

West Virginia Quality Improvement Advisory Council Meeting	January 14, 2015 10:00am-4:00 pm Bureau of Senior Services
Members Present:	
Jeannie Elkins, Chair (member/family), Marilyn Nichols (member/family), Marian Layne (general stakeholder), Richard Covert (general stakeholder), Steve Wiseman (general stakeholder), Georgette Hensley (provider), Craig Greening, Co-chair (provider), Mary Lea Wilson (provider), Clarice Hausch (WV Advocates)	
Members Attending via Conference Call:	
Darrell Alt (general stakeholder)	
Members Not Present:	
N/A	
Other Representatives Present:	
Patricia Nisbet (BMS,) April Goebel (APS), Nora Dillard (APS), Janice Brown (APS), Lori McGurty (APS), Steve Brady (BBHMF), Teresa McCourt (WVU-CED SFCP), Pat Moss (WVU-CED), Randy Hill (PPL), Rose Lowther-Berman (WV Advocates)	
WVDHHR and ASO Representatives Not Present:	
Jim Cooper (OHFLAC), Jane McCallister (BCF)	
Ancillary Members Present:	
Susan Striar -May, Jane Ketcham, Jon Sassi	
Ancillary Members Not Present:	
N/A	
Public Present:	
Christine Dickson, Liz Bragg	
Meeting Minutes from October 2014 approved	

MINUTES

Agenda Item	Welcome, Approval of October 2014 Minutes, Announcements	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> • <u>Welcome:</u> <ul style="list-style-type: none"> ○ Co - Chair Jeanie Elkins: <ul style="list-style-type: none"> ▪ Welcomed everyone and introductions were made of all parties in attendance. ▪ October meeting minutes were approved. 			
Action Items	Person Responsible	Deadline	
None	N/A	N/A	

Agenda Item	OHFLAC	Presenter	April Goebel
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Discussion and Conclusions:

- Mr. Cooper was not present for the meeting but provided an ACTS report that was presented by April Goebel. The following data was included, and is specific to I/DD Waiver:
 - **Reports of Abuse:**
 - Investigated by OHFLAC
 - Substantiated - 1
 - Unsubstantiated – 0
 - Pending9
 - Investigated by Providers
 - Substantiated - 24
 - Unsubstantiated - 21
 - OHFLAC has 9 pending
 - **Reports of Neglect**
 - OHFLAC
 - Substantiated - 20
 - Unsubstantiated – 2
 - Pending-13
 - Providers
 - Substantiated - 50
 - Unsubstantiated – 15
 - No new providers licensed
 - Trends – provider investigations have improved and are more thorough
 - No adverse actions this quarter
 - Clarice Hausch expressed that the Council had also requested that the number of reported deaths of I/DD members be provided. Additionally, Ms. Hausch expressed concern about the differences in numbers of provider vs. OHFLAC substantiations but it was clarified that providers are doing independent investigations for separate issues, which would account for the difference.
 - More specific information has been provided in the report, as requested by Council members. However, the Council still has questions about the report and the data conveyed, specifically with “unduplicated” numbers. Ms. Goebel will follow-up with Mr. Cooper regarding the data presented in the ACTS report to request that the data be further refined.
- Steve Wiseman recommended that if Mr. Cooper is unable to attend meetings, someone attend in his place in order to explain the report submitted to QIA Council.

Action Items	Person Responsible	Deadline
Request that OHFLAC refine the report further to report on number of deaths and unduplicated numbers	April Goebel	Next Meeting

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

- Goal One - Reduce Abuse/Neglect/Exploitation in the Program
 - In 2014, the group had recommended a standardized training for this topic be developed for the 2015 renewal and a subcommittee devoted time and resources to development of objectives.
 - This recommendation is currently being considered by BMS.
 - Craig Greening expressed that, in order to make effective recommendations about reducing the numbers of incidents, the group requires accurate data on what is occurring with members. Ms. Goebel stated that she gathers data each month from the IMS and on-site reviews with regards to follow up, etc. on incident reports. Steve Wiseman stated that he met with Jane McCallister about the lack of tracking and plans to meet with Commissioner to further express the importance of collecting and reporting data.
 - Ms. Nisbet also requested that the information gathered during monthly IMS monitoring and provider reviews be placed in a report for the Council.
 - Jon Sassi said the current systems are disconnected - APS, CPS, OHFLAC, IMS-and as a result accurate data cannot be obtained.
 - Marilyn Nichols also expressed that simply because a report is not substantiated – does not necessarily mean that the abuse did not occur, rather that enough information is not available to substantiate.
 - Lori McGurty suggested the Council provide written comments to BMS– what is needed, what is not being reported-and the group agreed. Ms. Hausch agreed to develop the letter and forward to Jeannie Elkins, who will in turn forward to BMS.
 - Lori McGurty offered for APS to develop a standardized training based on the objectives and the recommendations developed by the subcommittee. The group agreed and a subcommittee comprised of Jon Sassi, Pat Moss, Clarice Hausch, and Steve Wiseman will review the training and provide feedback when received.

- Goal Two - Reduce Unmet Needs by Geographical Region for Members Statewide
 - Ms. Goebel provided an updated report on unmet needs. In addition to the numbers reported, the updated report also includes percentage of members in each county who reported the unmet need. The Council requested that the data be updated further to include more recent data.

- Goal Three - Continually Enhance Knowledge of QIA Council
 - To be addressed at April 2015 Meeting.

- Goal Four - Identify How Dreams/Goals of Members are Attained or Constrained by Program Requirements/Limitations
 - To be addressed at April 2015 Meeting.

- Goal Five - Recruiting/Development/Retention of Quality Workforce

- To be addressed at April 2015 Meeting.

Action Items	Person Responsible	Deadline
Place data from monthly IMS monitoring and provider reviews into report for Council	April Goebel	Next Meeting
APS will develop DRAFT training on abuse/neglect	April Goebel/Lori McGurty	Next Meeting
Develop a letter to BMS to express exactly what data is needed and to forward to Jeannie Elkins, who will forward to BMS	Clarice Hausch/Jeannie Elkins	February 15, 2015
Request updated data and develop updated unmet needs report	April Goebel	Next Meeting

Agenda Item	Public Comment	Presenter	Public
Discussion and Conclusions:			
<ul style="list-style-type: none"> Christine Dickson stated she had some recent experience with web-based training and found that it worked well so it might be a viable option for a standardized Abuse/Neglect training. Ms. Dickson is interested in pursuing ancillary membership when eligible. She would also like to assist further with the subcommittee who will review the draft Abuse/Neglect training developed by APS. 			

Agenda Item	Elections	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> Chris Messenger was elected as the new provider representative. Marilyn Osborne, Pat Haberbosch, and Diane Cooper were elected as new member/family representatives. 			
Action Items		Person Responsible	Deadline
Notify new members of election and provide materials		April Goebel	Next Meeting

Agenda Item	WVU CED-SFCP	Presenter	Teresa McCourt
Discussion and Conclusions:			
<ul style="list-style-type: none"> Ms. McCourt indicated that Specialized Family Care providers often must duplicate trainings in order to comply with both I/DD Waiver requirements and SFCP requirements. She presented the idea for agencies to share their certifications of staff who are also SFCP providers with WVU CED in order to prevent this duplication. Ms. Nisbet informed Ms. McCourt that certain items cannot be shared by law, such as the CIB, but that others can. Those that can be shared include Infectious Disease Control, Abuse/Neglect/Exploitation, Confidentiality, and Member Rights. Ms. Nisbet also stated that whether these certifications are shared is up to the individual agency. As the QIA Council is comprised of stakeholders other than providers, it is not the best venue to get provider input on this issue. As such, Ms. Nisbet asked Ms. McCourt to present the idea at the Quarterly Provider Meeting to be held 2/4/15. 			

Action Items	Person Responsible	Deadline
Present idea of sharing certain certifications	Teresa McCourt	Provider Meeting 2/4/15

Agenda Item	BMS	Presenter	Pat Nisbet
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Discussion and Conclusions:

- Ms. Nisbet presented the Room & Board Policy to the Council and stated that a rate increase from \$16.50 per day to \$17.50 per day is proposed. The last increase occurred in 2009. If Council members have comments regarding this change, those should be sent to Ms. Nisbet no later than Close-of-Business Friday 1/16.
 - The group discussed that providers should be trained on this policy. Ms. Nisbet requested that BBHMF present briefly on this topic at the upcoming Quarterly Provider Meeting.
- 4,634 individuals approved for waiver this year, which is an increase of 100 from the last fiscal year. At the end of November the waitlist totaled 963; 193 have been added to the waitlist since July 1. Approval rate is still approximately 50% of applicants.
- The transition plan to show CMS how the state intends to transition to comply with the new Home- and Community-Based settings rule is due 2/5/15.
 - A survey, developed by state contract Berry-Dunn, is being finalized. When final, this survey will be provided to all program members. They will be asked to complete and return the survey, identifying information about their current living and day settings. The state will utilize this information to identify and address issues with compliance to the rule. Other states are using similar surveys to gather such information.
 - The QIA Council provided previously written feedback on the survey to Ms. Nisbet, who will forward the recommendations to Berry-Dunn for consideration. A similar survey will be sent to providers at a later date.
 - As part of the transition, some states are utilizing facility-based day programs to create a path to integrated community employment. WV is considering a similar option for the upcoming renewal.
- Ms. Nisbet addressed the significant cost of the program. Specific services that tend to be costly include LPN and those provided to individuals who live in 1-person ISS. BMS is researching provision of LPN services and considering ways to reduce the cost with the renewal. Some recommendations have included not allowing LPNs to bill the LPN code for travel, and limiting the service to members 21 and older. Those under 21 can access Private Duty Nursing via the state plan. Another consideration for the renewal is changing the minimum age of application to 3 years old.

Action Items	Person Responsible	Deadline
Send comments regarding Room & Board policy rate increase	All Members	1/16/15
Training for providers on the Room & Board Policy at the Quarterly Provider Meeting	BBHMF	2/4/15

Agenda Item	PPL Update	Presenter	Randy Hill
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Discussion and Conclusions:

- Randy Hill reviewed “Personal Options Referred, Enrolled and Active Participants (July 2013 – September 2014)” report with the Council.
- PPL experienced growth in December as agencies continue to prepare for the implementation of the Fair Labor Standards Act. The FLSA requires workers not considered live-in companions to be paid overtime for hours worked over 40 per week. This will result in agencies being required to pay employees overtime, but will not apply to members employing live-in
- Ms. Ketcham requested data on the average number of hours of PCS: Personal Options authorized and billed for children/adults. The Council agreed that this information will be beneficial to determine the cost-effectiveness of the Traditional with Personal Options service delivery model. Ms. Nisbet will request data from Molina.

Action Items	Person Responsible	Deadline
Report data on average number of hours of PCS: Personal Options authorized/billed for children/adults	Pat Nisbet	Next Meeting

Agenda Item	Provider Review Summary	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> • A new 2-year review cycle started July 1, 2014. • Data through the first quarter (July 1-September 30, 2014) has been compiled. Of the 12 providers reviewed during that quarter, 6 had no disallowances, 3 had disallowances under \$1000.00, 2 had disallowances between \$3000.00 and \$4000.00 and one had a disallowance over \$100,000.00. • Overall, providers have made improvements in clinical documentation as well as maintaining records for qualified providers. 			
Action Items	Person Responsible	Deadline	
None.			

Agenda Item	Wrap-up/Confirmation of Next Meeting	Presenter	Jeanie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> • The next meeting will be April 15, 2015 at the Bureau of Senior Services (BoSS) located on the 3rd floor of the Charleston Town Center Mall. 			
Minutes submitted by April Goebel			