

West Virginia Medicaid Aged and Disabled Waiver
Quality Improvement Advisory Council Meeting Minutes
January 23, 2024

Attendees:

LuAnn Summers	Radene Hinkle	Angie Adkins
Mark Fordyce	Susan Silverman	Mandy Filippelli
Brian Holstine	Nicki Naesmith	Sherry Wooten
Terra Muncy	Tonya Barnett	Jerry Boyko
Tania Hardy	Lorrie Crigger	Suzanne Messenger
Marcus Canaday	Teddi Craddock	Vanessa VanGilder
Tammy Grueser	Brittany Powell	

- I. Welcome. Radene Hinkle welcomed Council members to the meeting. The meeting continues to be conducted virtually. All attendees introduced themselves to the group.
- II. Meeting Minutes. Minutes from the October 2023 meeting were reviewed. Terra Muncy moved to approve the minutes and Tonya Barnett seconded.
- III. Take me Home (TMH) Transition Update. Brian Holstine gave the update calendar YTD 2023:

Referrals	212
Intakes	173
Transitions	47 (36 completed 365 days)
Pipeline	77

Goals/Initiatives

No Wrong Door. Working with BoSS and Metro AAA. The Advisory Council met yesterday and are reviewing goals and timelines. They are working on a new website as well. would like the committees established permanently in WV There is one year left of the Grant.

Extended TeleHealth. Continue to look for people to enroll in this project to increase participation. MOre updates to come on this initiative.

Online Case Management System. The system is under development. They are looking at forms and trying to make language consistent across all programs.

Staffing Updates: Sara Martin was named Assistant Director of TMH, Michelle Billanti was hired as the new Administrative Assistant and interviews continue for a Transition Manager, Transition Coordinators and Community Liaisons as well.

Preparing for 2024: Staff are working on the 2024 Budget and a semi-annual report that is due at the end of February. They are also working on Operational Protocols for CMS.

Quality Initiatives: Mandy Filippelli gave an overview of some new reports she is working on and discussed other updates as well.

- Data Snapshot - Mandy is testing this report which will include data as well as visual graphs.
- Re-institutionalizations. This report will do a deep dive into re-institutionalizations within 30 days of a transition.
- TMH is conducting a review of the entire transition process, to include stakeholder input, which will hopefully streamline and improve the entire process.
- REferrals - TMH is trying to increase their external referral networks. They are reaching out to hospitals and other LTC facilities. Terra Muncy asked what facilities count as LTC? hospitals, nursing homes, institutions for mental disease, acute care facilities, etc.
- TMH has also begun working with a peer group from other states.

IV. BMS Update: LuAnn Summers gave an update on Aged and Disabled Waiver.

- ADW had 8,500 slots in the Application and did add some which will be added when the Application is approved.
- 8,171 members served YTD.
- BMS may need to open up the Application again to make some additional changes, and when approved, the manual will need to be updated and must go through the 30-day public comment period again.

V. BoSS Updates. Susan Silverman gave an update.

- BoSS is working with BMS on ADW and Personal Care manuals and forms. When manuals are approved, they will begin working on training for new policy requirements and/or changes.
- We are currently interviewing for a Nurse Monitor and Executive Assistant position.

VI. Quality Council Update. Mark Fordyce reviewed the monthly trend report for Abuse/Neglect/Exploitation, Falls, Critical Incidents, Hospital stays and Deaths from hospital stays.

Mark also talked about the Goals and Work Groups on the Quality Work Plan and commented on the status of each one:

- Falls Workgroup. A Powerpoint presentation, revised to include data specific to WV, and two Fall Assessment Tools were approved to present to providers. This may be presented at the May ADW and PC Quarterly Provider Meeting. .
- Improving Provider Documentation. This PowerPoint presentation was reviewed and it was determined that it may need more work. The group will make some changes and it will be presented to the Council at a future meeting.
- Mark continues to work with Adult Protective Services to get updates on whether or not referred incidents have been substantiated. BoSS had an agreement with APS to

provide this information, and after a couple follow-up emails, we still have yet to receive this information. We will continue to ask for this as it is a CMS requirement.

- Mark also reviewed the Council Roster and determined that five member terms will expire in 2024. Anyone interested in the council can contact Mark.

VII. Incident Management System (IMS). April Goebel gave an update.

- April is working with BoSS on running reports out of the system. WellSky's IMS is a bit complicated.
- She is also working on an IMS user Manual that will be distributed to all service providers.

Electronic Visit Verification (EVV). Use of this system has improved a lot. April has been working with Acentra and HHA and has taken care of many of the early issues the providers were experiencing. She has been working on a TIPS document which will be distributed to providers sometime soon.

VIII. Other Business. Tonya Barnett announced that the WV Statewide Independent Living Council is taking applications for their Quality Council. You can get an application from their website.

IV. Incident Management System (IMS) and HHA. April Goebel gave an update on these two systems:

- November 1st is the deadline for providers to adhere to the policy of entering their follow up on incidents within 14 days.
- April is working on a Handbook for the new IMS customized to WV.
- HHA. Providers are still able to bill directly through Gainwell, however, when the outstanding issues are resolved, they must all bill through HHA.

With no further business, the meeting was adjourned.

Next Meeting: April 23, 2024