



# Building a Bridge to Better Health Coalition (BBBHC)

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



## Meeting Summary

**Thursday, December 5, 2013, 11:00am – 1:00pm**

**Cherokee Health Systems**

**2018 Western Avenue, Knoxville, Tennessee**

### ATTENDEES

36 people attended representing 25 different organizations.

### WELCOME / INTRODUCTIONS

Dottie Lyvers (East Tennessee Area Agency on Aging and Disability) and Missy Weeks (Qsource) welcomed everyone and asked new members to introduce themselves. Karen Clawson from Cherokee Health Systems was thanked for hosting the BBBHC meeting.

It was announced that Heather Haley, Senior Directory, had a baby girl – Georgia Ruth – on November 17, 2013.

### UPDATES

We are still in the process of working to develop a seminar with Dr. Amy Boutwell, Collaborative Healthcare Strategies.

### A YEAR IN REVIEW – DECEMBER 2012 TO DECEMBER 2013

Building a Bridge to Better Health Coalition has been meeting since December 2012. The past year has been a development and planning year for the coalition. Successes and accomplishments from the past year were shared. The success and continuation of the coalition is a direct result of all members. Members were thanked for their time and valuable input over the past year. ***Please see accompanying handouts - "A Year in Review" and "BBBHC Survey Results" for details and highlights.***

### 2014 PLANNING

2014 will bring a move from development/planning to creating deliverables. The BBBHC Survey recently sent out to members was the first step in this process. During the meeting, members were asked to provide input about which components of the BBBHC should "start", "stop" or "continue". This included monthly coalition meetings, as well as current and new focus areas. After sharing input individually, members met in small groups to discuss ideas to focus efforts on in 2014. Each table then shared their ideas with the whole group.

### Group Ideas Shared:

Consumers / Patients

- Education for patients / community
- Educate public on advanced directives
- Speaker's Bureau

- Caregiver Tool – What is the care recipient at risk for? App? What can I do to keep loved one safe?
- Transportation – how to get information to patient
- Post-Acute care follow-up (pharmacy, labs, nurse practitioner, etc.)

#### Healthcare Professionals

- Invite case managers from all facilities – possibly have quarterly meetings with them
- Meet with Case Managers at hospitals
- Matching providers by insurance type
- Guidelines – help provider decide when to refer to new services
- Health / network fair event – for hospital care coordinators (host per hospital?)
- Educate hospital frontline staff
- Parkwest – checklists for referrals
- Education for professionals

#### Information Gathering

- Blount Memorial Hospital – look at care transitions program -Dr. James program
- Create list of current transitional programs (include criteria, usage, etc.)
- UTMC – Heart Failure Clinic – within 7 days of discharge
- Affordable Care Act information – related to care transitions (TN Healthcare Campaign)

#### Technology

- Central Site for information ([www.tnaaad.org](http://www.tnaaad.org))
- Create central website and outreach through social media.
- Community & professional access to tools in one central location (website)
- eHIN

#### Other

- Legislation – start relationships to share/attain our goals
- Committee idea: Transitional Care Gaps – insurance, pharmacy, provider, services
- Need objective data, SMART goals, deliverables
- Triggers for red flags that increase risk of readmission
- Models need to apply across all disciplines
- Connect more with Continuum of Care group (at Ft. Sanders)
- Better use BBBHC listserv to ask questions between members (to gain information)

***Please see accompanying handout – “BBBHC 2014 Planning Survey Results” for a summary of individual member responses collected during the meeting.***

**NEXT STEPS / MOVING FORWARD**

- Please consider which areas you are interested in sharing your talents and expertise.
- Planning ideas generated from this meeting will be used as a basis for selecting top focus areas for 2014.
- The January meeting will focus on determining top focus areas and setting goals and timelines.

**NEXT MEETING**

**NOTE: LOCATION CHANGE FOR JANUARY MEETING**

**Thursday, January 23, 2013 11:00am – 1:00pm**

**John T. O'Connor Senior Citizens Center**

**611 Winona Street, Knoxville**

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