

OUR TIPPING POINT

MEALS ON WHEELS
ANNUAL CONFERENCE & EXPO
DENVER, CO | AUGUST 29-31, 2017



Peer Practice Models – Lessons Learned from NRCNA Learning Collaborative

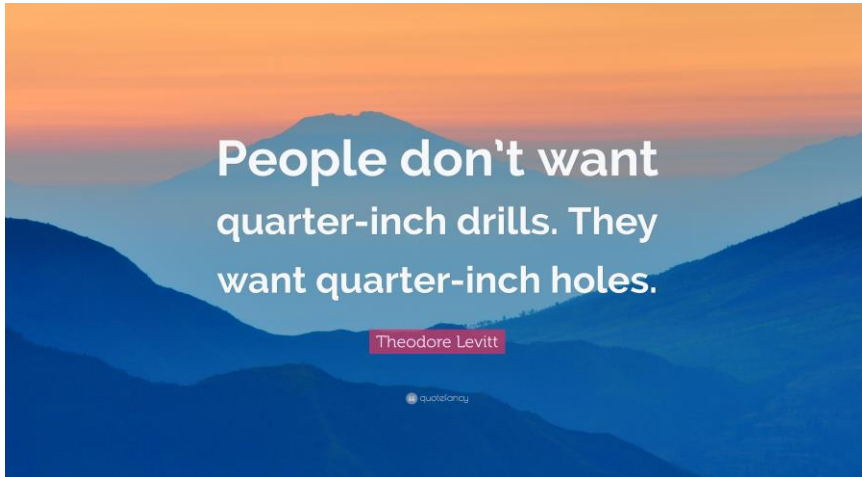


Charlie Teese

Meals on Wheels Greater Pittsburgh


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The "Challenge":



Home About Us Why We're Unique Find a Kitchen Near You FAQ Contact Us


In partnership with Allegheny County Department of Human Services, Area Agency on Aging



MEALS on WHEELS
GREATER PITTSBURGH

FAQ Our Kitchens Why We're Unique

Winner of the 2015 Best Practice in Home Delivered Meals Program Award from Pennsylvania Dept of Aging



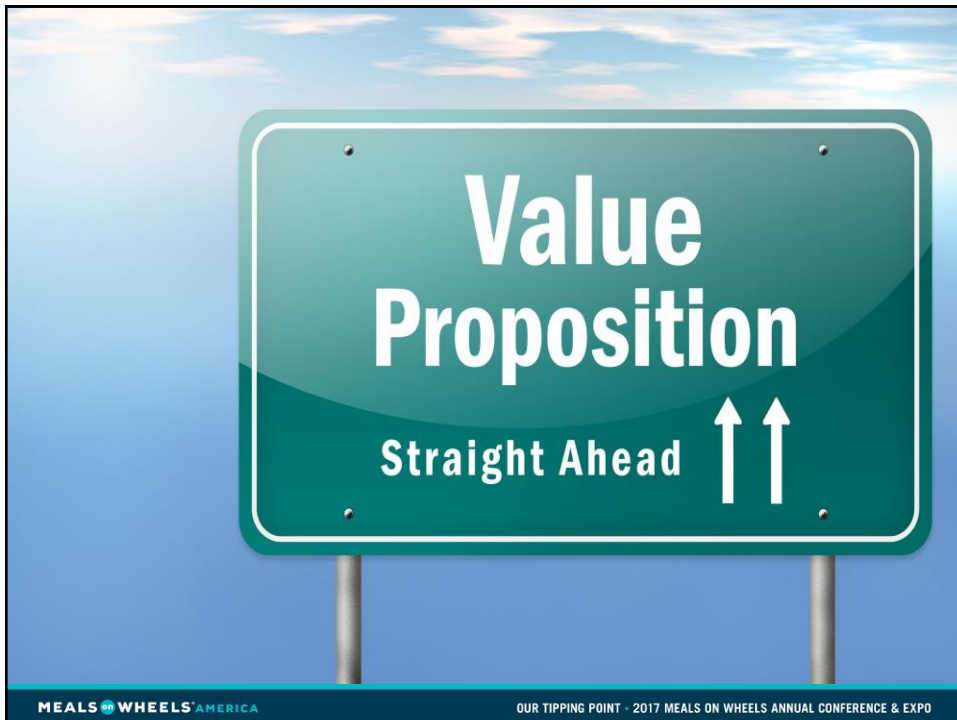
LOCATIONS *TOGETHER, WE CAN DELIVER.™* DONATE

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MEALS ON WHEELS AMERICA

OUR TIPPING POINT - 2017 MEALS ON WHEELS ANNUAL CONFERENCE & EXPO

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Regular Face to Face Contact

- Unique to MOW
- Not Easy to Replicate
- Delivery Staff Members of LTC “Team”
- Payer and Funding Source Reception
- MOWGP Initiatives:
 - Change of Condition Monitoring
 - Training Delivery Staff to “Observe\Report”
 - Intervention Specialist\Care Navigator



Overcoming Fragmentation

- Consolidating “Virtually”
- Unifying IT Platform
- Establishing Common Service Standards
- Creating Training Protocols
- Streamlining Contracting\Ordering Process
- Attracting Funding Partners
- Marketing as a “Network”



Outcomes, Outcomes, . . .

Change in Condition

Change In Condition

Date Identified: 11/08/13

Change: Client appears to have poor health status

Follow Up

Date: 12/09/16

Outcome: Referral to care manager

Comments:

Referral

Date: / /

Outcome:

Comments:

Apply

Client ID: 32

Created: ImportedFromMobileMeals 11/8/2016 11:45:10 AM

Updated: Admin 12/9/2016 11:45:10 AM

Close

What's Important:

- Preventing Avoidable Hospitalizations
- Avoiding Re-Hospitalizations
- Reducing Risk of Falls
- Keeping Consumers at Home
 - Rate of SNF Admissions
 - Rate of Assisted Care Placements
 - Turnover Rate
- Benchmarking

For Additional Information:

“Delivering with a Difference” Video:

<https://youtu.be/fbexvN6QZk8>

OR Contact:

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