

<b>West Virginia TBI Quality Improvement Advisory Council Meeting Minutes</b>	<b>DATE: February 13, 2020 TIME:10:00am-2:30 pm</b>
<b>Members Present:</b>	
Heather Velez, Terry Edgar, Rodney Smith, Mark Fordyce, Carolyn Lecco- by phone, Stephanie Thorn , Mark Holmes, Amy Musick, Carrie Childers-by phone	
<b>Members Not Present:</b>	
Brad Anderson, Nikki Wills	
<b>Others Present:</b>	
Teresa McDonough, Marcus Canaday Katharine Randall, Amy Francis, Vanessa VanGilder and Carissa Davis	

## MINUTES

Agenda Item	Welcome/ Introductions/ Old/ New Business	Presenter	Rodney Smith-Chair
<b>Discussion and Conclusions:</b>			
Chair Rodney Smith called the meeting to order at 10:00am. Introductions were completed. The Council welcomed Amy Musick as the newest voting member.			
<b>Discussion/Follow-up:</b>			
Regina Desmond with Disability Rights of West Virginia has been reassigned to a new project. Stephanie Thorn is attending today and meetings through the end of September 2020 will be attending by Taniua Hardy.			
<b>Old business:</b>			
Meeting Minutes from the 11/14/2019 QIA Council meeting were approved. Motion to approve: Mark Fordyce Motion to Second: Terry Edgar Motion Carried			
<b>New Business</b>			
Amy Musick' s term on the council was confirmed for five (5) years serving through 2025. Barb reviewed the five (5) voting/ membership terms that will be coming due at the end of 2020.			

Action Items	Person Responsible	Deadline
Create announcement and seek Council Membership Applications	Barb Recknagel	Continuous and ongoing through 2020.

for 2021 vacancies		
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Agenda Item	Program Updates	Presenters	Teresa McDonough—BMS —MFP/TMH Katharine Randall —PPL Barb Recknagel—KEPRO
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**Discussion and Conclusions:**

**BMS Updates:** BMS Updates: Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program.

- **Personal Attendant Services (Traditional Model) Rate increase-** Effective April 1<sup>st</sup>, 2020, BMS will increase the rate of reimbursement from \$ 3.75 per unit (15 minutes) to \$ 4.25 per unit (15 minutes) for this service.
- **TBIW MEL:** The MEL was cleared on November 11, 2019 when BMS allocated eleven (11) new slots. At this time, there is no MEL.
- **TBI W Renewal Application:** BMS is targeting April 1<sup>st</sup> to submit the waiver renewal application to CMS. Work continues on the application by both BMS and the UMC. The following items represent changes to program that will be reflected in the renewal application:
  1. Conflict Free Case Management,
  2. Personal Attendant will be issued National Provider Identifier number. The use of individualized number should reduce any fraud, waste and or abuse of Medicaid funds ,
  3. Electronic Visit Verification will be implemented for Personal Attendant and Case Management staff,
  4. Monthly home visit with the program participant will be conducted by the Case Manager,
  5. Current rate structure for Case Management Services will be modify,
  6. A new service, Personal Emergency Response Services (PERS) will be added,
  7. Expand the definition of Personal Attendant Services to allow for supervision, and
  8. Allow PAS item continuous oxygen to count as a deficit for Medical Eligibility.
- **Special Review Teams (SRT):** The onsite visit by CMA and the SRT met February 3<sup>rd</sup>-7<sup>th</sup>, 2020. During the week, the team meet with BMS, KEPRO, stakeholders, TBI Waiver providers, advocates and program participants. The Council was reminded that BMS had requested Technical Assistance from CMS for Health and Safety Performance Measures for the three waiver programs. During the exit interview held on the 7<sup>th</sup>, the SRT provided a summary of positive and areas for improvement in the overall health, welfare and safety of our program members. Positive feedback included:
  1. Effective communication exist among the state agency, contractors and

providers,

2. Providers felt that the state agency and its' contractors are approachable,
3. The role of the Quality Councils for the Waiver programs were valued by the state and its' contractors,
4. Stakeholders feel that they are "invited to the table"
5. All Members that the SRT interviewed stated that they had/knew someone that they can talk to if they were being mistreated or had safety concerns, and
6. Provider staff are dedicated and compassionated.

Areas for improvement included:

1. Communication with DHHR Protective Services, providers and BMS needs to be formalized and strengthen,
2. Consistency and clarity in the definitions of critical incidents,
3. The state's automated IMS enhancements for improve system functioning for trending, tracking and follow up outside of the 14 day window should be considered,
4. Little if any evidence that Service Plans were updated or if the Member's Emergency Back up plans were used/ revised as a result of an incident, and
5. Stakeholders sometimes feel that they are not always heard by the state and/or its' contractors.

The SRT will summarize its' findings and present to CMS. Those findings will drive the Technique Assistance West Virginia will receive from CMS to address Health and Safety for the program participants.

**PPL Updates:** The Council was informed that Chip Sovick retired. Katharine provided an update to the Council Members on the following self-direction. Thirty-eight (38) TBI Waiver members chose to self-direct their Personal Attendant services. During January 2020, PPL received two (2) request for self-direction.

**Money Follows the Person (Take Me Home WV) updates:** Marcus Canaday provided an update to the Council on the MFP/TMH program. During Calendar Year 2019, twenty-eight (28) transitions were completed, accessing the AD Waiver program. There is one (1) TMH TBI Waiver eligible applicant currently awaiting transition. Funding for the demonstration, Money Follows the Person, is being approved yearly by CMS. Marcus provided a brief update on the MFP sustainability projects: Telehealth, On-line Case Management and the No Wrong Door initiative.

**UMC updates:** Barb presented the 2<sup>nd</sup> quarter Quality Management Report for Service Planning and Participant Safeguards Performance Measures. Compliance was achieved for 5 out of 5 Service Planning Performance measures. Compliance was achieved for one (1) of the two (2) of the Participant Safeguard performance measures. The remediation plan to address the Participant Safeguard was reviewed with the Council. The Council did not have any additional recommendations for quality improvement. The Council reviewed the Incidents by Agency report for the 2<sup>nd</sup> quarter. Barb explained the report contents and answered questions.

Action Items	Person Responsible	Deadline
None		

Agenda Item	Lunch/Public Comment		
<b>Discussion and Conclusions:</b>			
<b>Discussion/Follow-up:</b> Lunch was provided by KEPRO. No public comment was made.			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	Updates-TBI Services	Presenters	
			Vanessa VanGilder –WVU-CED Stephanie Thorn- Disability Rights of WV Carissa Davis- Olmstead

<b>Discussion and Conclusions:</b>			
<p><b>WVU-CED:</b> Vanessa provided the following update for the TBI Services program with WVU-CED. As of July 1<sup>st</sup>, there has been sixty-five (65) intakes. The FUNDS for YOU program continues to offer funding for items that fall outside of traditional Medicaid funding sources. Currently there is a Social Worker vacancy in the Lewisburg area. Vanessa reminded the Council that Neuropsychological evaluations are available through the TBI Services. Barb inquired about WVU-CED TBI Services involvement with a newly created National Center to Support Timely, Coordinated Services for Brain Injury. Vanessa agreed to follow up and let the Council know.</p> <p>WVU CED is seeking participants to complete a survey for the Traumatic Brain Injury needs assessment study involving people with a TBI, family members, and professionals. The link to the survey was provided.</p> <p>Vanessa reminded the Council that the Mountain State Conference on Disability is scheduled on April 14<sup>th</sup>-15<sup>th</sup>, 2020 at Canaan Valley. She stated that there are several TBI related workshops.</p> <p><b>Disability Rights of West Virginia:</b> Stephanie Thorn provided the following update for the Council. Her agency has completed a mailing to 200 substance abuse providers in the state providing information on understanding TBI and drug/alcohol dependency and depression. West Virginia is the first state that approved the use of a voting app for individuals with disabilities. Stephanie provided the Council members a copy of Advocating for YOUR Rights power point for discussion.</p> <p><b>Olmstead:</b> Carissa Davis informed the Council that funding is now available for transition and diversion needs. Eighty (80) applications were reviewed and processed. The revised application for Olmsted funds application requires the applicant to meet the definition of immediate risk. The Olmsted Council is seeking new membership. Please refer to the November 14, 2019 TBI Waiver QIA Council Meeting Minutes for more information.</p>			

Action Items	Person Responsible	Deadline
None		

Agenda Item	Person Responsible	Presenter	Deadline
NCAPPS Brain Injury Learning Collaborative Report out and West Virginia's Local Aim Statements		Barb Recknagel, KEPRO	

**Discussion and Conclusions:**

Barb presented an overview of the NCAPPS Brain Injury Learning Collaborative Session # 1 held on January 30, 2020. The Driver Diagram outlining the global aim, primary drivers and secondary drivers was presented to the Council. Barb then reviewed the draft local aim statements designed by the members of the West Virginia's team. The Council reviewed, discussed each aim statement and edits were recommended. Barb would finalize the document, upload to Base Camp, and send to the Council Members. The Council determined that since the next Council Meeting and the NCAPPS Session # 2 Learning Collaborative is scheduled for the same day that all Council members will be able to participate in Learning Session # 2.

Action Items	Person Responsible	Deadline
1. Finalize Learning Session # 1 Worksheet-Local Aims and send to Council and Base Camp	1. B. Recknagel	1. 2/14/2020
2. Email copy of the NCAPPS – Change Packet to all Council Members	2. B. Recknagel	2. 2/14/2020

Agenda Item	Person Responsible	Presenter	Deadline
Wrap Up/ Confirm next meeting date		All	

**Discussion and Conclusions:**

Meeting adjourned at 2:00 pm on a motion by Mark Fordyce. No second required  
 ♦ Next Meeting May 14, 2020  
 10:30 AM-4:00 PM Session # 2 Learning Collaborative at BoSS

Action Items	Person Responsible	Deadline
Send Meeting reminders to Council Members	B. Recknagel	5/1/2020

Minutes Taken by:	Barbara Recknagel, KEPRO
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