

# Utah Commission on Aging

## APRIL MEETING MINUTES

**Date:** Wednesday, April 9, 2014

**Time:** 12:00-1:30 PM

**Location:** Salt Lake City Public Safety Building

475 S 300 E, Salt Lake City, UT 84111 Salt Lake City, UT 84111

**Parking:** Limited space is located in a lot behind the building; access from 400 South on Blaine Avenue (turn immediately after SL Roasting Company), or access from 500 South. Other parking options are metered slots located along 300 E. & 500 South. Or, use the SLC Public Library garage at 150 E. 400 S.

Attended = x	INVITED ATTENDEES	REPRESENTING
	<b>Members</b>	
X	Karla Aguirre (proxy for Jon Pierpont)	Utah Department of Workforce Services
Excused	Representative Stewart Barlow	Utah House of Representatives
Excused	Mayor Ron Bigelow – West Valley City	Utah League of Cities and Towns
X	Barry Burton	UT Association of Counties
X	Michael S. Cupello	Public Safety Sector
Excused	Spencer Eccles	Governor’s Office of Economic Development
X	Carol George (proxy for Spencer Eccles)	Governor’s Office of Economic Development
X	Danny Harris (proxy for Alan Ormsby)	Aging Advocacy Organizations
X	Nels Holmgren (proxy for Ann Silverberg Williamson)	Department of Human Services
X	Becky Kapp (Chair)	UT Area Agencies on Aging
Excused	Gary Kelso	Long-Term Care
X	William (Bill) Knowles	UT Transportation
X	Tracey Larson	Financial Institutions
Excused	Alan K. Ormsby, JD	AARP, Aging Advocacy Organizations
X	O. Fahina Tavake Pasi	Ethnic Minorities
X	David Patton	Utah Department of Health
X	Anne Palmer (Executive Director)	Utah Commission on Aging
X	Robert Rolfs, MD (proxy for David Patton)	Utah Department of Health
Excused	Senator Brian Shiozawa, M.D.	Utah Senate
Excused	Mary Street	Business Community
X	Mark Supiano, M.D.	Higher Education
X	Frances (Fran) Wilby	Charitable Organizations
X	Nate Talley (proxy for Kristin Cox)	Governor’s Office of Management and Budget
Excused	Ann Silverberg Williamson	Department of Human Services
X	Troy Wilson, JD	Legal Profession
X	Bette Vierra	General Public
	--vacancy--	Health Care Provider Industry
	<b>Guests</b>	
X	Chief Clair Baldwin	SLC Fire Department
X	Kate A. Bradshaw, Vice President	Utah Food Industry
X	Tracey Bushman	University of Utah
X	Marion Davies	Dept. of Workforce Services
X	David C. Gessel, Exec. Vice President	Utah Hospital Association
X	Karen Hale	SLC Mayor’s Office
X	Shawn McDonough	SLC Mayor’s Office
X	Layne Morris	West Valley City – (Proxy for Mayor Bigelow)
X	Jennifer Morgan, Program Manager	Aging & Disability Resource Center (ADRC)
X	Janice Nelson, RN	Intermountain Homecare – Music & Memory
X	Beta Rappleye, RN	Intermountain Homecare – Music & Memory
X	Donna Russell	Office of the Public Guardian
X	Captain Ty Shepherd	SLC Fire Department
X	Tim Tomer	Liberty Senior Center, Salt Lake County
	<b>Staff</b>	
X	Holly Abel	Program Coordinator, UT Commission on Aging

1. **Welcome, Luncheon, Introductions, Minutes Approval** - Becky Kapp 12:00-12:30 PM

Meeting minutes were approved and seconded.

2. **Community Nurse Navigator Program Discussion** – Chief Clair Baldwin and Captain Ty Shepherd, Salt Lake City Fire Department 12:20-12:40 PM

SLCFire dept. provides fire protection and EMS to 111.1 square miles. Daytime = 347,000 citizens to protect. There are a lot of homeless and vulnerable populations. During the night there can be up to 200K to service. There are 14 fire stations/67 EMS. They average 23K medical calls per year and 10K ambulance transport per year. A partnership with Gold cross ambulance provides transport. Out of all patient calls to 911 the most common is lack of transportation or being unable to get into a Primary Care Provider. Mental illness plays a large role in these calls, constituting 70-80% of persons in crises having a diagnosed mental illness. Each 911 call will bring the closest paramedic, ambulance and fire. Very often the SLCF see the same patient over and over.

**The New System: Nurse Navigator**

A patient calls 911. A dispatcher will listen to what is going on and determine if it's "low acuity" then they will send the call to the ECNS Nurse who can refer the patient to a primary care doc, services/clinics/mobile health paramedic, and has a directory of services to direct them to. This new service will help bridge the gap between 911 and structured healthcare.

Statistics show that 1% of Medicaid recipients accounted for 25% of calls. Repeat callers ("frequent fliers") will be the vast majority. **Captain Ty Shepherd** was asked the numbers of how many of them are elderly and he will investigate and provide that number to us.

**Update provided by Captain Shepherd 4/16/14:** "We cannot give an exact number for the expected calls diverted to the Nurse Navigator system due a number of variables. We expect it to be in the range of 1000-3000 calls per year to start. These numbers should increase as the ECNS expands to incorporate more areas of Salt Lake and beyond. Approximately 20% of our call volume is 65 years of age or older."

First responders have frequently ended up going shopping for people without food. 67% of the state lives in Salt Lake City proper. The New Nurse Navigation System call takers will be non-clinicians who follow well-validated structured questions to determine acuity and response of EMS providers. People will be classed as "Alpha" (non-life threatening) up to "Delta" (life threatening). This is the gold standard system designed by (**get doctors name**) Dispatch center in SLC is accredited (only one in the state). Only accredited dispatch centers are allowed to use an ECNS program.

A mobile health paramedic [visiting on Tues, Wed., Fridays] will assess safety, food, medications, cleanliness, fall assessments, wound care, check on trip hazards, etc. they also do a mental health check-ensure getting home healthcare) Referrals from LDS, the U and other hospitals to see the "frequent fliers". They need a phone number to call and then success rate is very high. They also help with hospital discharge follow-up and coaching and counseling.

Goal is to increase the number of "mobile paramedic" fleet.

1. Improve the standard of care
2. Provide personalized care
3. Reducing 911 calls
4. Reducing fuel cost
5. Reducing hospital readmissions
6. Unnecessary ER visits
7. Benefits to the entire community.

The ECNS is designed to be a pilot program for 2 years. If it is proven successful and cost-effective, it will be expanded. Right now only Salt Lake City will provide the Nurse Navigator System because they are the only accredited dispatch center. Once SLC proves that it works here then it might be possible to expand to other state regions. However, they will need to create a standardized software, phone and dispatch system. The ECNS program is purchased through the “Priority Dispatch” company. The Nurse Navigator will be an employee of Salt Lake City. The cost estimate for the program will be \$250K for implementation with the annual cost at about \$200K per year.

### **3. Senior Nutrition Programs, Legislative Update & Community Planning - Becky Kapp**

12:40-12:50 PM

Funding for AAA programs – nutrition for our seniors:

- “Congregate Meal” at senior centers. Suggested donation is around \$2.50. It costs the county around \$7. One meal should provide low sodium and 33% of the daily recommended allowance.
- “Meals on Wheels” home delivery manned primarily by volunteers. Davis County meals are delivered entirely by volunteers. In SLC County 30% are delivered by volunteers – consisting of approx.. 1300 meals per day – with 90 meals delivered per driver. Meals are provided 7 days per week. With funding shrinking and the number of elderly going up, the program is in great need of support. Currently, there are no waiting lists and no one is being turned away from receiving a meal, but funds are tight. AAA has just received \$300K for the state-wide program.

AAA has a priority for quality product of food so that the seniors will eat it. Nutrition education is also a focus for seniors. Fresh produce is going to be provided from the SL Jail garden, as well as donations from other organizations and community gardens.

Anyone is welcome to go on a “Meals on Wheels” ride-along – contact Becky.

### **4. Utah Intergovernmental Roundtable, May 15 - Becky K. / Anne P.**

12:50-1:10 PM

Anne updated that May 15 is when the Roundtable will be held.

The subjects to be discussed will be: Nutrition support, housing, community based healthcare, workforce loan repayment program, adult protective services.

An April meeting will feature Pam Perlich.

All are encouraged to contact Becky or Anne if you would like to participate in the session.

### **5. Advanced Care Planning/ePOLST Sustainability – Anne Palmer**

1:10-1:20 PM

Anne shared a story about a 90 yr old woman who avoided calling 911 during a heart incident because she did not wish any more medical interventions and wanted to die at home (which she did) per her wishes.

Meetings were staffed by the Utah Medical Association. They are coming close to making a recommendation. Key principles include a primary focus that the ePOLST should be completed with a doctor/PA/CNA/, signed by the patient, and recorded in an Electronic Health Record.

The Utah Commission on Aging will accept responsibility to seek donations and corporate sponsorship. The Dept. of Health and UHIN should work together. Where will ePOLST reside permanently? During the piloting stage it has been temporarily placed in the same record database as vital statistics and death records.

Fundraising exploration: Anne believes it would be a good fit with a global disease project. HealthInsight and the University College of Nursing are both interested in being involved in the ePOLST.

Now is a good time for advance care discussions to take place, but it is also a time when momentum needs to continue.

The commission has decided to create a Legislative Sub-Committee. Mayor Ron Bigelow will serve as Chair.

## 6. Other Business from Commission Members

1:20-1:30 PM

Janice Nelson, RN with Intermountain Homecare shared an update about the Music & Memory program. This program is the brainchild of Dan Cohen, who was featured in the award-winning documentary “Alive Inside”. This program provides headphones and iPods loaded with favorite tunes to patients suffering with memory loss, dementia or Alzheimer’s. The use of this specialized music therapy has shown dramatic results in “waking up” people who have been lost inside themselves for years. The program is now rolling out across the state of Utah. Intermountain will be sharing it with all of their homecare patients. The local company ‘Skullcandy’ has donated \$100K of equipment for use for the program. The Utah Health Association will share the program with 100 nursing homes and The Jewish Family Services program has already implemented it. Thanks to the film getting local, national and international attention, the Music & Memory program is now going state-wide.

Dr. Norman Foster (University of Utah), and Dr. Robert Huesch (Neurology – Intermountain) are both starting research studies based on the Music & Memory program. These research studies will show what actually happens neurologically to the patients while listening to the music.

## 7. Meeting Adjourned

1:30 PM

## Upcoming Meetings: 2014 Utah Commission on Aging

Bi-monthly meetings are held on Wednesdays from 12-1:30 PM.  
Upcoming dates:

- **Wed. June 11, 2014** 12:00 - 1:30 PM Tenth East Senior Center - 237 S 1000 East SLC, 84102
- **Wed. Aug. 6th, 2014** 12:00 - 1:30 PM UT State Capitol, East Senate Bldg. Spruce Room 350 N. State, SLC, 84114
- **Wed. Oct. 15th, 2014** 12:00 - 1:30 PM location TBA
- **Wed. Dec. 10th, 2014** 12:00 - 1:30 PM location TBA

## Meetings of Interest

### April 14-16, 2014 - Utah Public Health Conference

Utah Valley Convention Center in Provo, Utah

April 14, **Pre-Conference Session: Bridges Out of Poverty**

April 15-16 **Full Conference Sessions**

Register online at [www.upha.org/conference](http://www.upha.org/conference)

### April 14-18th, 2014 - National Healthcare Decision Week

The 7th Annual **National Healthcare Decisions Day** is **April 16th, 2014**. Booths will be hosted at Huntsman Cancer Institute and University Hospital all week to answer questions and assist with filling an Advance Healthcare Directive.

Free information packets are available and can be requested from HCI's [Cancer Learning Center](http://www.hci.utah.edu/cancer-learning-center).

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Holly Abel

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