



TBI Waiver Program Quality Improvement Advisory (QIA) Council Annual Report 2014

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 Operating Agency 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 work with staff to develop and strengthen the TBI Waiver program's ability to:

- Collect data and assess people's experiences in order 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 2014.

Centers for Medicare and Medicaid Services (CMS) Quality Assurances

The Council works with BMS and the Operating Agency (APS Healthcare) 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 Operation:** The State Medicaid agency is actively involved in the oversight of the waiver, and is ultimately responsible for all facets of the waiver program.
- **Level of Care:** Persons enrolled in the waiver have needs consistent with an institutional level of care.
- **Provider Qualifications:** Waiver providers are qualified to deliver services/supports.
- **Service Plan:** Participants have a service plan that is appropriate to their needs and preference and receive the services/supports specified in the service plan.

- **Health and Welfare:** Participants' 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 QIA Council consists of nine (9) members as per the Council Procedural Handbook. At least three (3) members will be currently or formerly utilizing services on the TBI Waiver program (or their legal representatives/family member), with the remaining council members representing other stakeholders such as service providers, personal attendant professionals, family members, and other advocates and allies of people with TBI.

To the extent possible, the Council will represent all regions of the state. Voting Council members may not be direct employees of the State of West Virginia Department of Health and Human Resources. This is in effect to reduce the potential conflict of interest of Council members working for the state and providing feedback to the state.

During 2014, the Council was not at full membership. A vacancy remained after one (1) member; a TBI survivor resigned his position on the Council in 2013 and several attempts to fill the vacancy were unsuccessful. The Council remains with this one vacancy. In 2014, the Council replaced one (1) member representing the provider community.

2014 Meetings

The Council met five (5) times during 2014. Meetings were held on March 7, 2014 (February meeting cancelled due to weather), May 15, 2014, June 19, 2014, August 14, 2014 and November 13, 2014.

Each meeting contains 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. Minutes are also posted on the BMS website:

http://www.dhhr.wv.gov/bms/hcbs/TBIWS/Pages/QIA_Council.aspx

Projects Completed

The Council's Work Plan provided the direction for projects that the Council completed in 2014. The Council provided feedback on the development and design of two fact sheets: Cognitive Rehabilitation Therapy and Accessing State Medicaid Plans while on the Waiver.

The Council provided input on the statements used during the four (4) Open Forums held in 2014.

The Council completed a thorough review of Chapter 512: Traumatic Brain Injury Waiver Services and developed a report to provide written feedback and recommendations to BMS regarding policy changes and manual clarifications.

The Council supported the recommendation to incorporate the findings from the Participant Experience Survey-Brain Injury version (PES-BI) surveys into the quarterly provider trainings and to address the importance of community activities and integration for the person with TBI.

People Served during the calendar year 1/2014-12/2014

Total # of People Enrolled in 2014:

Thirty-four (34) people were enrolled in 2014

Total # of People that left the TBIW Program:

Nine (9) people left the TBIW Program

Reason for Discharge	Number
No Longer WV resident	0
Deceased	2
Waiver Ineligible (medical and/or financial)	5
Declines Waiver Program	1
Unable to Contact (Re Eval)	0
Failure to Respond (Re Eval, denial)	1
Other	0

Total # of People on the TBI Waiver Program as of 12/31/2014:

Fifty-two (52) people were enrolled and active as of 12/2014

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. Member Demographics
5. Ad Hoc Reports as requested
6. Participant Experience Survey-Brain Injury Edition

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

Participant Experience Survey (PES-BI)

The purpose of the Participant Experience Survey for persons with brain injury (PES-BI) is to provide West Virginia Bureau for Medical Services (BMS) and other program stakeholders information about the TBI Waiver program participants' experience with the services they received.

The PES-BI is a tool that BMS selected to use as part of its quality improvement program to monitor quality in the TBI Waiver program. The PES-BI data can be used to identify areas where program participants are reporting unmet needs or other problems. Identified issues can then be addressed systematically across the TBI Waiver program as a whole. The PES-BI data can also be used to monitor that services being provided are in a manner consistent with the participant's goals, preferences, and needs.

The Council reviewed the findings from the PES- BI survey data collected from program members in 2013, during the March 7, 2014 Council Meeting. The Council supported the following recommendations:

- Maintain the survey data for future comparison and analysis
- Explore family/caregiver survey options
- 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