

**LTCIP Network of Care Workgroup
Meeting Notes
September 9, 2002**

I. Participants

Monica Tencate, Dr. Mark Meiners, Bob Prath, Bud Sayles, Laurie Edwards-Tate, Rick Wanne, Evalyn Greb, Sara Barnett

II. Discussion Points

- The Network of Care (NOC) is a web-based software system designed for the County of San Diego, its primary customer. It currently integrates information for community based social and supportive services and is being used by Aging and Independence's (AIS) Call Center to connect callers to appropriate services.
- NOC has the potential to become an essential support tool for the Long Term Care Integration Project (LTCIP).
- Need to distinguish between what the software can do right now versus its future capabilities/improvements. Questions to consider: How far can you go with it right now? What is it lacking? How efficient is it? Is it easy to navigate? What barriers are users facing? How useful is it for specific situations/problems?
- Basic user levels/customers of the NOC include: County of San Diego staff, family caregivers, non-family caregivers, non-profit and for-profit community based organizations (CBO), ordinary consumers, and various health providers.
- Continuous Quality Improvement (CQI) should be the operating principle/focus to support moving towards full integration with the NOC. Need to document problem-solving processes and utilize processes for giving and receiving feedback for making improvements.
- Promote public awareness of the NOC's capabilities. Explain NOC in simple, easy to understand terms using realistic situations. Emphasize that this is "just the beginning."
- Training programs- How effective is on-screen help?, Is there a step-by-step walk through of how to use the system?, Are there any training programs planned or currently underway for County employees and other potential customers?
- Consider download capabilities for older, slower computers.
- Consider and work through privacy and confidentiality issues as they arise.

III. Suggestions/Recommendations

- Distinguish between current and potential software capabilities.
- Identify LTC customers and perform beta testing on system to get multiple perspectives on its usefulness and areas for improvement.
- Develop CQI program based on findings of beta testing.

IV. Current Action Steps

- Formalize the understanding and vision, mission and goals of this strategy group as it relates to the LTCIP.
- Draft a research and feasibility plan for potential funders; identify needed resources.
- Go after funding for test groups.

V. Next Meeting

Full Options Workgroup meeting on Monday, October 21, 2002, 1-2:30 PM, AIS Training Room

Hazard View Room.