NCM/Care Coordination Best Practice Sharing

Agenda

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| Date: Tuesday, 3 21 17 Start/End Time: 8:00am – 9:30 am | | | | |
| **Location: 301 Metro Center Blvd 2nd Floor, Warwick RI Call in number: 508-856-8222 Code: 2525 (Host: 2116)**  **Go to Meeting:** <https://global.gotomeeting.com/join/434985861> | | | | |
| Meeting Information: |  | **CTC Management and Speakers** | | |
| Meeting Purpose/Objective:   * To provide information about resources available to assist NCM/CC with care coordination   Attachments:   * Thundermist Power point on dashboard * XG Learn NCM/CC update: Faculty, core curriculum roll out and timeline (experienced, new and pediatric NCM/CC) * RIQI dashboard presentation * NCM report on high risk patient engagement |  |  | Deb Hurwitz, CTC  Pano Yeracaris, CTC  Susanne Campbell, CTC  Candice Brown, CTC  Gloria Rose, Thundermist Health Center Director of Care Management  Jennifer Cormier, RIQI  A Levesque, RIQI  Kathy Congdon, Women’s Medicine Collaborative |  |
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| # | Owner | Topic | Notes |
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| 1 | **Susanne Campbell**  **5 minutes** | **Welcome**   * Introductions * Review agenda |  |
| 2 | **J Cormier**  **A Levesque**  **RIQI**  **Gloria Rose**  **THC**  **K Congdon**  **Women’s Medicine Collaborative**  **60 minutes** | **Patients who are at high risk: Resources available**   * RIQI dashboard on high risk patients and hospital activity * Demonstration and anticipated time line for implementation for practices * RIQI alerts * NCM feedback on using dashboard and alert * Gloria Rose: Thundermist Health Center * Kathy Congdon: Women’s Medicine Collaborative * Discussion: what are other people doing? |  |
| 3 | **Susanne Campbell**  **CTC**  **20 minutes** | **NCM/CC Training update:**   * Faculty  |  |  |  | | --- | --- | --- | | **Gloria Rose** | RN, Certified Diabetes Outreach Educator | Director of Community Care Thundermist Health Center | | **Jayne Daylor** | RN, MS (Psychiatric Nursing) Yellow Belt Lean Training | Practice & Quality Manager South County Health System | | **Kateri Chappell** | RN, BS Nurse Care Manger with experience as Infusion Nurse and home care | NCM Coastal Medical | | **Linda Hughes** | Care Manager/Social Worker with experience as pediatric care manger and working with children with disabilities | Care Manager East Greenwich Pediatrics PCMH Kids Practice | | **Karolyn McKay** | RN, NCM, Certified Diabetic Educator, with geriatric expertise | NCM University Medicine | | **Carol Falcone** | RN, Certified APPHRN with home care experience; Adjunct faculty at RIC | NCM supervisor since June 2015 at East Bay Community Action (Adult and PCHM Kids practice site); | | **Reena M. Jariwala** | RN, BSN CCM Senior Nurse Care Manager with health plan experience as care manager. | NCM for Internal Medical Partners (Charter Care practice) for 3 years |  * xG Learn Core Curriculum * Timeline : new, experienced and pediatric * Nurse Care Manger reporting on engagement with health plan identified high risk patients   **Other Learning opportunities**  NCQA 2017 PMCH Training July 17,18 and 19 |  |
|  | **Susanne Campbell**  **5 minutes** | **Next meeting April 18 2017 8:00 am to 9:30 Metro Centro Blvd 2nd floor Warwick RI** |  |

**ACTION ITEM LOG**

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| **Added** | **Ref. #** | **Assignee** | **Action /Status** | **Due** | **Closed** |
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