



Detroit
Long
Term
Care
System
Change
Task
Force



Meeting Minutes

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

Date: Tuesday, December 16, 2008

Time: 1:00 p.m.

Place: Detroit Wayne County Long Term Care Connection
1333 Brewery Park Boulevard, Suite 160
SPE Conference Room
Detroit, Michigan 48207

MEMBERS PRESENT

Marian Banks Nickleberry, Co-Chair
LaTonya Wallace-Hardiman
Michael Moore
Susan Sacarro
Melanie Harris
Judy Joyce
Earlene Traylor Neal
Alicia Buggs
Margie Young
Gwendolyn Cook-Jones

MEMBERS EXCUSED

Jane Church
Alice Sevonty
Arthur Caldwell
Tene Sandra Ramsey

MEMBERS ABSENT

Margaret Bruni
Margaret Keyes-Howard
Sheilah Clay
LaNiece Jones
Zee Pace
Carol Smith

GUEST

Jerry Osborne, The Information Center

STAFF

Anthony Mertic
Cheryl Dozier Forte

RECORDER

Leah Phippen

I. WELCOME & INTRODUCTIONS

Marian Banks-Nickleberry called the meeting to order at 1:15 p.m. She asked everyone to state his/her name and agency for the record.

II. REVIEW & APPROVAL OF MEETING MINUTES

Marian Banks Nickleberry made a motion to accept the minutes of November 18, 2008; seconded by Judy Joyce. **Motion carried.**

III. OLD BUSINESS

A. MEMBERSHIP UPDATE

The Subcommittee welcomed Margie Young of the Department of Human Services to the Access Subcommittee. Marian acknowledged Mr. Jeffrey Osborne of The Information Center sitting in on behalf of Edward D'Angelo.

B. MEETING LOCATIONS AND DATES

Access Subcommittee meetings will continue to be held in the Detroit Wayne County Long Term Care Connection Board Room. The dates and times will remain in place.

C. REVIEW OF ACCESS GRID SUMMARY

Marian explained the purpose of the Access Grid and stated that it would be used throughout the process of the subcommittee's mission.

D. REVIEW OF QUESTIONS FOR FOCUS GROUP – (UPDATES)

Focus groups have not been scheduled thus far; however, the eight questions compiled by the Access Subcommittee have been forwarded to the coordinators of the Focus Groups and will be used when the focus groups are held.

E. TASK FORCE UPDATES

1. *MARKETING STRATEGIES (RE-BRANDING)*

The marketing committee meets on a monthly basis. They are focusing on re-branding the meaning of "long term care" to make it a more user-friendly term. There are some very interesting catch-phrases being developed. The focus groups for the Re-Branding Committee will meet this Thursday, December 18, 2008 and Monday, December 22, 2008.

2. *LEADERSHIP STEERING COMMITTEE REPORTS*

Marian referenced the Leadership/ Steering Information packet that was also distributed today for those who were unable to attend the meeting on December 1, 2008. She learned that some of the other subcommittees have only met once, so our subcommittee is actually moving along well.

3. *FULL TASK FORCE MEETING (UPDATES)*

The chairs of each subcommittee presented their strategy for developing a recommendation as it relates to their subcommittee's focus.

Marian stated that she thinks that the Access Subcommittee should break up into smaller groups to look into more detailed areas of Access because the issues are not all the same for everyone. We would be more effective to separate these issues and study them within our subcommittee, then use this as our main focus.

IV. NEW BUSINESS

A. START PROCESS OF SELF STUDY (Call Flows)

Marian explained that the subcommittee is going to attempt to walk through a typical process flow of each agency. She would like for the subcommittee to be divided into groups defined by their role type and have one representative to explain their process flow. This method was intended to save time as opposed to allowing each individual agency to present their Access process.

Judy Joyce explained that she had recently attended a meeting that had done this same exercise. They had posted a very large bulletin board with topics such as telephone, walk-ins, email, fax, etc. Each agency placed a check next to each topic that applied to their process.

Cheryl Dozier Forte was asked to chart each group's process as we moved along.

Marian provided a handout titled Access Agency Role Types that listed each agency represented and the following role types:

- Health/ Human Services
- Liaison/ Facilitation Role
- Access/ Information PRIMARY FOCUS
- Access/ Information SECONDARY FOCUS
- Senior Specific Focus

The subcommittee reviewed this table and it was decided that a number of agencies would qualify to fall under more than one category listed.

LaTonya Wallace-Hardiman of the Mayor's Office - 311 Call Center was asked to begin explaining the process of her agency. The 311 Call Center is primarily for information purposes for the citizens of the city of Detroit. Their access points are by telephone, walk-ins, email and fax. They utilize a Motorola CSR System Database which links from the Call Center into every city department. When there is a need presented to the Call Center via any of the access points, a representative collects the clients name, address and phone number. The client's age is not collected because the 311 Call Center only collects information for geographical demographic purposes.

Cheryl Dozier Forte suggested that age data be collected to allow tracking of the number of seniors contacting them for any particular service.

LaTonya stated that they do log the number of people calling for a particular service and that an age range could be estimated by a geographical area.

Gwendolyn Cook-Jones of the City of Detroit Human Rights Department agreed that the age data would be helpful for her department as well.

Marian asked LaTonya to identify any gaps in services and/ or barriers.

LaTonya stated that one gap would be that since the change in city administration, a pertinent department was removed that handled all consumer relations. For example, a call is placed to the 311 Call Center for a service. The Call Center would link the order through to the necessary department. If the department did not respond to the caller or if a service was unsatisfactory in any way, the caller will call the 311 Call Center back to complain. However, all the call center can do is place the order again. There is no follow-up procedure in place to ensure that the caller was finally satisfied or that their concern was even met. The caller assumes that the 311 Call Center is responsible for complaints and follow-up.

Cheryl asked if non-updated databases could also be identified as a barrier. She asked what happens when a client asks for information outside of Detroit. If the agency's database is not up-to-date the Call Center may give the client incorrect information. LaTonya responded that the CSR system utilizes the internet for contact information outside of the city. As long as outside City's continue to update their information, the correct contacts are available.

Marian stated that the grid that was mentioned earlier by Judy may be a good idea for the collection of the agency's process flows.

B. DEVELOP PRE-LIMINARY RECOMMENDATIONS

Marian stated that the subcommittee is not ready for this step just yet.

V. SUBCOMMITTEE WORK PLAN/ TIME LINE

Marian stated that the new timeline allows extra time for developing a recommendation. The Policy Forum is being rescheduled from February 6, 2009 to a later date; possibly March 6, 2009.

VI. AGENDA BUILDING

Marian stated that the subcommittee will revisit the process of self-study at the next meeting.

Marian stated that she would meet with LaTonya Wallace-Hardiman and Judy Joyce to develop a questionnaire based on the process flows of each agency represented within the Access Subcommittee. Each subcommittee member would be responsible for sending their agency's process flow (flowchart or narrative format) to Leah Pippen by Friday, January 9, 2009. Marian, LaTonya and Judy would schedule a conference call the week of January 12, 2009 to create a grid with all of the pertinent information from each agency.

Other areas to be discussed at the next meeting are:

- Re-Branding
- Focus Groups

VII. ADJOURNMENT

The meeting was adjourned at 2:55 p.m.

Respectfully submitted by:

Leah Pippen

AC/lp

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