

The Road to Transformation

A Community of Care
Community Convening Agenda

I. Welcome

Peggy Schaffer- Project Manager, Region IV Area Agency on Aging
Dr. Loren Hamel - President, Spectrum Health-Lakeland
Lynn Kellogg - CEO, Region IV Area Agency on Aging

II. Introduction – Lynn Kellogg

- a) Introduction of the planning grant and partnership with Spectrum Health-Lakeland
- b) Understanding the issues and challenges surrounding Complex Care in our Community

III. A Review of Quantitative Community Data – The Altarum Institute

- a) Discuss key demographic information from Berrien, Cass, and Van Buren counties
- b) Explore utilization trends in hospital, nursing home, emergency department, and community-based services
- c) Support the need for immediate and direct links to home and community-based services upon discharge

IV. Introduction of Dr. Byock- Melinda Gruber, President, Caring Circle and Vice President of Continued Care Services

V. Dr. Ira Byock

- a) Title: Better Together – Fostering Wellbeing with Human-Centered Health & Social Services

The Road to Transformation

A Community of Care
Community Convening Agenda

VI. The Role of Health and Medical Systems in the Care Continuum – Melinda Gruber

- a) The Four M's: Mobility, Mentality, Medication, and What Matters Most
- b) Improving access to home and community-based services, shifting financial models, training for family caregivers, and the use of technology to support a Community of Care

VII. Introduction of Robyn Golden – Christine Vanlandingham, COO Region IV Area Agency on Aging

VIII. Robyn Golden

Title: Integrating Health and Social Care: Our Imperative in 2021 and Beyond

IX. The Role of Community Based Organizations in the Care Continuum - Christine Vanlandingham

- a) CBOs provide the infrastructure and expertise to address social risk factors and social needs of complex care older adults in a whole-person approach beyond the medical setting.
- b) Beyond relationship and referrals; building structural linkages, reimbursement models to create an interprofessional team approach to meeting older adults social and medical needs and create a person-centered Community of Care.

The Road to Transformation

A Community of Care
Community Convening Agenda

X. A Review of Qualitative Community Data- Debbie Lull, Chief Nursing Officer of Post-Acute Care at Spectrum Health Lakeland and Dr. Curtis VanderWaal, Chair and Director of Social Work at Andrews University

Brief description

To gain a 360° view of complex care in our community we interviewed those with lived experiences in this realm. Individual interviews, focus groups, and surveys were distributed to complex care older adults and their caregivers, medical personnel, care management specialists, and community-based organizations. Assets, gaps, and barriers that exist to creating a complex care ecosystem in our tri-county area were documented and recommendations will be presented.

- i) Hospital Admission Risk Multiplier Screen (HARMS-8)- Interviews with complex care patients
- ii) Medical & Community Care Management Staff- Focus Groups conducted with ambulatory care teams, inpatient care management, discharge planners, and navigators at specialty clinics as well as community care management staff from the Region IV Area Agency on Aging
- iii) Community Based Organizations – The Impact of COVID-19 on Community-Based Organizations Serving Older Adults.
- iv) Caregiver Needs Assessment- A survey with Caregivers of complex care older adults

The Road to Transformation

A Community of Care
Community Convening Agenda

XI. Voice of the Consumer - Bertha King

a) A personal journey from one of our local caregivers

XII. Implementation Design and Next Steps- Samantha Fell, Director of Clinical Integration and Quality Improvement for Spectrum Health Lakeland and Lakeland Care Network

a) An overview of the local data trends and recommendations for next steps

b) A synopsis of the 3-phase implementation

XIII. Conclusion and Call to Action- Lynn Kellogg