NCM/Care Coordination Best Practice Sharing

Minutes

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|  | Date: Tuesday, 9 20 16 Start/End Time: 8:00 – 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: | |  |  | **Attendees** | | |
| Meeting Purpose/Objective: Best practice sharing amongst CTC Care Managers :   * Care Management Education Program: Please come prepared to also discuss care management case study   Attachments:   * October 20, 2016 Learning Collaborative “Advancing Primary Care: Practicing with Value” * “Detecting Delirium”; AGS: Detecting Delirium in Older Adults” ; Hospital based Delirium Assessment” * “Depression in Assisted Living” * “Try this GDS” * “Try this Mini-Cog” * Power point “Delirium, Depression and Dementia” | |  |  | Deb Hurwitz, CTC  Pano Yeracaris, CTC  Susanne Campbell, CTC  Candice Brown, CTC  Martha Watson, Newport Hospital  Maureen Maigret  Kathy Roy, Affinity CNE  Cassandra Stukus, S. County Health  Jenny Richard, South Coast  Julie Lemaire, CCAP  Mariana Peterson, Dr. Betash/RIPCPC  Marie Padilla, S.C. Comm Health Team  Gail Roy, S.C. Comm Health Team  Kathy Congdon, NCM  Suzanne Herzberg, Brown PCTI  Beverly Card, QBH  Evelyn Sanchez, CCAP  Jillian Sanchez, BCBSRI  Rebeca Tineu, PCHC  Eileen Hogan, PCHC  Sara Laliberte, MHRI  Erica Pina, MHRI | Michele Wolfsberg, Tufts HP  Chrystal Boza, BCBSRI |  |
|  | Pauline Sedgeman, CCAP  Ted Kaiser, PCHC  Danielle Jacques, Ocean State Medical  Derek Matteson, EBCAP  Shabnam Hashemi, PCHC  Deb Golding, DOH  Priscilla Carreiro, Southcoast Health  Marilyn Martin, Southcoast  Dale Rogoff Greer, United Health Care  Candice Ndukee, Tri-Town  Cynthia Bonaldi, PCHC  Sandra Mota, Nardone Med Assoc  Deborah Powers, PCHC  Sarah Ostrom, About Families Cedar  Alexandra Cokely, SC Comm Health Team  Mehatie Dorsey, PCHC  Lucy Throckmorton, AFM  Bonnie Zavalia, Tri-Town  Deborah Andrade, CCMA  Holly, Family Med of RI |

| # | Owner / Time | Comments | **Action Items** |
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| 1 | Susanne/Deb  5 minutes | **Welcome**   * Introductions * Review agenda |  |
| 2. | Martha Watson MS APRN GCNS  Maureen Maigret  80 minutes | **“Delirium, Depression and Dementia”**     * Drug studies are not done on this population   + Too much/little of medications can be detrimental to patients   + Rhode Island has the highest percentage of people over the age of 85 in the nation * Suggestion to attendees: Print the Clinical Features Chart from the PowerPoint Presentation and keep on Desk * Delirium Patients   + Do not have sense of where they are   + Have pain control problems   + Wrong meds are administered to them in the Hospital     - Many risk factors, especially infection       * Decline is permanent in patients     - Began functional patients at home and subsequently cannot return home     - Tylenol PM is Benadryl, and should not be given to the 70+ year old population   + 3 Types of Delirium     - Hypoactive – patients are more likely to die – lying in bed/sleeping a lot is not good for them     - Hyperactive – patients run risk of falling and hurting themselves, they are angry, uncooperative and do not listen, are easily distracted     - Mixed – most challenging cases, as it may appear they are getting better but their symptoms are all over the place   + Early recognition is Key     - Confusion Assessment Method (CAM) – Screening Tool     - Look, Listen and See       * Know the Patient’s History and Believe the Family     - Best to manage patients at home, not ideal to have them in the Hospital * Dementia Patients   + Gradual changes in mood and behavior   + Not a normal part of aging, it is not senility or a mental illness     - More likely to develop Delirium   + Mental Status Assessment of Older Adults: The Mini-Cog – Screening Tool   + Caregiver Strain     - If the caregiver crumbles, the patient cannot stay in their own home   + Dementia with Lewy bodies     - Much more sensitive to drugs     - Better to have a differential diagnosis between Alzheimer Dementia and Vascular Dementia     - Need a lot more support services   + Resources for the Family     - Read “36 Hour Day” by Mason Ravens     - Join Support Groups * Depression Patients   + Center for Disease Control maintains good statistics – easy to search for Rhode Island specifically   + Not a normal part of aging   + The most common emotional disorder in older adults   + Geriatric Depression Scale – Screening Tool |  |
|  | Deb/Susanne | **Other:**  **10/20/16 Large Learning Collaborative: “Advancing Primary Care: Practicing with Value”**  **Cancelling October meeting so folks can attend the Learning Collaborative** |  |

**ACTION ITEM LOG**

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