



## Care Coordination Collaborative

### Meeting Minutes

4/15/2020

**Attended via Zoom:** Kate Hartzell, Heather Sorenson, Mary Dengler-Frey, Kylie Caraher, Youth Suicide Prevention Coordinator, Pinon Project; Karen Evans, Regional Oral Health Specialist

**Attended by phone:** Megan Riddell, Community Outreach Coordinator; Robin Baker, AXIS, Engagement Services Manager; Carrie Evans, RN MCH Nurse, SJBPH; , Kelsey Bell, IL Specialist-Youth and Civics; Paige Loura; Amber Beye, Care Coordination Services Senior Program Manager SJBPH; Eve Presler, MA MSW, Care Management, Social Worker and Training

The meeting began with introductions and a brief explanation regarding scheduling the Care Coordination Collaborative (CCC) meeting outside of the quarterly sequence to discuss COVID-19 related issues. SWCAHEC shared a link to the website containing COVID-19 related resources, including education and training opportunities.

Attendees shared thoughts on COVID-19 related changes in their agencies and communities.

Kylie Caraher: Montezuma County issues: Internet access continues to be a problem, especially for families. Pinon Project has worked to provide Chrome Books to students. Food access issues have improved with assistance from SWCODA: <https://www.swcoda.org/> Pinon continues to provide food resources and SNAP to individuals and families. Sources of Strength has continued, despite school closures. Meeting participants received \$10 gift card for attendance as incentive. RE-1 school counselors still available for Tele and phone appointments.

Karen Evans: Oral health services are currently closed at SJBPH, except for emergency dental services

Amber Beye, SJBPH: Amber continues to oversee Care Coordination at SJBPH, care coordinators continue to meet with clients. Transportation is more of an issue for clients under Stay at Home Orders. Getting prescriptions is also challenging for clients/patients during this time.

Eve Presler, RMPH: Homelessness issues during the time of COVID-19 even more challenging, yet there still are opportunities for the homeless population residing at Purple Cliffs, and hotel opportunities as well. Success story: AXIS taking new clients, as are care coordinators in Archuleta and Montezuma Counties.

Robin Baker, AXIS: 3 clinics are open, as well as behavioral health (tele). Maternal Child Health (MCH) standing clinic at PPSW provided through Children's Hospital. AXIS is referring people to the Food Bank for food resources



Amber- Children's Hospital will reach out to people to do home-based visits utilizing medical equipment and smart phones, getting some patients/clients connected to free internet

Eve- Additional RMPH services available to members: Easy Care, Dog on Demand, Therapist on Demand. Clients can access with Medicaid or Medicare #.

Heather Sorensen, SWCAHEC: Called attention to the Medical Reserve Corps page on SWCAHEC website: <https://swcahec.org/medical-reserve-corps/>

Question to the group: What else can we do?

Tele-health for dentistry, provide information to practices of existing opportunities

Data- what is being tracked, what else needs to be tracked?

Recording in EHR: coding related to COVID-19

Some agencies are tracking hours spent on COVID-19

Some agencies are tracking COVID-19 calls

Eve comment: Care Coordination with high risk groups (1,300-1,400 people in 22 county area). Allocated 5 care coordination nurses for outreach project.

Question to the group: Where do gaps exist?

Workforce/Staffing gaps: Some agencies have lost staff members, responsibilities transferred internally

Amber- noted more opportunities to work from home, a gap in some agencies

Recognized the need for more/thorough sanitation in the workplace

Trainings during the time of COVID-19 bring new challenges; use of tele-services also come with challenges, including educational equity among patient populations. Health literacy for use of technology by patients for wellness.



Care coordination webpage discussed with training and education opportunities. Who is not “at the table”? Expanding the group to include invitations to representatives of home health, schools, and youth resources.

Kelsey: Starting a Virtual Art Club for “youth” aged 26 and younger: Contact Kelsey to register (970) 903-2360