Educating the Physician population about:
 - Discharge Planning/ Planners
 - Who’s at risk at the time of discharge
 - What tools are available for discharge planners

- LACE – model tool
- Description of the Care Transition Process in our Health Systems
- How to drive people to the site
 - Offer CEU/ CEM's
 - What's in it for me!!!!
 - Advance Directive
 - Intra Professional Education
 - Universal Medication List
 - Bedside Delivery
 - Ie. Elderlaw
 - Experimental Education – How to use students with all projects/ procedures

Website Workgroup

Website Basics:

- Domain Name (Zack, www.bbbhc?)
- Platform (Word Press – free, Weebly, Go Daddy, etc.)
- Who will maintain site?
- Partner with local school to develop website
- Logo and Colors
- Mission / Vision Statement
- Explore other similar websites (i.e. National Transition of Care)
- Facebook Page (supplement to website)
- Linked In – create group for Building a Bridge to Better Health Coalition
- Marketing the Website (visibility)
- Member Only Access:
 - Log in required
 - Meeting minutes, information
 - Education from Conference

Purpose of Website:

- Reduce Hospital readmissions
- Information Sharing
- Share Resources
- Link to member websites (resources)
- Legislative Advocacy

Content:

Consumers

- Access needs of consumers (vs. blog)
- Forum for consumer questions - answered by professionals
- Helpful Links (National, Regional, Local)

Professionals

- Speakers Bureau Information
- Resource Directory

Members

- Log in - Password Protected section
- Partners in Coalition Sponsorship

First Steps: (between current meeting & March Meeting)

- Research Platform options and costs to maintain
- Determine who will pay for website and other associated costs
- Contact Schools about Possible Student Project
 - LMU – Cindy Cleveland
 - South College – Cindy Cleveland
 - Pellissippi State Community College – Cindy Cleveland
 - UT – Rachel Frazier will ask co-worker for contact
 - Fountainhead College of Technology – Pat Green
 - ITT – Pat Green
 - Maryville College – Pat Green
 - Roane State Community College - ???

NEXT STEPS / MOVING FORWARD

- Member Directory will be emailed within a week
- Workgroups will report back at March meeting

NEXT MEETING

NOTE: LOCATION FOR MARCH MEETING

Thursday, March 27, 2014 11:00am – 1:00pm
Cherokee Health Systems – 1st Floor Conference Room
2018 Western Avenue, Knoxville, TN 37921
