

Building a Bridge to Better Health Coalition (BBBHC)

Meeting Summary

May 23, 2013

11:00am – 1:00pm
Summit Medical Group Boardroom
Knoxville, Tennessee

Attendees

49 people attended representing 28 different organizations.

Coalition Highlights

3 BBBHC Members (Lettie Ailey, Judy Effler and Dottie Lyvers) attended Qsource's Statewide Care Transition Community event, held on May 16, 2013 in Murfreesboro. Participants included members from all nine care transition communities across Tennessee. The day included brief presentations from each care transition communities, discussion and activities on health literacy and barriers to communication, and sustainability plans for care transition communities.

Debbie Turley, Senior Citizens Home Assistance Service, shared that they were awarded a grant from Trinity Health Foundation to assist with transitioning older adults from the hospital to home.

The BBBHC vision/goal page was shared with members.

Dottie Lyvers discussed items related to the BBBHC membership:

- Whoozin.com – used to send meeting invitations. If you are not getting these notices, please contact Dottie at dlyvers@ethra.org.
- Listserv – (kbbhc@cctomany.com) – use this to communicate with other members, share resources, ask questions. Anyone on listserv can post to the listserv. If you are not receiving these emails, please contact Missy Weeks at mweeks@qsource.org.
- A membership list will be distributed in the near future and will be posted on the Whoozin.com BBBHC page.

Dr. Greg Phelps discussed an event being held on Tuesday, May 28, 2013 for physicians and nurse practitioners who work in hospitals. Title of presentation is "What Hospitalists Need to Know about Hospice and Palliative Care".

Committees

Members broke up into three committees:

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

Building a Bridge to Better Health Coalition (BBBHC)

Meeting Summary

May 23, 2013

Community Needs Committee Report

Members in Attendance: 24

Notes / Ideas Discussed:

Committee working on tri-fold brochure for outreach events and education.

Committee subgroup – Acute Care

- Reviewed algorithm on post acute care options after the hospital, created by Talbot Fields (includes payor source for each level of care)
 - Review Medicare website for their brochures and State of TN for TennCare Information
 - Recommended looking at what HMO's role is in payment (payor combos – Medicare / Medicaid)
 - Possibly add qualifying statements or questions to prompt next action
 - Scale back and simplify information for consumer
 - Make material consumer friendly – prompt them where to go
 - Review AAAD materials
 - Review 211 materials
- Tri-fold brochure – include:
 - How do I stay Healthy?
 - How do I prepare for hospitalization?
 - Where do I go after the hospital?
 - References for more information
 - Define levels of care:
 - Add know what your insurance covers and requires
 - Add other benefits i.e. veterans, industry
 - Talbot will redesign brochure with today's suggestions and send out to group for edit.

Committee subgroup – Home Care

- Tri-fold brochure components
 - Community services
 - Housing Services (i.e. Independent, Assisted Living, Skilled Nursing, Combo providers)
 - Medical Services (i.e. Home Health, Rehab, Palliative Care)
- Looking at how to include generic information and have equal inclusion of all players

Building a Bridge to Better Health Coalition (BBBHC)

Meeting Summary

May 23, 2013

Medication Related Care/Education Committee Report

Members in Attendance: 17

Notes / Ideas Discussed:

Committee working on creating toolkit to avoid readmission

Discussed Connecting with Following:

- Governor's Health and Wellness Taskforce – Dr. John Lacey (UTMC) initiated. Ron Sherrill will talk with Dr. Lacey (Taskforce focuses on obesity, weight loss)
- Healthcare 21 Board – have members attend our next meeting. Determine how they can help BBBHC.
- Ask Humana (and other) providers to attend – tap their resources and initiatives
- Church / faith based
 - Educate church / faith based populations
 - 2 programs to assess patient needs / identify patient
 - Connect with Parrish nurses for education and screening
 - Medication adherence - possible class within church/faith community based environment
 - Holston Conference (Methodist), Compassion Coalition, Knoxville Leadership Foundation
 - Meredith Hodge will talk with Concord Baptist – Dr. Sager
- Mobile Meals / Meals on Wheels (resource for screening in homes)
- Office on Aging – Project LIVE, Senior Companions

University of KY Diabetes Foundation – used screener for identifying concerns of the patients, and conveying back to providers

Shefali Kimel will research disease specific focus for CMS grants (CHF, acute MI, pneumonia) - COPD, CABG, Vasc – expansion for 2015

What to accomplish with in-home screening:

- Identify gaps in care
- Safe environment to express concerns / needs
- Looking for forums – churches used as “safe environment” and we can then assess / meet needs at that time.
- Offer screeners tools – standard forms, legible, layman language (toolkit)

Reasons for lack of medication adherence:

- Confusion about prescription and/or duplication
- Costs
- Regimen complexity

Building a Bridge to Better Health Coalition (BBBHC)

Meeting Summary

May 23, 2013

- Pre-conceived notions about medication
- Gap is in approval, affordability – needs to be addressed before patient is discharged from hospital.

Medication Management programs:

- Pharm tech reviews medication, recommendations to assist patients
- Volunteers
- Senior Safety Task Force (Health Dept.) – various organizations trying to identify program who could best manage – minimal up-front costs
- Summit Pharm D Program – 4 pilot sites – assisting patients with 15 or more medications.
- Most retail pharmacies participating in medication management programs
- Comprehensive medication review – covered by Medicare

Hospice/ End of Life Issues Committee Report

Members in Attendance: 7

Notes / Ideas Discussed:

Committee working on educational sheets for physicians and consumers

Barrier: Educating physicians on end of life issues

1. Develop short information sheet for facilities to send to physicians for education.
2. Develop one-page educational document for the community.
3. Use social media for information discussed
4. Survey questions for physicians (why don't you use Hospice?)

Run statistics by facility

Defining / Predicting Mortality

- New Guidelines – share with and educate physicians
- New ADL guidelines could be used by physicians

Hospice Presentations – June 17 & 18 in Cookeville.

Building a Bridge to Better Health Coalition (BBBHC)

Meeting Summary

May 23, 2013

Committee Highlights

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

Aaron Bradley, East TN Area Agency on Aging and Disability, discussed the Health and Independent Living Series DVD. Aaron offered the opportunity to video presentations relevant to the BBBHC and focus areas to be used to educate patients and consumers. Aaron offered that BBBHC members can get on camera to present the topics. Please consider this idea and participation; we will discuss further at the June meeting.

Getting to Know You

Ryan Gable, Gentiva Home Health, presented on what they are doing around Care Transitions and reducing unnecessary hospital readmissions.

- Standardized medication reconciliation tool (looking closer if patient is taking medications, who assists with medications, and capability to manage)
- Interview patients and pharmacists
- Reconciling multiple medication lists
- Pill container appropriateness
- Check amount, refill medications, count pills at each visit, observe knowledge of the patient, look for functional, cognitive deficits.
- Implementation:
 - Using Krames tools
 - Zone tools for diagnosis
 - Teach back technique with patients
 - Health literacy sheets used with patients

Next Meeting

Thursday, June 27, 2013 11:00am – 1:00pm
Cherokee Health Systems – 1st Floor Conference Room
2018 Western Avenue, Knoxville

Respectfully Submitted by:
Dottie Lyvers, East Tennessee Area Agency on Aging and Disability