



Southern Arizona Falls Prevention Coalition Meeting  
Meeting Minutes Thursday, January 16, 2019  
9:00am-11:00am  
Abrams Public Health Center Rm 3110 3950 S Country Club Rd.

**Attendance:**

Allan Tractenberg, Tucson Police Department  
Amy Allen, Northwest Fire Department  
Adina Wingate, Pima Council on Aging  
Barbara Trejo, Jewish Family & Children's Services  
Debra Adams, PCOA  
Jennifer Bea, UA Cancer Center  
Karen Critchley, Tucson Medical Center and TC3  
Karla Bennington, Banner Health

Kimberly Romo, Encompass Health  
Krista Cardenas-Romero, Pima County Health  
Lee Itule-Klasen, PCHD  
Maya Luria, Tucson Medical Center  
Natalie Becker, Tucson Fire Department  
Rebecca O'Brien, Pima County Health Dept.  
Susan Kasle, Jewish Family & Children's Services  
Veronica Rubio, Northwest Fire Department  
Wendi Cooper, Banner Hospital

**Welcome & Introductions:**

Debbie welcomed everyone in attendance and a round-robin of introductions were done, both in the room and on the phone.

**Co-Lead Lee Updates on:**

- The State Falls Prevention Coalition shared that their September symposium had an 80% attendance rate of healthcare professionals and 20% were comprised of community members. The state coalition is aiming to hold a Falls Prevention Awareness Symposium every other year. The next state symposium is in 2021.
- ACL Grant application was submitted.
- AAA is planning a conference on Sept 18 & 19<sup>th</sup> 2020, titled 'Aging Reimagined' Conference at Starr Pass. Would SCAFPC want to participate?

**Health Advocates for Change (HAFC) Forum:**

Updates on the planning were shared with the group. Co-leads Lee and Debbie confirmed the speaker, Dr. Ruth Taylor-Piliae, and are working directly with her for the PowerPoint presentation. The group agreed to share the RSVP link to their outlets and share it with colleagues.

**Southwestern Conference on Medicine:**

- The group discussed which documents, informational flyers, or packets should be used for the Southwestern Conference on Medicine and agreed-upon a 2-pager cardstock. This would be a sturdy copy to serve as a "Quick reference" that healthcare professionals and doctors can easily utilize and refer to. The group went through all SCAFPC resources and agreed that the best direction forward is to utilize the existing Falls Risk Assessment Tool but change language to reflect a provider education lens.
- Approximately 500 copies will need to be sent to Tucson Osteopathic Medical Foundation (TOMF) by the end of February.
- Group discussed establishing April 8<sup>th</sup>, 2020 as the deadline for tabling the event.

The following language change was suggested:

- o "to support aging in place and remain independent." "encourage aging in place" independence.
- o Add long-term care rehab information for physical therapy.



Southern Arizona Falls Prevention Coalition Meeting  
Meeting Minutes Thursday, January 16, 2019  
9:00am-11:00am  
Abrams Public Health Center Rm 3110 3950 S Country Club Rd.

Based on the group discussion, further interest in creating a **Communications Toolbox** was shared among all members.

**Presentation on Fall Prevention Efforts from TMC and TC3 (Tucson Collaborative Community Care)**

Started in 2016, the goal was to reduce the number of 911 calls by focusing on high-frequency callers. TC3 is now looking to prevention of 911 calls and decreasing the number of non-emergency calls.

- TC3 was started by the fire department. TMC was speaking with TC3 to bring it more to scale and have developed a collaboration between the fire department, first responders and TMC.
- TC3 has 2-4 teams that go into the field to work with the callers. The teams are comprised of firefighters, nurses, and other individuals.
- In 2016 they saw 92% of the calls being emergency medically-related calls and in 2019 saw a decrease in 911 calls. Last year, TC3 avoided \$1.5 million in charges.

The Statistic Information: the City of Tucson infrastructure for 911 calls is built for 60,000 calls a year. 20% of calls should not have happened in the first place because they are non-emergency calls. Most 911 calls are medically related not fire related. Tucson Fire Department only takes 50% of calls to the hospital.

- Karen is a champion of Social Determinants of Health (SDHs). She shared that many calls are due to other root causes such as social isolation. Her job includes helping people understand their needs and educate them on their resources.
- Our aging population is used to calling 911 because they always answer and come to help. TC3 enters the home, speaks with the client, listens to their priorities, and then assists in connecting them to the right services, in addition to identifying the safety hazards in the home.
- TC3 is currently getting trained for APS and when to identify if CPS needs to be called in?
- Beginning to look at it from a prevention lens.
- They have a long waiting list. Identified about 100 people that are assisted with case management, primary care, and Tucson Police Department.
- Example: 1 year a man called 911 for difficulty breathing. This call brings 6 people and 2 trucks. After home visits, the TC3 team learned that the 911 calls were anxiety-related.
- Thru TMC for Seniors, a group of volunteers makes friendly visits to those with open cases.
- The TMC Foundation is paying for 4 positions as of Sept 2019. They are looking to collaborate with community partners.
- There is a spike in 911 calls over the holiday season.
- JFCS: internal referrals from the crews. MOUs with TC3, then they will open a case.
- TC3 would like to expand the program to Northwestern, currently a regional approach.

IDEA: Cancer patients Motivational interviewing to be delivered Nationally. Pursue a grant with National Institute on Aging.

After the TC3 presentation, the SCAFPC asked how they can assist the TC3 team. The TC3 team shared the importance of stigma attached to falling and fear of being taken out of one's home. "We can give them tools and de-stigmatize it. Still live but live more healthily. AGE IN PLACE. You need to adapt your environment to YOU! Give them the control back."



Southern Arizona Falls Prevention Coalition Meeting  
Meeting Minutes Thursday, January 16, 2019  
9:00am-11:00am  
Abrams Public Health Center Rm 3110 3950 S Country Club Rd.

- Begin looking at it from this perspective. What does our risk reduction assessment look like so we can maximize our impact?

Ideas and questions:

Architects are experts in analyzing houses.

How do we get the message out now? Use TV stations. Maybe they are open to doing a PSA.

PBS, UA NPR gave a free segment, Fox local news channel, Media Focused outreach

#### **General Updates:**

St. Joseph hospital has started to include the Fall Risk Assessment tool in its patient admissions packet. Some suggestions were made to upload the assessment to patient charts, so primary care physicians could see it also once patients were released and followed up with their doctor.

Members expressed interest to work within the hospital structure and with physicians to implement the use of the assessment tool. The first steps would include exploring how to integrate new tools that are best practices into current physician practice. The next steps include interacting with primary care physicians and emergency physicians to discuss resources and how their hospital addresses fall and discharge. Discussions with health insurers and thinking of prevention and potential incentives for fall risk assessment to share fall resource information.

#### **Adjournment**

Next meeting is February 20<sup>th</sup>, 2020