



Detroit Long Term Care System Change Task Force
ACCESS Subcommittee
Meeting Minutes

Date: Friday, October 31, 2008
Time: 10:00 a.m.
Place: Detroit Senior Citizens Department - Conference Room
18100 Meyers Road, Suite 105
Detroit, Michigan 48235

MEMBERS PRESENT

Marian Banks-Nickelberry, Co-Chair
Earlene Traylor Neal, Co-Chair
Alicia Buggs
Gwendolyn Cook-Jones
Judy Joyce
Michael Moore
Tene-Sandra Ramsey
Susan Saccaro
Alice Sevonty
Carol Smith

MEMBERS EXCUSED

Sheilah Clay
Margaret Keyes-Howard
Zee Pace
LaTonya Wallace-Hardiman

MEMBERS ABSENT

Margaret Bruni
Melanie Harris
Anthony Mertic
Ruth Sebaly
Jane Church
Edward D'Angelo

STAFF

Paul Bridgewater, President and CEO
Arthur Caldwell, Facilitator
Cheryl Dozier Forte

RECORDER

Leah Phippen

CALL TO ORDER

Arthur Caldwell called the meeting to order at 10:02 a.m.

I. WELCOME & INTRODUCTIONS

Marian Banks-Nickelberry introduced Earlene Traylor Neal, Co-Chair, Arthur Caldwell, Facilitator, Leah Phippen, Clerical Support. Ms. Banks-Nickelberry called for everyone to introduce themselves and the agency they are representing.

## **II. REVIEW / APPROVAL OF MEETING MINUTES**

Ms. Banks-Nickelberry made a motion to accept the Minutes of October 13, 2008; seconded by Earlene Traylor Neal. **Motion carried.**

## **III. OLD BUSINESS**

### **A. Subcommittee Membership**

Ms. Banks-Nickelberry asked members to review the list of members appointed to the Access Subcommittee and to report any recommendations for additional prospective members to Arthur Caldwell. She noted that we would like to wrap up the Membership of the committee to get a better idea of the expected participants vs. actual participants.

### **B. Finalization of Locations & Dates**

The committee agreed to hold Access Subcommittee meetings every 3<sup>rd</sup> Tuesday from 1:00 p.m. – 3:00 p.m. at the Detroit Wayne County Long Term Care Connection Conference Room. If any member wishes to host a meeting, it will be presented and agreed upon at a prior meeting. The next meeting date is confirmed for Tuesday, November 18, 2008 at the Brewery Park location (DWCLTCC).

### **C. Task Force Updates**

Ms. Banks-Nickelberry announced that the LTC Task Force subcommittees have scheduled to meet once in November and some have met in October. Most of them have decided upon a date, time and location for their monthly meetings. A website is being updated with all of the subcommittees' meeting dates, minutes, and notifications to be posted for your review.

**Website:** DAAA1A.org **User Name:** Task Force **Password:** ta5kf0rc3

A new subcommittee was added to the Task Force. They are called the LTC Provider Network. Their goal is to increase provider capacity.

Our initial committee report is due in January. Our main goal is to produce at least two recommendations that reflect what the majority of the subcommittee wants.

Earlene Traylor Neal acknowledged Paul Bridgewater's attendance and asked for remarks.

Mr. Bridgewater thanked everyone for his or her participation. Our community has very limited knowledge about long term care. Our goal is to spread that knowledge and create a consumer strategy. This initiative is very meaningful and thank your for carrying it out.

## **IV. NEW BUSINESS**

### **A. Review of Scope of Work**

Ms. Earlene Traylor Neal asked the committee to review the scope of work and mission. Ms. Banks-Nickelberry asked to discuss the Mission's definition of "a timely manner", "quality driven" and "a streamline approach". Ms. Banks-Nickelberry made a motion to send each committee member an Access Questionnaire identifying each agency and its:

- Population/ Sub-Population
- Access process used by the agency
- Timeframe for accessing its system (i.e., programs and/or services)
- Description of access issues/ barriers each agency experiences
- Source of Technology used by the agency (i.e., Databases or spreadsheets)
- How each agency handles "back door" access
- Access questions to ask Focus Group

➤ Gaps in service

Seconded by Earlene Traylor Neal. **Motion carried.**

The Grid Questionnaire is due back to Leah Phippen by Friday, November 7, 2008. The compiled grid will be distributed for review at the next meeting. This will provide the committee with unified expectations outlined in the Mission and Purpose statement.

A question was asked if the committee was limited to our own issues in our agencies or issues at higher levels. Ms. Banks-Nickelberry answered that all issues should be brought to the table and prioritized, regardless of the agency.

A question was asked if the Access Committee was being held responsible for measurements on our mission. The committee answered, "Yes." Although our goal is to present two formal recommendations, our research will lead to an everlasting effect on access issues.

Ms. Banks-Nickelberry made a motion to recruit someone, such as The Lewin Group, as an "expert" to provide some research information or build a data pool to help us to identify access issues; seconded by Earlene Traylor Neal. **Motion carried.** Ms. Banks-Nickelberry asked for recommendations on the expert to use. Earlene Traylor Neal will pursue The Lewin Group.

Mr. Bridgewater suggested that the committee form and conduct a focus group to gain consumer input. Gwendolyn Cook-Jones suggested Warriors on Wheels (WOW). Ms. Banks-Nickelberry stated that one other committee is holding a focus group and they offered for us to present specific questions to add to the dialogue. There are four focus groups scheduled for November through January. This topic has been added to the Access Grid Questionnaire to discuss at the next meeting.

The committee reviewed the Deliverables. It was noted that the deliverables would change as we have the dialogue and get information back. The deliverables will serve as a guide, but not the actual guidelines for forming our recommendations.

Marian Banks Nickelberry asked committee members to take a moment to state his or her name, agency, and a brief description of their job detail as it relates to access.

Mr. Bridgewater suggested that a topic for Gaps in Service be added to the Access Grid Questionnaire so that we can identify what services are not available. Marian Banks Nickelberry noted that she had heard the slogan, "A waiting list is not a service." Mr. Bridgewater said that we should find a solution to referrals leading to agencies with waiting lists. We also need to ensure that agencies databases are updated and include services that are currently available. Earlene Traylor Neal suggested that options be provided to people while on the waiting lists, rather than just striking them off as referred and complete.

## **B. Subcommittee Work Plan/ Time Line**

This topic will be discussed further at the next meeting with respect to the Access Grid.

## **V. AGENDA BUILDING**

At the next meeting we will begin actual work:

- Identifying what our capacities are
- What we can tackle as a priority
- Common grounds for all topics on the Access Grid
- Utilizing information as a source of Access (i.e., commercials, door to door)

**VI. ADJOURNMENT**

The meeting was adjourned at 11:43 a.m.

Respectfully submitted by:

Arthur Caldwell

AC/lp

*Moving Towards Enhancing the Quality of Care*