



Building a Bridge to Better Health Coalition (BBBHC)

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



Meeting Summary

Thursday, January 23, 2014, 11:00am – 1:00pm

John T. O'Connor Senior Citizens Center

611 Winona Street, Knoxville, Tennessee

ATTENDEES

39 people attended representing 25 different organizations.

WELCOME / INTRODUCTIONS

Dottie Lyvers, East Tennessee Area Agency on Aging and Disability, welcomed everyone and asked all members to introduce themselves. Senior Directory was thanked for sponsoring lunch. The John T. O'Connor Senior Citizens Center was thanked for hosting the meeting. Susan Long, Director of the Knox County Office on Aging, welcomed everyone and provided a brief overview of O'Connor and the Daily Living Center.

PREVIOUS MEETING HIGHLIGHTS

The December 5, 2013 meeting was briefly highlighted. Members were thanked for providing input before and during the meeting regarding 2014 planning and top focus areas

TOP FOCUS AREAS FOR 2014

Based on member input, the BBBHC will focus on three areas in the first part of 2014:

- Technology
- Outreach / Education
- Benchmark (i.e. learning about best practices, bringing in experts to meetings, locating tools to use in East TN)

A membership directory will be developed, to be used as a starting point to grow a resource guide for community members and healthcare professionals.

- Members were asked to complete Member Information Sheet to be included in the directory.

Survey existing care transition projects in East TN and provide list to membership.

BBBHC COMMITTEES

Based on previous feedback from members, the existing committees will remain. These include: Community Needs, Hospice / Home Health and Medication. Additional subcommittees, which will work closely with the existing committees, will be formed. These include: Website / Media and Speaker's Bureau. A sign-up sheet was distributed and interested members are as follows:

Website / Media

1. Heather Haley
2. Melissa Collins
3. Connie Rust
4. Aaron Bradley

Speaker's Bureau:

1. Tracy Widby
2. Walter Fitzgerald
3. Becky Dodson
4. Dr. Greg Phelps
5. Joanie Brock
6. Andy Houck
7. Cynthia Finch
8. Aaron Bradley

MEMBER DISCUSSION

Members dialogued about existing services and ideas for the coalition

- Education:
 - Develop a PowerPoint that's consistent for all members to use (speakers bureau)
 - Educate healthcare professionals on differences between levels of care (skilled nursing, assisted living, rehab, etc.)
 - Educate consumers on becoming knowledgeable about insurance benefits before they need services (patients assume that insurance will cover everything they need)
 - Empower consumers and families to get the benefits they are eligible for
- Need to identify keys and barriers to successful care transitions
- Judy Effler, Blount Memorial Hospital, briefly discussed their Transitional Care Program
- Laura Bullock, UTMC, briefly discussed their Transitional Care Program
- Conduct consumer focus group (get input about their needs)
- Transportation options – SMiles (Senior Miles) assisted transportation in Blount Co.
- Dr. Greg Phelps shared the following:
 - TN End-of-Life Partnership will be meeting in East TN in the Spring / Summer
 - Working with KAPA on Winter Care Project (Advanced Directive education)
- Future BBBHC meetings:
 - Medication Programs (Walgreens, UT Clinic, etc.)
 - Lessons learned / data review
 - Publish through BBBHC to share with others)
 - Share quarterly at meetings to see where we are

NEXT STEPS / MOVING FORWARD

- All Members: Complete Membership Information Form for membership directory
 - Goal is to distribute membership directory at February 27th meeting
- BBBHC Steering Committee will develop list of Care Transitions Projects
 - Goal is to distribute list at February 27th meeting

NEXT MEETING

NOTE: LOCATION CHANGE FOR FEBRUARY MEETING

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

Burlington Branch Library

4614 Asheville Highway, Knoxville, TN 37914