



## TBI Waiver Program Quality Improvement Advisory (QIA) Council Annual Report 2022

### Purpose

The purpose of the TBI Waiver QIA Council is to provide guidance and feedback to the Department of Health and Human Resources Bureau for Medical Services (BMS) and its contracted Utilization Management Contractor (UMC) in the development of an ongoing quality assurance and improvement system for the TBI Waiver Program. To this end, the Council's charge is to collaborate with staff to develop and strengthen the TBI Waiver program's ability to:

- Collect data and assess peoples' experiences to assess the ongoing implementation of the program, identifying strengths and opportunities for quality improvement,
- Act in a timely manner to remedy specific problems or concerns as they arise and
- Use data and quality information to engage in actions that lead to continuous improvement in the TBI Waiver program.

The TBI Waiver QIA Council annual report is designed to provide an overview of the Councils' work plan, goals, objectives, and accomplishments in 2022.

### Centers for Medicare and Medicaid Services (CMS) Quality Assurances

The Council works with BMS and the UMC, Kepro to ensure that the TBI Waiver supports the desired outcomes outlined in the six (6) focus areas of the Quality Framework developed by CMS. These focus areas include:

#### §1915(c) CMS Quality Assurances

- **Waiver Administration and Oversight:** The State Medicaid agency is actively involved in the oversight of the waiver and is responsible for all facets of the waiver program.
- **Level of Care Evaluation/Re-evaluation:** Persons enrolled in the waiver have needs consistent with an institutional level of care.
- **Qualified Providers:** Waiver providers are qualified to deliver services/supports.
- **Service Plan:** Members have a Person-Centered Service Plan that is

appropriate to their needs and preference and receive the services/supports specified in the Service Plan.

- **Health and Welfare:** Members health and welfare are safeguarded.
- **Financial Accountability:** Claims for waiver services are paid according to state payment methodologies specified in the approved waiver.

### Membership Information

The Council started 2022 with vacancies in membership. Several members terms were ended in 2021. Due to the Covid pandemic, members agreed to stay on the Council through 2022.

There are currently three (3) membership positions open on the Council: One (2) Stakeholder position and two (2) providers position.

Membership recruitment efforts are the responsibility of all Council Members.

### 2022 Meetings

The Council met four (4) times during 2022. Meetings were held on February 17, 2022, May 19, 2022, August 18, 2022, and November 17, 2022 Council meetings held in August and November included in person meeting option as well as remote access.

Meeting notices are posted on the WV Secretary of State website:

<http://apps.sos.wv.gov/adlaw/meetingnotices/>

They are also posted on the BMS website:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/QIA-Council.aspx>

In addition, the TBI Waiver QIA Council Meeting Minutes and other Council information is posted on the BMS website:

[Quality Improvement Advisory \(QIA\) Council \(wv.gov\)](#)

Each meeting allows for public comment time to solicit feedback from people using TBI Waiver services and their advocates and allies on the performance of TBI Waiver services. All meetings were open to the public. Meeting minutes were distributed to Council members within one (1) month following the meeting.

### Council Quality Management Plan

The Council's Quality Management Plan (QPM) is based on the WV BI Learning Collaborative, with the stated goal of: Improving service delivery in the TBI Waiver program with person centered thinking, planning and practices. The Council heard data on the progress on the following strategies:

Strategy # 1- Incorporating and improving person-centered needs identification in the TBI Waiver Program.

Strategy # 2 Establishing person-centered planning best practice in the TBI Waiver Program.

# Served/Enrolled/Discharge during the calendar year 2022

Total # of unduplicated slots used as of 12/31/2022: 90

Total # Newly Enrolled during Calendar Year 2022: 11

Total # of discharges during Calendar Year 2022: 10

Reason for Discharge	Number
No Services for 180 continuous days	0
Unsafe environment	0
Member noncompliance with program	0
Member no longer desires services	5
Member is deceased	3
Member no longer a WV resident	2
Member no longer medically eligible	0
Member no longer financially eligible	0
Other	0

During the Covid-19 as part of the Appendix K submission to CMS, TBIW members were not discharged for any reason other than the three that indicated.

Program Data

The Council reviewed program data gathered and presented during quarterly meetings. The following reports were presented for review and discussion:

1. Discovery and Remediation
2. Program Activity
3. Incident Management Reports
4. Ad Hoc Reports
5. Survey Findings from HBCS CAHPS for 2020 and 2021.

The Council is responsible for identifying trends in the data and formulate recommendations for program improvement.