

# SAN LUIS OBISPO COUNTY COMMISSION ON AGING

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**Meeting Date:** Friday, August 21, 2015                      **Time:** 10:00 am - Noon  
**Place:** Veteran's Memorial Hall  
801 Grand Avenue  
San Luis Obispo, CA 93401

Please RSVP to Chair by email or 235-5779, if you are unable to attend this meeting.

## **10:00 am**    Call for a Quorum

### Call to Order

- Flag Salute
- Roll Lists
- Approval of June Rev Minutes & July Minutes (August Minute Taker, Kiana)
- Approval of Agenda
- Public Comment (2 minutes)

**Introductions:** Guests & Members; Agency introductions & updates; Guest Comment (2 min)

**Presentation:** “Our Changing Health Care Landscape.” Discussion with Alan Iftiniuk, President/CEO French Hospital Medical Center and Ron Yukelson, Chief Business Development Officer, Tenet Central Coast.

### Unfinished Business:

- ANNUAL REPORT: Presentation at BOS meeting, July 21

### New Business:

- Discuss status of current Committees: Hearing, Outreach, Speakers Bureau
- COA Survey of County Seniors

### Member Reports/Updates

- Chair Updates:
- Committees: Hearing, Speaker's Bureau, Outreach
- Tom Clough: Preview of changes to RSVP
- Q&A re: Scams

**Concerns/Questions:** Members and GUESTS

### Other Announcements:

**Next Meeting** September 18, 2015

**IF YOU ARE HAVING DIFFICULTY HEARING, PLEASE DON'T HESITATE TO GIVE US A SIGNAL.**

## SLO COUNTY COMMISSION ON AGING

Veterans Memorial Hall  
801 Grand Avenue  
San Luis Obispo

**Minutes August 21, 2015**

**Members Present:** Alice York, Anita Shower, Judy Mishoulam, Shirley Summers, Kathleen Bellefontaine, Myra Lathrop, Marilyn Hamilton, Kiana Jackson, Karen Jones, Roger Randall, Leonard Milstein, Peta Rimington, Tom Clough, Rick Cohen

**Absent:** Gari Cave, Marie Pounders, Maryanne Zarycka, Tina Solomon (Senior Nutrition)

**Guests:** Ron Yukelson, Alan Iftiniuk, Louise Justice, Elinore Cottrell, Scott Smith-Cooke (SLO Health Commission), Susan Heineman, Phill Henkel, Howard York, Marilyn Gordon, Sam & Shirley Mednick, Mary Frey, Priscilla Ko

### **Quorum Established**

**Call to Order 10:02am. Flag Salute. July Minutes-Approved. Agenda-Approved. No Public Comment**

**Introductions of members and guests:** Karen Jones, Long Term Care Ombudsman, looking for board members for the ombudsman program. In addition there are also two slots left for their volunteer program.

**“Our Changing Health Care Landscape.” Discussion with:** Alan Iftiniuk, President and CEO French Hospital Medical Center and Ron Yukelson Chief Business of Development Officer. Tenet Central Coast.

**Q&A:** What does health care reform mean to our community? Focus of the Q&A discussion.

1) Why doesn't your doctor follow you to the hospital? Many Primary Care Providers are finding that they have more time for the patients who come to their office by collaborating with hospitalists who are board-certified and specialize in the care of patients while they are admitted to the hospital. EHR Electronic Health Records follow clients so primary doctors are able to see what treatment was given. There are only 4 doctors in the county that continue to see their patients when they are in the hospital.

2) Who handles the input of the EHR? Doctors and Nurses are responsible for inputting their notes into the EHR system. New things are being put in place to help minimize errors such as spell check.

3) Are there still paper notes? Paper notes are no longer an option. Everyone must use the EHR.

4) Since a hospital patient doesn't have their own Doctor to rely on as their medical advocate, who will establish a continuum of care and follow their in-hospital care, who are they to rely on for this protection?

Alan, French Hospital, described their care team that provides patient advocacy while one is under hospital care, offering programs services and networks of support in order for you to get well. They offer a Nurse Navigator for oncology patients and the spiritual and pastoral care department offers guidance. Both Hospital Officers pointed out that there is a County Patient Ombudsman.

Alan and Ron highly recommend designating a trusted family member or friend to act as your health care advocate. Your advocate will serve as a reliable means of support that can assist with navigating your medical journey and can listen more intently to the information that Doctors impart during visits and then explain later to the patient.

5) A survey is given to patients before leaving the hospital. Why do I not get contacted when I've voiced a complaint on that survey? Surveys are anonymous to encourage clients to speak candidly without being identified.

6) What about computer hackers? Though no one is safe from computer hacking, there are multiple safeguards & redundant systems in place to protect the privacy of medical records because of HIPPA Laws. All medical record privacy rights are managed and approved by the patient. All patients will be notified as to who will be reviewing their patient information.

7) It's been stated that due to ACA 15,000 more patients are in need of Primary Care Doctors in this County. Do you just hire any doctors looking for a job? NO. There is a very extensive hiring process. Once doctors are hired their goal is to provide good services. In fact, their pay is docked if there are continuous negative comments or reoccurring incidents.

8) Why are so many Physician Practices being taken over by Hospital Corporations? Physicians are joining the Foundations that are being set up as Non-Profits for the organization they provide in keeping their business stable while complying to new regulations and establishing the EHR system.

**Break 11:10-11:20**

Meeting called back to order 11:20. Greeting Cards passed around for signatures. Kelly Sexton (leaving COA) and Gari Cave (recuperating from knee surgery).

**Unfinished Business:**

- The Annual Report was submitted to and accepted by the Board of Supervisors, July 21, 2015. In addition to the Chair, Alice York, COA Vice Chair, and members Shirley Summers and Tina Solomon spoke on behalf of their fellow Commissioners about the work and Advocacy of the Commission. The 2014-15 & 2015-16 reports were distributed to the members. Discussion about what type of communication should be had between COA and the Board of Supervisors. It was suggested that COA needs more input about the Supervisor's concerns re: Senior issues so that COA could better support them.

**New Business:**

- **Committees:** Discussion initiated about the current COA committees i.e. Outreach and Speakers Bureau and seeing if members have any new interest to continue. Tom Clough and Rick Cohen expressed interest in the public information committee and offered to meet with Chair about this.
- **COA Survey:** Suggested to seek information from other agencies that do County surveys. SLO Community Foundation puts out one every few years and getting ready to distribute their latest finding. It was suggested that Janice Fong Wolf be invited to speak to COA about the Community Foundation results and the pros and cons of doing surveys. Karen Jones believes that COA will not be ready to apply for grant funds for a Community Survey that she spoke about in August. However, our exploration about what COA would need to do in advance of 2017 funding may be useful.

**Members Reports:**

- **Chair** distributed updated pages for COA Binder. General membership roster. Term history roster. Webpage Screen Print.
- **Tom Clough-** Senior Volunteer Services (aka RSVP) is celebrating their 10 year anniversary. The federal grant supporting RSVP Services has found some of the organizations that RSVP was serving are ineligible for Federal Grant coverage. Central Coast Community Volunteers has been organized to find funding that allows continued volunteer services organized by CCCV for those 70 agencies. Hoping to spread the word to get the community support as well as some financial support.
- **Alice York** attended a Board meeting at the Morro Bay Senior Center. She learned about their new organization with a liaison employed by parks and recs. One of their aims is to target the 55 and up age group and they are interested in having someone from COA come to talk. Alice also gave up to date information about State bill 128 which Marie Pounders had been following. More than likely nothing will be approved until after the election.
- **Q&A Scams:** No report

**Adjournment:** moved & seconded. Unanimous agreement

**Next meeting:** September 18, 2015.

Minutes submitted by Kiana Jackson. Reviewed by the Chair.