Meeting Summary
HillsboroughHATS Coalition Meeting
Shriner's Hospital
March 8, 2010
4:00-7:00 p.m.

Members in Attendance:

Vicki Adelson	Debra Shaw (Alternate	David Plasencia
Joanne Angel	for Karalee Kulek-	Cheryl Reed
Glenn Brown	Luzey)	Lynn Ringenberg
Robert Buzzeo	Maria Tamayo	Dondra Smith
Maria Gieron	(Alternate for John	Diane Straub
Doug Holt	Mayo)	Federico Valadez
Martha Kronk	Kris Millrose	Joane White
	Jamie Parker	Laurie Woodard

Others in Attendance:
Carla Gayle
Teresa Kelly

Roll Call: 19 members present

Review of Activities to Date:

Teresa Kelly provided an overview of the work done to date and explained how all the exercises would begin fitting together today. Community health and manpower data, community themes and strengths, gap analysis and what is working, and forces of change all feed into the identification of strategic issues.

Forces of Change

The definition of Forces of Change was reviewed. Members offered their observations noting that some items were both a threat and an opportunity. The following forces of change were identified.

<u>Threats</u>

1. Decreasing resources, bad economy, shrinking government
2. County resources unable to expand to needed areas/respond accordingly
3. National health care reform
4. Medipass/Medicaid share of cost programs may be losing funding
5. Lack of Spanish-speaking providers
6. Lack of translation services for other languages
7. Influx of refugees; need for refugee health, increased language/cultural barriers
8. Lack of support from the family units/Transient population

9. Lack of job/employment opportunities
10. Lack of physicians wanting to practice in Florida
11. State budget shortfalls with reductions targeting vulnerable populations
12. Fewer primary care providers
13. Increasing number of persons with complex medical needs and disabilities being born and surviving into adulthood due to improvements in technology, but no increase in funding and services to meet the need
14. Budget cuts in other supporting institutions such as education

Opportunities

1. Technology is impacting increasing lifespan and population and allowing for more productive lives
2. Electronic medical records
3. By having a diverse population it potentially provides us with the opportunity to have providers skilled in cultural competency and languages needed
4. Local focus on development of infrastructure that makes the city a more "workable" city (i.e. transportation, diverse economy, etc.)
5. Technology is offering more innovative solutions to medical problems/issues
6. There is an increase in the number of mid-level providers (i.e. ARNPs, PAs)
7. Increasing awareness among medical students and healthcare providers on individuals with special needs
8. Advanced technology in communication devices. This increase in technology allows for enhanced communication between providers and their patients (i.e. Telemedicine)
9. National health care reform
10. Medicaid reform may provide opportunity for Hillsborough County to be a pilot site for Medical Home model.
11. Medical School and service providers exist in our area - provides opportunity to build a system

Strategic Issue Identification

Teresa Kelly provided an overview of strategic issues and how they should be defined.

What are Strategic Issues?

- Important, forward-thinking, and are able to seize current opportunities
- Require either immediate or future action
- Require action on behalf of system partners
- Have no obvious best solution
- Should be stated in the form of a question without the use of jargon
- Issue and goals that come from
  o strengths to be built upon
  o weaknesses to be strengthened

- o opportunities to be taken
- o threats to be avoided

- Fundamental choices centered around tension and conflict to be resolved
- Something that can be addressed
- Focus on *issues*, and not answers at this time.

Participants were divided up into five groups to work on the identification of strategic issues and were asked to answer the following questions about each issue:

1. Identify the strategic issue. Phrase the issue as a question.

2. Does this strategic issue require immediate or future action? (Can include monitoring for future action).

3. What are the consequences of not addressing this issue?

Strategic Issues Identification

Funding		
Strategic Issue	**Immediate or Future Action?**	**Consequences**
1. How do we affect/impact funding changes for long term services for youth and young adults with special health care needs?	Immediate: Establish grass roots legislation Future Action: Use grass roots initiative to mandate funding	• Continued spiraling costs of health care. • Death from a lack of appropriate care.
2. How can providers, both general and specialized, ensure that they will effectively treat their patients regardless of the insurance provided?	Both	• Gaps in services • Increased morbidity and mortality • Lack of services
3. How do we prioritize allocation of resources?	Immediate	• Individuals falling through the cracks and not maximizing use of appropriate resources to achieve the highest level of functionality for people in need
4. How do we fund primary medical and ancillary services for transitioning youth and young adults with special health care needs? (i.e. reimbursement rates, infrastructure to provide care and care coordination)	Both	• Gaps in services • Increased morbidity and mortality • Lack of services

Education (General Public/Providers/YYA and their families)		
Strategic Issue	Immediate or Future Action?	Consequences
1. How do we strengthen public awareness on issues affecting the daily lives of people with disabilities (physical and mental)?	Immediate	• Continued lack of awareness of issues and loss of opportunity to achieve desired goals
2. How can we better network between pediatric and adult healthcare providers and support services to help patients and their families with transitioning?	Immediate	• Lack of enthusiasm, and willingness, from providers
3. How can the school system help educate transitioning Youth & Young Adults about health care in this era of economic difficulty?	Both	• Uneducated adult health care consumers • Missed opportunities to maximize care & health
4. How can health navigators ensure that the patients' and the patients' families have an adequate understanding of the transition process prior to the start of the transition?	Both	• Lack of understanding from the patients and their families • Longer, more difficult transition process
5. How can pediatric providers ensure that their patients have an adequate understanding of the responsibility of their own care following their transition?	Immediate	• Lack of appropriate care when not in the presence of family or provider • Lack of understanding in the complexity of patients' condition
6. How can we improve the guardianship process including education/awareness, cost, efficiency and protection of individual rights?	Both	• Delays, or lack in care& treatment • Exploitation of resources and violation of individual rights
7. How do we address the discomfort of adult health care providers in treating adults with disabilities?	Both (education- training in medical schools)	• Continued discomfort and lack of or willingness to provide care services
8. How can we ensure that medical schools appropriately train physicians in the developmental approach in regards to working with specialty populations? Specifically, must	Both (education- training in medical schools)	• Lack of provider knowledge in chronic & complex issues that affect special needs population

additional competencies or curriculum be implemented in order to ensure adequate coverage of specialty populations?		• Lack of provider empathy • Inadequate care and treatment of chronic-complex issues
9. How can we assure access to information for youth and young adults, and their families in funding options and transition to adult healthcare providers?	Action could be immediate, but more so a future action if money and technology allows for ongoing monitoring	• No progress towards the current transition issue

Information Sharing

Strategic Issue	Immediate or Future Action?	Consequences
1. How do we adapt to continually changing technology?	Both: ongoing	• Missed opportunities in improved care • Decrease in delays and cost savings
2. How can we develop a universal communication system that can be used by all health care providers to ensure the patients' medical history is accurate and up-to-date?	Main: future action Immediate steps: Providers to use thumb drives to transport patient records Providers to take advantage of government incentives for electronic records	• Quality of care is not as accurate • Missed opportunities of accurate treatment • Skips the steps of paperwork and incorrect documentation
3. How can pediatric and adult health care providers ensure effective communication in regards to their patients' medical history and background?	Immediate	• Lack of understanding in regards to treatment of patients' chronic condition for both the patient and their families
4. How can medical staff ensure better coordination and communication in the inpatient vs. outpatient setting beyond medical record information?	Immediate	• Medical errors due to a lack of communication between settings

Manpower Development

Strategic Issue	Immediate or Future Action?	Consequences
1. How do we increase the number of adult health care providers?	Both immediate and future: training in medical schools regarding the need	• A continued shortage
2. How do we ensure that we have an adequate number of trained	Immediate Action: Survey to determine the current	• Fragmented, inadequate medical

Primary Care providers for the Youth/Young Adult population?	availability with program. There needs to be adequate training for pediatric and family practice providers.	care • Increased costs, in addition to increased mortality and morbidity rates
3. How will transition systems accommodate the growing Hispanic/refugee population which has cultural and linguistic needs?	Immediate	• Suboptimal care. • Not meeting regulatory agency requirements.
10. How can we increase the availability of competent, willing and adequately reimbursed adult healthcare providers?	Future	• Diminished access to quality care for the growing youth and young adult with special health care needs population

System Design/Development		
Strategic Issue	**Immediate or Future Action?**	**Consequences**
1. How can we provide a standard approach to transitioning planning across the community?	Immediate	• Lack of competency for pediatric providers. • Transition confusion?
2. How can we define and identify gaps for appropriate ancillary services (i.e. rehab, respiratory, pharmacy) services to meet needs of people with disabilities.	Immediate	• Loss of level of functionality
3. How can Health Navigators be utilized to assist in the transition process?	Immediate	• Lack of understanding from the patients and their families • Longer, more difficult transition process
4. What is needed to ensure a successful healthcare transition for children/young adults with special health care needs from the pediatric to adult health care system?	Needs immediate action for those aging into adulthood.	• Health care needs not being addressed will lead to increased morbidity and mortality rates.
5. How do we initiate medical home projects for our patient population?	Needs immediate action for those aging into adulthood.	• Health care needs not being addressed will lead to increased morbidity and mortality rates.
6. How can adult healthcare physicians be motivated/recruited to accept transitioning patients?	Needs immediate action for those aging into adulthood.	• Health care needs not being addressed will lead to increased morbidity and mortality rates.

7. How can we effectively use current medical providers and community health centers/health departments to provide Primary Care transition care and identify those Youth/Young Adults that require referrals to specialty centers of excellence?	Training Monitoring of accurate referrals Use outreach AHEC program (communicate/coordinate with health centers)	• Lack of direction to proper care • Patients are not fully benefiting from available services
8. How can we determine whether Hillsborough County could be a pilot for the Medical Home project?	Immediate	• Loss of opportunity to pool resources
9. How do we ensure that that there is continued support for people with disabilities as they achieve results in independence/self-sufficiency?	Immediate: Study issue to create plan	• Loss of any gains (investment) towards the efforts of self-sufficiency

System Partners

Strategic Issue	Immediate or Future Action?	Consequences
1. How can we ensure better coordination and communication for the youth and young adult population who are involved among multiple systems (i.e. Juvenile Justice, mental health, Child Welfare, etc.)?	Immediate	• Confusion between multiple systems. • Delayed delivery of services
2. How can the school system be more participatory in accessing transition status?	Future: needs more navigation with school systems	• No change
3. How do we develop a system that includes patient-to-patient advocacy, support, mentoring and coaching?	Immediate	• Loss of opportunity for existing resources
4. How do we raise stakeholder awareness to provide support for these efforts?	Both Immediate and future: long-term and ongoing	• The plans will die after the grant ends
5. How do you ensure availability of individual client/patient advocates?	Initiate planning and understanding of existing programs	• Individuals not receiving appropriate services on a timely basis resulting in unnecessary hospitalizations, incarcerations, and other expensive, negative alternatives
6. How can the guardianship process be	Both	• Delays, or lack in care

improved including cost, education/awareness, efficiency and protection of individual rights?		and treatment • Exploitation of resources and violation of individual rights

Wrap Up and Next Steps

Three members indicated that the next meeting date created a conflict due to Hillsborough County School's Spring Break. Members not in attendance will be surveyed to determine if a date change is needed.

Next meeting will focus on prioritizing strategic issues and beginning the development of goals and objectives around the issues.