

<b>West Virginia Quality Improvement Advisory Council Council Meeting</b>	April 18, 2012 10:00am-4:00pm Schoenbaum Family Enrichment Center Charleston, WV <b>Approved by Council Members 7/18/12</b>
<b>Members Present:</b>	
Liz Bragg, Jayne Lakes, Megan Totten (substituting for Sam Walker-Matthews), Jeannie Elkins, Linda Higgs (substituting for Steve Wiseman), Jane Ketcham, Clarice Hausch, Susan Striar-May, Amber Hinkle, Marilyn Nichols, Christine Dickson, Kevin Smith, Norma McKee, Libby Collins	
<b>Members Not Present:</b>	
Russell Sickles, Kathy Yarbrough	
<b>Others Present:</b>	
Pat Nisbet, Beth Morrison, Tina Maher, April Goebel, Susan Given, Nora Oscanyan, Tiffany Angel, Josh Ruppert	
<b>Meeting Minutes from the 1/18/2012 QAI Council were approved with the following changes:</b> <ol style="list-style-type: none"> <li>1. A sentence was repeated regarding Pat Nisbet contacting Frank Kirkland</li> <li>2. Christine Dickson was listed as “present” but was not in attendance</li> </ol>	

## MINUTES

Agenda Item	BMS Updates	Presenter	Pat Nisbet
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>• TBI Waiver, which is new, got under-way in February 2012.</li> <li>• Marcus Canaday is no longer working with Waiver Programs; though he is still with the state, he will be Director of the Money Follows the Person Grant program.</li> <li>• There are currently 413 people on the I/DD Waiver waitlist; at this time 131 slots will be released in July 2012 and letters have gone out to the individuals who will receive slots.</li> <li>• There will be no Quarterly Provider Meeting in May, as Webinars to discuss the new Provider Review Tool will be held instead.</li> </ul>			

Agenda Item	OHFLAC Updates	Presenter	Pat Nisbet
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>• Currently 2 agencies have an admission ban—Stevenson (involuntary) and ARC of the Three Rivers (voluntary).</li> <li>• There is a new agency in the Cabell County area—Unlimited PossAbilities.</li> <li>• Diversified Assessment and Therapy (Owner Sandy Kizer-Griffin) has passed CON review. They are currently in the Healthcare Authority stage of the process;</li> </ul>			

once this is finished they will move to OHFLAC review but the entire process could take up to six months. They are located in the Wayne County area.

Agenda Item	Terms/Vacancies	Presenter	Jane Ketcham
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>• Laura Helems resigned as co-chair and member following January 2012 meeting, thus there is a council-member vacancy as well as a vacancy for co-chair.</li> <li>• Liz Bragg nominates Amber Hinkle to serve as co-chair. Jane Ketcham seconded the nomination.</li> </ul>			
Action Items	Person Responsible	Deadline	
Research term limits of existing members and vacancies. These will be reported at the next meeting.	April Goebel	July 18, 2012 (next meeting)	

Agenda Item	General Announcements	Presenter	All Members
<b>Discussion and Conclusions:</b>			
<p>WV Advocates:</p> <ul style="list-style-type: none"> <li>• Annual Report at printer; will be distributed after printing complete.</li> <li>• WVA representatives attended Self-Advocacy Meeting and learned that agencies that receive payment from Medicaid will be required to provide training on Self-Advocacy.</li> <li>• Health and Human Services (HHS) has a new federal agency—Administration for Community Living. The following will no longer be independent agencies and will be overseen by Administration for Community Living: Developmental Disabilities Council, WVU Center for Excellence in Disabilities, Agency on Aging, and Office of Disability. This served as simply an announcement without much information being provided on how this will impact state agencies, if at all.</li> </ul>			
<p>People First:</p> <ul style="list-style-type: none"> <li>• Youth Self-Advocacy Conference at WV State University for 9-12 grade students on June 14, 2012.</li> <li>• Working on 19<sup>th</sup> Annual Conference to be held at Jackson’s Mill Sept 5-7, 2012. The organization is encouraging providers to support the conference and members of I/DD Waiver to attend. Anyone who is interested in learning more about People First can contact Kevin Smith, who is glad to provide an overview.</li> </ul>			
<p>DD Council:</p> <ul style="list-style-type: none"> <li>• Recently held training on Alternatives to Guardianship. Though turn-out was low, feedback was very positive.</li> </ul>			
<p>WV EMS TSN:</p> <ul style="list-style-type: none"> <li>• One of the advocates in the Charleston area has resigned; her position has been filled but the new person will cover Parkersburg instead of the Charleston area,</li> </ul>			

as there is a great need in the Parkersburg area. Wood County has more Medley Clients than anywhere else in the state. The new advocate will start May 1, 2012.

Pat Nisbet:

- Hippotherapy/equine therapy may be reimbursable through I/DD Waiver if within the budget, if the provider is a licensed OT, PT or ST in WV and a licensed Hippotherapist, it an assessed need on the IPP, and the goals meet the definition of the therapy service in the I/DD Waiver manual.
- Difficulty of Care Tax Issue: In 1996 a memo went out explaining Difficulty of Care exemption, however recently IRS has clarified that only foster care providers would qualify for the exemption. Pat has received many calls about this and is considering sending out another letter with additional clarification. Pat has also requested that clarification go out on the next APS Conference Call.

Christine Dickson:

- Is writing a book about her experiences over the years in Behavioral Health and would like permission of the group to email members to get insight and input on the history of Behavioral Health in the state of WV.

Statewide Clarification of Definition of Natural Support: BMS, OHFLAC. Amber indicated that there is discrepancy between what BMS and OHFLAC define as a natural support. Amber says that OHFLAC indicated a natural support ONLY means a family member—no other sources on an informal dispute resolution. BMS definition is indicated in the I/DD Waiver Manual.

Action Items	Person Responsible	Deadline
Send out Tax Information on Conference Call.	April Goebel	May 3, 2012

Agenda Item	PPL Updates	Presenter	Randy Hill
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>• There are 225 Freedom of Choice referrals for PPL services.</li> <li>• 18 have withdrawn due to errors.</li> <li>• 163 are active.</li> <li>• Randy reports enrollment meetings take approximately 3 hours.</li> <li>• There are currently 353 active employees.</li> <li>• PPL is holding meetings next week to train employees on use of web-portal for time.</li> <li>• PPL will do a web demo at next Quarterly Provider Meeting on spending plans and other related items.</li> <li>• Randy would like to hold Focus Groups with the Council beginning with the July meeting. Questions would be sent to the group in advance so that if members are not present at meetings, their input can still be provided. WV Advocates has offered to post a link on their website if needed regarding the focus groups. As</li> </ul>			

the groups will need to be very structured and be limited to 1-1 ½ hours, Jane and April will assist with time-keeping.		
Action Items	Person Responsible	Deadline
Send Focus Group Questions to Members	Randy Hill	July 18, 2012 (next meeting)

Agenda Item	Member/Family Council Group	Presenter	Tiffany Angel
<b>Discussion and Conclusions:</b>			
APS will conduct member and family councils to determine educational needs of program members and stakeholders.			
Action Items	Person Responsible	Deadline	
April will forward flyer and application to Council Members.	April Goebel	July 18, 2012 (next meeting)	

Agenda Item	Respite Care Needs Assessment	Presenter	April Goebel
<b>Discussion and Conclusions:</b>			
<p>APS Healthcare Provider Educators have researched other states regarding respite care and how it is authorized. Based on research done, APS developed a Respite Care Needs Assessment. A draft of this assessment was provided to the group. Council members discussed the intent of this survey, specifically whether or not there is an intent to reduce the overall utilization of respite, the ability of this tool to truly capture the needs of caregivers, the perceived increase in bureaucracy associated with this tool, and the specifics about who would administer the tool and how the results would be challenged. There was considerable concern expressed about implementing this assessment. No resolution was reached. APS requested feedback from the group on the following: Under what circumstances do you think it should be administered? Are there any ideas for additional questions? Are there circumstances not captured? Does the point system seem fair? Should it be used at all and if not, what method do you recommend be used to identify the number of units appropriate? April Goebel did indicate that some method of determining the number of units appropriate is needed.</p>			
Action Items	Person Responsible	Deadline	
Send suggestions regarding assessing respite need to April Goebel.	All	July 18, 2012 (next meeting)	

Agenda Item	Development of Annual Quality Improvement Plan	Presenter	All
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## Discussion and Conclusions:

Goal 1: To reduce abuse/neglect/exploitation in the program

- Awaiting legislation for OHFLAC definitions of abuse/neglect/exploitation. This will be on-hold until 2013 for a consistent definition.
- REM is hosting a training opportunity with OHFLAC on conducting abuse/neglect investigations and is scheduled for June 6 and 7 at the Ramada Inn off I-68 in Morgantown. To register for this training, please contact Shannon Hayne at the OHFLAC office at 304.558.4147 or [Shannon.L.Hayne@wv.gov](mailto:Shannon.L.Hayne@wv.gov).
- Pat announced that legislature has mandated development of registry of individuals who have had abuse/neglect/exploitation charges substantiated for Aged and Disabled Waiver. Pat and Jane will work together to develop a letter to advocate for a similar mandate for I/DD Waiver.
- Group will review memo from BCF upon receipt and be prepared to discuss at July's meeting.

Goal 2: Advocate for a resolution to the Provider of Last Resort Issue/Conflict Resolution

- Libby indicated that Hartley regulations indicate that POLR is the Comprehensive Center that serves the area, however that this information is outdated.
- Jane reports that she and her agency had a positive experience with a "triage" system in dealing with a POLR issue in the recent past.
- Beth indicates that BHHF is working on a pilot-program for Clinical Review Process, which is wrapping up at the end of April 2012.
- Beth reports that BHHF's contract for mediation with WVU CED expires in 3 months so it is necessary to explore alternatives.

Goal 3: Enhance and increase qualified provider availability

- HCB Reference Guide will be posted on BMS Website and go out on APS Conference Call.

Goal 4: To Be Addressed at July 18, 2012 QIA Council Meeting

Goal 5: To Be Addressed at July 18, 2012 QIA Council Meeting

Action Items	Person Responsible	Deadline
Disseminate information regarding REM and OHFLAC's training opportunity to the group	April Goebel	July 18, 2012 (next meeting)
Develop letter to BMS to advocate for registry of abuse/neglect/exploitation offenders for I/DD Waiver.	Jane Ketcham Pat Nisbet	July 18, 2012 (next meeting)
Review BCF memo indicating "waivable" substantiations—Pat to send to April; April to disseminate to the group.	Pat Nisbet April Goebel	July 18, 2012 (next meeting)
Review Hartley regulations on POLR. Libby to forward to April; April to disseminate.	Libby Collins April Goebel	July 18, 2012 (next meeting)

Tina will provide Home and Community-based Resource Guide to April including TBI Waiver information; April will disseminate to the group.	Tina Maher April Goebel	July 18, 2012 (next meeting)
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<b>Agenda Item</b>	<b>Wrap-Up/Confirmation of Next Meeting</b>	<b>Presenter</b>	<b>Jane Ketcham</b>
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**Discussion and Conclusions:**

Meetings will continue to be held the 3<sup>rd</sup> Wednesday from 10:00am until 4:00 pm of the applicable month:

- ~~January 18, 2012~~
- ~~April 18, 2012~~
- July 18, 2012 Schoenbaum Family Enrichment Center
- October 19, 2012 location TBD

<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
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Schedule location for October Meetings.	April Goebel	August 15, 2012
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**Meeting Minutes Submitted by April Goebel April 30, 2012**