



May 22nd HAP meeting

We hope you can join us at the
May 22nd HAP meeting!

Below is the agenda and
a summary of the April 24th meeting

As usual, we'll meet 8:30 - 10:00 AM, at Senior Services
2208 2nd Avenue, in the Belltown neighborhood

May 22nd HAP Agenda

8:30 Welcome, introductions, and partner announcements

8:50 Partner presentation - Central Region EMS
Presented by Merrili Owens

9:00 HAP Staff Support (introducing new staff person)

9:15 HAP Visioning Discussion Continued (including the draft HAP member survey)

10:00 Meeting adjourned

The following meeting: Tuesday, June 26, 8:30am - 10:00, Senior Services

Below is a summary of the April 24th HAP meeting:

Partner Presentation: Aging and Disability Services' Care Transitions Program

Irene Stewart discussed the Aging and Disability Services (ADS) Care Transitions coordination project. The issue ADS is addressing is hospital readmission of Medicare fee-for-service (FFS) patients. Nationwide, 20% Medicare beneficiaries are readmitted in less than 30 days after discharge, and 34% less than 90 days after discharge. Unplanned rehospitalizations nationwide were \$17.4 billion in 2004, and potentially life-threatening.

In King County, at two hospitals in south King County, the Medicare FFS 30-day readmission rates currently exceed the state average, each in two of three areas (heart attack, congestive heart failure and/or pneumonia). Demographics indicate challenges, including growth of older population, higher poverty rates, and language diversity in south King County. Countywide, chronic disease incidence rates are growing. Obesity rates have reached epidemic proportions, resulting in chronic conditions.

Effective "care transitions" programs (evidence-based models are posted on the ADS website at www.agingkingcounty.org/healthcarereform/) bridge gaps between hospital, home or nursing facility, and health care providers. Strategies include coordinated care across settings; connections with community-based resources; follow up and follow through on chronic conditions; utilization of evidence-based programs to prevent and manage chronic diseases; utilization of transition coaching to promote patient activation, compliance with physician follow-up orders, and proper use of medications. Coaches improve patient experience, overall quality of care, access to community-based programs and services; patient and caregiver adherence to instructions (including meds); patient empowerment; follow-up and effective communication with providers; and understanding of "yellow flags" (indicators) and "red flags" (requiring emergency care).

Last summer, ADS convened a steering committee comprised of representatives from St. Francis, Auburn, Highline and Valley General hospitals plus Qualis Health, the CMS quality improvement organization for Washington and Idaho. Hospitals are conducting individual Root Cause Analyses of readmissions issues at their facilities, including medical records review, claim data, professional interviews, and patient interviews. ADS convened a So. County Case Management focus group and established a listserv. On April 17, 2012, ADS also convened a community meeting (see details at www.agingkingcounty.org/healthcarereform/) attended by 130 hospital administrators, health care professionals, case managers, suburban city

policymakers, veterans programs, health ministries, retirement communities, and adult family homes. ADS (with Highline and Valley hospitals) will apply for CMS 3026 Community-based Care Transitions Program (CCTP) funding.

CCTP is a 5-year CMS-funded program created by the Affordable Care Act. Participants sign 2-year program agreements (with option to renew each year for the remainder of the program, based on success). Applications are accepted on a rolling basis, as long as funds remain available. CMS has funded 30 sites (communities)-126 acute care hospitals partnered with community-based organizations that provide care transitions services (19 states)-including Pierce County Community Connections' Aging and Disability Resources and Southeast Washington Aging and Long Term Care (both are Area Agencies on Aging).

Cost-savings - Applicants use \$9,600 as average cost of hospital admission or readmission (for calculations). Actual reimbursements are likely to be much lower (e.g., \$200 PP), to cover cost of care transition services provided at the patient level (e.g., coaching, medication reconciliation). Actual funding, if approved, may cover the cost of one or two additional care transitions coaches; however, current funding covers much of the work due to new collaboration with hospitals and other care providers. This is important work. Everyone has a role to play. We're all in it together. More information regarding hospital readmissions can be found at www.nejm.org/doi/full/10.1056/NEJMsa0803563

Quarterly Financial Report

Doug provided a report on the HAP budget. Expenditures during March totaled \$302.90, for HAP website maintenance/edits, and for email Constant Contact. As of the end of March 2012, the budget total was \$36,608.55.

Doug also reported that the HAP Steering Committee will be hiring a part-time support person to assist with the behind the scenes HAP work (agenda preparation, coordinating fund development and budget reports, etc.) A final job description will be presented to members when completed.

HAP Visioning

Cecily began by recapping the HAP visioning session facilitated by Pam Piering last October 2011. As a result of that session, the following goals were developed:

- 1) Promote networking among HAP partners and sharing information
- 2) Address ageism to celebrate aging and promote healthy aging
- 3) Focus on community needs including LGBT, refugees, low income, baby boomers, etc.
- 4) Explore aging and technology project(s) to facilitate aging in place

- 5) Promote intergenerational opportunities involving children, youth and young adults
- 6) Promote entrepreneurship among older adults

Next steps: Cecily is willing to develop an invitation to the broader list of HAP members to invite them to participate in planning the next steps, and to help determine specific goals to work on. Heidi recommended developing an open-ended survey asking for input on long-term goals for HAP (for the next five years). Survey questions could also include:

- 1) Please prioritize goals.
- 2) Would you be willing to contribute resources and time?
- 3) How would you like to be a part of such a program?

Cecily and Irene volunteered to develop the survey. The target date for sending it out to members is early May so that results can be reviewed and discussed at the May 22nd HAP meeting. Doug volunteered to take comments from anyone who does not like taking on-line surveys. Once goals are identified, planning would begin in the fall and focus on rolling out a project(s) in May 2013 during Older Americans Month.

HAP Logo

Members reviewed a final draft of two HAP logos and selected the final design. Karen will continue to coordinate website updates with Helen Geld, Skybourne Designs.

Announcements

Irene announced that ADS has a new Director Jesse Eller. Jesse has more than 20 years of experience in health care administration, working his way up from entry level positions to the executive level. Most recently, he served as the Director of Long-Term Care for Yavapai County in Prescott, Arizona. His career has been diverse in terms of working with children, families, seniors and persons with disabilities. Jesse has taught health care administration at the University of Phoenix and business management at Yavapai Community College. He earned undergraduate degrees in business management and marketing, and an MBA from the University of Phoenix. Jesse started on March 28, 2012.

Irene also asked members to please spread the word about the new Family Caregiver Support Program, www.kccaregiver.org. Nine agencies are listed that serve many diverse communities. A new program will be coming soon for kinship caregivers.

Meeting attendees:

Alan Abe, King County EMS, alan.abe@kingcounty.gov

Doug Harkness, Full Life Care, dough@fulllifecare.org

Cecily Kaplan, Greenwood Senior Center, cecily@phinneycenter.org

Gloria Nava, SeaMar, glorianava@seamarchc.org

Bob Riler, Pierce Pierce County ALTC, briler@co.pierce.wa.us

Irene Stewart, Aging and Disability Services, irene.stewart@seattle.gov

Karen Winston, Aging and Disability Services, karen.winston@seattle.gov

Heidi Wong, Kin On, hwong@kinon.org

Next HAP Meeting:

Tuesday May 22, 2011, 8:30-10:00, at Senior Services (2208 2nd Avenue, Seattle).

HAP meets on the 4th Tuesday of each month (except in December), **8:30-10:00AM** at Senior Services, **2208 2nd Avenue** in the Belltown area of downtown Seattle. The building is on the east side of 2nd Avenue, near the intersection of 2nd and Blanchard Street. Meter parking is available on the street, and there are several pay lots nearby. For information on bus schedules and Metro's downtown ride-free zone, go to www.metrokc.gov.

Questions or comments? Contact info@4elders.org