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| West Virginia TBI Quality Improvement Advisory Council Meeting | March 7, 2014 10:00 am - 2:00 pm Center for Excellence in Disabilities 4510 Pennsylvania Ave., Charleston, WV |
| Members Present: | |
| Mark Fordyce, Don Ashworth, Brad Anderson, Angela Vaught, Betsy Peterson, Lou Ellen Blake, Rose Lowther-Berman | |
| Members Not Present: | |
| Stewart Phillips | |
| Others Present: | |
| Theresa McDonough - BMS, Brian Holstine - TMH-WV, Barb Recknagel - APS Healthcare, Amy Shriver - APS Healthcare, Melodee Hursey - APS Healthcare | |
| Meeting Minutes from the 11/14/2013 QIA Council meeting were approved as written. | |

MINUTES

| Agenda Item | Welcome/ Introductions/Old Business | Presenter | Mark Fordyce, Chair |
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| Discussion and Conclusions: | | | |
| <p>Roundtable introductions were made by meeting attendees, and housekeeping issues were discussed.</p> <p>Old business: The minutes from the November 14, 2013 QIA Council meeting were approved without changes.</p> <p>Mark opened the floor to accept nominations for the Co-Chair position. Rose Lowther-Berman with WV Advocates inquired about the duties involved with the position; Mark advised her that the Co-Chair would be expected to provide coverage for the Chair in meetings as needed, and participate in email and telephone communications with him and APS Healthcare staff between meetings. Rose offered to serve as Co-Chair. Brad made a motion that the nomination be accepted, and Lou Ellen seconded the motion. Rose was voted in by the Council and is the new Co-Chair.</p> <p>Barb noted that there is still a vacancy on the Council for a member/survivor/family member. APS Healthcare has performed outreach activities with the five active TBI support groups in the state, and BMS has posted the vacancy announcement on their website. Angie offered to ask Ashley with CED to post the announcement on the Connect ListServ.</p> <p>The new inclement weather cancellation policy was discussed; the policy will be that if Kanawha County Schools is canceled, or is on a two-hour delay due to inclement weather on the date of a scheduled TBI QIA Council meeting, the meeting will be canceled. The website for school closing announcements was previously sent to Council members by email, along with the policy change: https://wvde.state.wv.us/closings/county/all/</p> <p>The TBI Waiver QIA Council Work Plan goals associated with each Agenda item will be identified on the agenda, as well as the meeting minutes.</p> | | | |

| Action Items | Person Responsible | Deadline |
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| Continue outreach efforts to fill the Council vacancy for a family member, TBI survivor, or family member of a survivor | Mark Fordyce/APS Healthcare | ASAP |
| Update the Procedures Handbook to include the weather cancellation policy | APS Healthcare | May 2014 |

| Agenda Item | Presentation- Participant Experience Survey Results 2013 | Presenter | Melodee Hursey, APS Healthcare |
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Discussion and Conclusions:

QIA Work Plan Goals 1, 3, and 4

Melodee Hursey with APS Healthcare gave a Power Point presentation about the Participant Experience Survey, Brain Injury Edition (PES-BI), and the Results of the PES-BI 2013, administered by APS Healthcare staff to members of the TBI Waiver program enrolled in 2012 and interviewed during the 2013 reviews. Topics covered in the presentation included: the purpose of the survey, the domains of the survey, survey results, and recommendations for the ASO and the Providers based on the survey results.

The purpose of the survey is to identify areas where program participants are reporting unmet needs or other problems, and to ensure that services are being provided in a manner consistent with participants' goals, preferences, and needs.

Survey domains include: Program Supports, Choice and Control, Respect/Dignity, Community Activities, Community Integration/Inclusion, Access to Care.

Recommendations of the ASO based on survey results were as follows:

- Continue to use the full version of the PES-BI during the 2014 retrospective review process
- Explore other participant experience survey tools
- Maintain the survey data for future comparison and analysis
- Explore family/caregiver survey options
- Review survey results with the TBI Quality Improvement Advisory Council
- Develop a brain injury Fact and Resource sheet for TBI Waiver providers
- Continue to integrate brain injury knowledge and skills into the quarterly provider trainings
- Develop a training module focusing on community integration after TBI
- Provide training and resources for direct care staff to improve brain injury knowledge and skills
- Address community integration interests of the members on the service plan and personal attendant worksheet

| Action Items | Person Responsible | Deadline |
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| Compare 2012 PES results with 2013 PES results following completion of 2013 surveys, and provide data to Council. | APS Healthcare staff | February, 2015 |

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| Agenda Item | Program Updates | Presenters | Teresa McDonough - BMS, Brian Holstine - MFP, Barb Recknagel – APS Healthcare |
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Discussion and Conclusions:

QIA Work Plan Goals 1 and 4

Teresa McDonough, new **BMS** Program Manager for the TBI Waiver Program, introduced herself to the Council, reporting that she had taken over the position in mid-December.

Brian Holstine, Assistant Director for **Take Me Home, WV/Money Follows the Person**, provided an update regarding the program. He reported that 199 individuals have been determined eligible for the program, of which 156 are currently active members of the program. Thirty-six individuals have been transitioned from nursing homes. TMH/MFP is fully staffed with Transition Navigators statewide. TMH/MFP held a series of regional informational meetings about the program, and is planning another round of meetings.

- Barb Recknagel, **APS Healthcare** Program Manager for the TBI Waiver Program, provided an update, including handouts of the Discovery & Remediation (D & R) report and the monthly activity report for Council members. She reported that all APS Healthcare TBI Waiver field staff are now Certified Brain Injury Specialists (CBIS), after taking and passing the certification exam in November 2013. Barb reviewed the D & R report with the group, and noted that CMS requires a remediation management plan for any performance measure that is not 100%. APS has scheduled a March 20, 2014 quarterly training to address the identified deficiencies performance measure:
 - D-1 – Service Plans are adequate and appropriate to members’ assessed needs
 - During 2013 Provider Reviews, only 17% of Service Plans reviewed were in compliance
 - D-2 – Service Plans address identified risks
 - During 2013 Provider Reviews, only 50% of Service Plans reviewed were in compliance

The training announcement will be sent to Council members.

Barb reported that current active enrollment in the TBI Waiver program is 29, and that the total number of program members served since the beginning of the program is 33. Brad asked whether APS is tracking the reason for denials, when applicants are denied; Barb reported that APS is keeping that data. She noted that additionally, APS contacts referring physicians for clarification if the nature of the brain injury is not apparent from the MNER.

Outreach efforts of APS staff were reviewed. Barb noted that after canvassing the state and making numerous face-to-face contacts with hospitals and nursing homes, the focus has shifted to telephone and email outreach efforts, and community agencies have been added to the outreach contact list. She noted that APS Healthcare presented at the Social Workers’ conference the last two years regarding the TBI Waiver program, and met with local Economic Service workers at regional DHHR offices to provide information and training.

Barb reported that APS is working with the Centers for Excellence in Disabilities (CED) on three training modules. She also relayed that APS Provider Educators have been providing training and assistance to enrolled providers.

In a previous meeting, Council members requested employment data for TBI Waiver members. APS gathered the requested data from the Participant Experience Survey, and presented at the meeting.

Barb shared with the group that APS is preparing for TBI Waiver Program Open Forums for members/stakeholders and Providers. The forums will be held in April 2014 in four locations: Huntington, Beckley, Weston, and Martinsburg. Amy will present the findings from the forum to the Council members during the August, 2014 meeting.

| Action Items | Person Responsible | Deadline |
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| Send training announcement to Council members by email | Barb Recknagel | March 14, 2014 |
| Provide Open Forum results to Council during August, 2014 meeting | Amy Shriver | August, 2014 |

| Agenda Item | Public Comment | Presenter | Angela Vaught |
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| Discussion and Conclusions: | | | |
| Angela Vaught reported that the Centers for Excellence in Disabilities (CED) has hired a new Resource Coordinator to cover the southern counties, and provided copies of the staff list/county map to the Council. | | | |
| Action Items | Person Responsible | Deadline | |
| No action items | | | |

| Agenda Item | TBI Chapter 512 Manual Review | Presenter | Barb Recknagel, Amy Shriver, Mark Fordyce |
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| Discussion and Conclusions: | | | |
| QIA Work Plan Goals 3 and 4 | | | |
| Each Council member received a copy of Chapter 512 in a notebook. Specific manual sections have been designated for discussion at each quarterly meeting n 2014. The sections identified for discussion at this meeting were 512.8, 512.10, and 512.11 - Member Eligibility, Member Assessment, and Service Plan Development. Due to time constraints, the only section discussed was 512.8 - Member Eligibility. | | | |
| Council members were encouraged to review the sections prior to the meeting and bring thoughts/suggestions to the meeting. | | | |
| Several issues were identified as warranting further discussion/research/work, and will be assigned to work groups during the May 14, 2014 meeting. | | | |
| Council recommendations follow each listed criteria in blue. | | | |
| 512.8 Member Eligibility - Current Policy | | | |
| Applicants for the TBI Waiver Program must meet all of the following criteria to be eligible for the program: | | | |

- A. Be 22 years of age or older. Council recommends removing the age restriction.
- B. Be a permanent resident of West Virginia. No changes recommended.
- C. Have a traumatic brain injury, defined as a non-degenerative, non-congenital insult to the brain caused by an external physical force resulting in total or partial functional disability and/or psychosocial impairment. Council recommends modifying the WV TBI Waiver definition of TBI to match WV state code, which includes anoxia from near drowning.
- D. Be approved as medically eligible for nursing facility level of care. Much discussion was held regarding level of care. Additional research will be completed before a recommendation is made.
- E. Score at a Level VII or below on the Rancho Los Amigos Levels of Cognitive Functioning Scale. The Rancho was discussed at length. No specific recommendations were made relative to changing the Level required on the Rancho.
- F. Be inpatient in a licensed nursing facility, inpatient hospital, or in a licensed rehabilitation facility to treat TBI or living in a community setting at the time of application. No changes were recommended; this criterion was previously amended to include community settings.
- G. Meet the Medicaid Waiver financial eligibility criteria for the program as determined by the county DHHR office, or the Social Security Administration (SSA), if an active SSI (Supplemental Security Income) recipient. A determination was made to explore further whether expanding financial eligibility criteria is an option, prior to making a specific recommendation.
- H. Choose to participate in the TBI Waiver Program as an alternative to nursing facility care. If an individual meets eligibility requirements, a slot must be available for him/her to participate in the program. If no slots are available, applicants determined medically eligible for the Program would be placed on the Managed Enrollment List. As slots become available, applicants on the Managed Enrollment List would be notified and provided detailed instructions on continuing the application process. No changes were recommended.

Several key issues were identified as requiring further conversation and research, and were placed in a “parking lot” to be addressed at upcoming meetings. These include:

- Expanding the Waiver from Traumatic Brain Injury (TBI) to Acquired Brain Injury (ABI)
- Making changes to the way deficits are scored on the Pre-Admission Screening (PAS) tool
 - Cueing
 - Cognitive deficits
 - IADL’s
- Exploring Level of Care options other than Nursing Home and ICF/MR

| Action Items | Person Responsible | Deadline |
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| Research items identified for further exploration and discussion, and assign | Council members | Work groups will be assigned at the May, 2014 meeting |

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| specific tasks to work groups | | |
| Review Chapter 512 sections to be discussed during the May, 2014 meeting. | All Council members | May, 2014 meeting |

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| Agenda Item | Wrap Up/ Confirm next meeting date | Mark Fordyce |
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Discussion and Conclusions:

The next meeting date: May 13, 2014. Angela reserved the CED conference room for that date. The manual sections scheduled for review during the May meeting are as follows:

512.10 MEMBER ASSESSMENT

512.11 SERVICE PLAN DEVELOPMENT

512.3.5 Personal Attendant Service Staff Requirements

512.12.2 PERSONAL ATTENDANT SERVICES

512.12.2.1 Personal Attendant Service Code, Unit, Limit and Documentation Requirements

512.12.2.2 Transportation

512.12.2.3 Transportation Code, Unit, Limit and Documentation Requirements

512.3.5.1 Annual Direct Care Staff Training

512.3.6 Case Manager Qualifications

512.12.1 CASE MANAGEMENT

512.12.1.1 Case Management Code, Unit, Limit and Documentation Requirements

| Action Items | Person Responsible | Deadline |
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| Send out notice of meeting date | Amy Shriver | April 15, 2014 |

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| Minutes submitted by | Amy Shriver, Assessment Coordinator, APS Healthcare | March 26, 2014 |
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