



## South Denver Care Continuum

Wednesday, June 8th, 2016

7:30 – 9:00 am

CLC Home Office – 7000 E Belleview Ave, Ste 150 Greenwood Village, CO 80111

### 1. Welcome/Announcements – Susan/Mary

- a. Sign-In
- b. Reminder of meeting time-frames
- c. Brief introductions
- d. 'Share a Success' – at BIG Group one entity to share success story (2-3 minutes)
  - a. CLC-Pat McBride – physician at one of the communities very passionate about her patients and how well we know them. Started using SBAR when we call physician with updates/report on patient and physician very pleased and seen a reduction in RTH
  - b. Cherry Creek – patient out to ER, labs completed, ER MD wanted patient to return to hospital. Patient was an OPTUM patient and OPTUM NP contacted ER and was able to keep patient in-house and manage the care
- e. Accountability Mentors – Penny Cook and Mary Liley – they can help you get prepared!
- f. Suspending breakfast at the BIG Group meeting moving forward
- g. Quarterly Focus Meetings
  - a. Q3 – 2016 – Hospital Partners
  - b. Q4 – 2016 - Non-medical HH
  - c. Q1- 2017 – SNF/ALF
  - d. Q2 – 2017 - HH
- h. If you have general SDCC questions, please contact Maria: [moreoreos1@me.com](mailto:moreoreos1@me.com)

### 2. Presentation

- a. Telligen – End of Year Report/Med Rec Report – Penny Cook
  - a. Powerpoint available on web
- b. SilverVUE – Paula Buchanan Green, Head of CM and Jennifer Green Castle Rock Adventist
  - a. Demonstration of SilverVUE – purpose of value for hospitals and patients
    1. Streamlines the 'paper process' for case management
  - b. Reviewed PIP for identifying and offering choices for post-acute providers
  - c. Improves documentation and tracking, ability to educate patients about services
  - d. JACO is focused on Conditions of Participation – HUGE compliance issue/expectation for Case Management
  - e. Case Management employing partners to participate and support their mission

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- f. Hospital reimbursement is tied to HCAP scores – how involved was I in the choice of choosing the post-acute and discharge planning
- g. A one-stop informational tool for CM to showcase post-acute choices
- h. Sounds like the photos make the choice go faster

### 3. Membership – Gwenn Potts

- a. Attendance/participation expectation – 75%
- b. Be sure to sign-in at each meeting
- c. If you have membership questions, please contact [gwennpotts@gmail.com](mailto:gwennpotts@gmail.com)

### 4. Accountability Update – Pat McBride

- a. Updates from May's Accountability Meeting
- b. All members expected to attend monthly – send your Accountability rep (Management or CLINICIAN)
- c. All members expected to present data at least annually
- d. If you are unable to present on your date, please coordinate switching with another SDCC Partner and let Susan Martin and Pat McBride know.
- e. If you have accountability questions, please contact [pmcbride@clcmail.org](mailto:pmcbride@clcmail.org)
- f. Schedule for Accountability Data Sharing 2016 (see hand-outs)
- g. Expectations for data sharing
  - a. How to choose the RIGHT case to present
    - 1. A challenging clinical case outside of payor or family dynamics
    - 2. Cases that did not go super great and expand on the learned lessons
  - b. Use the REVISED SDCC Care Transitions QAPI Form and bring your INTERACT tools as needed
  - c. ONLY need QAPI on 1-2 cases
  - d. Contact transitions partners PRIOR to the Accountability Meeting for collaboration/review
  - e. For RTH for any hospital partner please send the appropriate reporting form to Susan Martin by 5<sup>th</sup> of the month PRIOR to your scheduled Accountability data presentation - [susanmartin@centura.org](mailto:susanmartin@centura.org)
  - f. If you have a case that was great or went poorly, with Parker (Susan), Littleton (Leigh) or Porter (Cori), Swedish (Kay) or Sky Ridge (Carol) or Castle Rock (Paula) contact CM for drill-down PRIOR to presenting at Accountability Meeting on your scheduled day.
  - g. If you have a case that was great or went poorly, with a peer of SDCC, contact them for drill-down PRIOR to presenting at Accountability meeting on your scheduled day.

### 5. Website

- a. Meeting minutes now available on [www.SDCC.com](http://www.SDCC.com)
- b. Log-in information now available to all SDCC members – see handouts.

**Next Meeting:** BIG Group Meeting August 10th @ 7:30 am @ CLC Home Office

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