

Aged and Disabled Waiver
October 28, 2014 Quality Improvement Advisory Council Meeting Minutes

Attendees:

Amy Elliott, Chair
Cecilia Brown
Terra Muncy
Lila Walls
Kristin Blackburn
Susan Given
Marcus Canady
Chuck Ricks
Mark Fordyce
John Raby
Linda Wright
Tami Shamblin
Susan Silverman
Phil Kabler

By telephone:

Susan Courtney
Rashida Dickerson
Tonia Morrison
Brenda Howland
Kim Humphrey
Radene Hinkle
Wendy Bowen
Rebecca Chambers

Welcome and Introductions: Amy Elliott, chair, introduced Susan Silverman who will attend Council meetings going forward and will take the minutes.

The minutes from July 22, 2014 were presented and reviewed. John Raby motioned to accept the minutes and Terra Muncy seconded acceptance of the minutes.

Quality Management Report. The data presented in the report is April through June, 2014. Certain information could not yet be pulled from CareConnection©; however, per Tami Shamblin, it will be available for next months' report. This report will allow us to review the data to see if we need to make quality improvements in certain areas.

In Section II of the report (Hearings), Amy Elliott suggested adding Pre-Hearing conferences as well. This was approved by the group. There could be a lag in the numbers due to the timing of requests and actual hearings.

Section V. Incident Management. Some providers appeared to be late reporting incidents. This was partly due to incidents happening at the end of a week and then not being reported until the next week. IT support can now identify the specific providers submitting data so Cece can contact them directly to make adjustments and/or provide training and assistance. Another issue contributing to late reporting is the fact that some nurses want to complete investigations prior to reporting incidents.

Cece then brought up Linda's suggestion to revise the Abuse and Neglect brochure. Linda would like to include more information, focusing on clarifying the difference between a homemaker being a "friend" versus a caregiver. The lines are often blurred, but bottom line, a member's home

is a work site, not the caregivers “home”. Some topics that could be addressed in the revised brochure include cultural sensitivity issues (member offering their caregiver food and/or drink), setting social boundaries, and giving specific examples of what should or would not be allowed. The brochure could be a good educational tool. Cece will send out copies of the brochure to all council members. Terra Muncy will chair a committee to review and revise the Abuse and Neglect brochure. Committee members will include Amy Elliott, Susan Courtney and Radene Hinkle. There will need to be a work plan for this new committee.

The Exploitation agreement was also discussed and will be sent out to Council members for review.

Section VII. Complaints. Most complaints are regarding caregiver staff. There were ten complaints for the quarter. No recommendations were made at this time.

Quality Work Plan. Committees completed their work on the 2014-2015 Plan. Report was sent to BMS September 2, 2014. It was felt that this was the best stakeholder input ever.

Take me Home WV Update (Money Follows the Person). Marcus reported that the MFP Incident Management project (previously canceled), is indeed going forward. The MFP program is funded through 2020 and the final budget was submitted to CMS October 15, 2014. Now they must develop a Sustainability Plan to continue the Program after 2020 and Marcus will welcome input from the Council.

On the Transitions side, the goal for 2014 was 55 and they have transitioned 45 members so far. The original target was 100 per year, but they have struggled with the current system of having to go through the Area Agencies on Aging. They would like to begin hiring and training folks who would work out of qualified, established ADW Case Management agencies with a statewide presence. Case managers and Program Navigators would be kept separate. It is felt that they could reach more potential members with statewide offices. The criteria that agencies must meet to qualify for this program are listed on the MFP website. They hope to have these new partners signed up and trained by January 2015.

A link to MFP’s website outlining the criteria for these statewide Case Management agencies will be added to BoSS’s website.

Plan of Care-Assessment Form. There are problems with the online PDF. The ADW form works. A suggestion was made to add a separate medication sheet. Cece recommended creating a Forms Committee. Form revisions would be complete by June 15, 2015. Amy Elliott will chair this committee. Committee members will include Lila Walls, Wendy Bowen, Kristen Blackburn and Brenda Howland. This committee may need to include someone from the administration side. Susan Given suggested that Radene ask Sally Birchfield to nominate someone. Radene nominated Suzanne Hale. Susan Given made the point that forms that are common to both ADW and PPL should be the same. Any recommendations for changes should come back to the committee.

At this point the Council re-visited the subject of revising the Abuse and Neglect brochure because that will be done by the forms committee as well. Cece stated that we need to write a goal for that brochure that will educate members about abuse, neglect and exploitation. It should also clarify the expectations of caregivers and members and give specific examples of expected behaviors. Target completion date is July 2015.

Cece then brought up an area of concern from the mornings discussion of the “Complaints” section in the Quality Management Report. Some complaints are due to unsafe conditions such as drugs, vicious dogs, bed bugs, etc. In addition, some agencies are refusing to provide services to members who live in unsafe areas. Even in these situations, we need to find ways to accommodate members and homemakers “to the best of our ability.”

Chuck Ricks then brought up another issue that is becoming more common. They have received referrals for members living in homeless shelters, which raises many questions about providing services in non-traditional settings. Some questions that need to be answered in order to deal with this trend are, what is the definition of a home? How does the definition of Home and Community Based Services fit this scenario? Other alternative living situations that we may need to deal with in the future are members living in domestic violence shelters or those living in hotels. Susan Given will check into the issue of homeless shelters as they relate to CMS’s view of not providing ADW services to members living in a congregate setting. It was suggested that we check with other states to see how they are dealing with these situations. Shelters are considered a temporary housing option to a member who is in a crisis situation.

Provider Recertification 2013-2014 results. Linda Wright then reported on this review. Many factors contributed to this review taking longer than planned. The system created by WV Interactive that was used to enter results did not work properly, some providers submitted incorrect information which led to delays in correcting the data, and BMS allowed providers to submit new data after deficiencies were identified, all of which contributed to delaying completion of this project by almost a year. We are still compiling information in survey monkey. Please refer to report for details.

Validation Report. Boss will review ten percent of all responses. Sixteen providers were reviewed and three failed. It is felt that some providers said they were compliant but they were not compliant. There were some reports to Medicaid Fraud. Susan Given stressed to the group that reviewing the late submissions from providers has been a lot of work. Going forward, late submissions will not be accepted and appeals will not be allowed. These requirements are important for the health and safety of members. Members are generally unaware of their caregivers’ qualifications and assume their worker is qualified and trained.

Planning Brochure- Service Plan and Plan of Care. Amy Elliott presented a brochure created in an effort to educate members about their Service Plan and Plan of Care. The hope is that Case Managers will go over this information with their clients. Cece asked for approval from the

Council. Mark Fordyce made the motion to accept. John Raby seconded the motion. The use of this brochure was approved.

Important Facts about Your Annual WVMI Nurse Reevaluation. Amy then presented this informational page that was created in an effort to stress the importance for members keeping their reevaluation appointments. Lila Walls pointed out that ensuring members are aware of reevaluation appointments and encouraging them to keep these appointments is part of a Case Managers job. John Raby said that he takes the WVMI appointment and calls the member to be sure the date is appropriate. If not, he makes the call to WVMI and changes the appointment himself. Susan Given suggested adding this informational page to the member handbook. The Council agreed. Some revisions were discussed and will be added. A motion to accept the changes was made by Mark Fordyce. Motion was seconded by John Raby.

Personal Care Brochure. A Personal Care brochure was presented to the Council. The brochure came about mostly for those members receiving dual services, but again is a good educational tool. Terra Muncy suggested adding a picture of a younger individual in a wheelchair because the PC program is not just for senior citizens. Also adding a picture of a child with a disability could be helpful. Some other suggested changes were discussed and Cece will make these changes and send them to the Council, Commissioner Roswall, and Penney Hall for review. Lila Walls asked if there would ever be a PC Council. Susan Given responded no because PC is a state program. In addition, Susan Given asked if BoSS could provide a list of PC agencies with the counties they serve. (A similar list for ADW providers is currently available on BoSS's website.) Susan Silverman will create this list.

Susan Given then asked if we should also look at the ADW brochure. WVMI is not currently handing out that brochure. We used to have an Initial Member Enrollment Committee led by Stacey Leadman, but no one thought they were handing out that brochure any more. Tami Shamblin will check with Stacey.

Policy Recommendations-Parking Lot.

(Page 4) Lila Walls questioned the requirement of documenting the location of caregiver training that is currently in the manual. It was clarified that not all training is conducted on site at each agency. Some training, for example CPR, could be conducted at a Red Cross office and some training is offered online. This should be documented in the caregiver's file so that the agency can verify that the correct person indeed received the training.

Background Check Registry. Susan Given presented a brochure published by West Virginia Clearance for Access: Registry & Employment Screening (WV Cares) that gives an overview of a newly created employee background check registry which was funded by a grant from CMS. West Virginia is one of 25 states awarded these grant funds to create a comprehensive background check program for employees who have direct access to patients. However, we still need to enact

legislation and put many processes in place before fully activating this program. Susan Given will invite Megan Shear to the next Council meeting to more fully explain this program.

PDGS Program. There is some concern over items that are being purchased under this program. The purpose of the program was to enable members to self-direct, for example, obtaining a fax machine, land line, etc. Some purchases that are being made for lift chairs, freezers and other household items seem to be outside the intent of the program. In addition, instead of stretching out the cost of purchases over a 12-month period, they are being expended all at once. If this service continues, the definition of “self-direction” needs to be evaluated.

Transportation. Transportation continues to be a much discussed topic. Amy Elliott asked if everyone was using the Transportation “Tool-Kit”. The consensus seemed to be, yes. Susan Given reiterated that the Tool-Kit is not policy, but it is a guide. The policy is already outlined in the manual. Again, Susan noted that the definition of allowable transportation needs to be air-tight in the new manual.

Plan of Care. There was some discussion regarding the Plan of Care and the fact that many members don’t like having to follow a strict schedule for shopping, bathing, etc. Linda explained, however, that you must have this schedule so that the homemaker RN can then create a Plan of Care. The goal would be to incorporate the member’s preferences as closely as possible, for example, going to the grocery store on Tuesdays and Fridays, going to the doctor every three months, etc., and included them in the POC. Everyone understands that the schedule will vary from time to time, nonetheless, there must be a schedule in place.

Unanticipated/Unexplained Deaths. CMS has new requirements to regarding unexplained deaths. It was recommended to use the IMS system, unanticipated/unexplained deaths for reporting. For example, a homemaker walks in and discovers that a member has passed away unexpectedly. We would need to train the providers to report these circumstances separately. We would also need to know what action was taken (police reports, evidence of burglary, etc.). The Council discussed reviewing this data annually. Council agreed this should be reported and this will be a part of the Quality reporting at the Council meetings following implementation of the process (following the new application renewal). Data will include number and circumstances without specific member information.

Stakeholder Input. Terra Muncy brought up a circumstance where she was asked to fill out a form for services for the next day – for services not yet provided. This is a provider issue and could be Medicaid fraud. The Council felt it may have been a payroll issue – the provider was trying to get all their homemakers hours in at the end of a pay period. However, this is still not allowed. The provider needs to revise their method of doing payroll. They should pay only for actual hours worked in each pay period and make any adjustments during the next pay period.

New Business. Amy Elliott presented a Personal Items Disclosure form that is used at Reliable Healthcare Solutions. The form urges members and/or family members to secure or remove any valuables that are in the home in an effort to decrease loss or theft of these items.

Due to the length of today's meeting, the Council recommended adding to the agenda for the next meeting as new business. Cece will distribute this form to the Council.

Other topics:

- Anchor Date. There was some discussion regarding the anchor date in relation to the PAS date and extension requests. Tami Shamblin to verify this process.
- Monthly ADW and Personal Care Question and Answer Call. We need to encourage more provider participation on this call. Perhaps open up the call for questions the day of the call instead of requiring submission of questions two weeks prior to the call. Also allow for review of questions previously answered in case they need to be revised. May also come up with a topic and then ask for comments.
- Be sure the Council knows when the new ADW manual goes out for public comment.

Motion was made by Mark Fordyce to adjourn. Motion seconded by John Raby.

Next meeting will be January 27, 2015.