**CRC Advisory Minutes**

9/13/18

**Present:** Melissa Alao, Jessica Clark, Brianne Edwardsberry, Eric Hanson, Petrina Jacob, Martha Southworth, Sarah Taddei.

**Excused:** Elena Chace, Melanie Cohn-Hopwood

**Advisory members’ action steps/follow-up requests:**

* **Please share minutes in full or in part as you deem appropriate.**
* **Before next meeting please ask if your team has any feedback, questions, project ideas, resource sharing or topic suggestions for staff meeting review.**
* **Please ask your team and report to Ellen via phone or email**
	+ **How many might be interested in tour of McInnis House?**
	+ **Other facilities it would be important to tour?**
* **Please remind staff about Direct Communication Pilot-** Elena is available to speak directly with patients at SW discretion. Please communicate the following when referring (in Epic referral or email/phone if sending supplemental information)
	+ indicate seeking direct communication
	+ contact person and contact info.
	+ if referral is for someone other than the patient- OK to document in medical record? Any special issues/concerns?

**Next meeting: Thursday December 13, 2018, 12 – 1.** Save the date!

***Style note****- Agenda in black text; discussion, further information and tasks in* ***purple****.*

**Introductions and Orientation**

* **Welcome new members!**
	+ - **Melissa Alao**, Stay Connected Program, Team A (Previous representative: Renee Bigaud-Young)
		- **Sarah Taddei**, Team B(Previous rep: Elaine Shwartz)
		- **Jessica Clark**,Team C (Previous rep: Eileen Keegan)
		- **Brianne Edwardsberry**,ED/Psych (Previously unrepresented)
		- **TBD**, Intake/Mental Health (Previous rep: Mia Concordia and Evelyn Lauture alternated meetings)
* **Scheduling:** is current meeting time 2nd Thursdays (quarterly) at 12 workable? Marie Elena asked me to ensure you are aware that if we continue to meet at 12 that this is NOT meant to be in lieu of lunch. This time works for those present- will continue.
* **Orientation:**
	+ **Two**-**way communication**
		- **Meeting agendas** will include combination of CRC updates, community resource/public benefit updates we want to highlight, and requests for feedback. Some of our best discussions are when people bring questions- we want to know what you don’t know so we can address those knowledge gaps.
		- **Ask that you review all or part of minutes with your team**- at your discretion (applicability may vary by team)
		- **Ask that you ask teams before meetings if they have any feedback, questions, project ideas or resource sharing**.
	+ **Time Commitment/Responsibilities**
		- We meet quarterly, may send the occasional request for you to review documents, give feedback or query your teams in between. As we did this month, may ask you to review documents in advance of meeting.
		- I’ll specify if we are asking for your representative opinion or if asking you to survey your team.
	+ **CRC structure and services reminder – see orientation handout.**
		- **Additional: periodic staff training during staff mtg** (30 mins)- suggestions welcome.

**What’s New – From the CRC** (Selected Updates)

* New [**Amputees**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/SP_Amputees.html) page
* Revised: [**Subsidized Housing in Massachusetts: The Basics**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Housing_Search_Basics.pdf) and one-page [**brief version**](http://healthcarestage.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Housing_Search_Basics-BRIEF.pdf)
* **Provider Handout-** [**Online PT-1 Instructions**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/MassHealth_PT-1-Online_Provider_Guide.pdf) (*discussion below*)
* New [**DME companies**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/DME_Companies.pdf) handout
* Resource Specialist [**Direct Communication Pilot Tip Sheet**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/MGH%20I%26R/MGH%20I%26R_CRC-IRis.html) (*discussion below*)
* **MassHealth LICSW Registration –** [**instructions and sample form**](http://healthcarestage.partners.org/ss/ssframebottom/staffresources/StaffAccess/StaffAccessIndex.html) **on** website under What’s New
* **SW License**- [**Online Renewal Instructions**](http://healthcare.partners.org/ss/ssframebottom/staffresources/For%20Staff/SW_License_Renewal-Online_Instructions.docx)
* New [**Hotlines and Helplines page**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/General%20Reference/GR_Hotlines.html)
* New [**Food/Nutrition Assistance handout**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Nutrition/Nutrition%20Assistance%20Handout.pdf)
* Updated list of [**Assisted Living Facilities that accept GAFC**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/AssistedLiving-GAFC.pdf)
* Updated [**Paying for your Personal Emergency Response System (PERS)**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/Paying_PERS.pdf)
* Updated [**Clothing List**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/Clothing%20Resources.pdf)
* New [**Boston Shelter List with Functional Requirements**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/GREATER_BOSTON_AREA_SHELTER_FACTSHEET.docx)

**Team feedback, questions, project ideas and/or resource sharing?**

* Project Bread’s **Food Source Hotline has some** **utility assistance funds**- but money may be running out soon. Ellen to research.
* **DCF online- staff meeting presentation** included helpful tips. Please add to website (and What’s New). Ellen to research.
	+ **Note: member reported best results using Chrome**
* **Diaper resources?** See our recent [**Baby Supplies**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/Baby%20Supplies.pdf) handout (5/18)
* **OBRA/PASRR resources**- feedback that our website resources are helpful. Led to further discussion:
	+ Questions and Ellen isn’t available? Contact Laurie Huber in case management- she would like to centralize questions to UMMS to ensure consistent messaging in both directions.
	+ Ellen will be attending training 10/12. Stay tuned.
	+ Member reported ongoing problems with psych arguing on case-by-case basis about necessity of Level IIs. Once we’ve been trained Ellen will discuss next steps with leadership.
* **Epic referral reminder**- all referrals to CRC are **AMBULATORY** referrals.

**Community Resource Updates and Tips**

* **MassHealth Non-Emergency Medical Transportation (PT-1s)** **now online only** – Generally medical providers complete these (MD, NP, PA, midwives, etc.) New [**Online PT-1 Instructions**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/MassHealth_PT-1-Online_Provider_Guide.pdf) can assist providers.
* **General Advocacy Tips:**
	+ **When advocating with state or federal agencies on issues you aren’t familiar with please contact us.** That’s what we’re here for. There are advocacy opportunities that may be time-sensitive and alternatives you/patient may not have considered.
		- In general **when advocacy is needed we recommend contacting an advocacy agency (e.g.,** [**Legal Services**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Legal/Legal%20index.html#Basic)**) rather than calling MassHealth, Medicare, DTA, etc.** State and federal call center staff training varies and they, unlike advocates, have a dual responsibility that sometimes conflicts- as both advocates and gatekeepers.

**Seeking Feedback**

* **Site visits**- Dept staff survey requested **McInnis House visit**.
	+ **Please ask how many on your team would plan to attend.**
	+ **Please ask team** **are there other sites it would be important to visit?** (More than just nice to see.)
* **Housing Packet and new 1-pager** (thanks to CRC Advisory members Eric Hanson and former member Elaine Shwartz for invaluable input). Feedback?
	+ **Add to Homelessness Prevention** (in addition to Eviction section)-HCECs have prevention funds and/or can refer. Include explanation about Legal Service agencies and how to locate. Other? (Ellen)
* [**Direct Communication Pilot**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/MGH%20I%26R/MGH%20I%26R_CRC-IRis.html)**- reminder and feedback?**
	+ One member reported a baby’s Dad was very happy after meeting with Elena.
	+ **Please remind staff about Direct Communication Pilot-** Elena is available to speak directly with patients at SW discretion. Please ask staff to communicate the following when referring (in Epic referral or in email/phone if sending supplemental information)
		- indicate seeking direct communication
		- contact person and contact info.
		- if referral is for someone other than the patient- OK to document in medical record? Any special issues/concerns?
* **Do most staff use Internet Explorer (IE) or do they use Chrome or another browser?** Comments on the website appearance on preferred browser?
	+ Some use chrome. Must use IE on the floors. Staff access area doesn’t always recognize chrome- have to login using Partners\username. No other problems reported.

**Next meeting: Thurs Dec 13, 12:00 - 1:00, SS Conf room**