



Meeting Minutes  
**INTEGRATION OF CARE COMMITTEE**  
Nancy Cataldi and Christopher Joseph, Co-Chairs

June 18, 2014  
McSilver Institute at NYU  
41 East 11<sup>th</sup> Street in Room 741  
9:30 am – 11:45 am

**Members Present:** Peter Campanelli, PsyD, Christopher Cunningham, Dorothy Farley, Deborah Greene, Tracy Hatton, Zach Hennessey, Christopher Joseph, Jan Carl Park, Andresa Person, Mary Poupon, Gina Quattrochi, Brenda Starks-Ross, Lisa Zullig

**Members Absent:** Nancy Cataldi, Michael Ealy, Joan Edwards, Janet Goldberg, Sandy Guillaume, Terry Hamilton, Graham Harriman, Daphne Hazel, Peter Laqueur, Julie Lehane, PhD, Jun Matsuyoshi, David Price, Bobby Rallakis

**NYC DOHMH Staff Present:** Rafael Molina, Nina Rothschild, DrPH, Anna Thomas, Wilbur Yen

**Public Health Solutions Staff Present:** Bettina Carroll

**Others Present:** Sheryl Alman-Charles, Randall Bruce, Billy Fields, Kaleena Jean-Pierre, Mallory Lowenstein, Ed Murphy

**Material Distributed:**

- Agenda
- Minutes from the June 4, 2014 IOC Meeting
- New Home Care Scorecards (draft as of 6/16/14)
- Home Care Reference Guides (prepared by Public Health Solutions)
- Managed Long Term Care Fact Sheet (prepared by Andresa Person of VNSNY)
- Questions for Providers of Home Care Services
- June 2014 Planning Council Calendar

**Welcome/Introductions/Moment of Silence/Review of the Meeting Packet/Review of the Minutes:** Christopher Joseph welcomed meeting participants. Committee members introduced themselves. Deborah Greene led the moment of silence. Nina Rothschild reviewed the contents of the meeting packet. The minutes from the June 4<sup>th</sup> meeting were accepted.

**Glossary:** Bettina Carroll presented a glossary of home health care terminology. The glossary is posted on the Planning Council website at [nyhiv.org](http://nyhiv.org).

**Q&A with Current Providers of Home Care Services:** Christopher Joseph asked questions of three current providers of home care services from the Health and Hospitals Corporation, Village Care, and the Visiting Nurse Service of New York, and IOC members chimed in. Some of the major points made by panel members are as follows:

- Clients need services including homemaking, social work, help when returning home from the hospital, help with tutoring of children, physical therapy, occupational therapy, nutrition services, custodial visits, and psychosocial assessment.
- There is a difference between self-identified need for home care and objective need – sometimes, providers determine that a patient needs services, but the patient doesn't want someone in the home. Patients may agree to a plan when they are in the hospital but intentionally provide an incorrect address for follow up and refuse services. Patients and family members sometimes need to be convinced that the service will benefit them. An interdisciplinary approach can help.
- Sometimes, the broth has too many cooks – an oversupply of caregivers – and patients are not told what to expect.
- PLWHAs with mental health/substance use issues may have trouble engaging in medical care.
- Ryan White home care services do not include outreach.
- Gaps: patients need someone to support maintenance in other services such as housing; help with obtaining services from community resources; help with substance use; and help with socialization issues – patients can become very isolated at home.
- Possibility: develop a peer program to work with Ryan White patients and help them to accept diagnosis and services; use peers as health coaches.
- Home visits are important; if provider communicates with patient over the phone, the patient just tells the provider what the provider wants to hear. With home visits, the provider sees that a “bed” is a blanket on the floor; sees elder abuse; and sees the type of neighborhood.
- The care plan has to employ a patient-centered approach.
- The current Ryan White service model is missing coordination.

- Need to work on a warm hand-off.
- The need for home care services for PLWHAs has dropped.

**Public Comment:** No members of the public commented.

**Adjournment:** The meeting was adjourned.