

Coordination of Care Roundtable Notes

Friday May 1st, 2020

Welcome & Introductions

Discussion- (Changes, Barriers, Success, Hope)

* Introduced the Menti.com polling tool to connect and share with each other (talked about how not being equipped to work efficiently from home (no printer, scanner, no double monitor, having to use personal cell phone and the issues that result from that: many happy to be back in the office).
* Discussion on how feeling about work since COVID-19: predominant response of overwhelmed, frustrated, unsupported, stressed, and challenged. Some enjoying working from home cutting out travel time: a blended option ideal working from home a few days and couple in office to address paperwork, etc. Busy and revamping to integrate telehealth and trying to manage all the changes and shifting landscape.
* Mental-emotional wellbeing: Comment on how people deal with stress differently and some do not realize how it is impacting them and this has changed the dynamic. Do not know how to manage their stress and many activities we use to manage stress we cannot do so due to staying at home. Can be overwhelming and hard to maintain due to the quickly changing processes and information to keep up with continuous change.
* Mental Health First Aid Training update: hope to hold throughout Wilderness
* Any concerns from patients or yourselves: Mixed bag/mixed emotions: some very scared, do not want to leave homes and others that are ok still going in person. Concern over patients waiting too long to go in for care and then the acuity level is greater than if they came in earlier. Providers on the clinic sider are conducting telehealth visits and many also showing up days later with worsening conditions. Feedback that believes it is a good service but there are some conditions that believe need to be in person for specific risk factors that could be missed via telehealth.
* Successes: What is working: shared the preventative outreach that is being conducted at Mount Royal using the workflow and shared a patient story. Nikky from FV: started exploring 3-way calls and using to call a patient and another place/resource to connect and find that this has been beneficial that could also be used post-COVID. Rachel from Peds talked about connecting a Mother w/Post-Partum with tele-mentalhealth .
* What brings you hope word collage

WH Resource Sharing Platform Demo, Michelle Hargrave

* Provided a demo of the new platform. All will receive an email by no later than Tuesday, May 5th to reset their password and activate their account for access.
* If problems or questions please email Michelle at michelle.hargrave@wildnernesshealthmn.org

Break

Training-

* “Part B” Advanced Care Planning, Sonja Winder-Marifke
* Materials will be sent out and posted on the Wilderness Health Resource Sharing Portal for your use.

Conclusion

Attendees:

CMH: Brenda Graden

Ely: Courtney Rithamel

FVR-Lauren Pipkin, Nicole Stone.

LV: Robyn Glaser

RLMC: Jennifer Christie & Ellen Hart

SLH: Lindsey Galligan(Cheq), Jessica Rikkola(Hibbing), April Benesch(MT Royal), Rachel Wenz (Peds)

WH: Katie Peck, EJ Howarth & Michelle Hargrave