



Building a Bridge to Better Health Coalition (BBBHC)

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



Meeting Summary

Thursday, September 22, 2016, 10:00am

ETHRA Offices, Knoxville, TN

WELCOME

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

KNOXVILLE AREA DATA UPDATE

Corley Roberts, Qsource, shared an update on the Knoxville Community data and readmission rates. Corley shared that the readmission rates have gone down, by 8% nationally. She shared information about other coalitions across TN and readmission rates across the U.S. For more details, please see accompanying presentation handout from Corley.

Corley shared a personal story which illustrated the lack of communication at the hospital with the patient. Discussion and comments followed by members present:

- BBBHC needs to take on the issue of improving communication with patients
- Suggestion – BBBHC pilot an initiative where there is an SBAR (Situation, Background, Assessment, Recommendation) done with patients – perhaps in an ER setting.
- Consider the health literacy of the patient
- There is often a lack of communication between provider and patient as well as provider & provider.
- Suggestion – color code important sections of the discharge paperwork that patients must read immediately.
- HIPAA is a barrier to doctors sharing information about the patient, especially with pharmacists
- Need to communicate with patients about what they need to do (follow instructions, etc.)
- Need to have a “provider’s rights” that is given to patients
- Produce a video educating patients in the hospital

NEXT BUILDING A BRIDGE TO BETTER HEALTH COALITION MEETINGS

Thursday, October 27, 2016 at 10:00am – ETHRA Offices (*Note – this meeting was cancelled*)

Attendees discussed moving meetings to quarterly, beginning in January 2017, and move to the lunch hour.
