

Optimizing Physical and Mental Health and Well-Being

Strategy 12.4:

Recognize and address the diversity in our community in planning and providing health, mental health, and palliative care services and in promoting wellness and self-care to be accessible and affordable.

Meeting Notes from the April 11, 2007 meeting

East Boulder Senior Center

9-10:30 am

Attended:

Teresa De Anni
Peg Arnold
Bruce Eller
Claudine Low
Susan Golden
Rhonda Racicot
Alan Snyder
Sarah Jane Snyder
Ruth Waukau

1. Review of Minutes – no comments or updates to March 14, 2007 minutes
2. Selection of New Chair:
 - Mary Jo Osterman, our Chair, has resigned.
 - Rhonda Racicot has volunteered to be the new Chair for 6 months. *Thank you Rhonda !*
 - Alan Snyder will continue as “back-up” chair.
 - Teresa De Anni will continue as staff liaison (ie., our safety net who keeps us moving).
 - Sarah Jane Snyder will continue as recorder.
 - Restatement of Roles and Responsibilities from our February 7, 2007 minutes.
 - **Chair** – set agenda, run meeting, produce quadrant report, member of CLC Executive Committee and spoke person at all CLC meetings. Alan is not co-chair, he is backup Chair.
 - **Recorder** – takes meeting minutes and sends out to all and web master after meeting. Sarah Jane is recorder. Teresa is backup.
 - **Staff Liaison** - Teresa
3. Update on Assessment Tool/Meeting with Susan Marine:
 - Susan Marine has volunteered to develop the tool to be used for the Hospital Assessment. She is very willing and excited about doing this. She has the appropriate background and experience in this area. Susan was unable to attend this meeting due to a prior commitment.
 - Susan, Alan, and Teresa met on April 4, 2007 to discuss the tool.
 - Teresa distributed a summary report on the meeting with Susan’s recommendations and a Timeline. Here are the highlights from the meeting report:
 - Focus on Outpatient Services: labs, PT/OT,ST, Imaging, Admissions, Emergency Rooms
 - Do all 4 hospitals in Boulder County
 - If we get a tool from Gail Osterbur (BCH), Susan will evaluate it for incorporation.
 - Pretest in a hospital outside of Boulder County
 - Questionnaire methodology will be used.

- Need Seniors to implement – Teresa will see about the availability of funding for the senior tax workers. If this is not available, we will need to get Volunteers. This program pays an hourly rate of \$7.50 (the CLC would pay half and the County Commissioners pays half).
- Timeline:
 - Draft of Tool: June
 - Pretest: Early August (at hospital outside of Boulder County)
 - Pilot: September (perform assessment at all 4 Boulder County hospitals)
 - Compile data: October
 - Report: November

- Comments of interest during the Assessment Tool discussion:

- Peg Arnold reported that she met with Sharon Ruminger (Longmont United Hospital). Sharon is very interested and excited; sees it as a Gap Assessment; sees it as a positive step in helping the hospitals work more closely; wants to be part of the process.
- Alan recommends that Sharon (LUH) and Gail (BCH) see the draft tool before we pilot it.
- Ruth recommends that we meet individually with the four hospitals to review the draft tool. Everyone agreed that this should be a one-on-one meeting and possibly emailing the draft of the tool beforehand.
- Claudine pointed out that the hospitals were interviewed during the development of the CLC report. Points of contact and information are already available. Let's not lose sight of what has already been accomplished.
- Claudine recommends that the assessment tool use the same verbiage and follow the same framework as the CLC report.

4. Identify the 10 most important items of assessment tool draft under “customer service”

- Based on some questions from Susan, Teresa asked for clarification on the “customer service” items in Assessment Tool Criteria Draft 1, dated February 7, 2007
- We regrouped common items under Customer Relations/Service
- We agreed on three main categories: Communication; Conscious Reception/Welcoming; Resources
- Teresa recorded all wording changes, clarifications and additions and will give them to Susan

5. Process and Implementation of Pilot: this discussion resulted in the following near term plan. Teresa will present this plan to Susan for her review. It may need to be adjusted based on Susan's availability.

- Identify the Pilot Hospital – Peg Arnold will start working on contacts.
- Contact all four Boulder County Hospitals now.
 - Boulder Community – Kim
 - Longmont United – Peg
 - Exempla – Rhonda
 - Avista – Claudine
- Claudine will develop talking points to be used when contacting and reviewing the Tool.
- Early June: we the Quadrant review Draft Tool with Susan
- Mid June: Review Draft Tool: one-on-one meeting with each of the 4 hospitals
- July: Quadrant meeting with all four hospitals in attendance to review the updated Tool
- August: Pretest Tool at hospital outside of Boulder County
- September: Pilot in Boulder County at all four hospitals
- October: Compilation of data
- November: Report on our findings

6. Rescheduling of Quadrant meetings:

- No meeting on May 2 as previously scheduled.

- Our next meeting:
 - Thursday May 17, 2007
 - 3:00pm
 - Location: TBA

7. Reminder: next all CLC Meeting is Wednesday May 9th, 9:30-11:30, at the St. Vrain Conference Center, 529 Longmont.