



## BIG Group/Accountability Meeting

Wednesday, May 17th, 2017

7:30 – 9:00 am

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

### 1. Welcome/Announcements – Maria

- a. Sign-In - Attendance and Confidentiality Statement
  - a. Q1-RTH still missing from;
    1. Sunrise
    2. Castle Rock
    3. HealthSouth
    4. Holly Creek
    5. HomeHelpers
    6. Namaste HH
    7. Namaste Non-Medical
    8. Season's Hospice
    9. Sunrise at Orchard
- All partners have been contacted.
- b. REMINDER on meeting format changes – combined BIG and Accountability
  - a. Reminder of meeting time-frames 7:30am-9am
  - b. Both company representatives welcome
- c. Medication Safety Committee – workgroup
  - a. Meets monthly after this meeting – 9am
- d. Reminding folks about the website/minutes available online
- e. Web based survey coming.....stay tuned! We need your feedback!
- f. Quarterly Focus Meetings
  - a. Q2 – 2017 – HH/Hospice
    1. June 14<sup>th</sup>
    2. Location: Telligen 7730 E Belleview Ave; Ste. 300, Denver, CO 80111
- g. If you have general SDCC questions, please contact Maria: [maria.oren@sclhs.net](mailto:maria.oren@sclhs.net)

### 2. Presentation

- a. Andrea Campbell, Senior Quality Improvement Facilitator, Telligen – ‘Antibiotic Stewardship’ (unable to attend-will reschedule)
- b. Elizabeth Schulte, Senior Quality Improvement Facilitator, Telligen – ‘Readmission, Admission and ADE Data Review’
  - a. Review of QIO

*Goal Statement: Promoting successful transitions of care through collaboration in the South Denver senior services community by reducing readmissions, ensuring appropriate care at the right time, and increasing patient satisfaction in care transitions through standardized language and processes.*

- b. Compared to National and State – SDCC RTH is trending UPWARD.
- c. Telligen presenting on MCR ONLY – still a good representation of the market
- d. Telligen data is 6 months behind....
- e. SO with the trends moving upward – what will be SDCC’s focus?
  - a. Workgroups?
  - b. Pilots?
  - c. Better coordination with hospitals re: transfers/increased transparency
- f. Trends for RTH:
  - a. Sepsis
  - b. Medication Reconciliation/Adverse Drug Interaction
  - c. Behavioral and Mental Health

### 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. Website

- a. Meeting minutes now available on <http://southdenvercc.org>
- b. Goal is to use Web as portal for shared resource information
- c. Log-in information now available to all SDCC members
  - a. Username: SDCC
  - b. Password: #caRe&lov!

### 5. Accountability Update – Pat McBride

- a. All members expected to present data at least annually
- b. Plan on presenting for 15-20 minutes
- c. If you are unable to present on your date, please coordinate switching with another SDCC Partner and let Pat McBride know.
- d. If you have accountability questions, please contact – Pat McBride [pmcbride@clcmail.org](mailto:pmcbride@clcmail.org)
- e. 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. By the 5<sup>th</sup> of the month, please send the appropriate patient information to the following hospital leads:
    - 1. Parker (Karen Gacioch – [karengacioch@centura.org](mailto:karengacioch@centura.org))
    - 2. Swedish – (Marcia Miles - [Marcia.Miles@HealthONEcares.com](mailto:Marcia.Miles@HealthONEcares.com))

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3. Sky Ridge (Carol Schilf - carol.schilf@healthonecares.com)
4. Castle Rock (Jennifer Charles – jennifercharles@centura.org)
- f. 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.

## 6. Data/Case Study

- a. HH: Team Select
  - a. Pt: SS
  - b. Lives at home, 77yr with husband
  - c. Picked up from Brookside on 4/6
  - d. RTH 4/17 for AKI/dehydration
  - e. Back home with HH 4/19
  - f. Back to SNF 4/27 d/t fall at home
  - g. Back home 5/12 with HH
  - h. Preventable – YES dehydration should never be a reason for RTH from HH
  - i. DC to SNF was a good move

## 7. Lessons Learned/Open Discussion

- a. More dialog with family re: non-medical support
- b. Better oversight re: nutritional concerns

## 8. Success Stories, Trends and Best Practice

- a. Direct admit to SNF to avoid another hospitalization
- b. Addressed psycho-social – patient not open to MSW support

## 9. June Presenters

- a. Windcrest – SNF/ALF
- b. Centura HH
- c. Seasons Hospice
- d. HomeHelpers

**Next Meeting:** BIG/Accountability Group Meeting June 21st @ 7:30 am @ CLC Home Office

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