

**Building a Bridge to Better Health Coalition (BBBHC)**  
**Meeting Summary**  
**June 27, 2013**

**11:00am – 1:00pm**  
**Cherokee Health Systems**  
**Knoxville, Tennessee**

**ATTENDEES**

45 people attended representing 29 different organizations.

**COALITION HIGHLIGHTS**

Committee leads were acknowledged.

1. Cindy Bolduc – Community Needs
  - Subcommittees – Talbot Fields and Debbie Turley
2. Cynthia Finch – Hospice / End of Life Issues
  - Due to a change in roles, Jill Beason has stepped back as lead of the Hospice committee
3. Karen Clawson – Medication Reconciliation / Education

Tennessee Valley Fair / Blount Fall Festival Updates

- Missy Weeks stated that she has been in contact with staff of the Tennessee Valley Fair. They are open to the BBBHC's participation. They are waiting on final approval from Senior Home Assistance of Tennessee, who is sponsoring Senior Day. (Senior Day is September 10, 2013 – please keep this date on your calendar).
- Blount Fall Festival is scheduled for October 11 – 13, 2013. BBBHC's participation is unknown at this point.
- Missy suggested that a special event planning committee be established to focus on coordinating our efforts at the fair. A few people from each committee are needed. If interested, contact Missy or Dottie.

**LUNCH SPONSORSHIPS**

Dottie Lyvers shared that due to sequestration and the expiration of grant funding, the East Tennessee Area Agency on Aging and Disability is looking for members to assist in sponsoring and/or partnering to cover the costs of the lunch for the monthly meetings. Suggestions from the group included each person paying for their lunch, or charging a reduced fee for lunch. Some members expressed interest after the meeting in sponsoring the monthly lunches. If organizations are interested, please contact Dottie Lyvers at [DLyvers@ethra.org](mailto:DLyvers@ethra.org) or (865) 691-2551, ext. 4818. Members will be notified of the plan for lunch prior to the July meeting.

**VIDEO EDUCATION**

Aaron Bradley discussed the opportunity that the East Tennessee Area Agency on Aging and Disability has to video presentations relevant to the BBBHC and focus areas to be used to educate patients and consumers. The videos could possibly be put on a website, DVD, and/or

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patient portal. The costs for doing an 8-10 minute video presentation is very reasonable. Please consider topic ideas you would like to have included from the Building a Bridge to Better Health Coalition, as well as potential speakers.

#### **COMMITTEES**

Missy shared the goals for the committees today:

- Develop initiatives for the Fair
- Discuss potential speakers for the Fair
- Discuss video education possibility

Members broke up into three committees:

1. Community Needs
2. Hospice/Palliative Care/End of Life
3. Medication Reconciliation/Education

#### **COMMUNITY NEEDS COMMITTEE REPORT**

Members in Attendance: 21

Discussed brochure content with the following suggestions:

- Adding web addresses, more community members
- Questions to ask MD, Family, etc
- Reworking “Where do we go from here” section
  - Defining levels of care/different levels of Medicare
  - Change to “A Guide to Post Hospital Care”
  - Change benefits paid to a table
- Panel- “Preparing for Care”
  - Add info regarding insurance card
  - Questions for provider- top 3 basic
- Panel 4- “Phone numbers and resources”
  - Add in Alzheimers Association
  - Add VA
  - Add “For Community Resources” above AoA

Need for Health Flyers from Healthwise to next meeting to potentially hand out at event

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#### **MEDICATION RELATED CARE/EDUCATION COMMITTEE REPORT**

Members in Attendance: 16

- Discussed Healthcare Events “Innovative Processes”
- East TN Info Network developing EMR
- Ideas for Innovations Grant
- Walgreens “Well-Transitions” Program Pilot- Pharmacy doing med rec and delivering meds upon pt discharge. Also provides follow-up calls at 1 day post d/c, 10 days post d/c, and 25 days. At 25 day call refills meds.
- Ideas- Utilize tools to create single resource
  - Create tool to assist patients in taking ownership of process- but needs a more specific focus

#### **HOSPICE/ END OF LIFE ISSUES COMMITTEE REPORT**

Members in Attendance: 7

- Discussed Hospice and Palliative Care Readiness Survey:
  - The purpose was to serve as a resource for facilities wanting to access their medical staff’s knowledge and practical use of PC and Hospice Services. Committee reviewed the first draft of this.
- Physician Education on End of Life Discussion Skills
  - Dr Phelps to meet and to propose the inclusion of end of life training for the MD’s seeking a 10% reduction in their malpractice insurance. Dr Phelps also meeting with KAPA and East TN Quality Alliance to include end of life as part of their professional, community, and patient education programs.
  - Discussed using AoA’s resources for commercial video production to provide a resource for education to the groups listed above. Testimonials from hospice patients/families?
- Community Education Ideas
  - Billboards
  - “Where Are Your Papers?”
  - Cynthia to send out link to the article
- Senior Days
  - Advanced Directives at booth
  - End of life educational materials
  - Speakers
  - Demographics of attendees
  - Post card for attendees to take to MD
- Hospital Statistics
  - D/C #’s to hospice for the committee to be used as baseline to assess the effectiveness of our planned action items.

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- Announcements:
  - Hospice Presentation at Cookeville TTU School of Nursing June 17-18<sup>th</sup>
  - East TN Bereavement Group- Sept 11<sup>th</sup>, 9a-2p at UT Faculty Club
  - Mayor's Senior Picnic- John Talton on Sept 27<sup>th</sup>
  - Health Care Social Work Conference- Tennova Turkey Creek

Possible New Topics:

- ER Physicians are requesting Educational and Cooperative plans to help hospice patients avoid unnecessary ER visits. Can we develop something with Team Health or Southeast Emergency Group for this? Committee to research this idea.

**COMMITTEE HIGHLIGHTS**

Members from each of the committees shared 3 highlights from their group discussion. These are included in the above committee reports.

**NEXT MEETING**

Thursday, July 25, 2013 11:00am – 1:00pm  
Cherokee Health Systems – 1<sup>st</sup> Floor Conference Room  
2018 Western Avenue, Knoxville

Respectfully Submitted by:

Dottie Lyvers, East Tennessee Area Agency on Aging and Disability  
Missy Weeks, Qsource