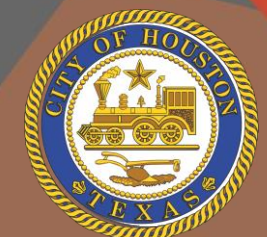




HOUSTON HEALTH DEPARTMENT



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INTRODUCTION



Harris County Area Agency on Aging (HCAAAA)

- Part of the Houston Health Department
- Established in 1977
- Provides federally funded social services to older adults
- Services include:
 - Access and Assistance Services
 - Care Coordination
 - In-home services
 - Caregiver Support Coordination
 - A host of other social services supports

Ibn Sina Foundation

- Non-profit - 20 years
- Serving in Medically Underserved Areas
- Providing medical, dental, diagnostic and behavioral health services
- Serving Medicare beneficiaries

- Ms. Paula Johnson (HCAAA)
- Janice Sparks, PhD (HCAAA)
- Dr. Hina Azam (Ibn Sina Foundation)
- Liaquat Khowaja (Ibn Sina Foundation)

TEAM STRENGTHS

Harris County AAA	EXECUTING								INFLUENCING							RELATIONSHIP BUILDING					STRATEGIC THINKING													
Name	Achiever	Arranger	Belief	Consistency	Deliberative	Discipline	Focus	Responsibility	Restorative	Activator	Command	Communication	Competition	Maximizer	Self-Assurance	Significance	Woo	Adaptability	Connectedness	Developer	Empathy	Harmony	Includer	Individualization	Positivity	Relator	Analytical	Context	Futuristic	Ideation	Input	Intellecion	Learner	Strategic
Janice Sparks	2							3	4									1																5
Paula Johnson	1	2						3													4												5	
Hina Azam		3						1															4		2									5
Liaquat Khowaja								2			4				3	5							1											

P	P opulation Who or what is at the center of the issue?	Medicare beneficiaries receiving a primary care visit at Ibn Sina clinics.
I	I ntervention What is the practice change?	Comprehensively address medical needs of the Medicare beneficiaries. This will include but not limited to advance care plan, medication reconciliation, misuse of opioid and their satisfaction levels with the services provided at ISF community clinics. Secondly, implement a screening tool to determine the social determinants of health.
C	Is there a C omparison/ alternative intervention (may not be any)?	A traditional primary care visit focusing on medical factors only.
O	What O utcomes would be beneficial and/or harmful? SMART Specific/Measurable/Achievable/Realistic/Timing	<ul style="list-style-type: none"> • By April 30, 2020, 10% of Medicare beneficiaries will have an Advanced Care Plan in place or indicate in their medical record that an Advanced Care Plan was discussed. • By April 30, 2020, 50% of Medicare beneficiaries will complete a medication review and reconciliation. • By April 30, 2020, 25% of Medicare beneficiaries with pain will be screened for opioid misuse using the Opioid Risk Tool. • By April 30, 2020, 90% of Medicare beneficiaries will be satisfied with the services received from Harris County Area Agency on Aging staff and Ibn Sina clinicians.



Outcomes



- By April 30, 2020, 10% of Medicare beneficiaries will have an Advanced Care Plan in place or indicate in their medical record that an Advanced Care Plan was discussed.
- By April 30, 2020, 50% of Medicare beneficiaries will complete a medication review and reconciliation.
- By April 30, 2020, 25% of Medicare beneficiaries with pain will be screened for opioid misuse using the Opioid Risk Tool.
- By April 30, 2020, 90% of Medicare beneficiaries will be satisfied with the services received from Harris County Area Agency on Aging staff and Ibn Sina clinicians.

Outcome 1



- By April 30, 2020, 10% of Medicare beneficiaries will have an Advanced Care Plan in place or indicate in their medical record that an Advanced Care Plan was discussed.
 - Out of 100 Medicare patients, 13 completed a discussion about Advanced Directives and an Advance Care Plan

Outcome 2



- By April 30, 2020, 50% of Medicare beneficiaries will complete a medication review and reconciliation.
 - 67% of patients completed a medication review and reconciliation

Outcome 3

- By April 30, 2020, 25% of Medicare beneficiaries with pain will be screened for opioid misuse using the Opioid Risk Tool.
 - Five patients were identified as taking opioids and a risk assessment was completed

Outcome 4

- By April 30, 2020, 90% of Medicare beneficiaries will be satisfied with the services received from Harris County Area Agency on Aging staff and Ibn Sina clinicians.
 - Our satisfaction survey shows that 90% of Medicare patients are “Highly Satisfied” with the services received from Ibn Sina and HCAAA

Conclusion

- Thirteen percent of patient participants completed a discussion about Advanced Directives and an Advance Care Plan compared to 3%, based on findings from Pelland, et. al. (2019)
 - **Exceeded established goal**
- 67 percent of patients received medication review and reconciliation compared to more than 32 percent of Medicare patients who had not spoken with their physician about medications in the previous 12 months (Wilson, et. al., 2007)
 - **Exceeded established goal**
- Only patients at risk for opioid misuse were screened using the opioid screening tool
 - The Opioid Risk Tool was not used, instead a series of questions developed by Texas Health and Human Services Commission was used to survey participants about opioid misuse
- The target for satisfaction with services rendered was achieved (**90%**)