



TBI Waiver Program Quality Improvement Advisory (QIA) Council Annual Report 2021

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 work 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 2021.

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 ultimately 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:** Participants 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:** 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 Council started 2021 with vacancies in membership. Several members terms were ended in 2020. Due to the Covid pandemic, members agreed to stay on the Council through 2021.

There are currently three (3) membership positions open on the Council: Stakeholder (family, advocate of persons with a traumatic brain injury (TBI)), people with lived experiences, parents of child with TBI.

2021 Meetings

The Council met four (4) times during 2021. Meetings were held on February 11, 2021, May 13, 2021, August 12, 2021 and November 18, 2021. All Council meetings in 2021 were held remotely with no in person meeting due to the Emergency Pandemic.

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

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

In addition, the TBI Waiver QIA Council Meeting Minutes are posted on the BMS website:

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

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.

Presentations/Training

The Council received training and information of the following topics during 2021:

- 1.) NCAPPS Brain Injury Learning Collaborative-Person Centered Discovery Tools (2/11/2021)
- 2.) NCAPPS Brain Injury Learning Collaborative - WV Team Story Board (8/12/2021)

NCAPPS Project Overview (2019-2021)

West Virginia submitted the NCAPPS Brain Injury Learning Collaborative Application in December of 2019, after the TBIW QIA Council recommendations and BMS supported West Virginia (WV) to participate.

WV application was accepted by NCAPPS, and WV joined 15 other states in the Learning Collaborative that started January 2020 which an end date of June 2021, then COVID 19 entered.

NCAPPS put in place a Pandemic Pause for monthly coaching calls from March 2020-August 2020 so states could focus on changes with COVID-19 and established a new end date for the Learning Collaborative as September 2021.

The WV Team continued to work on the aims statement and the plan do study act cycles during 2021. The Learning Collaborative ended in September. The WV Team was selected as one of the states to present experiences and lessons learned in a national webinar, which occurred in October of 2021.

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.

Served/Enrolled/Discharge during the calendar year

Total # of unduplicated slots used as of 12/31/2021: **88**

Total # Newly Enrolled during Calendar Year 2021: **11**

Total # of discharges during Calendar Year 2021: **2**

Reason for Discharge	Number
No Services for 180 continuous days	0
Unsafe environment	0
Member noncompliance with program	0
Member no longer desires services	0
Member is deceased	1
Member no longer a WV resident	1
Member no longer medically eligible	0
Member no longer financially eligible	0
Other	0

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 as requested

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