

**BELLEVUE NETWORK ON AGING  
MINUTES**

February 7<sup>th</sup>, 2019  
8:30-10:30am

North Bellevue Community Center

**MEMBERS PRESENT:** Jullie Gray, Jeanne Grote, Janet Jelleff, Gazel Tan, Desiree Leigh, Diana Thompson, Hannah Kimball, Phyllis Smilen, Christy Stangland, Robert Lee, George Twiss

**MEMBERS ABSENT:** Bill Merriman, Bob Megargel, Lauren Emery, Judy Dowling, Beverly Heyden, Berta Seltzer, Janet Zielasko, Michelle Trimble

**STAFF PRESENT:** Dan Lassiter/Bellevue Parks & Community Services

**GUESTS:** Robin Shapiro/Presenter, Washington State Health Advocacy Association

**RECORDING SECRETARY:** Abby Burdick/Bellevue Parks & Community Services

**WELCOME AND ROLL CALL:** The meeting was called to order by Hannah Kimball and roll call taken.

**APPROVAL OF MINUTES:** No changes identified to January 4<sup>th</sup>, 2019 BNOA meeting minutes. Minutes approved as written.

**PRESENTATION & DISCUSSION:**

**Robin Shapiro** – Board Chair, Washington State Health Advocacy Association – ***The Emerging Field of Health Advocacy***

Robin believes that health care advocacy soon will be a common skill that people have or seek to ensure that a health-care experience results in the best outcome possible for the patient. Robin has worked in health care-related public relations, public affairs, crisis management, marketing and advocacy work since 1988. She founded Health Advocacy Strategies and co-founded Health Perspectives Group LLC, an award-winning family of healthcare engagement and technology companies. It is through her work helping patients communicate their health care stories, goals and wishes that led her to co-found Allied Health Advocates in 2008, the first

independent health advocacy company for patients wanting to hire a private advocate. Her visionary approach to engaging people in their health care led her to create companies, programs and a not-for-profit organization to ultimately support the idea of helping people with medical navigation and decision-making. Robin previously led health-related programs at Immunex Corporation and Ogilvy & Mather Public Affairs. She currently is the Board Chair of the Washington State Health Advocacy Association (WASHAA). She also serves on the Seattle University Innovation & Entrepreneurship Center Board. Robin holds two bachelor's degrees in journalism and Political Science from the University of Missouri - Columbia.

**The Washington State Health Advocacy Association (WASHAA)** is a nonprofit organization made up of healthcare professionals, patients, community members, and many others, who are dedicated to promoting health advocacy in Washington State, empowering patients and improving healthcare outcomes. They aim to help patients and their families or caregivers who are struggling to understand and access the health care system.

#### **Who is a Health Advocate?**

A Health Advocate is an individual who provides direct and personalized services to a patient and/or their family as they navigate the healthcare system. Health advocates also engage in activities that promote health and access to health care in communities and the larger public.

#### **What does a Health Advocate do?**

A Health Advocate's role is to assist, educate and support patients and their families so they can make appropriate healthcare decisions for their specific situation. Health Advocates assist patients in medical, eldercare, insurance, legal and administrative areas regarding their long-term or acute care needs.

#### **What background or expertise does a Health Advocate have?**

Health Advocates are involved in a variety of different healthcare-related areas and come from various backgrounds and expertise. Those may include nurses, physicians, physician assistants, social workers, case managers, hospital administrators, patient care coordinators, insurance providers, home aid workers, as well as lawyers among others.

Additionally, there are many health advocates with or without the above credentials, who have personal experience through their own illness or from assisting a family member. Those

individuals become advocates for others going through a similar process or illness.

### **Who pays for Health Advocacy services?**

Health Advocates can be independent professionals or advocacy businesses that patients and their families hire on a fee-basis to assist them. Hiring an independent Health Advocate means his/her primary responsibility is to their patient with no incentives outside the patient's wishes.

Before commencing work with a client, professional health advocates typically present a Scope of Work or other Description of Services Agreement to the client that describes the services to be rendered, timelines for completion, appropriate privacy and confidentiality protections and a fee schedule, if applicable.

Hospitals, insurance companies and some employer and community groups can offer health advocates, health coaches, patient navigators or care coordinator services as a covered benefit to their members.

Visit the [Bellevue Network on Aging](#) web page for Robin Shapiro's full presentation.

Visit the [Washington State Health Advocacy Association](#) web page for more information.

### **COMMITTEE REPORTS:**

#### **Advocacy Committee** *(reported by Diana Thompson)*

Senior Lobby Day is February 26<sup>th</sup>

Recent, successful, Advocacy Meeting with Louise, Legislative Assistant, in Cantwell's office. Cantwell is on board with most of the Legislative Agenda. Louise was unaware of the Medicare Observation Status and is going to investigate it further.

Your input is requested on the Federal Agenda regarding raised Social Security Tax & the inclusion of Dental, Vision and Hearing in Medicare coverage.

The Property Tax Bill was introduced in the State Legislative Agenda.

#### **Outreach, Education & Diversity Committee** *(reported Gazel Tan)*

- ✓ Bellevue Library Resource Fair is February 12<sup>th</sup>
- ✓ Alzheimer's Café is the 4<sup>th</sup> Tuesday of every month at 3:00pm

"Alive Inside" is a movie recommended by Jullie Gray

Outreach is currently planning Senior Day at the Bellevue Farmers Market. The goal is to organize a day with Vendors and Service providers and entertainment specifically for older adults.

Outreach is thinking that BNOA should be involved in the COB Vision Priorities and is seeking ways to do that.

Outreach had discussions around resource inventory. Just to keep materials and handouts up-to-date and fresh. A bag of materials has been prepared for the next outreach event.

### **Transportation & Housing Committee** *(reported by Phyllis Smilen)*

The group is working toward discovering expanded resources for older adults on affordable housing.

The group is considering going on a "tour of reality" to physically see and experience what is out there for older adults housing options.

The next Transportation & Housing meeting is February 27<sup>th</sup> at Crossroads Community Center at 9:00am. Tanya McGee of Sound Generations will be present to discuss low income housing.

### **COMMUNITY PARTNERSHIPS REPORTS:**

#### **Eastside Easy Rider Collaborative** *(no report)*

#### **Eastside Human Services Forum** *(reported by Hannah Kimball)*

Bring awareness to the ADA/COB Universal Design Best Practices for Accessibility in Trainings, Meeting & Events brochure from Blayne Amson.

#### **Timebank of Puget Sound** *(no report)*

#### **Aging & Disability Services** *(no report)*

The Aging and Disability Services had their Annual Meeting in January. There was a speaker on Housing Taxations. Six or so bills have been introduced into the legislature.

The additional topic of support and discussion by the group is regarding Long Term Care Services Tax.

**Senior Lobby** *(no report)*

## **NEW BUSINESS**

Peggy Foster (liaison) & Howard Katz (voting) have chosen to no longer be on the board due to other personal-life constraints.

### **Term limit discussion:**

Jullie – there is benefit to change. It's a healthy thing to change. There can be concern of losing institution knowledge over time. Staggering exits are ideal, so you don't lose everyone at once.

George – in favor of term limits. Staggered terms are ideal. Two terms of any length, then if you are interested in serving again, you must take one year off. There should be special exceptions. Exificio members are a good idea. Another idea is after a first term is up, you are voted back on or excused from a second term.

Desiree – in favor of term limits. Institutional knowledge is beneficial to the individual, and it does take time to get there. Every person should have to reapply. No one should assume that they are back on. Three, 3-year terms or two 4-year terms seems like a good idea to gain and put forward institutional knowledge.

Gazel – in favor of term limits. With the structure of this board being all volunteer. A four-year commitment seems daunting. There are not a lot of people hammering to be on this board. I like the idea of "inviting people back". Two-year term lengths seem appropriate. Regardless of what's decided, its important that processes are in place to "pass along" committee work.

Hannah – in favor of term limits. The idea thing to achieve is to have constant active, engaging and impressive members with ongoing and evolving institutional knowledge. Should this be an agenda item every month until August when we begin recruiting efforts?

Dianna – in favor of term limits. An idea is to just "vote off" 3 people every year regardless of term length.

Janet J. – what about a shadowing intern of some kind when a term limit is about to expire?

### **STAFF REPORT** *(reported by Dan Lassiter)*

Mark Smutny from Sound Generations is presenting in March on eastside transportation and how to advocate for future changes.

Gwen Russo COB Associate Planner and Lindsay Masters, the new ARCH Director, are presenting in April concerning affordable housing.

Hannah Kimball has been awarded Volunteer of the Year. She will be presented with this award at the North Bellevue Community Center Volunteer luncheon.

**ADJOURN**

The meeting adjourned at 10:30am