

**WINDSOR HSA COMMUNITY COLLABORATIVE
MEETING MINUTES
OCTOBER 21, 2020**

Attended by: Joanne Arey, Jenna Austin, Mary Boardman, Thomasena Coates, Gretchen Cole, Jan Eberly, Rudy Fedrizzi, Sue Graff, Brenna Heighes, Jennifer Joy, Carla Kamel, George Karabakakis, Tayo Kirchof, Alaina Legere, Ivan Levin, Jill Lord, Richard Marasa, Tracey Mongeon, Alex Morley, Roger Parent, Heather Presch, Melanie Sheehan, Alice Stewart, Amy Swarr, Linda Quinlan, Susan White, Shannon Vera

(WebEx chat comments captured in italics)

1. INTRODUCTIONS, RESOURCE SHARING AND UPDATES – Alaina Legere from Bayada shared that they will be doing Dementia education and more information to come later in the meeting. Alaina reported that their hospice team has been doing well, the staff are healthy, and they are coming up with creative ways to reach people who are nervous or reluctant to discuss hospice care.

Alice Stewart the RiseVT Program Manager from the Mt. Ascutney Prevention Partnership shared that despite COVID-19 are able to continue their work. Alice reported there are two new applications for the Amplify Grants- Head Start Children’s Place Preschool wants to do a veggie garden and the second grant is for a new path along the river adding to the walking routes.

Carla Kamel is the OHC Care Coordinator. She shared that the Woodstock COVID Relief Fund is for anyone to apply who has been impacted. Uses include employment, childcare as the hub, rentals, mortgage, taxes, Green Mountain Power, economic services. Please encourage people to apply. Carla also shared that the School District in Woodstock will be going virtual for care team meetings, assets and empowerment team. They need to identify families struggling. Carla gave a shout out Springfield Supported Housing for their great work as a cohesive team who are growing stronger every day. She is astounded by number of families helped over the last year!

Dr. Marasa, Director of the Emergency Department, shared that he has been working collaboratively with Jill Lord, getting the Medication Assisted Treatment Program up and running through the ED. They have also been working on EMS awareness around referrals and working collaboratively with the Recovery Coaches from Springfield Turning Point to get people into recovery. Unfortunately, the report isn’t a positive one; people are not using this service. They are just not coming to the ED with their opioid problems. Their goal is to reach out to raise awareness that this service is available. Dr. Marasa also reported they have been working in coordination with Springfield Hospital and the VA Hospital to get them up and running as well with this program.

George Karabakakis from HCRS reported they have moved to Same Day Access or “Open Access.” This means anyone who wants an appt., will get a clinical assessment either virtually or in person at the office. They do not need a pre-scheduled appt. This is on demand access. George reported they have helped about 60 people provide same day access for clinical assessments since they started earlier this month. This has been made possible by centralized scheduling,

collaborative documentation, ability and back-ups when needed. It has reduced their no shows from 30% to almost 0%! This service is for adults, children and really anyone seeking services. George will share this information with Jill for dissemination. Lastly, George shared their Annual Meeting will be held on November 12th. The invitation for this will be forthcoming in the next couple days. The meeting will encompass stories and sharing of experiences.

Gretchen Cole from Scotland House Adult Day Care shared they had a State of VT mandated closure and have recently been granted permission to reopen with new standards. This is great news! Each Adult Day Care facility has their own timeline for re-opening and Scotland House has submitted a plan to the State of Vermont for approval. They are hopeful to provide in person services some time in November.

Heather Presch shared that she is the new Administrator at Cedar Hill. She is new to the group and was warmly welcomed.

Dr. Levin shared that he is a provider in the Primary Care Clinic and leads the Diabetes Quality Improvement project, and he will be sharing the metrics and updates later in the meeting.

Jan Eberly from the Vermont Health Department shared her congratulations to Jill for getting the flu vaccinations out to the community. Way to go Jill! Jill added that she has given more vaccines in the past three weeks than in her more than 45-year career!

Jenna Austin introduced the new MAHHC Community Health Worker, Alexandra (Alex) Morley who will also be supporting the OneCare Vermont work.

Linda Quinlan from Cedar Hill shared three noteworthy points regarding Cedar Hill and their Skilled Nursing Facility (SNF):

1. As with most of the SNF facilities in Vermont, Cedar Hill CCC has moved into Phase III and their visitation policy and has evolved from window visits, Face-timing and outdoor visits, now to indoor visitation for residents and their family members. They continue to meticulously follow all COVID-19 precautions with use of masks and social distancing. Cedar Hill CCC remains COVID free to date. This progression of visitation has greatly improved the mental health of their residents and reduced the sense of isolation for all involved.
2. Linda was excited to share the news that they have a new SNF Administrator whom started last week, Heather Presch, LNHA. She comes with many years of experience in the field of Senior Health and Residential care. They are sorry to see Cathy Leone leave, however she is seeking new horizons out west with her family.
3. Linda also wanted to let their partners know that they are continuing to seek Short-term Rehabilitation referrals. They provide high quality subacute rehab services with consistent positive outcomes for Seniors in the community. Linda would like to thank the many hospitals, clinics, Dr.'s offices, community agencies and residential programs for their ongoing support and recognition.

Melanie Sheehan is the Regional Mt. Ascutney Prevention Program Manager. She shared the recent efforts to decrease opioid related deaths in Windsor County with community education,

Narcan education, what a reversal looks like and encouraging folks to call 911 which would link them to services in ED and a referral to recovery services. Part of this education will include the Vermont Good Samaritan Law education to reduce barriers around calling 911 and decreasing access to dangerous and addictive medication which is one the Alcohol & Substance Misuse Workgroup Best Practice Strategies. Melanie reminded the group that this Saturday October 24th is the bi-annual Drug Take Back Day. The flyer will be distributed with the minutes. Police and Transfer stations will be hosting these events. Melanie also reminded folks that the Police Departments have safe disposal of medication with medication drop boxes year-round. Melanie shared that the CHIP workgroup is working on a “self-stigma” communication campaign.

Jennifer Joy, VNH Liaison, shared that she has been out in the community assisting Jill with outreach for flu vaccinations, specifically with assisted living facilities and schools keeping community healthy.

Joanne Arey from White River Family Practice reported that 80% of their appointments have been in-person with 20% TeleHealth. This is a largely concerning on what the future holds and making this work.

Rudy Fedrizzi, the District Director for Public Health at VDH reported they have 100’s of cloth masks for free in both offices. If your organization would like to help distribute mask to the community, reach out to Becky Thomas or Rudy to arrange. Rudy reported they are continuing COVID testing for asymptomatic people. The testing days at their White River Junction office on Tuesdays and Thursdays 9am-3pm continuing into the Winter (Nov-Dec). Rudy also reported that WIC will continue as teleservice into February 2021. This service has removed transportation barriers, which has been a positive benefit of telehealth during the pandemic.

On another note, Rudy shared that he had been involved in projects during his time Cheshire Medical Center regarded a “10 Steps for Improving Blood Pressure Control” and they now have a “10 Steps for Improving Diabetes Care” guide which was released by the Citizens Health Initiative. Please refer to this website for more details: <https://scholars.unh.edu/ihpp/40/> . The guides will be included in the minutes.

Lastly, Rudy shared that they are starting to see data regarding flu vaccinations in Vermont. Rudy reported that Flu vaccines are up 20% since last year. Positive demand from last year. More Vermonters are taking advantage of the flu vaccine!

Jill wanted to give a shout out to Cedar Hill for faithfully protecting their residents against the flu!

10 Steps Rudy was referencing-<https://scholars.unh.edu/ihpp/40/>

from Sue.Graff to everyone: 8:32 AM

SEVCA serves Windham and Windsor counties!

from Sue.Graff to everyone: 8:34 AM

And the RRHI resources are available statewide - there are administrators in every AHS district. OEO's website has a full list.

Shannon Vera from the VNH shared there are flu clinics going on tomorrow in Woodstock, 9a-3p at the Thompson Senior Center and October 29th 9a-4p at the VNH office in WRJ on Prospect St. Shannon also shared they are working with Bayada for Dementia panel in November on how to give practical tips to caregivers dealing with loved ones. There is also a webinar planned for giving and estate planning, as well as a holiday panel to talk about how the pandemic has changed the way we do things, and how we can support each other while still being healthy, happy and merry.

Sue Graff from VDH shared that she is serving Brattleboro and Springfield areas, and also covering Hartford as well. She reiterated the available free cloth face coverings through VDH and the state office buildings, and can also be accessed through the Field Service Directors. Vermont Emergency Management also have links on their website on how to access face coverings. Sue shared that the working on homelessness and how to stabilize people in emergency housing programs. SEVCA has many resources including the Rapid Resolution Program.

Sue White from AHEC shared that Medical Students are still able to go in person for their rotations, however college students still working virtually. Sue reminded the group that the college students are social media savvy, and are available if there is a need for tech skills. They can be matched with locations in short terms.

Tayo Kirchof from OHF reported they are continuing to work hard on the Good Neighbor Grant and recently made an addendum to the Grant Policy to get additional services covered; i.e. bills and copays. Health and wellness needs for Woodstock Area Covid Relief. 12 grants were given this year to the Killington area. Tayo reported they will have to insurance education workshops on how to utilize Vermont Health Connect and determine their needs .Tayo also shared an upcoming community initiative “Sharing the Warmth”. They are asking knitters and crocheters to make hats, mittens and scarves. Tayo reported they already have about 45 volunteers sharing time and materials. They will be closing Dec 30th and distributing to food shelves and other town locations. They are open to suggestions for distribution site. Tayo shared that OHF is an information sharing organization, if you have info you would like disseminated, they are happy spread the word by adding to their website or social media platforms.

Thomasena Coates is the Quality Improvement Practice Facilitator through Blueprint for Health, and works with Patient Centered Medical Homes as well as supported the work of the Quality Dashboard for this quarterly meeting.

Tracy Mongeon is the Implementation Specialist from OneCare Vermont. She shared that she will be hosting a Care Manager Education and is excited to report 5 people in Windsor County will be joining this education and taking this exam. In addition, there will be a OneCare led training test prep session and the exam in December.

Becky Thomas from VDH mirrored the previous reports of continuing COVID testing, contact tracing, promotion of flu vaccinations, masking, sanitizing, and social distancing.

Jill shared her current mantra of: “Screen, clean and space in between!”

2. APPROVAL OF MINUTES –The minutes of July 15, 2020 minutes were approved as written.

3. REVIEW OF MISSION AND VISION – Jill reviewed the Windsor HSA Community Collaborative and Accountable Community for Health graphic which includes Our Community Vision, Our Community Mission, the Driver of these goals and Core Elements that are used during the process of improving our community. *(The graphic can be found in the PowerPoint Presentation attached)*

4. CARE COORDINATION – Tracey Mongeon from OneCare Vermont shared a PowerPoint Presentation (see attached). She reviewed the total attributed patients for Medicare/Medicaid as 3,995 and how those numbers are broken down to determine the total percent of care managed patients. Tracey shared data related to Community Partners and how this information is important and relevant to this meeting. There are 5 specialty areas that have a collaborative relationship with OneCare Vermont and this tool is a means to communicate and increase the function of Care Navigator. Tracey also shared areas for the data that OneCare has selected to use as their metrics, and shows how people are using Care Navigator effectively.

5. CHIP WORKGROUPS UPDATE –

- **Strengthening Families-**
 - Started new walking playgroup in Windsor
 - Working to coordinate a regional “Circle of Security” Parenting Program
- **Affordable Housing-**
 - Looking into people who may be living in older homes and strengthened by having someone living with them.
 - Training of new landlords
- **Seniors-**
 - Have been bringing together Aging in Place groups like, Aging in Hartland, Couch Foundation grant had allowed the creation of a community Nurse project, the group is working on a resource magnet and a more extensive Resource Guide
- **Alcohol and Substance Misuse**
 - Working on Self-Stigma Campaigns to reduce barriers to treatment
 - The work of the Recovery Coaches has been amazing
- **Food Security-**
 - Ready to explode with their workgroup- they have a strong team that includes Alice Stewart from MAPP/RiseVT and Nan Kilmer from the Food Shelf
- **Spiritual Health-**
 - Working on Core Elements and their Problem Statement
 -

from Thomasena E Coates, MPH, CPHQ to everyone: 8:57 AM

I'm a member of the Strengthening Families Workgroup and happy to connect anyone with the work being done

from Tracey Mongeon to everyone: 8:58 AM

OneCare is providing an educational opportunity this Thursday at 12:00 pm on Smoking Screening and Cessation. Please reach out to OneCare Education if this is something you are interested in!

6. QUALITY DASHBOARD –

Hypertension

Rudy mentioned two 10 step guides for HTN and Diabetes. The HTN Project was launched by Dr. Joyce and Kathleen Meyers, RN. Jill will share the guides Rudy mentioned. (Please see attachment)

Diabetes

Dr. Levin, Primary Care Provider at MAHHC, leads the Diabetes Quality Improvement Project. The project focuses on two policy measures:

- Diabetes in poor control (Graph A. Number of patients with diabetes whose recent A1c was greater than 9.0% across MAHHC)
- Patients diagnosed with diabetes, but no A1C checked over a year. (Graph B. Number of patients with diabetes with no A1c test in one year, across MAHHC)

Over the last few months the numbers are trending up. This could be due to patients not being seen in clinic due to COVID. The plan will be to continue to collect data. Elizabeth Sheehan, RN works with this group and is a great source of information. We will need to analyze what needs to be done to bring number down. In Graph B, this is a high record over the last 2 years in July. This group of patients will be closely monitored and as patients start coming back to clinic, hopefully these numbers will start to improve. There have not been meetings with providers, so Dr. Levin hopes to return to these meetings.

Substance Use Disorder

Jill wanted to recognize Dr. Marasa, Dr. Lord and Springfield Hospital for the work they are doing. Jill received an update yesterday from the August fatalities report, that the number went up to from 15 to 19 fatalities for Windsor County. Jill reiterated that the work being done by Outreach After Overdose, Recovery Coaches and working together are crucial efforts. There are Recovery Coaches available 24/7. Alcohol continues to be the biggest struggle with addiction, followed by opioids. Jill also wanted to recognize providers for their work in SBIRT, who identify patients who are at risk and make referrals to treatment. The ED has set a new goal to provide outreach, screening and initiation of MAT.

RiseVT/3-4-50

Alice shared they only gave out one grant in last quarter. Due to COVID, the amount of funding available has been reduced, but she just received two applications and one was approved today!

Jill shared that she is always focused on the “high risk” population of health in the community. She was reminded that “Low and medium risk” should be the focus, not the high risk. We want to prevent the community from getting to the “high risk” category!

7. WINDSOR HSA CHARTER REVISIONS-

- Q1: remove the word citizen (change to community member? Thomasena to send Jill email for clarification)
- Q2: all in favor
- Q3: improve those visions
 - *from George Karabakakis to everyone: 9:16 AM*
 - *I support it a great idea!*
- Q4: will be drawn from the...spell out QIO. What we should add?- OHF, AHEC (add Area to AHEC), Scotland House
- Q5: all set
- Q6: work on priorities that align with the Collaborative’ s mission
- Q7: Need to correct- Vermont Care Org to OneCare Vermont
- Q8: All in favor
- Q9: Integrated Services group? People receiving services/seeking services, **community member (all in favor)**
- Q10: all set
- Q11: all set
- Q12: suggestion to include document that details the Collaborative’s partners and their information. Jill shared that this already exists and was sent out to all. (Jill and Mary will send it out again periodically). Would like to see more organizations involved in quality improvement. Does anyone want to volunteer to share quality work? If so, please let Jill know.
- Q13: achieved this goal, Jill will share numbers at next meeting
- Q14: all set
- Q15: data, safely open practices
 - *from Alaina Legere to everyone: 9:31 AM*
 - *Hi Everyone- I have to jump off. It was great to see everyone and learn about the important work that is being done in the area. I won't be at the January Meeting, my Colleague/Director Jeanette Leavitt will be present in my absence.*
 - *from Sue.Graff to everyone: 9:32 AM*
 - *Hi Jill, re: transparency re: who is involved in the CC, is ther a public-facing place (website, etc.) where the directory of partners, workgroup data, etc. can be posted? Pardon my ignorance if this already exists!*

A suggestion was made for the Community Collaborative information to live in a public location as a live document on a website, etc. This information would include impact data, workgroup info, data. (Jill and Mary will work on this)

- **All are in favor of the above changes to the Charter, but folks will have one more opportunity to suggest changes when she disseminates these above revisions.**

8. NEXT MEETING – The next Windsor HSA Community Collaborative Meeting is scheduled for Wednesday January 20, 2021 via WebEx. If you have any agenda items you would like to suggest, please reach out to Jill Lord or Mary Boardman.

Respectfully recorded,
Mary Boardman
Administrative Assistant