

West Virginia TBI Quality Improvement Advisory Council Council Meeting Minutes	DATE: August 13, 2020 TIME: 9:00am-1:30 pm
Members Present:	
Rodney Smith, Heather Velez, Terry Edgar, Nikki Wills, Carolyn Lecco, Regina Desmond, Stephanie Thorn, Brad Anderson.	
Members Not Present:	
Mark Holmes	
Others Present:	
Teresa McDonough, Katharine Randall, Sara Martin, Marcus Canaday, Carissa Davis, Vanessa Vangilder, Delena Arthur	
Meeting Minutes from the <u>2/13/2020</u> TBI Waiver QIA Council meeting were approved.	
Motion to approve: Brad Anderson	
Motion to Second: Heather Velez	
Motion Carried	

MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Rodney Smith, Chair Barb Recknagel, Kepro
Discussion and Conclusions:			
<u>Discussion/Follow-up:</u>			
<u>New Business:</u>			
The Council was informed that Amy Musick, newly appointed Council Member had moved out of state in May of 2020. The voting position of Parent of a minor child on the TBIW is now open. In addition, Mark Fordyce has taken a new job and is no longer able to be on the Council These two (2) vacancies were not expected. The voting position of stakeholder with experience with children with TBI an expected vacancy still needs to be filled.			
The Council Members discussed various outreach activities and assignment/activities were made.			
Action Items	Person Responsible	Deadline	
1. Contact Carrie Childers for possible colleagues	Barb	Completed on 8/14/2020	
2. Complete Council Application with listed vacancies and send to existing	Barb	Completed on 8/13/2020 and sent to Vanessa Vangilder, Nikki Wills Request placement on BMS website 8/17/2020	

Council Members and place on BMS website		
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Agenda Item	Program Updates	Presenters	Teresa McDonough –BMS Marcus Canaday-BMS Sara Martin-BMS Katharine Randall –PPL Barb Recknagel—Kepto
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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.

- **APPENDIX K: Emergency Preparedness and Response and COVID-19 Addendum**

This standalone appendix may be utilized by the state during emergencies to request amendments to its approved waiver, to multiple approved waivers in the state, and/or to all approved waivers in the state. It includes actions that states can take under the existing Section 1915(c) home and community-based waiver authority in order to respond to an emergency. West Virginia submission of Appendix K for all three home and community based Waivers and the Children with Serious Emotional Disturbance Waiver, may be found on the BMS website at:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/CSEDW/Documents/WV%2001646%20Appendix%20K%208-3-2020.pdf>

The Centers for Medicare & Medicaid Services (CMS) approval of West Virginia’s request to amend the following 1915(c) Home and Community-Based Services (HCBS) waivers with the Emergency Preparedness and Response Appendix K in order to respond to the COVID-19 pandemic, may be found on the BMS website at:

<http://dhhr.wv.gov/bms/CMS/Documents/WV%2001646%20Appendix%20K%20Approval%20Letter%208.3.2020%20-%20signed.pdf>

BMS developed and presented a reopening plan for TBI Waiver services. The plan was presented during a provider COVID -19 conference call. The plan can be found on the BMS website at:

https://dhhr.wv.gov/bms/Programs/PCS/Documents/COVID-19%20ADW_TBI_PC%20Reopening%20Plan_06.26.20.pdf

- **Electronic Visit Verification (EVV)**

Teresa informed the Council that a vendor has been selected and the award letter has been sent. BMS and DHHR purchasing will continue to monitor the award process. The selected vendor will be required to provide system training prior to a go live date.

Personal Attendant Staff (not living in the home with the member) and Case Management staff will be required to use the State selected EVV system or comparable system, meeting all of the required fields beginning in January of 2021.

- **Existing Waiver**

The existing Waiver application remains in place. As the State complete amendments to the existing application, public comment is required. Council members will be informed of any Public Comment opportunities.

- **SFY 2021-Open Funded Waiver Slots**

The TBIW program started the state fiscal year with twelve (12) open/funded waiver slots. Four (4) slots are reserved for the MFP/TMH project. BMS completed outreach efforts to WVU CED and Disability Rights of West Virginia. Kepro continue to implement its written outreach plan to nursing homes, rehabilitation centers and community referral sources. Vanessa agreed to provide the name of the neuropsychologist with Encompass to Kepro. Kepro will add this individual to outreach plan. Council members provided additional outreach suggestions.

Money Follows the Person (Take Me Home WV) updates: Marcus Canaday and Sara Martin provided an update to the Council Members on the MFP/TMH demonstration/sustainability projects.

Sara reported in three (3) individuals' transitioned in July 2020, through the ADW program. One (1) active member transition in April of 2020 through the TBIW and the MFP demonstration project. This member is enrolled in the telehealth pilot project through MFP sustainability project. Sara stated that fifty –three (53) applicants are in various stages of transition; however, none of those MFP/TMH referrals is accessing TBI Waiver services. Marcus reminded the group that the ADRN performs the information and referral process for anyone in a nursing home and/or hospital setting who is interested in knowing more about transition services.

Marcus Canaday provided general program updates: The outreach coordinator position has been filled and an outreach work group has been established. The goal of the workgroup will be to put together and review educational outreach materials specifically targeted to nursing facility staff. The purpose of these materials will be to educate about overarching changes with the TMH program. The No Wrong Door project manager has been hired through WVU CED. TMH/MFP has a Quality Manager position to fill.

- **Telehealth update:** There are currently thirteen (13) TMH participants accessing telehealth for their medical needs. WVU and BMS are submitting a proposal to present at the upcoming HCBS conference in December 2020 regarding the usage of Telehealth
- **COVID 19:**

CMS approved the MFP demonstration services throughout the emergency COVID 19.

Those services include:

- a. Equipment(Example: I- Pad for Telehealth)
- b. Internet Service/Connection
- c. Stock and Sanitized the Pantry through the Pandemic

- **On Line Case Management Pilot:**

This pilot is in the final evaluation step, report and recommendations will be developed and presented to BMS leadership.

PPL Updates: Katharine Randall provided an update to the Council Members on the Self-direction service delivery model.

There are thirty-nine (39) active TBI Waiver program members, self-directing his/her Personal Attendant Services. Due to the rate decrease of non-medical transportation, PPL assisted the members in budget adjustment. Eleven (11) individuals out of the 39 used the transportation dollars of their budget.

UMC Updates: Barb Recknagel provided an update to the Council Members on issues managed by Kepro that will or have affected the TBIW Program.

COVID 19:

Kepro continues to conduct and complete initial and annual medical determination assessments for the program. All assessments are being completely remotely via telephone. Kepro continues to conduct and complete provider retrospective reviews, as desk audits. Kepro has maintained compliance with contract requirements and delivery of services for BMS during this pandemic.

Atrezzo Next Generation (ANG):

Kepro is in the early stages of a web based information management system for the TBI Waiver program. The platform is called Atrezzo Next Generation or ANG. Prior to the system go live date, Kepro will provide training to all external users (BMS, Providers and PPL) on the system functionality for their specific user role. Training will be recorded for later reference. Kepro will provide a user guide and ongoing technical assistance.

Action Items	Person Responsible	Deadline
1. Provide name of Neuropsychologist	Vanessa /Barb	1. Completed 8/13/2020

Agenda Item	Quality Management Plan and Program Data Findings	Presenters	Barb Recknagel Delena Arthur

Discussion and Conclusions:

Discussion/Follow-up:

Kepro staff presented the following data to Council members for review/feedback and recommendations.

- **January-June 2020- Performance Measures:**

The Council reviewed six (6) month program data regarding the discovery and remediation of Service Planning and Health and Welfare Performance Measures. It was noted that the compliance threshold had been achieved. The Council did not have any recommendations or suggestions for changes or improvement at this time.

The Council reviewed six month of Critical Incidents data. Regina Desmond from Disability Rights of WV stated that her agency could conduct investigation for unexpected death if requested or needed.

- **Findings/Recommendation from the 2019 CAHPS® HCBS-TBI Waiver Program**

Kepro staff reviewed the findings and recommendations from the 2019 CAHPS® HCBS-TBI Waiver survey findings. Council members received the report and supportive data prior to today meeting. General information was reviewed with the Council:

- 77% Response Rate
- Improvement noted over three (3) year survey administration in the participants’ experience in the following domain: **Planning Your Time and Activities**

The following recommendations and actions were shared with the Council:

- Continue to integrate brain injury knowledge and skills into the quarterly provider trainings.
- For survey administration in 2020, add question about the Service Code Non-Medical Transportation to gauge participant’s experience with non-medical transportation needs.
- Consider use of survey responses for reporting on CMS performance measures.

Kepro presented information regarding training options for the Personal Attendant staff through a free online program, called Staff TBI Skills builder. This on line training option was presented at the July Quarterly provider meeting last month. Information regarding the training can be found here:

<https://cbirt.org/research/current-projects/staff-tbi-skill-builder>

- **Brain Injury Learning Collaborative :**

Kepro staff reviewed the three (3) Aim Statements with Council members and the Plan Do Study Act (PDSA) documents that will utilized as the Council Quality Management Plan to expand and enhance person-centered community based supports for TBI Waiver program participants. Council members will continue to receive updates as the WV BI Learning Collaborative team members begin the work outlined on the three PDSA documents.

Action Items	Person Responsible	Deadline
1. Staff TBI Skills Builder Training Announcement and Cross walk handouts for Council Members	Barb	8/18/2020

Agenda Item	Public Comment Wrap Up/ Confirm next meeting date	Presenter	All
Discussion and Conclusions:			
Public Comment: There was no public comment offered during the allotted time. Meeting adjourned at 1:30 pm on a motion by Brad Anderson. No second required			
Next Meeting: November 12, 2020- 9:00am-1:30 pm- Micro Soft Teams Platform			

Minutes taken by	Barbara Recknagel
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