

<b>West Virginia Quality Improvement Advisory Council Meeting</b>	July 15, 2015 10:00am-4:00 pm Bureau of Senior Services
<b>Members Present:</b>	
Jeannie Elkins, Chair (member/family), Marilyn Nichols (member/family), Marilyn Osborne (member/family), Darrell Alt (general stakeholder), Richard Covert (general stakeholder), Linda Higgs (WV DD Council for Steve Wiseman), Georgette Hensley (provider), Craig Greening, Co-Chair (provider), Mary Lea Wilson (provider)	
<b>Members Not Present:</b>	
Clarice Hausch (WV Advocates), Marian Layne (general stakeholder), Steve Wiseman (general stakeholder—represented by Linda Higgs), Chris Messenger (provider)	
<b>Other Representatives Present:</b>	
Patricia Nisbet (BMS,) April Goebel (APS), Janice Brown (APS), Steve Brady (BBHFF for Beth Morrison), Pat Moss (WVU-CED), Randy Hill (PPL), Rose Lowther-Berman (WV Advocates), Taniua Hardy (BMS), Lisa Purkey (PPL), Jane McCallister (BCF)	
<b>WVDHHR and ASO Representatives Not Present:</b>	
Beth Morrison (represented by Steve Brady)	
<b>Ancillary Members Present:</b>	
Jane Ketcham (ancillary), Angie Breeden (ancillary), Christine Dickson (ancillary)	
<b>Ancillary Members Not Present:</b>	
N/A	
<b>Public Present:</b>	
Amber Hinkle (provider), Joy Arbuckle (provider)	
<b>Meeting Minutes from April 2015 approved</b>	

## MINUTES

Agenda Item	Welcome, Approval of April 2015 Minutes, Discussion of Terms/Membership	Presenter	Jeannie Elkins
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>• <u>Welcome:</u> <ul style="list-style-type: none"> <li>○ Co - Chair Jeannie Elkins welcomed everyone and introductions were made of all parties in attendance.</li> <li>○ April 2015 meeting minutes were approved.</li> <li>○ Jeannie Elkins' term expires 9/30/15 and Jane Ketcham's term expires 9/30/15. Kelly Miller was elected to replace Ms. Elkins as a Member/Family representative and Nicole Britt was elected to replace Ms. Ketcham as an ancillary member. As a member/family representative, Ms. Miller will serve a term of 3 years, if she is in agreement, which will expire 9/30/18. As an ancillary representative, Ms. Britt will serve a one-year term, if she is in agreement, which will expire 9/30/16. April Goebel</li> </ul> </li> </ul>			

will notify the new members of their election and provide them with recent meeting minutes and the procedure handbook.

- It was also discussed that two members elected at the January 2015 meeting, Pat Haberbosch and Diane Cooper, have not attended a meeting and the bi-laws indicate that if two meetings are missed the individual must vacate their position. Linda Higgs informed the group that, sadly, Ms. Haberbosch had recently passed away. As such, the council decided to re-elect Jeannie Elkins to fill Ms. Haberbosch's position and for her to continue to serve as chair-person. Ms. Elkins' new term will expire 9/30/18.
- Ms. Cooper's position will be filled by election at the October meeting.

Action Items	Person Responsible	Deadline
Notify new members of election and provide materials	April Goebel	Next Meeting

Agenda Item	Old Business	Presenter	April Goebel
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**Discussion and Conclusions:**

- Abuse/Neglect/Exploitation Training: APS developed this training based on recommendations from the council's sub-committee for this topic. It was forwarded to BMS on 4/28/15 and 6/30/15 for feedback and approval. BMS will review and provide further direction.
- Letter to BMS from council requesting data consistency across bureaus: at the January meeting, the council committed to drafting a letter about this issue and forwarding to Pat Nisbet. Ms. Nisbet in turn planned to forward to Acting Commissioner Beane for review. The letter was sent to Ms. Nisbet, who has not yet forwarded to Ms. Beane. Ms. Goebel will send this letter to Ms. Nisbet again for provision to Commissioner Beane.
- APS Service Support Facilitator (SSF) annual assessment script for unmet needs: the council requested this script in order to develop an understanding of how unmet needs information is captured during the annual assessment. This script was provided. The group will review and determine whether to use it at a later date in addressing unmet needs goal on the work plan.
- Training on BMS overall budget: at the previous meeting, the group requested a training from BMS finance department on how BMS' overall budget is being used. Pat Nisbet requested additional information about what, exactly, the group would like to know. The council indicated they would like the following information/questions answered:
  - What is the overall financial loss related to the I/DD Waiver program?
  - If the intent is to reduce members' Individualized Waiver budgets, where will the savings go?
  - How will unintentional consequences, such as the necessity to reduce Service Coordination units in order to stay within budget, be addressed?
  - What is the contingency plan for when these unintentional consequences occur?

Based on these questions, Pat Nisbet showed the group several handouts that were originally shown at the most recent Quarterly Provider Meeting. These handouts addressed various aspects of cost/expenditure. These handouts, which will be provided to members with the minutes, are:

- IDDW Number of Members in Supported Settings
- IDD All Inclusive Costs
- IDD Disabilities All Inclusive
- IDD Cost Per Recipient
- IDD Cost Per Recipient 2
- IDD Enrolled Members
- IDD Payments
- Total IDD Waiver Costs

After review of these documents, the group indicated that not all questions are answered and a training would be beneficial. Ms. Nisbet requested that she be provided with a list of specific questions, which April Goebel will forward to her. Upon receipt of those questions, Ms. Nisbet will determine whether the finance department can provide additional information and/or training.

- Training on Supported Employment: Steve Wiseman agreed to provide information/training on this topic at a future meeting. Mr. Wiseman was not present at this meeting, but committed to providing the training at a later date (to be determined).
- Training on new AMAP regulations: Tina Maher with OHFLAC was scheduled to provide training on this topic, however had an emergency and was unable to do so. She agreed to provide the training at the October meeting.
- Arrange for providers to share AMAP experiences: Amber Hinkle and Joy Arbuckle with Open Doors Inc. agreed to share their experiences and answer questions at this meeting.
- Notify new members of election: Completed and in attendance.
- Provide feedback on draft 1:1 assessment: At the last meeting, the group committed to reviewing this draft assessment and providing feedback. No feedback was received. This form is now being piloted and will be refined based on user feedback for finalization with I/DD Waiver renewal. The group did request that this document be forwarded again and Ms. Nisbet instructed that the assessment draft be forwarded to the provider distribution list as well.

Action Items	Person Responsible	Deadline
Review Abuse/Neglect/Exploitation training and provide feedback/direction	Pat Nisbet/Taniua Hardy	Next Meeting
Forward letter about data consistency to Pat Nisbet who will in turn forward to Commissioner Beane	April Goebel/Pat Nisbet	Next Meeting
Review SSF Unmet Needs Script	All Members	Next Meeting
Provide list of financial questions to BMS	April Goebel	August 1, 2015
Determine whether BMS finance department can provide additional information and/or training	Pat Nisbet	Next Meeting
Identify when training on Supported Employment can be provided	Steve Wiseman	Next Meeting
Forward draft 1:1 assessment to providers	April Goebel	August 1, 2015
Forward handouts reviewed at meeting	April Goebel	With Minutes

<b>Agenda Item</b>	<b>Discussion: Council Work Plan &amp; Goals</b>	<b>Presenter</b>	<b>All Members</b>
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>Based on feedback from the April 2015 meeting, it was identified that the majority of council members felt as though devoting hours to discussion of the current goals on the work plan was not the best use of their time due to outstanding issues and the I/DD CMS application. As such, Ms. Goebel introduced discussion about the work plan and goals of the group for the future. The group discussed what they would like to accomplish and how they would like to serve in their capacity as advisers to BMS. Specifically the group agreed that 2-3 immediate issues should be identified. Once those issues are identified, the council will form workgroups to address them. Goals/a work plan will result from the issues the group determines are most pressing. In order to facilitate identification of the most pressing issues, Ms. Goebel will send a summary of data and the data itself that the group has requested in the past 2 years. The group will review the materials and vote by email on the issues they wish to address in workgroups. Once the 2-3 workgroup topics are determined, Ms. Goebel will request volunteers for the workgroups, assign the workgroups and notify the council of members of each.</li> </ul>			
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>	
Forward summary and data information to council members	April Goebel	August 1, 2015	
Vote via email on issues to be addressed in workgroups	All Members	September 1, 2015	
Solicit volunteers for workgroups	April Goebel	September 15, 2015	
Identify workgroups and members	April Goebel	Next Meeting	

<b>Agenda Item</b>	<b>Public Comment</b>	<b>Presenter</b>	<b>Public</b>
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>One individual attended as a public commenter. She identified herself as a nurse with a provider agency and indicated she was instructed to attend by her employer. She offered no comment and observed the meeting.</li> </ul>			

<b>Agenda Item</b>	<b>Presentation: Provider AMAP Experiences</b>	<b>Presenter</b>	<b>Amber Hinkle &amp; Joy Arbuckle</b>
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>Amber Hinkle and Joy Arbuckle with Open Doors Inc, a provider in the Lewisburg area, volunteered to provide information on their experiences using Approved Medication Assistance Personnel (AMAP) staff.</li> <li>Ms. Arbuckle provided the following information : <ul style="list-style-type: none"> <li>The agency has been using AMAP staff for 15 years.</li> <li>They identify staff they feel will perform well in the role and ask them to become certified.</li> </ul> </li> </ul>			

- After the 40-hour training and testing, staff who become certified receive an additional 10 cents per hour.
- A quarterly meeting is held to address any issues and provide information to the AMAP staff.
- Medications are pre-packaged (bubble pack) by a local pharmacy.
- Med errors average about 6 per quarter.
- There are approximately 3,200 med passes per year. 85-90% of those medications are administered by AMAPs.
- 90% of med errors are made by AMAPs (not nursing staff). The majority of med errors are missed med passes.
- During the 15 year period, Open Doors experienced one med error that was considered serious.
- Pros:
  - Members have access to meds when they need them
  - Staff take pride in being identified and assigned the additional responsibility
  - It is easier for the agency to retain AMAP staff than LPNs
- Cons:
  - Time for RNs to observe each AMAP quarterly is not reimbursed
  - Agencies must bear the cost of the required 40 hour training
  - Not valid out of state

Action Items	Person Responsible	Deadline
None		

Agenda Item	General Updates: BMS	Presenter	Taniua Hardy
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>● There were 12 I/DD member deaths during the quarter since the April meeting. Three of those were as a result of injuries and are being investigated. The other deaths occurred as a result of illness or were considered natural.</li> <li>● There are 1,033 individuals on the waitlist.</li> <li>● Mr. Greening asked for current numbers of individuals who live in ISS. Ms. Hardy and Ms. Nisbet reported that the numbers of individuals receiving services in 1-person, 2-person, and 3-person ISS continue to rise. For example, in April 2015, individuals in 1-person settings was 429; in July that number rose to 440.</li> <li>● Survey to determine compliance with new CMS Integrated Settings rule will be provided July 16 or 17 via email to all providers.</li> <li>● In response to a question about the status of the 2015 renewal application sent to BMS on May 8, Ms. Nisbet stated that CMS has asked several questions. BMS has provided their response to those questions, but there has been no additional word.</li> <li>● Providers in the group also wanted to know if the tentative dates for training on the new manual have been set. Ms. Nisbet informed them that the dates have been set, but they are very tentative at this time as when the training will occur will largely depend upon when approval is received. She did instruct Ms. Goebel to send out the tentative dates to the provider distribution list.</li> </ul>			

Action Items	Person Responsible	Deadline
Provide follow-up on investigation of 3 deaths	Taniua Hardy	Next Meeting
Send out tentative dates of new manual training to providers	April Goebel	August 1, 2015

Agenda Item	General Updates: PPL	Presenter	Randy Hill
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li>Mr. Hill provided a handout that explains the number of individuals enrolled with PPL per month since July 2014. The number has increased from 828 in July 2014 to 1,037 in June 2015.</li> <li>In addition, Mr. Hill informed the group that PPL's contract with BMS expires in October 2015 but they plan to bid again.</li> <li>There are a couple of changes proposed in the application for renewal that was submitted to CMS. This includes no longer allowing members to use their respite funds to pay for PCS services. If the application is approved as currently written, remaining funds at the end of the month will not be allowed to transfer to future months.</li> </ul>			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	General Updates: APS	Presenter	April Goebel
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li><u>Discovery &amp; Remediation Report</u>: There were no questions or comments.</li> <li><u>Provider Review Summary</u>: Overall providers continue to make improvements, particularly in staff qualifications. This has resulted in fewer disallowances than in the past. More focus can now be placed on clinical issues, including providing technical assistance to providers to improve clinical practices.</li> <li><u>QIA IMS Report</u>: This report was reviewed and there were no questions.</li> </ul>			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	General Updates: BBHF	Presenter	Steve Brady
<b>Discussion and Conclusions:</b>			
<ul style="list-style-type: none"> <li><u>Unmet Needs</u>: <ul style="list-style-type: none"> <li>Mr. Brady reported that there was a record number of unmet needs requests in FY2014.</li> <li>81% of requests were approved, for a total of \$200,090.</li> <li>Unmet Needs provided funding for dental, startups, and other reasons.</li> <li>Mr. Brady would like to speak at the August 19, 2015 Quarterly Provider Meeting to address some changes in Unmet Needs policies. These changes will include a committee that meets twice monthly to discuss requests. Approval/denial and reimbursements should occur more quickly with the new system.</li> </ul> </li> </ul>			

- Waitlist Support Grant:

- In FY2014, 55 people were served by the grant. In FY2015, 77 were served.
- The budget for the grant has been increased from \$300,000.00 to \$350,000.00.
- The grant has provided assistance with Competitive Employment. Two handouts were provided detailing individual experiences with this service.

Action Items	Person Responsible	Deadline
None		

Agenda Item	New Business: Member Concerns	Presenter	Jeannie Elkins
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**Discussion and Conclusions:**

- Members previously requested that they be given an opportunity to discuss issues, specifically in relation to the CMS application and recently implemented policy. Due to the morning discussion, the group indicated that their concerns had been adequately addressed at that time and there was no need to do so again.

Action Items	Person Responsible	Deadline
None		

Agenda Item	Wrap-Up/Confirmation of Next Meeting	Presenter	Jeanie Elkins
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**Discussion and Conclusions:**

- The next meeting will be October 14, 2015 at the Bureau of Senior Services (BoSS) located on the 3<sup>rd</sup> floor of the Charleston Town Center Mall.

**Minutes submitted by April Goebel 8/3/15**