

West Virginia Medicaid Aged and Disabled Waiver
Quality Improvement Advisory Council Meeting Minutes
January 24, 2017

Attendees:

Rashida Dickerson, Chair	Wayne Worth
Radine Hinkle, Vice Chair	Sherry Wooten
Mark Fordyce	LuAnn Summers
Lou Ellen Blake	Meghan Board
Cecilia Brown	Kristin Blackburn
Marcus Canady	Vanessa VanGilder
Rebecca Cline	John Raby
Kathy Johnson	Rebecca Chambers
Arlene Hudson	Tami Shamblin
Susan Silverman	LuAnn Summers

- I. Welcome. Rashida Dickerson, Council Chair, welcomed everyone to the meeting and asked for a review of the minutes from October, 2016. A correction will be made to Meghan Board's name (it was listed as Meghan Beaver in the October minutes), and also, in Section VI. Enrollment Update, the statement made regarding KEPRO not accepting MNER's on old (WVMI) forms will be deleted and replaced with, "It was brought to LuAnn's attention that some physicians are still using the old MNER forms with incorrect instructions which delays processing of the MNER. LuAnn will follow-up to ensure physician errors do not cause further delays in the approval process". Mark Fordyce moved to accept the minutes, as revised. John Raby seconded.
Rashida also took this time to express her interest in possibly studying the number of seniors who are moving back to West Virginia and also look at the health of these individuals to see if there are any trends the Council should be watching.
- II. Enrollment Update. LuAnn Summers gave an overview of the Aged and Disabled Waiver program. Currently there are 481 applicant eligible people on the Managed Enrollment List (MEL). One-hundred-sixteen slots have been released and are awaiting activation. Slot releases have slowed recently to approximately five to six per week. For fiscal year 2017, there are 6,151 total slots available and there have been 5,995 individuals who have received slots and have received services, year-to-date. The Take Me Home program has 38 slots still available.
- III. Monitoring Updates. Arlene Hudson explained to the group that the Personal Care Services program reviews are complete, she has received the sample data for the ADW reviews, and these reviews should begin in the next two weeks.

- IV. Take Me Home Update (TMH). Marcus Canady, via telephone, gave an update on this program. This program operates on a calendar year basis and for the year 2016, the projected number of transitions was 80 and they actually transitioned 78, so he was very pleased with this number. A couple of these individuals went to the TBI Waiver and some to Personal Care, but the majority transitioned to the ADW program. For 2016, numbers are up all around – intakes, referrals, as well as the number of people who have consented to participate in the program. As discussed in prior meetings, the transition portion of the TMH will end in December 2017. Any transitions that occur in 2017, however, will still be supported for 365 days in the community. After that date, these transitions will be absorbed into TBI and ADW through the end of 2018. Marcus and his team are working with CMS to come up with the program details and processes once the transition phase of the grant is over. They will need to amend the CMS application, create policies and procedures, go through the public comment period, etc. They are still waiting on some clarifications from CMS before this process is complete. To reiterate, only the transition portion of the grant ends after 2017. The Sustainability portion of the grant runs through 2020. Some initiatives that are included in the Sustainability portion of the grant include, transitioning the TMH program into the Waivers, online Case Management, piloting a TeleHealth System, completion of the new Incident Management System (IMS) and creation of an online housing registry. Barriers to finding accessible, affordable housing for those transitioning out of nursing homes are huge. Cecilia Brown may want to add a study of this issue to the Council's Quality Work Plan in April.
- From the beginning of the Take Me Home program in 2013, 218 individuals have transitioned back into the community.
- V. Incident Management System (IMS) Update. Work continues on the new Incident Management System. The IMS work group is meeting and testing the new system weekly. The goal is for all of the Waivers to use this system. One potential problem mentioned at today's meeting is the fact that the system is only compatible with Internet Explorer.
- VI. Olmstead Update. The director of the Olmstead Council, Vanessa VanGilder, gave an update on this program. Vanessa explained that the Olmstead program began after two Georgia women with mental health issues filed a lawsuit to be released from the psychiatric hospital after their initial treatment was completed and where they had been residents for many years. In 1996, the Supreme Court held that public entities must provide community-based services to persons with disabilities when (1) such services are appropriate; (2) the affected persons do not oppose community-based treatment; and (3) community-based services can be reasonably accommodated, taking into account the resources available to the public entity and the needs of others who are receiving disability services from the entity. The program is meant for people who are "in imminent risk of institutionalization". Individuals may receive up to \$2,500 through this program and it encompasses two

areas – transition and diversion. The program can provide funding to assist individuals with procuring the essentials to transition home, such as security deposits, first month's rent, furniture, food, etc. The Diversion portion of the program provides items such as hospital beds, lift chairs, etc. for those already living in the community. Individuals must submit an application and include an estimate of the item or project they are asking for. The Olmstead Council meets monthly to review these applications. Even though the Council again received \$200,000 from the Bureau for Behavioral Health and Health Facilities, funding is still limited. Vanessa stressed the importance of partnering with other entities such as community groups, churches, etc. to assist in serving as many individuals as possible. The Olmstead Council is sponsoring two training events; the first is the Fair Shake Network Legislative Training at the Dunbar Recreation Center on March 7th and then a Disability Advocacy Day during the Legislative session at the Capitol on March 8th.

- VII. Quality Management Report. Rashida Dickerson gave an overview of the Quality Management Report. Administrative numbers are consistent – number of active ADW participants, hearings, and number of providers. Most performance measures are at or near 100%, except for those measures related to the Service Plan. BoSS has done training on creating Service Plans in the past; however, it appears they need to do more. This training topic may be added to the Council's Quality Work Plan. Health and Welfare numbers were also acceptable at or near 100%.

- VIII. Quality Work Plan. Rashida and Cece gave updates on the Work Plan:
- Goal 1 – To increase Case Manager and RN understanding of Service Planning. Completed in July, 2016.
- Goal 2 – To increase provider knowledge of the program. The training committees have put much effort into the Case Manager and RN training materials. The intent of the RN training is to provide education/information for someone who knows nothing about the ADW program and to also build on the knowledge of an existing RN. In addition, it will include a chart of the many acronyms associated with long-term-care and the ADW program. The committee tried to make this training participant and agency employee friendly. As referenced earlier, more instruction related to the Service Plan will be added. Case Management training is moving along as well, although more volunteers are needed to create the CM timeline chart. Estimated completion date for the CM and RN training is April 2017. Also included in Goal 2 was the development of a guide for the roles and responsibilities of the caregiver both as an agency employee and in some instances a family member. BoSS has an existing Roles and Responsibilities Guide that will be reviewed. The Council will then make any necessary changes. This activity should be complete by July 2017.

Goal 3 – To reduce staff issues in the program. The existing Staff Management Toolkit was sent out to the Council for review. More discussion is needed to define the next steps for the toolkit.

Goal 4 – To increase provider knowledge of ADW processes. The activities for this goal – to develop Fact Sheets on Emergency Back-up Plans, Professional Interns Protocol and Participant Services Verification were completed in October 2016.

Goal 5 – To increase compliance with mortality reporting. The activities for this goal – revising the Death Notification form and developing a Mortality Reporting Fact Sheet were completed in October 2016.

Goal 6 – To increase knowledge of the role of legal representatives within the ADW program. One of two activities within this goal has been completed. A draft training regarding the role of the legal representative within ADW policy will be presented to the Council by June 2017. The development of an informational resource list on the topic of legal representatives has not yet been addressed. This also has a due date of June 2017.

- IX. Old Business. At the last Council meeting a request was made for BMS to issue policy clarification memos on various topics/questions that arise from time to time. LuAnn Summers addressed this request. BMS and BoSS conduct monthly question and answer (Q & A) conference calls for all providers for both ADW and Personal Care. Providers are encouraged to submit questions on any topic related to either program and they are answered on these calls. In addition, the questions and answers are then posted to both BMS and BoSS's websites. LuAnn said that perhaps memos could be issued on big issues, but she felt the Q & A calls, and posts to the websites, were sufficient for policy clarifications for now. BoSS will review the format of the Q & A posts to see if they can be made more user-friendly. In addition, we need to be sure that Fact Sheets are posted to the websites as well.
- X. New Business. Cecilia Brown announced that there will be some openings on the Quality Council beginning in April and we need to begin soliciting new members. She suggested forming a Membership Committee to head up these efforts so Mark Fordyce, Radene Hinkle and Vanessa VanGilder all volunteered. Cece will send out the Council Procedures Handbook for review and also send out applications.
- XI. Other Business.
- Arlene Hudson informed the group that CMS is currently conducting an audit and they have contracted with CNI Advantage to contact service providers to gather information.
 - Rose Lowther with BMS came to the Council to give an update on a portion of a five-year transition plan for new Home and Community Based Services rules that were passed in 2014. Her presentation today focused on legislation that prohibits providers from owning or leasing facilities where they also provide Waiver services. Ms. Lowther stressed that it may not be prohibited; however, if any of these situations exist, BMS should be notified so that they can review the situation. If anyone has any questions, they

may contact her at rose.l.berman@wv.gov. Either BMS or BoSS will send a memo to providers regarding this rule.

With no further business, Mark Fordyce made a motion to adjourn. The motion was seconded by Radene Hinkle.

Next Meeting: April 25, 2017