Care Coordination Workgroup Meeting Notes 3-13-24

Summary:

The meeting began with Elise Bowman sharing the meeting norms and agenda overview, emphasizing the importance of communication and participation. She also outlined the timeline for the upcoming activities related to addressing the problem of e-referrals and care coordination. Elise also announced a symposium on health and housing in collaboration with Johns Hopkins Urban Health Institute, scheduled for April 19th, 2024. The event will feature keynotes, interactive workshops, and panels with speakers from various organizations, and registration costs $20 with a scholarship option available.

Elise introduced the Policy Learning Collaborative, emphasizing its value for those interested in having an impact or learning about policy. She highlighted the basics of participating in systems level change and encouraged individuals to fill out an interest form, mentioning the tentative start date and reimbursement for time. The discussion also clarified the concept of policy and its impact on health and provided information on accessing the link for more details. Elise also introduced a shared public calendar for the Local Health Improvement Coalition, encouraging members to share their events and important information.

Elise presented a visual representation of a patient's journey through care coordination, highlighting technology concerns and collaboration challenges. She encouraged the audience to ask questions and emphasized the importance of understanding the issues discussed in previous meetings. Elise also discussed the challenges faced by CBOs in coordinating care due to technology issues. She highlighted the lack of communication between providers and the duplication of referrals, leading to gaps in information and care for individuals.

Elise sought feedback from the group on their understanding of the problem and their willingness to participate in finding solutions. She outlined plans for the next meeting in April, including the presentation of a recommendations report and the formation of a smaller implementation team. The team discussed the importance of active participation and the need for a core group of committed individuals to move the work forward effectively. The meeting ended with Elise seeking feedback and concerns from the team on the challenges faced during the meeting.

Meeting Norms and Agenda Overview

Elise Bowman, from BCHD, sets the tone for the meeting by reiterating the meeting norms and emphasizing the need for active communication and participation from the attendees. She provides an overview of the agenda, highlighting the upcoming activities related to addressing the problem of e-referrals and care coordination, and outlines the timeline for these activities,

including the formation of an implementation team and the community health improvement planning.

Symposium on Health and Housing

Elise Bowman, representing BCHD, shared details about an upcoming symposium on health and housing, organized in partnership with Johns Hopkins Urban Health Institute. The event, scheduled for April 19th, 2024, will include keynotes, interactive workshops, and panels featuring speakers from the Local Health Improvement Coalition, state, academia, CBOs, and advocacy organizations. Registration is open with a $20 fee, and a scholarship option is available for those in need.

Policy Learning Collaborative Opportunity

Elise Bowman presents the Policy Learning Collaborative as an opportunity for individuals to learn about policy and its impact on creating change. She encourages interested individuals to fill out an interest form and mentions the tentative start date and reimbursement for time. AnnMary Joseph adds that they will follow up with a phone call to provide more information and answer questions, and encourages spreading the word about the opportunity to community members.

Shared Calendar Initiative

Elise Bowman (BCHD) presented a new initiative for a shared public calendar within the Local Health Improvement Coalition, urging members to contribute their events and relevant information. She highlighted the need for active participation to ensure the calendar reflects the collective work of the coalition and keeps the community informed about local events and activities.

Presentation on Care Coordination and Technology Concerns

Elise Bowman, representing BCHD, led a presentation focusing on care coordination and technology concerns. She used a visual aid to illustrate a patient's journey and emphasized the need for clarity and understanding. The presentation highlighted challenges such as lack of interoperability in technology systems and fragmented workflows in service delivery.

Coordination of Social Needs Screening and Referrals

Elise Bowman, representing BCHD, details the process of social needs screening and referrals for a patient named Brittany. She highlights the use of different surveys and platforms for collecting social needs information, and the subsequent referrals made by community health workers to address Brittany's needs for food, housing, and baby supplies. Bowman also emphasizes the challenges posed by the lack of a centralized system for receiving and managing referrals from various sources.

Questions on Community Health Worker Reliability and Social Needs Screening

Barbara questions the reliability of community health workers in capturing and sharing patient information, especially related to social determinants of health. Elise Bowman responds, highlighting the challenges in capturing social needs data and the variations in social needs screening across different health systems and organizations. She also discusses the funding and workforce issues related to social needs screening.

Challenges in Care Coordination Due to Technology Issues

Elise Bowman, representing BCHD, outlines the difficulties CBOs encounter in coordinating care due to technology issues. She emphasizes the lack of communication between providers, duplication of referrals, and the resulting gaps in information and care for individuals like Brittany. The discussion sheds light on the impact of technology issues on care coordination for the people served by the organization.

Discussion on Resource Database and Integration Challenges

Elise Bowman facilitates a discussion on the integration challenges of the resource database into the hospital's EMR system, with a focus on the number of clicks required to access information and the efficiency of two-way communications. Kristin Topel highlights the importance of an accurate and regularly updated resource database, emphasizing its value in facilitating resource referrals, despite the system complexities and criticisms.

Feedback and Future Plans

Elise Bowman leads a discussion to ensure the group has a shared understanding of the problem and plans for future collaboration. She emphasizes the importance of active participation in finding solutions and announces the formation of a smaller implementation team. The group is encouraged to prepare for the next meeting in April and consider their potential contributions.

Discussion on Participation and Moving Forward

Elise initiates a discussion on the difficulties experienced during the meeting, inviting feedback from the team. The conversation revolves around the significance of active participation and the necessity of establishing a dedicated core group to drive the work forward. The team also considers investing in Community-Based Organizations (CBOs) to ensure commitment and progress.