

Hillsborough HATS
Services and Cross-System Relationship-Building Workgroup Conference Call
Tuesday January 24th 5pm – 6pm

On the call: Lynn Ringenberg, Joanne Angel, John Mayo, Danny Plasencia, Liz Perkins and Marybeth Palmigiano.

Follow up from 9/28/11 call

Lynn Ringenberg reviewed the minutes and action items from our last call.

On the last call Joanne Angel reported that our inventory of postcards was low. We've since received a new order; they are available through Janet Hess.

Dr. Plasencia followed up with Rep. Grant and feels confident that we have the support needed on the 2 transition related bills in the legislator. He will also see about getting a HHATs article printed in the St. Joseph's newsletter. Dr. Ringenberg sent the article to the Director of Ambulatory Care but it has not been printed yet.

Marybeth Palmigiano sent the HHATs article to Gene Early for printing in the HC Health Care Plan Newsletter. She will follow up with Mr. Early to see if it was printed and to ask about funding in Hillsborough County for transition services.

Marybeth also followed up with Dr. Buzzeo about scheduling adult grand rounds at Florida Hospital and about getting the article printed in their newsletter. To date these are still outstanding.

Mailing to Adult Primary Care Providers:

The original 254 providers were sent a letter of introduction signed by Dr. Ringenberg, the HATS brochure, 10 steps guide, postcard and insurance brochure. Dr. Ringenberg made follow up phone calls to some of the offices. The phone calls were not very successful as most offices didn't even remember getting the mailing. The group discussed a better follow up approach and it was decided that we would try to obtain provider email addresses. Dawn Smith will make phone calls to ask for email addresses and to ask whether or not the practice takes Medicaid.

We've added an additional 244 names to the database of adult primary care providers. This group will not be sent the mailing but will be included in the phone calling.

In the meantime these providers have been added as a supplementary list to the Health Services Directory with a note explaining that they have not yet given consent to be in the directory but patients can call on their own to ask if they accept transition patients.

Liz Perkins asked whether or not FloridaHATS has the capacity to track feedback from patients on their experience with contacting providers. This would be a good way to determine who is and who is not taking transition patients. Marybeth Palmigiano will look into this.

Joanne Angel will check with her staff to see if they've heard any feedback from patients or pediatricians.

John Mayo suggested we educate the patients to become better self advocates and build skills to help themselves access healthcare.

Action Plan Review:

After reviewing the Action Plan, the group felt we were on track with meeting the objectives. Marybeth will update the Plan with the activities completed to date and share it with the group.

Action Items:

Dr. Plasencia – Follow up with St. Joseph's regarding article and grand rounds.

Joanne Angel – Follow up with Joane White and Julie Perez regarding patients and pediatrician experience transitioning kids to adult providers.

Marybeth Palmigiano – Try to obtain emails through the HCMA. Follow up with Gene Early re: article and Florida Hospital re: grand rounds and article. Talk with Janet Hess about tracking patient experience through the website. Update Action Plan.

Meeting adjourned at 6:00pm.