



Care Transitions: What Does It Really Look Like?

Thursday, June 5, 2014
Wesley Homes, Des Moines, Washington



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City of Seattle

Edward B. Murray, Mayor

Human Services Department

Catherine L. Lester, Interim Director

June 5, 2014

Dear Conference Participants:

Thank you for attending Care Transitions: What Does It Really Look Like?, today's conference for health care professionals, human services providers, caregivers, and community leaders. We are so pleased to have community partners committed to improving health care quality and reducing hospitalizations.

In 2011, Aging and Disability Services reached out to several south King County hospitals that were particularly challenged by higher rates of chronic illness among area residents and 30-day Medicare readmission rates that exceeded the state average. Since then, our efforts have expanded to include health care providers throughout King County. We welcome the opportunity to work with organizations in Kitsap, Pierce and Snohomish counties and with our Area Agency on Aging partners across Washington state.

Our agency's strategies have included care transitions coaching to prevent unnecessary hospital readmissions among our own Medicaid and dual-eligible long-term care case management clients, RN care coordination, promotion of information and assistance services that improve client/patient access to programs and services, follow up and follow through on chronic conditions, utilization of evidence-based programs to prevent and manage chronic diseases, and Motivational Interviewing and Teach Back to promote compliance of physician follow-up orders and reduce medication discrepancies.

Today's conference is our fourth related to health care quality. In 2011, we held a half-day conference on Accountable Care Organizations at SeaTac International Airport. The next year, we held our first care transitions conference at Tukwila Community Center. In 2013, we held a second half-day care transitions conference at Valley Medical Center.

Thanks to our generous conference sponsors—Asian Counseling and Referral Service, Developmental Disabilities Administration/DSHS, Family Resource Home Care, Franciscan Hospice and Palliative Care, Full Life Care, Home Care Referral Registry of Washington State, Professional Registry of Nursing, Inc., ResCare Home Care, Senior Services, Qualis Health, Washington Dental Service Foundation, and Wesley Homes—we were able to expand to a full day of learning and networking at today's conference.

I want to give special thanks to the committee that planned today's conference, including Janet Ceballos, Alzheimer's Association; Gary Tang, Asian Counseling and Referral Service; Stephen Lam, Chinese Information & Service Center; Lauren Betagna, Developmental Disabilities Administration; Bonni Stratton, Franciscan Hospice and Palliative Care; Dave Budd, Full Life Care; Jay Crosby, Professional Registry of Nursing, Inc.; Carol Higgins, Qualis Health; Bernie Dorsey, Wesley Homes; Katheryn Howell (formerly with Wesley Homes); and Mary Pat O'Leary and Irene Stewart, Aging and Disability Services. You've gone above and beyond!

Sincerely,

Maureen Linehan

Interim Director, Aging and Disability Services
Seattle Human Services Department



Care Transitions: What Does It Really Look Like?

AGENDA

8 a.m.

Conference Opens

Continental breakfast & networking

9 a.m.

Welcome

Maureen Linehan, Interim Director, Aging and Disability Services
Patrick O'Neill, Campus Administrator, Wesley Homes

9:15 a.m.

Care Transitions: What Does It Really Look Like?

The local panel will focus on key strategies for successful care transitions related to standardizing processes, improving communications and patient and family engagement. A hospital-based panel member will describe the project structures necessary for community based goals, metrics, and work groups. The role of a sub-acute care setting in championing cross setting care transitions communications will be highlighted. Family member representatives will share how patients and family members must be activated to mitigate the gaps in transitions of care coordination.

Panelists:

Selena Bolotin, LICSW, Director, Washington Care Transitions and Patient Safety, Qualis Health (moderator) with Andy Barrett and Mary Dunlap, patient/family representatives; Nikole L. Jay, Executive Director, Judson Park; and Bruce Rehm, Manager, Operational Improvement, Harrison Medical Center.

10:15 a.m.

Break & Exhibits

10:45 a.m.

Concurrent Workshops

See schedule at right →

12 p.m.

Luncheon

1 p.m.

Collective Wisdom: Case Studies in Care Transitions

Participate in a case study exercise to communicate and learn about services across the community, how they articulate across clients' transitional care experiences, and how they might be coordinated more effectively among all of us for a seamless client experience.

Presenter:

Kathleen Moisio, Ph(C), RN, BSN, Clinical Assistant Professor of Nursing and Comprehensive Gerontologic Education Partnership Coordinator, Pacific Lutheran University

2:15 p.m.

Break, Exhibits & Work Group Sign-up

2:45 p.m.

Concurrent Workshops

See schedule at right →

4 p.m.

Break, Exhibits & Work Group Sign-up

4:15 p.m.

Continuing the Conversation

Join us for an exciting session of brainstorming and strategizing for the future! You can share your ideas, thoughts, knowledge, challenges, resources or passions for each of today's workshops and plan for future meetings and ways forward on these important topics.

Presenters:

Carol Higgins, OTR (Ret.), CPHQ, Quality Improvement Consultant, Care Transitions Lead & Certified INTERACT® Educator, Qualis Health; and Kathleen Moisio, BSN, RN, Clinical Assistant Professor of Nursing and Comprehensive Gerontologic Education Partnership Coordinator, Pacific Lutheran University

5 p.m.

Thank you for participating today. Have a safe drive home!

Concurrent Workshops

90-minute workshops offered at 10:45 a.m. and 2:45 p.m.



1. Discharge Planning From Day One

Healthcare organizations have come to recognize that making decisions regarding next levels of care and giving discharge instructions to patients in the last few hours before their discharge is not effective. In this session we will hear how two healthcare systems took this concern to heart and recognized the need to start discharge planning as soon as patients are admitted. Participants will gain insight into their journeys to improve this situation and explore ways in which these techniques might be incorporated into their settings.

Speakers:

Carol Higgins, OTR (Ret.), CPHQ, Quality Improvement Consultant, Care Transitions Lead & Certified INTERACT® Educator, Qualis Health (moderator) with Kim Barwell, System Manager, Care Management, Franciscan Health System, and Stephanie Mudd, RN Case Management Manager, MultiCare Health System



2. Frequent Flyers: Developing Community-based Strategies to Serve Frequent ER Visitors

Residents seen frequently in the ER have a huge impact on Medicaid, Medicare, and fire/EMS costs, and they miss receiving the coordinated care that family doctors and internists provide. Many have a mental health diagnosis or substance abuse disorder. Hear and discuss strategies now in use in south King County, and what you can do to help patients and clients get primary care and other services and support in the community.

Speakers:

Elaine Thurnhofer, RN, MS, CPHQ, VP Quality Services, UW Medicine/Valley Medical Center (moderator) with Andrea Bloom, MSW, ED Case Manager, Valley Medical Center; Dan Peterson, Mental Health Resource Manager, Developmental Disabilities Administration, Department of Social and Health Services; and Mitch Snyder, Battalion Chief, Kent Fire Department RFA, EMS/FD CARES



3. Home and Beyond: Long-term Services & Supports

Knowing what services are available and how systems work together across the continuum of settings is essential in planning for transitions of care. This informative workshop will provide an overview of essential services and supports provided by community partners, within as well as beyond Seattle-King County.

Speakers:

Maureen Linehan, Interim Director, Aging and Disability Services (moderator) with Bernie Dorsey, Director of Outreach, Wesley Homes Retirement Communities and Health Services; Flanna Perkins, Director of Operations/General Manager, ResCare Home Care; and Bonni Stratton, MSW, Manager of Business Development, Franciscan Hospice and Palliative Care



4. Managing Depression, Anxiety and other Psychiatric Symptoms While Making Healthy Transitions

Transitions among care settings are especially difficult for people with mental health conditions. Appropriate mental health care is an important factor to address in preventing avoidable hospital admissions and readmissions. Case studies will be used to highlight common problems that arise during care transitions as well as a discussion of the importance of tailoring management and treatment strategies.

Speakers:

David M. Johnson, EdD, LMHC, CEO, Navos Mental Health Solutions (moderator) with George Dicks, BA, GMHS, RCMHP, Geriatric Psychiatric Services, Harborview (PM only); Ken Ryan, MC-GMHS, Older Adult Services, Navos Mental Health Solutions; Allen Tacke, MA, LMHC, GMHS, Navos Health Services; and Karin E. Taifour, MA LMHC GMHS, Crisis Case Manager, Geriatric Regional Assessment Team, Evergreen Health (AM only)



5. Medication Challenges in Care Transitions: Issues Faced by Patients, Providers & Community Professionals

Presenters in this interactive session will draw from both literature and experience to summarize the impact of medication reconciliation on hospital readmissions. Case studies will highlight common medication-related problems as they impact care transitions. Participants will discuss ways to better manage medications across care transitions in rehabilitation facilities, skilled nursing facilities and the patient's home.

Speakers:

Mary Pat O'Leary, RN, BSN, Aging and Disability Services (moderator) with Josh Akers, PharmD, RPh, Community Operations Manager, Kelley-Ross Pharmacy; Geoffrey Meer, PharmD, RPh Consultant Pharmacist, Kelley-Ross Pharmacy; and Shanna O'Connor, PharmD, BCPS University of Washington School of Pharmacy Faculty Fellow

Speaker Bios

Josh Akers: As Community Operations Manager at Kelley-Ross Pharmacy, Joshua Akers, PharmD, RPh oversees community facing services, including a busy community pharmacy in a multi-specialty clinic, a specialty compounding location, and a non-dispensing clinical services division. Josh graduated WSU pharmacy school in 2007 and completed a residency with Virginia Mason Medical Center, where he still works per diem. He precepts students from both UW and WSU and is the residency director for the Kelley-Ross Community Practice Residency Program. Josh is a member of the Polyclinic Diabetes Advisory Counsel.

Andy Barrett & Mary Dunlap: Andy and Mary are patient/family representatives. Andy is a retired electronic engineer for the former US West phone company and the Federal Aviation Agency and is a caregiver for his wife. Mary is the acting payroll manager at UW. Formerly she was a business office manager for skilled nursing/rehab facilities for 19 years. Mary is the stepdaughter of Andy Barrett and caregiver for her mother.

Kim Barwell: Kim Barwell, RN received her Master of Nursing from UWT and is an Accredited Case Manager. She has been employed with the Franciscan Health System since 1985, and is well-grounded in care management, having worked in the field for 21 years. Kim was the first medical care manager at FHS and developed the ED care management program for the system. She is currently the FHS system manager for care management..

Andrea Bloom: Andrea Bloom, MSW is the emergency department case manager at UW Medicine/Valley Medical Center, where she has worked since 2008. A social worker and discharge planner since 1990, in New York, Andrea counseled children and families in diverse areas of the city. Since moving to Washington, she has provided family support with transitions in care on many levels, including rehab facilities, hospice services, and geriatric psychiatric services, and now assists community members how to best advocate for themselves the care they require.

Selena Bolotin: Selena Bolotin, LICSW directs Washington state care transitions and patient safety initiatives for Qualis Health. Selena was the program manager for Whatcom County's CMS-funded care transitions project from 2008-2011. She currently manages the CMS-funded statewide initiative to improve care transitions and reduce avoidable readmissions for Medicare patients. Selena has worked in a variety of healthcare settings including community mental health, hospital, hospice, and home care. For much of her career, she was a hospital administrator responsible for behavioral health, case management, and rehabilitation departments.

George Dicks: George Dicks, BA, GMHS, RCMHP is the Lead Mental Health Practitioner for the Harborview Mental Health and Addiction Services' Geriatric Psychiatry Service, which provides outpatient services, training, and education to the community and to contracted clinical partners. He has served on the faculty at Edmonds Community College for more than 20 years, teaching courses on aging and psychiatric illness and recovery. George is a Minority Mental Health Specialist for African-Americans and he served on the board of Seattle Counseling Services for Sexual Minorities and the Seattle Gay Clinic during the turbulent years of the AIDS epidemic. He is past chair of the Seattle Mayor's Council for African-American Elders and currently serves on the Seattle/King County Aging and Disability Services Advisory Council.

Bernie Dorsey: Bernie joined Wesley Homes Retirement Communities and Health Services as the Director of Outreach in 2012. His primary focus is home health. He has lived in south King County for 46 years and has close ties to Des Moines and other Highline communities. Bernie participates in the South King County Care Transitions workgroup and has been an instrumental planning committee member for this conference.

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Save the Date!
CARE TRANSITIONS FALL CONFERENCE

Thursday, October 2, 2014

Location TBD

www.agingkingcounty.org/CTconference

Speaker Bios, continued

Bonni Stratton: Bonni Stratton, MSW currently manages business development for Franciscan Hospice and Palliative Care. A health care professional for 26 years, Bonni moved from Seattle to Tacoma 13 years ago to work in the hospice field. With a background in strategic planning and finance, her interest in advocacy and community health—especially in the area of end-of-life—led to a graduate degree from the UW School of Social Work. Bonni understands the importance of honoring each and every life to ensure that support and care are provided to patients and their loved ones. She participates on the South King County Care Transitions workgroup as well as the planning committee for this conference.

Carol Higgins: Carol Higgins, OTR (Ret.), CPHQ, Quality Improvement Consultant, Care Transitions Lead & Certified INTERACT® Educator, Qualis Health has 28 years of experience in administration, quality management, and project management in various healthcare organizations and settings, with 16 years of direct patient care experience as an Occupational Therapist and Rehabilitation Director. She serves as a consultant and trainer on various quality improvement areas and has been published several times in journals and books relative to occupational therapy and quality improvement.

David M. Johnson: David M. Johnson, EdD, LMHC has been a CEO of mental health centers for 27 years. He has also been a clinician for 37 years. He is currently CEO of Navos, the winner of Seattle University's 2014 Alumni Award for Professional Achievement, one of six winners of the 2013 "Visionary Service Award" by the National Council for Community Behavioral Healthcare. He is a graduate of the College's Education Leadership doctoral program and is both a visionary and a pragmatist whose expertise is often used to help develop public and private policy in health care at the local and state level.

Maureen Linehan: Maureen currently serves as interim director of Aging and Disability Services (ADS)—the Area Agency on Aging for King County—which serves more than 37,000 residents each year, including 11,000 Medicaid and dual-eligible long-term care case management clients. As ADS operations manager since 2011, Maureen has administered a continuum of ADS services—from healthy aging to chronic care management—and partnered with other strategic leadership organizations such as DSHS, United Way, King County, Public Health, and UW to pilot and develop innovative and/or evidenced-based services such as elder abuse case management, family caregiver support, PEARLS (minor depression intervention), chronic disease self-management workshops, and specialized dementia behavioral interventions.

Geoff Meer: Geoffrey Meer, PharmD, RPh is a consultant pharmacist in the long-term care division of Kelley-Ross Long-Term Care Pharmacy. Prior to joining Kelley-Ross, he trained in a hospital setting working to transition patients home on IV therapy. As a consultant pharmacist he works closely with all healthcare staff at Bailey-Boushay House, a skilled nursing facility for those living with HIV/AIDS and patients needing end-of-life/palliative care. This role includes rounding with medical staff twice weekly, med pass improvement events, and being heavily involved in the admission (transition) process. With the admissions staff, he has worked to ensure patients arrive at the facility with as few medication discrepancies as possible. He has helped develop many processes to make this transition seamless for the entire team, including admission staff, hospital staff, and pharmacy staff.

Kathleen Moisio: Kathleen Moisio, Ph(C), RN, BSN coordinates the Comprehensive Gerontologic Education Partnership on behalf of the Pacific Lutheran University School of Nursing, an initiative that has expanded into a larger community collaborative called Together We Care. She also serves as a clinical assistant professor at PLU for Community Health. Kathy is working on her dissertation research in adult/gerontological nursing at Rush University, with a particularly focus on the care of individuals living with dementia. Kathy has worked in adult day health and in-home settings; managed and developed statewide programs; provided education and consultation to family caregivers, healthcare professionals, and case managers across the state; facilitated support groups for family caregivers; and written, advocated, and lobbied in support of individuals with dementia and their families.

Stephanie Mudd: Stephanie Mudd, RN, MSM, CCM is Manager for CM at Tacoma General, Allenmore and Mary Bridge Children's Hospital at Multicare. She has over 12 years experience as case manager, four of them in leadership. Stephanie has helped to lead Pierce County in Partnership for Patients, IHI STAAR for SNF and physicians. She has implemented readmission risk tool and strategies that are a key part of every patient's assessment and care. Stephanie is currently improving efficiencies at Tacoma General by establishing the culture for all disciplines working together on discharge planning on day of admit. This has been successful with the medical floor able to discharge greater than 50 percent of patients before noon each day.

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Speaker Bios, continued

Shanna O'Connor: Shanna O'Connor, PharmD, BCPS is a clinical pharmacist and a Faculty Fellow at the UW School Of Pharmacy. She is residency trained and board certified, and has worked with Aging and Disability Services to enhance the Medication Management COPES ancillary service and participated in patient home visits with long-term care case management clients.

Mary Patricia O'Leary: Mary Patricia O'Leary RN, BSN is an Aging and Disability Services planner. She has more than 35 years of nursing experience and has provided clinical support for several evidenced-based programs, including King County Care Partners, a chronic care management program; PEARLS (Program to Encourage Active and Rewarding Lives), for minor depression; and HomeStretch, a home-based exercise program developed in partnership with UW. Mary Pat co-authored an article on community collaboration that has CDC clearance.

Flanna Perkins: Flanna Perkins directs operations for ResCare HomeCare, the largest provider of Medicaid in-home care services in Washington and Alaska, with 30 branch offices that serve over 4,000 people each month. Based in Seattle, Flanna is responsible for the day-to-day home care operations in four states. She began her career in home- and community-based services 13 years ago. Flanna holds a Bachelor's in Human Services from Western Washington University and a Master's in Organizational Management from the University of Phoenix. She is also board member for Seattle Central Community College's Foundation Board and a Trustee for the SEIU Healthcare NW Training Partnership.

Dan Peterson: Dan is the Mental Health Resource Manager at the Developmental Disabilities Administration, and a liaison to Western State Hospital. He has worked with children and adults with developmental disabilities for over 30 years in direct service and administrative positions in vocational, residential, and mental health settings. He worked as a clinical supervisor at Sound Mental Health on the Developmental Disabilities Crisis Diversion Team. Dan has a Masters in Counseling from Antioch University. He speaks at conferences, provides trainings on cross-systems crisis intervention planning, and occasionally participates in the CIT training for the Seattle Police Department.

Ken Ryan: Ken Ryan, MC-GMHS is a supervisor of mental health services to older adults at Navos. He has been a mental health therapist for over 25 years, providing counseling, case management, day treatment, residential services, and emergency services to individuals with mental illness. Ken has extensive experience conducting workshops for both professional and non-professional staff on such topics as diagnosis, assessment, mental illness, dementia, depression, delirium, and dealing with problem behavior. Ken is also an adjunct faculty member in both the Graduate School of Counseling at Seattle University and in the Extension School of Social Work at the University of Washington.

Mitch Snyder: With over 30 years of both emergency and non-emergency response experience, Mitch is now a Battalion Chief and the Chief Emergency Medical Services Officer for the Kent Fire Department/Regional Fire Authority. He is currently in charge of the FDCARES program, a non-emergency, medical response and community outreach program. FDCARES improves lives and provides better health outcomes for individuals while reducing healthcare costs by preventing repetitive non-emergent 911 use, and emergency department admissions and readmissions. This fire department based program connects appropriate healthcare and social service providers to individuals in need of non-emergent healthcare related services.

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Speaker Bios, continued

Allen Tacke: Allen Tacke, MA, LMHC is a Geriatric Mental Health Specialist for the nursing home branch of the Older Adult Program at Navos Mental Health Solutions. He began working at Navos in 2003 and also has worked in social services in acute care at a psychiatric hospital for children and in private practice with children, adults, families and couples. Allen is the creator of the Bright and Healthy Mind Program, designed to stimulate the brain, improve memory, and provide laughter and entertainment, which he conducts at senior living communities and senior centers. He is a foundational member of the Ruby Care Foundation, an international nonprofit dedicated to providing care for the dying and counseling to the bereaved.

Karin Taifour: Karin E. Taifour, MA, LMHC, GMHS is a Crisis Case Manager for the Geriatric Regional Assessment Team with Evergreen Health. She is a licensed mental health counselor and geriatric mental health specialist and has worked in mental health with older adults for over 10 years. She is very interested in the integration of behavioral/mental health care with general medical care. She has provided training to various community services providers as well as to *guardian ad litem*s through the King County Bar Association, and has presented at the state Elder Abuse conference.

Elaine Thurnhofer: Elaine Thurnhofer, MS, RN, CPHQ is VP of Quality Services at UW Medicine/Valley Medical Center where she has worked for 12 years. Elaine received her nurses' training in Toronto, Canada and earned her baccalaureate and master's degrees at Walla Walla College, in Washington, and Loma Linda University, in California. She has clinical, educational and administrative experience in nursing and maintains her certification as a healthcare quality professional.



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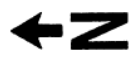
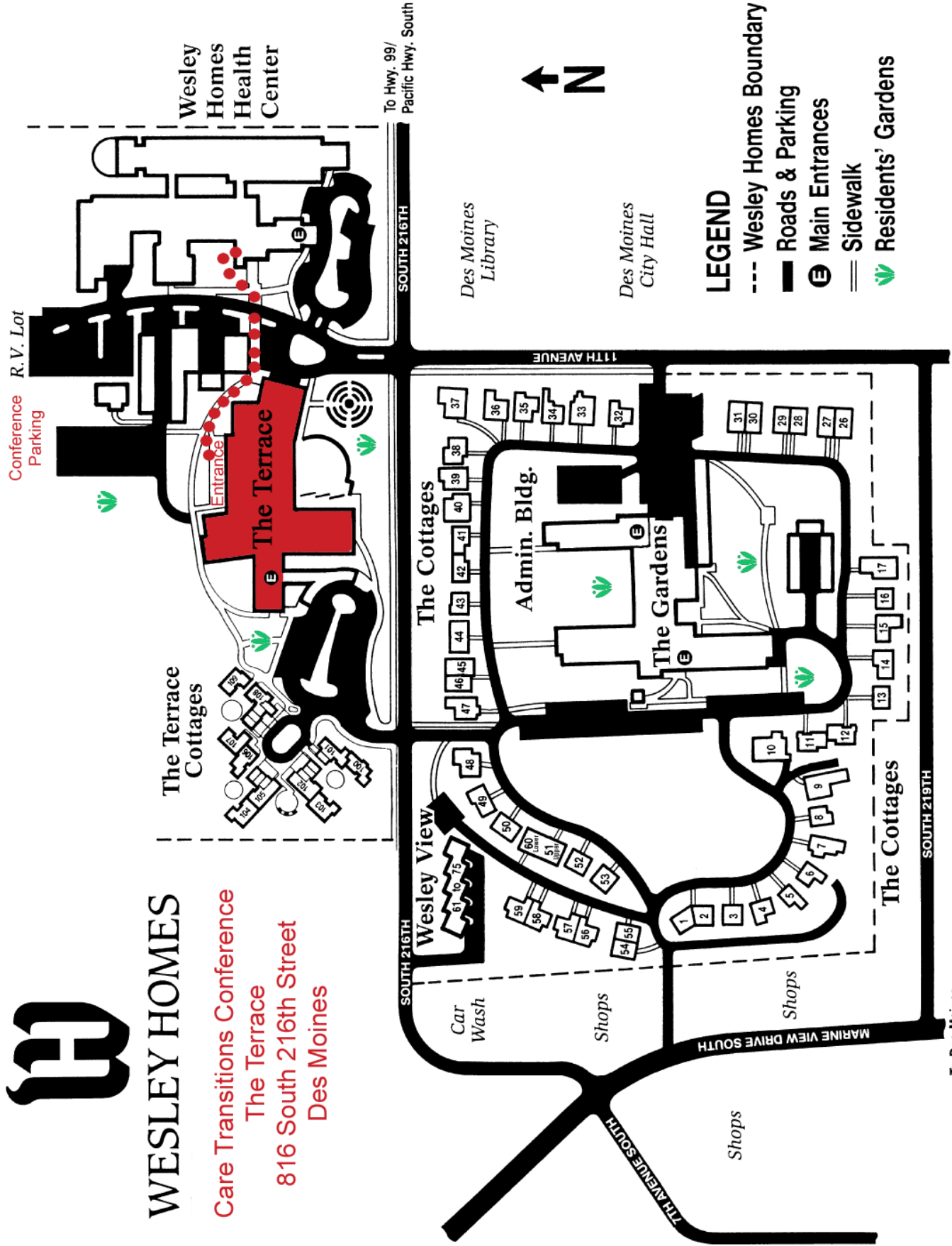
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