

MINUTES OF THE
SANTA FE COUNTY
HEALTH POLICY & PLANNING COMMISSION

September 4, 2015

Santa Fe, New Mexico

I. This regular meeting of the Santa Fe County Health Policy & Planning Commission (HPPC) was called to order by Chair Judith Williams at 9:04 a.m. on the above-cited date at the Santa Fe County Community Services Department conference Room, 2052 Galisteo Street, Santa Fe.

II. The following members were present:

Members Present:

Judith Williams, Chair
John Abrams
AnnaMaria Cardinalli
Vivian Heye
Bonnie Keene
Carolyn Roberts
Kim Straus
Reena Szczepanski
Anna Voltura

Member(s) Absent:

Don Reece [excused]

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

HEALTH POLICY & PLAN M
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I Hereby Certify That This Instrument Was Filed for
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Witness My Hand And Seal Of Office
Geraldine Salazar
Deputy County Clerk, Santa Fe, NM

Geraldine Salazar

County Staff Present:

Patricia Boies, Director, Health Services Division
Rachel O'Connor, Director, Community Services Department
Kyra Ochoa, Health Care Assistance Program Manager
Tony Flores, Deputy County Manager
Kati Schwartz, Mobile Health Van Nurse
Ken Martinez, Santa Fe RECC

Others Present:

Harold Mermelstein, CARE Connection
Julian E. Duran, Blue Cross Blue Shield
Shirlee Davidson, Former HPPC Commissioner
Jay Jolly, La Familia Medical Center
Connie Fiorenzio, Nurse Advice New Mexico
Krista Kelley, Motiva Corporation
Robert Apodaca, Motiva/Nurse Advice
Betty Sisneros Shover, NAMI



SEC. CLERK RECORDED 11/10/15 11:06 AM

III. Introductions

Those present introduced themselves.

VI. Matters of Public Concern

None were presented.

VII. Presentations

Community Services Department Director Rachel O'Connor said at the last HPPC meeting there was discussion of a community re-entry out-of-the jail program which is now moving forward in terms of bolstering the internal system at the jail as well as instituting a "warm handoff" in the community especially for those with disabling mental illness. HPPC also discussed funding HUGS (high utilizer group services) with CHRISTUS St. Vincent and the County has requested that they provide specific emphasis to people with high needs coming out of the jail and transitioning back into the community. The Nurse Advice Hotline was also mentioned and preliminary discussions have begun with RECC Director Martinez and the hotline representatives. More groundwork needs to be done before anything is established, and she thanked those present.

A. Nurse Advice Hotline

Connie Fiorenzio, Nurse Advice, said the group was in its tenth year of operation and was in development for over five years prior to this anniversary. The hotline was established by a community board of safety net providers. A feasibility study revealed that staffing aligned with New Mexican nurses to serve New Mexicans was a good way to help increase access to care for people.

The Nurse Advice Hotline operates around the clock 24/7 and is staffed by registered nurses with three medical assistant call screeners to help front-load some of the calls. Only registered nurses can conduct telephone triage. They use an evidence-based protocol within an algorithm for serving the callers. Recommendations from the nurses include that the caller see a physician within 24 hours, or go to urgent care, with the largest recommendation being self or home care with care advice. In addition to triage, which is 80 percent of the call service, other calls are resource and referral information. The hotline is also available to assist the Department of Public Health in times of pandemic and epidemic outbreaks. The hotline has a database of over 1.4 million people statewide and data mines every 24 hours from the triage data of symptoms, thus assisting in locating outbreaks.

The program currently employs 41 New Mexico registered nurses and three call screeners. Ms. Fiorenzio said they were the only model nurse advice line of its kind in the country and are a public/private collaborative model. They partner with DOH and they are able to service the uninsured equitably and have 28 private partners including health plans and community health centers, physician groups, and hospitals throughout the state.

Ms. Fiorenzio said the Nurse Advice Hotline safely diverts 65 percent of their calls from the ER to a lower, more appropriate level of care.

Regarding the County's interest in assisting in 911 calls, Ms. Fiorenzio said some calls come into 911 that do not require emergency dispatch. Twelve cities throughout the country have implemented a model where dispatch continues as usual unless the call falls under a lower "omega" category. Rather than dispatching they offer the caller the service of a nurse. The savings are substantial to the cities. The data has shown a high level of caller satisfaction and no adverse outcomes.

Telephone triage is a unique skill that requires nursing intuition and clinical judgment. The guidelines provide an algorithm to ensure that what needs to be covered is. Ms. Fiorenzio said most of their nurses have over 20 years of experience and there is a four to six week orientation. She discussed how nurses can work out of their homes.

Commissioner Straus mentioned that the New Mexico Child Abuse Prevention Partnership at UNM has been discussing a nurse helpline and he asked whether they would serve as an outlet for stressed parents. Ms. Fiorenzio said they have discussed this with UNM and they currently take these calls but are not prepared to advertise for that service.

Ms. O'Connor asked about the process with 911 and liability issues. Ms. Fiorenzio said the 911 dispatch process would not be disrupted with the nurses only receiving lower level acuity "omega" calls. The caller would receive the option of talking to a nurse or not. They use very conservative modes and she was unaware of any bad outcomes. She added that the nurses will conduct two follow-up calls on the 911 triage patients.

Krista Kelly, Nurse Advice Hotline, said there are options for setting up nurses within the 911 program, whether co-located or remotely. There will be a dedicated 911 nurse line. 92 percent of their calls are answered within 30 seconds and Ms. Fiorenzio emphasized the 911 transfer calls would come through a dedicated line and queue. Other cities using nurse hotlines within their 911 system include Richmond, VA, Philadelphia, PA, Reno, NV, Salt Lake City, UT, Seattle, WA, and Ft. Worth, TX. Local nurse vendors are the preference.

Ms. Fiorenzio outlined the protocol for a suicide call. While there are no questions regarding income, the caller may be referred to the insurance exchange. Data of that nature may be collected during a follow-up call. In regards to eligibility, Ms. Boies noted that Santa Fe County Health Care Assistance Program covers the gap for individuals who do not qualify for Medicaid and are uninsured.

UNM has offered to provide analysis of the outcomes of any pilot program where 911 would funnel calls to Nurse Advice Hotline. The Hotline has the ability to set up appointments with providers and book it then.

IV. Approval of Agenda

Commissioner Roberts moved to approve and Commissioner Abrams seconded. The motion to approve the agenda passed without opposition.

V. Approval of Minutes

August 7, 2015: Commissioner Roberts moved approval as submitted. Commissioner Abrams seconded and the motion to approve the August minutes passed without opposition.

VIII. Matters for the Commission and Staff

A. Mobile Health Van Update

Kati Schwartz, Mobile Health Van Nurse, distributed the van's schedule, health screening information, and information about the number of visitors at the different sites – senior centers, City and County housing centers, libraries. She reported the van would be serving as the first responder at a 5k run.

Ms. Schwartz said she attended harm reduction training in Albuquerque and has been able to obtain Narcan to carry on the van for her use. Commissioner Heye mentioned that Santa Fe Mountain Center is a good resource in the northern part of the County. The van participated at the County Fair in partnership with Santa Fe County's Health Care Assistance Program.

Ms. Schwartz said she would be attending the Mobile Health Clinics Association conference and is excited to see the growth in the clinics. Physicians, nurses and specialists are going into mobile health clinic work.

Ms. Schwartz said she felt lucky and proud to have her job with Santa Fe County and offered a few stories about the van.

Commenting that there is not one medical facility in the Hopewell neighborhood, Commissioner Straus suggested the van include it within their schedule. Ms. Boies said the van has been in the area in the past and would consider including it.

Former Commissioner Davidson said she participated on the search committee for a nurse and said Ms. Schwartz is exactly the person they were looking for. She was particularly pleased that data was being collected which will improve Santa Fe County's potential for funding sources.

Betty Sisneros Shofer, NAMI, commended Ms. Schwartz for her outreach on mental health issues.

B. Directors' Reports

Ms. O'Connor said the Community Services is partnering with County Fire Department and released an RFP to assist in looking at potential ways the department can assist Health Services and the Community Services Department in meeting goals within the Health Action Plan. Dede Feldman was hired for this contract. Ms. Feldman will be researching existing models with the pros and cons and what could be done within the County. Ms. Feldman will be attending an HPPC meeting and talking with Commissioners.

Ms. O'Connor reported that NM DOH released a report on the number of overdose fatalities in 2014 revealing a 19 percent statewide increase from 2013 and 2014. She acknowledged it is alarming, disappointing and disheartening to see NM shift so drastically within a one-year period. Reducing drug overdose is a goal within the *Health Action Plan* and Santa Fe County has many projects going on to that end. Santa Fe County numbers may have gone down this past year; she was unsure when formal numbers would be released by DOH.

Commissioner Heye said it was particularly important to ascertain where the overdoses in Santa Fe County have occurred, having ramifications for the mobile health van and where Narcan is available. She encouraged staff to ask for the location of the overdose as well whether it was prescription, illicit, or a combination. Epidemiology will be able to provide that data and it is important for physicians to know.

Ms. O'Connor said Shelly Moeller recently provided a report on drug use that may be of interest to HPPC and DOH.

The DOH Harm Reduction Program tracks overdose reversals, stated Commissioner Heye.

Ms. O'Connor said last week marked the first delivery of bulk food to seniors in Santa Fe County. This is a small pilot/partnership between Santa Fe County and Feeding Santa Fe, with 20 seniors involved. The bulk food will be distributed weekly to homebound seniors. The question is how to ensure that seniors most in need are getting what they need. She lauded the County in that all the divisions are focusing on addressing the Health Action Plan.

Imagination Library now has over 800 kids enrolled and a new RFP is being issued.

Ms. Boies reported on the contract with Santa Fe Community Foundation to develop a web-based report card for the Health Action Plan.

The Health System Innovation project that NM DOH received a grant for has held a series of meetings and Santa Fe County is involved. CMS has funded HSD and DOH to work together and propose a redesign of the health care system in New Mexico. A survey will be sent to "key informants," including HPPC Commissioners, community providers and consumers. Chair Williams will help to summarize and synthesize the information, which is due the middle of October. There was agreement to focus the HPPC's October meeting on the DOH new health system design.

Ms. Ochoa said DOH's focus for this project is the "triple aim": To have a patient-centered health care system, to be cost effective, and to be of high quality.

Chair Williams noted that this is very important for New Mexico. Commissioner Roberts remarked that she has sat on systems innovation projects for 30 years with no outcome.

Ms. Boies announced they have contracted for a Spanish-speaking translator/interpreter.

Ms. Shover distributed a 911 checklist for use when someone is in a mental health crisis. October 10th will be "Mental Health Matters" walk from the Roundhouse to the Plaza.

VIII. C. Other Matters from the Commission

Ms. Boies said that for the next HPPC meeting, DOH will conduct a presentation of their proposed health innovation system, and then the County will have tables set up with facilitators to discuss ideas. She suggested there be an HPPC Commissioner at each table. Suggestions of where to hold the meeting were made and staff offered to get back to the HPPC on date, time and location. Mr. Jolly said LFMC recently conducted an outreach assessment project with different sectors of the community, and he offered to provide materials on that.

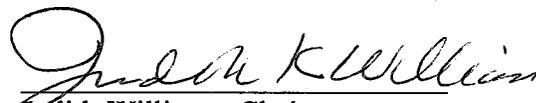
IX. Announcements

A. Next HPPC to be announced.

X. Adjournment

This meeting was declared adjourned at approximately 11:00 a.m.

Approved by:


Judith Williams, Chair
Health Policy & Planning Commission

Respectfully submitted by:


Karen Farrell, Wordswork