

West Virginia Medicaid Aged and Disabled Waiver
Quality Improvement Advisory Council Meeting Minutes
April 24, 2018

Attendees:

LuAnn Summers

Mark Fordyce

LouEllen Blake

Cecilia Brown

Vanessa VanGilder

John Raby

Arlene Hudson

Stephanie Thorn

Tami Shamblin

David Maynard

Heather Smith

Kristen Blackburn

Susan Silverman

- I. Welcome. Cecilia Brown welcomed Council members. Minutes from the January 2018 meeting were reviewed and approved. John Raby made a motion to accept the minutes and the motion was seconded by Mark Fordyce.
- II. Aged and Disabled Waiver Program. Arlene Hudson discussed a memo from BMS that was sent to ADW providers regarding the Electronic Visit Verification (EVV) system that West Virginia is required to implement by 2019. The memo explained how EVV works and how West Virginia will implement the system. The current plan is to partner with a single vendor that is yet to be determined. A list of workshops that will be conducted statewide for providers and stakeholders was also included in the memo. Arlene encouraged providers present and on the phone to participate in the stakeholder meetings and to bring tangible information such as budgets with them to discuss economic factors relating the end result of EVV vendor, equipment, subscription fees, etc.
- III. Aged and Disabled Waiver Update. LuAnn Summers gave an update. Since January 2018, BMS has released 948 slots. Of these, approximately 170 are pending activation (some of which are MFP's, some are missing documentation, etc.). As of April, a total of 6,328 slots have been released but a portion of these will not be filled due to various reasons. As of today, there are 201 people on the Managed Enrollment List (MEL). BMS probably will not release any more slots at this time. Providers seem to be catching up with finding personal attendants to handle the influx of new participants. Barb Paxton at BoSS has enrolled over 660 people since January.
Heather Smith informed the group that ADW retrospective reviews are currently underway. A couple of the main issues the nurses are finding are that Personal Attendant Logs (PALs) are basically not being followed and informal supports for ADW participants are not being considered when it comes to things like transportation, house cleaning, etc. The role of informal supports is not being

defined in the PALs. Cecilia Brown noted that this can be added to the Council's Issues List.

IV. Quality Management Report. Cecilia Brown gave an overview of the Quality Management Report. After some discussion of the first item on the report, Number of ADW Active Participants, it was decided that the description will be changed to the Number of ADW Participants "Served". At the end of the second quarter, that number was 5,296. Hearings were somewhat lower during this reporting period. KEPRO's Level of Care reviews, initials and reevaluations, are well within required performance levels at 99% and 96 %, respectively. Regarding Health and Welfare measures, incident reporting, follow ups and no known factors that could have prevented unexplained/suspicious/untimely deaths were all at 100%.

V. Quality Work Plan. Cecilia also updated the group on the 2017-2018 Quality Work Plan:

Goal 1. To reduce staff issues in the ADW program. This goal has not yet been implemented. The plan is to survey providers to get a list of specific areas of staffing concerns, tabulate the results and create a staffing focus group to address the issues.

Goal 2. To increase compliance with Service Plans (Note: Data for the "Issues List" was from the previous provider monitoring period which was prior to the change in the Person-Centered Assessment, the Service Plan and the Personal Attendant Log). Complete. The Council made sweeping changes to the forms used for Assessments, Service Plans and the Personal Attendant Log. There has been a noticeable improvement overall with provider performance due to the new forms and accompanying provider training.

GOAL 3. To address the increase in extreme unsafe environments for workers (which includes noncompliance). Complete. Training and materials on safety, abuse, neglect and exploitation, compassion fatigue for Case Managers & RNs, documentation protocol and behavior protocol for extreme cases, were given to providers at quarterly meetings.

Goal 4. To educate professional staff in the program. Complete/ongoing. BoSS Director of Nursing, Heather Smith, has been conducting provider training on the ADW and Personal Care Services policy manuals and forms. BMS feels this training is beneficial, as well. In addition to these ongoing in-person training sessions, BoSS has been working with Marilyn Padon at the WV Office of Technology to develop additional training webinars and a Resource Library and FAQ section that will be available to providers through the Public Learning Center online.

Goal 5. To educate providers and participants on medical transportation. Complete. MTM program administrators provided training and handouts and answered questions at a quarterly provider meeting.

Goal 6. To develop a Health and Welfare Quality Improvement Project. This goal will be carried into next year. This goal will include continued work on the OIG incident reporting project discussed at the last meeting, a Falls Initiative, a Safety Plan related to the increase in domestic violence issues and an additional Objective, 6.4, a Gap Analysis and Plan related to Health and Welfare issues. Cece has begun working on the Gap Analysis by gathering incident data from 2008 to the present.

VI. Issues List. Following is this year's Issues List, which will drive the formation of the Council's new Quality Work Plan:

- Increase in financial exploitation and theft, risk of physical threat and environmental risks in the home;
- Falls are the most prevalent reason for critical incidents;
- Service Plans do not adequately address risk of families and domestic violence;
- Need for Health and Welfare Quality Improvement Project;
- Implementation of a new Participant Experience Survey;
- Worker competency;
- Increase in self-education;
- Ensuring that providers know program policy and have up-to-date manuals;
- Improvement in provider Quality Management Plans;
- Review participant transfer process;
- Review alternatives for unsafe closures;
- Personal Attendant Log;
- Ensuring that PALs discuss the role of informal supports in the home and that Plans are followed.

VII. New Quality Work Plan.

Goal 1. Goal 6 in its entirety from last year's plan will be carried over into the new Plan. To develop a Health and Welfare Quality Improvement Project. In addition, the Council will 1. Add training on the Incident Management System (IMS), 2. review the process of death notification, 3. revise the definition of "critical incident" to be more in line with CMS's definition, 4. devise a plan to encourage more thorough investigations by law enforcement with suspicious deaths and 5. review the participant transfer process as it relates to unsafe environments.

Goal 2. Provide additional provider training on certain aspects of the Personal Attendant Log. Areas of focus will include the Quality Management Plan, ensuring that agencies have the most current policies in place, defining the role of informal supports when creating the PAL, and ascertaining the reasons that providers are not completing PALs correctly and come up with remediation for this.

Goal 3. To Increase Provider knowledge of the Aged and Disabled Waiver (ADW) Policy Manual. This will include promoting self-education for professional staff by encouraging attendance at training sessions conducted by BoSS and by using the

State's Public Learning Center (videos and Resource Library). Tami Shamblin at KEPRO will work with BoSS and WVOT to include ADW CareConnection® training on the Public Learning Center, as well.

Goal 4. Implement a New Participant Experience Survey. BoSS has contracted with a vendor to supply a Computer Assisted Telephone Interviewing (CATI) program that will assist with the Participant Experience Survey. This process is in the very early stages so more concrete objectives and activities will be finalized soon.

- VIII. **Stakeholder Input.** Cecilia Brown reminded the Council that BMS and BoSS are gathering input from all stakeholders regarding changes or additions to the Aged and Disabled Waiver policy manual in preparation for submission of the next Application and Policy Manual that will be effective in 2020. There will be at least eight statewide public forums – two in each region – to gather information/suggestions. Dates and venues have yet to be finalized.
- IX. **Other Business.** There was some discussion regarding questions that BoSS receives from individuals who may want to become certified to provide ADW services. Arlene Hudson has compiled an information “packet” including links to manual sections explaining the process. Tami Shamblin asked Arlene Hudson to email her this information.

With no further business, John Raby made a motion to adjourn. The motion was seconded by Tami Shamblin.

Next Meeting: July 24, 2018