

<b>West Virginia TBIW Quality Improvement Advisory Council Meeting Minutes</b>	<b>DATE: May 16, 2024 TIME: 9:00 AM</b>
<b>Members Present:</b>	
Kimberly Auton, Delena Arthur, Regina Westfall, Nikki Wills, Taniua Hardy, Brad Anderson, Rodney Smith, Regina Desmond	
<b>Members Not Present:</b>	
Carolyn Lecco, Lesile Slack, Lindsey Secrist, Angela Morales	
<b>Others Present:</b>	
Barbara Recknagel, Teresa McDonough, Nikki Tennis, Carissa Davis, Jennifer Ferrel, Lisa Brooks, Amanda Fillippelli	
<b>Meeting Minutes from the 02/15/2024 QIA Council meeting was approved.</b>	
<b>Motion to approve:</b> Delena Arhtur	
<b>Motion to Second:</b> Rodney Smith	
<b>Motion Carried</b>	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Taniua Hardy Barb Recknagel
<b>Discussion and Conclusions:</b>			
<b><u>Discussion/Follow-up:</u></b>			
<b><u>Old Business:</u></b>			
TBI and comorbidities training was held on April 11, 2024, with twenty (20) attendees. The evaluation feedback from attendees was positive.			
The second stakeholder call was held on 5/9/2024. Brad, Rodney, Teresa, and Barb participated. Next calls are scheduled, and calendar invitations have been sent for 8/8/2024 and 11/14/2024.			
<b><u>New Business:</u></b>			
Regina Desmond, current Council Chair, is requesting to be replaced due to job duty assignments conflicting with Council meetings. Please let Barb know if you are interested in chairing the Council meetings.			

Agenda Item	Program Updates	Presenters	Teresa McDonough Sara Martin/Amanda Filippelli Lisa Brooks/Ashley Quinn Barb Recknagel
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**Discussion and Conclusions:**

**Discussion/Follow-up:**

**BMS Updates:** Teresa provided an update to the Council members on the following changes that will or have affected the TBIW program. At the end of April 2024, there were ninety (90) enrolled members, four (4) eligible applicants released from the MEL, and two (2) slots available to fill before June 30, 2024.

**CMS Application Amendment:** BMS edited and resubmitted the application amendment removing the service code for Personal Attendant Agencies that was under question and delaying approval. This allowed for the six (6) new slots to become available sooner. Additional changes as reported before by BMS included in the approval, was the new service code Pest Eradication, maximum budget increase and LPNs hired for PAs.

**Policy Manual Revisions:** Revisions to Chapter 512 have been completed and are under review with BMS leadership before going to the BMS policy review committee. Next it will be put up for public comment. The UMC will inform the Council members, providers, and stakeholders when public comment is started.

**CMS-Performance Measures:** BMS staff with the Office of Quality Management will be joining the Council as non-voting members. The Bureau is looking at developing Performance Measure that are outlined in the HCBS Quality Measure set issued by CMS. The Council can review the HCBS quality measure set at:

<https://www.medicaid.gov/federal-policy-guidance/downloads/smd22003.pdf>

**Legislature/Special Session-Pending Budget Cuts:** BMS briefly discussed the special session scheduled from May 19<sup>th</sup>-21<sup>st</sup> to discuss changes to the approved State Budget which will include the proposed budget cuts to the IDD and TBI Waiver programs. Council members voiced concerns, letters of support for budget restoration are coming from various stakeholder groups including WVU TBI Advisory Board and Olmstead (IDDW only). Providers on the council indicated that they plan to be at the special session.

**BMS Contract with Acentra Health -Optional Services:** BMS shared with the Council that the Bureau exercised an optional service in the existing RFP and Acentra Health will be assuming the Incident Management System (IMS) and later the Case Management system design, implementation, and management.

**Personal Options-Transition of Vendors:** BMS reported that the new FE/A vendor Palco transition occurred on April 1<sup>st</sup> date. Some former staff with PPL have joined Palco

which has resulted in consistency for many of the program members.

**Palco Updates:** Lisa Brooks with Palco provided an update to the Council members. Forty-nine (49) enrolled members self-direct their services. Currently Lisa reported that about fifty (50) former PPL employees were hired by Palco, thus allowing for case load consistency.

**Money Follows the Person (Take Me Home WV) updates:** Sara Martin provided an update for the Council. Two (2) TBI Waiver members transition home from a facility using the Take Me Home Services. There are no current TMH/MFP TBIW eligible applicants. Amanda Filippelli briefly discussed the TMH WV newsletter and monthly data snapshots. If you would like to receive this information, please email Amanda at [amanda.c.filippelli@wv.gov](mailto:amanda.c.filippelli@wv.gov)

**UMC updates:** Barb shared the following update regarding Acentra Health. New work with the Incident Management system is under way with a short implementation timeline. Incidents occurring June 1, 2024 and forward must be entered into the Atrazzo Incident Management System. Twelve (12) training sessions are being conducted with providers, BoSS and BMS in May and early June.

Acentra Health staff Katheryn Smith attended a two (2) day training on Person-Centered Trauma Inform Care (PCTIC) and is in the process of completing steps to become a facilitator. The PCTIC training was developed under contract with BMS and WV Health Affairs Institute with the use of ARPA funds.

Barb provided the following information regarding the use of the EAA code, available since 8/2023. Eight (8) requests have been made, all request were for home modifications, seven (7) of the eight (8) requests were approved and one was denied because the request was for durable medical equipment (DME), which can be covered under Medicaid.

Nikki Wills with a provider agency requested that the UMC developed a guidance document for Case Managers outlining how to request EAA services, since the process is different between the Waiver programs.

Action Items	Person Responsible	Deadline
Provider quarterly data reports to Council	Barb Recknagel	Quarterly at Council meeting
Develop Guidance Document for TBIW CM	Barb Recknagel	Quarterly Provider Meeting July 11, 2024

Agenda Item	Quality Management Plan-3 <sup>rd</sup> Quarter review of Incidents Reported	Presenter	Barb Recknagel
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**Discussion and Conclusions:**

**Discussion/Follow-up:** Incident Reporting-WV IMS

During the 3rd quarter there were eleven (11) critical incidents reported in the WV IMS. The incidents sorted by sub type/frequency are reflected in the chart below.

Incidents Sub Type	Number Reported 3 <sup>rd</sup> Quarter
Abuse/Neglect/ Exploitation	1
Hospitalization	2
Emergency Room Visit	3
Accidental Injury Requiring First Aid	2
<u>Other</u> Car Accident (no injuries) Possible Eviction Member not home for scheduled Personal Attendant Services.	3
Total Critical (non-duplicate incidents reported)	11

The number of incidents reported reflects eleven (11) Members. Of those eleven members, nine have paid for formal services. There were no noted trends that required remediation or follow up. Of note, those members with strong informal supports tend not to report medical emergencies timely to the Case Management Agency (CMA). CMA tend to find out weeks or month after the incident during a routine home visit or call. The Council did not have any recommendations.

Action Items	Person Responsible	Deadline
Prepare and submit quarterly reports for council	Barb Recknagel	2 weeks prior to next Council meeting

Agenda Item	Updates from Others	Presenters	Public Comment
			Olmstead-Carissa Davis WVU-CED-TBI Services-Angie Morales/Delena Arthur Disability Rights of WV- Gina Desmond

**Discussion and Conclusions:**

**Public Comment:** No public comments were made during the meeting.

**Discussion/Follow-up:**

**Olmstead:**

Carissa Davis provided an update to the Council. Funds are currently available with the Transition and Diversion Program. The Olmstead Plan is due for an update and public input is being sought. This Council will be informed as to when the public forums and

virtual meetings are scheduled to have input. Carissa encourages the Council members to read the existing plan in preparation for public comments.

Olmstead Plan Update Public Forums: May 30th at Mountain State Centers for Independent Living, 329

Prince St., Beckley @ 2:00

Virtual June 4th @ 12:00

<https://us02web.zoom.us/j/85823146986?pwd=OVJwVWhoTDNJOGU5QUNDNENFZDM0QT09>

Virtual June 11th @ 6:00

<https://us02web.zoom.us/j/83652043259?pwd=ZVM3QjRTejI1MwVHZ3MvTElxSGvzd09>

**Disability Rights of West Virginia (DRWV):** Gina Desmond provided an update for the Council.

Public Comment period is currently underway for input on 2025 priorities and objectives. Input will be collected from May 1, 2024, through June 12, 2024.

The 2025 priorities and objectives can be found on their website at:

<https://www.drofww.org/>Gina talked briefly about voters’ access and encouraged Council members to report any polling station that might be inaccessible to DRWV for future action. DRWV is seeking board members, if interested please let Gina know.

**WVU-CED-TBI Services:** The 2024 WV TBI Conference was held on Wednesday, March 27th from 9-5:30 at Camp Dawson Event Center in Kingwood, WV. The conference was well attended and there was a panel session that included the TBI Waiver program that Acentra Health provided representation.

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
<b>Discussion and Conclusions:</b>			
<p>Next Council Meeting: August 15, 2024            Location: Virtual, Start Time: 9:00 AM            Pre- meeting call People with lived experience:            August 8, 2024</p> <p><b>Motion to Adjourn:</b> Gina Desmond  <b>Time Meeting Ended:</b> 11:00 AM</p> <p>Minutes taken by Barbara Recknagel, Acentra Health</p>			