

West Virginia Quality Improvement Advisory Council Meeting	July 13, 2016 10:00am-4:00 pm Bureau of Senior Services
Members Present:	
Kelly Miller (member/family representative), Jeannie Elkins (member/family representative), Marilyn Nichols (member/family representative), Marilyn Osborne (member/family representative), Jon Sassi (general stakeholder representative), Amber Hinkle (general stakeholder representative), Richard Covert (general stakeholder representative), Susan Given, WV Advocates (general stakeholder representative), Steve Wiseman, DD Council (general stakeholder representative), Georgette Hensley (provider representative), Chris Messenger (provider representative), Mary Lea Wilson (provider representative—attended by phone)	
Members Not Present:	
Craig Greening (provider representative)	
Other Representatives Present:	
Pat Nisbet (BMS), Taniau Hardy (BMS), Steve Brady (BBHFF), Teresa McCourt (Specialized Family Care), Vanessa VanGilder (Olmstead Coordinator), Lori McGurty (KEPRO), Janice Brown (KEPRO), April Goebel (KEPRO)	
WVDHHR and ASO Representatives Not Present:	
Rose Lowther-Berman (BMS)	
Ancillary Members Present:	
Nicole Britt, Angie Breeden, Christine Dickson	
Ancillary Members Not Present:	
Public Present:	
Linda Higgs (DD Council)	
Meeting Minutes from April 2016 approved	

MINUTES

Agenda Item	Welcome, Approval of April 2016 Minutes, Elections— Presentation of Applicants & Ballots	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Welcome: <ul style="list-style-type: none"> ○ Chairperson Jeannie Elkins welcomed everyone and introductions were made of all parties in attendance. • April 2016 meeting minutes approved. • Elections—Presentation of Applicants & Ballots <ul style="list-style-type: none"> ○ April Goebel informed the Council that terms for several positions were either expired or would expire soon, and as such, elections were necessary for the 			

following:

- One Member/Family Representative: Richard Covert's term expires 9/30/16
- Two Provider Representatives: Craig Greening's term expired 9/30/16, as does Mary Lea Wilson's
- Three Ancillary Representatives: Angie Breeden's and Christine Dickson's terms expired 6/30/16 and Nicole Britt's term expires 9/30/16
- Jeannie Elkins' term as chair has also expired.
- Applications for all interested parties and ballots for voting members were provided to the group for review. The following individuals were elected:
 - Member/Family Representative: Angie Breeden
 - Provider Representatives: Brian Breyer and Marc Wilson
 - Ancillary Representatives: Richard Covert, Mary Lea Wilson, and Todd Rundle
- April Goebel will notify new members of election and provide recent meeting minutes and procedure handbook.
- Marilyn Nichols was elected as chair-person and Amber Hinkle was elected as vice-chair.

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

Agenda Item	General Updates	Presenter	Taniua Hardy April Goebel
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Discussion and Conclusions:

- BMS:
 - Statewide transition plan public comment will close today (07/13/216) at 5:00pm.
 - Member deaths: 29 deaths; 15 hospital, 2 hospice, 10 residence, 1 nursing home, and 1 out of state. Of these, the cause was not provided for 2, however, as they occurred in hospital, they are likely to be natural. Taniua Hardy will follow-up.
- KEPRO:
 - Discovery & Remediation report was provided to the group. There were no questions regarding the data.
 - The Provider Review Summary was also provided and discussed. During the most recent quarter for which data was available, January-March 2016, there were 13 provider reviews conducted. Of those, 9 had no disallowances. Primary concerns with reviews continue to be clinical in nature, such as BSPs billing more time than documentation supports.
 - There are currently 82 licensed/active providers in the state. Effective June 1, 2016, KEPRO began reviewing providers annually, rather than every-other-year as had been done prior.

Action Items	Person Responsible	Deadline
Follow up on 2 deaths reported with no cause provided	Taniua Hardy	Next meeting

Agenda Item	By-Laws Review & Update	Presenter	Group Activity
Discussion and Conclusions:			
<ul style="list-style-type: none"> The group agreed that the by-laws require clarification and update. The Council will submit recommendations for by-law updates to April Goebel. Ms. Goebel will research and develop a draft of updated by-laws for the next meeting. Some items the Council discussed that need refined include term expirations, procedures for amending by-laws, term expiration mid-project, and responsibilities of membership committee. 			
Action Items			Deadline
Send recommendations for by-law updates		All	9/1/16
Develop a draft of updated by-laws		April Goebel	Next Meeting

Agenda Item	Public Comment	Presenter	Public
Discussion and Conclusions:			
<ul style="list-style-type: none"> No public comment 			
Action Items		Person Responsible	Deadline
None			

Agenda Item	PPL Updates: Expanded	Presenter	Randy Hill, PPL
Discussion and Conclusions:			
<ul style="list-style-type: none"> Forty-four members enrolled in June. Randy Hill reported that PPL's contract with BMS expires in the near future, and as such, they will soon be involved in bidding on a new contract. Mr. Hill also requested input from the Council, specifically on how PPL can measure customer satisfaction. The Council provided feedback on requirements of staff employed via Traditional services vs. those employed by the member via Traditional with Personal Options services, as well as that there is often confusion between the roles of the Service Coordinator and the PPL Resource Consultant. BMS clarified staff training requirements with respect to specific service delivery models. Mr. Hill agreed to explore further training with Resource Consultants to ensure that the service does not overlap those provided by Service Coordinators. 			
Action Items		Person Responsible	Deadline
None			

Agenda Item	Sub-committee Presentations	Presenter	Pat Nisbet Jeannie Elkins Steve Wiseman
Discussion and Conclusions:			
<ul style="list-style-type: none"> Data-Sets Analysis Subcommittee, presented by Pat Nisbet: this group postponed meeting until after the statewide transition plan public comment period, which concludes 7/13/16. Rose Lowther-Berman will convene a meeting of this group prior to the next meeting. Quality Indicators Subcommittee, presented by Jeannie Elkins: <ul style="list-style-type: none"> The group met by phone on 6/30/16 and was tasked with identifying which indicators 			

specifically the Council would like to be addressed at each meeting. The subcommittee recommended, however, that they continue to receive information on all indicators. The Council indicated, though, that they did not fully understand the purpose of the report. As such, April Goebel will conduct a training with the Council at the next meeting on the origin and purpose of the report. Following that presentation, the Council can determine if the subcommittee needs to meet again to identify certain indicators on which to receive additional reporting each quarter.

- Review of Recognition/Reporting Abuse/Neglect/Exploitation Training Subcommittee, presented by Steve Wiseman:
 - Mr. Wiseman reported that the group overall was pleased with the training, but had some recommendations. These recommendations include training on development of Individual Response Plans (IRPs) that can be used to reduce risk. BMS/KEPRO will meet to review the recommendations and incorporate them as appropriate.
 - This group would like to be involved with continued efforts and activities on this topic.

Action Items	Person Responsible	Deadline
Data Sets/Analysis Subcommittee Meeting	Rose Lowther-Berman/BMS	Next meeting
Conduct training on origin and purpose of Discovery & Remediation report	April Goebel	Next meeting
Review recommendations made by Recognition/Reporting Abuse/Neglect/Exploitation Training subcommittee for incorporation	BMS/KEPRO	Next meeting

Agenda Item	Sub-Committee Work Assignments	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Jon Sassi indicated that his organization uses a Direct Care Ethics training that the others may be interested in reviewing. Mr. Sassi will provide a link and materials to Ms. Goebel, who will disseminate to the Council members for feedback. Council members will be prepared to provide feedback at the next meeting. 			
Action Items	Person Responsible	Deadline	
Provide link and materials to Direct Care Ethics used by JCDC	Jon Sassi	9/1/16	
Disseminate materials to Council members	April Goebel	Upon receipt	
Provide feedback on the training	All Council Members	Next meeting	

Agenda Item	Wrap-Up/Confirmation of Next Meeting		
Discussion and Conclusions:			
<ul style="list-style-type: none"> • The next meeting will be 10/12/16 at the Bureau of Senior Services (BoSS) located on the 3rd floor of the Charleston Town Center Mall. 			

