

**Medicaid Traumatic Brain Injury (TBI) Waiver Program
Quality Assurance & Improvement Advisory Council
Statement of Stakeholder Involvement**

An effective quality management system encompasses three basic functions:

Discovery: Collecting data and direct participant experiences in order to assess the ongoing implementation of the program, identifying strengths and opportunities for improvement.

Remediation: Taking action to remedy specific problems or concerns as they arise.

Continuous Improvement: Utilizing data and quality information to engage in actions that lead to continuous improvement in the Waiver program.

Stakeholder involvement is key to an effective QUALITY MANAGEMENT approach. Stakeholders include recipients of Waiver services and their families, advocates and allies, policy-makers, providers, direct care workers, and anyone else in the community interested in quality home and community-based services for individuals with traumatic brain injury. In West Virginia, the Medicaid TBI Waiver Program is committed to the active involvement of stakeholders in its quality management system:

The QIA Council: The Medicaid TBI Quality Improvement Advisory (QIA) Council is integral to ensuring ongoing stakeholder involvement in the Waiver's quality management system. The QIA Council meets quarterly.

Open Comment: The QIA Council typically meets **the third Tuesday in August, November, February and May**. All meetings are open to the public. An hour of each meeting is set aside for public comment and discussion. Anyone wishing to comment on the Waiver and its services is welcome to attend and participate.

Annual Stakeholder Meetings: The Medicaid TBI Waiver Program will sponsor annual meetings in locations around the state to solicit stakeholder input. These meetings will be scheduled during the day, as well as the evening to maximize the opportunities for stakeholder involvement. This meeting will provide a forum for the Advisory Council and TBI Waiver staffs to share information about Waiver services, solicit stakeholder input, and address stakeholder questions and concerns.

Policy Changes: All changes to the Medicaid TBI Waiver policies will be posted on the Bureau for Medical Services (BMS) website for a minimum of thirty (30) days for public review and comment. Print copies will also be made available through local DHHR offices. Information in alternate formats will be made available upon request from the Waiver office.

Feedback on Stakeholder Input: Feedback on every stakeholder comment, suggestion, or recommendation made to Waiver staff is not feasible. However, the Medicaid TBI Waiver Program will make every effort to provide immediate feedback on and reactions to all questions presented during the open discussion period of regularly scheduled Council meetings and reflected in the meeting minutes. Questions or issues raised during this time that can not be addressed immediately will be responded to in writing at a later date. In addition, when

stakeholder input is solicited around major policy changes, Waiver staff will respond in writing to common issues and concerns raised by stakeholders. Responses will be captured and posted online in a Q&A format.

Information Dissemination: The Medicaid TBI Waiver Program will publicize all open meetings including quarterly Advisory Council meetings, the Annual Stakeholder meetings, stakeholder focus groups, etc. Meeting announcements will be distributed electronically, in print, and in media format (such as public service announcements). All information regarding these meetings will be made available in alternate formats.