

AGED AND DISABLED WAIVER

JULY 22, 2014 QUALITY IMPROVEMENT ADVISORY COUNCIL MEETING MINUTES

Attendance: Amy Elliott, Linda Wright, Marcus Canaday, Rebecca Chambers, Susan Courtney, Brenda Howland, Latonia Morrison, Teresa Hensler, Terra Muncy, Patty Jones, Herschel Shamblin, Darlene Franklin, Debbie Wheeler, Lila walls, Kristin Blackburn, John Raby, Mark Fordyce, Tami Shamblin, Radene Hinkle, Chuck Ricks, Julie Haverty, Susan Given, Cecilia Brown, Cathy Richardson, Commissioner Robert Roswall and Deputy Commissioner Jacqueline Proctor

Welcome and Introductions: Commissioner Robert Roswall introduced the new Deputy Commissioner Jacqueline Proctor to the Council. Council Chair, Amy Elliott, introduced the new Council members to the Council. New Council member orientation training was provided to new Council members in July, 2014, prior to the Council meeting.

Meeting Minutes: Amy Elliott, Chair, presented the minutes from last meeting. John Raby motioned to accept the minutes and Chuck Ricks seconded acceptance of the minutes. April, 2014, Council meeting minutes were approved.

Take Me Home WV (Money Follows the Person): Marcus Canaday provided an update to the Council. He reported that there are two purposes for the program.

1. **Transition to Community:** Identify members who want to stay in home and community instead of a facility (example: nursing home). The program provides access to a transition navigator and wrap around supports for the member transitioning. He reported that there were 55 individuals transitioned this calendar year. There were 31 transitioned in 2013 and 24 transitioned in 2014.
2. **System Change:** The required system change component for the Incident Management System is in development.

Marcus reported that there is a need to add more transition navigators. There is a 15 member Advisory Council and a Quality Committee that meets quarterly. In addition, the program has a Housing Committee. Marcus suggested that Council members visit the Take Me Home WV website for further information.

CareConnection® Update: CareConnection® is a web based application for member information. All providers will be able to access the system when the system goes live on Monday July 28, 2014. IRG will email providers their passwords for the new system on Friday. It was reported that ADW has 144 Case Management Agencies, 212 Homemaker Agencies and 30 Personal Options Personnel or FEA. Council members reported that the new PAS printed from the system does look different. Page 6 of the previous PAS format was the WVMI RN's signature. Now, page one will include the RN's electronic signature.

One feature CareConnection® will have is notifications to providers. This will have a positive impact on providers. The provider will have to log on to the system to receive these notifications. Agencies may have multiple sites and passwords. Agencies will only be able to access information on the members assigned to their agency. Agencies may have as many users as needed.

Quality Management Report: For clarification, this report is a lag report which provides data for the previous quarter, from January 1, 2014 through March 31, 2014. The Quality Management Report was reviewed and discussed with the Council. Please refer to Quality Management Report for details.

Personal Care Prior Authorizations: It was reported that there was an increase in the number of requested prior authorizations for the quarter. There was a change in Personal Care policy that required a prior authorization for individuals receiving less than 60 hours of service per month. As the result of this new requirement, the total number of prior authorization requests increased.

Medical Eligibility and Service Levels: The Council reviewed and discussed data related to Medical Eligibility and Service Levels. Refer to the Quality Work Plan for the goal related to member reevaluations.

Reevaluation Appointments: it is required to provide at a minimum of a two-week notice to members when scheduling an appointment for medical evaluation. If an appointment is canceled, this two-week delay will impact the timeframe for the rescheduled appointment. Council discussed the need for members to keep their scheduled appointments. It was recommended to develop a hand out for members regarding the importance of the reevaluation appointments. Council recommended including this in the Quality Work Plan. Tami reported that appointment cancelations have reduced. The second recommendation from the Council was to develop a flow chart so members would understand the process and what can happen when the person does not complete their annual reevaluation (loss of services or Medicaid card).

Service Levels: The Council discussed Service Level data. It was noted that there are few members with Service Level A. Council members reported that members with a Service Level A often decide to stay on the Personal Care program rather than go on the ADW program. Those without a Medicaid card may choose to come onto the ADW program.

Hearings: BoSS and BMS have been conducting Pre-Hearing Conferences with members. It was reported that the Pre-Hearing Conferences are going well and only one member has gone to hearing following the Pre-Hearing Conferences. It was suggested that the Quality Management Report include data from the Pre-Hearing Conferences on next fiscal year's data.

Qualified providers: There was only one new provider during this quarter. Member chart review and Continuing Certification are being conducted.

Incident Management: Emails and phone calls have occurred with providers regarding any issues with reporting. Council recommends a change in policy from 24 hours to one business day, review of the definition of simple and critical incidents and review of the incident reporting form (paper copy). This will be referred to the Policy Committee and reviewed for addition to the Quality Work Plan. Council believes that a change in policy would positively impact the reporting requirements.

Complaints: The primary type of complaint continues to be complaints related to staff issues. This quarter occurred during winter months, bad weather and the water crisis. It appears that agencies were ensuring members' care as the complaints did not increase during this time frame.

Choice: A Council member reported issues with member transfers. Members may contact BoSS for assistance with complaints or resolve complaints at the provider level. It was reported that at times the worker will transfer to another agency and the member will want to follow the worker to the new agency. Providers are making sure that members are aware of their right to choose.

ADW Policy Committees and Sub-Committees: BMS requested that the Council move up the due date from the Policy Committee, Member Sub-Committee and the Provider Sub-Committee. The last Policy Committee meeting is August 27 and the final recommendations will be provided to BMS by September

3, 2014. The committees will be sent the final draft recommendations and will have one last opportunity for input before it goes to BMS.

In regards to incident management, the policy committee is recommending that the 24 hour time frame be changed to 1 business day for entering incidents in the IMS.

In regards to Transportation Services, the plan is to incorporate the components of the Transportation Toolkit into the ADW policy manual. The committees are making progress on the manual recommendations. The Sub-Committees and Policy Committee are updated at each meeting regarding the other committee's recommendations so all committees have an opportunity for input. The Committees are using a "Parking Lot" for issues that apply to process, letters or forms for follow-up recommendations. The Nurse Monitors, BoSS staff and BMS staff participate on the Policy Committee. Nurse Monitors may have recommendations based upon their findings during provider reviews.

Quality Work Plan: The Council reviewed and discussed the annual Quality Work Plan. The Council discussed potential options for adding to the Quality Work Plan. Some of the recommendations may include a reevaluation handout for members regarding the importance of the annual reevaluation appointment for the PAS assessment. The second area that the Council plans to address is a Helpful Tips Guide for providers who work in situations that could be risky. Some examples may include an unsafe environment for the member and/or worker, substance abuse in the home and the use of behavioral contracts. One area to address is safety in certain neighborhoods.

For this committee, they will need to think about community awareness. The Committee may need to ask someone in law enforcement, someone with the prosecuting attorney's office, crisis intervention specialist or even mall security (as a consultant) to participate in the committee. The due date for the committee is January, 2015.

The provider training webinar on Planning, the Service Plan and Plan of Care, will be conducted 7/31/2014. Julie will send email to providers regarding the training and the webinar will be placed on the Learning Management System (LMS) for providers.

Transportation: The Council discussed transportation, adding a monthly limit for mileage, community activities and essential errands, not on medical appointments. The Council had questions regarding Non-Emergency Medical Transport (the new contractor, MTM). Susan Given will follow up with BMS as to what this covers.

Continuing Certification: Continuing Certification is a web based program for providers to report training of staff, staff licenses, CIB's, etc. All staff must be trained and up to date per policy requirements. The goal is to ensure all workers who go into the home are trained. For areas of noncompliance, the agency must do a self-audit and the agency will be required to repay the Bureau for Medical Services. Due to reported issues with the system, Linda reported there will be a programmatic improvement to the system in 2015. 100% of providers have submitted

Member Enrollment – For new members enrolling in the ADW program, the new 60 day time frame for the entire enrollment process will allow for a more efficient process. This data will be reviewed on a monthly basis.

Next Meeting: October 28, 2014