



TBI Waiver Program Quality Improvement Advisory (QIA) Council Annual Report 2019

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 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 2019.

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 had one (1) opening for voting member in 2019. This vacant position was filled in November 2019 and member will join the Council in 2020.

2019 Meetings

The Council met four (4) times during 2019. Meetings were held on February 14, 2019, May 9, 2019, August 8, 2019 and November 14, 2019. 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 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.

Presentations/Training

The Council requested and received training and information of the following topics during 2019:

- 1.) Self-Advocacy
- 2.) No Wrong Door
- 3.) Risk Mitigation and 24 Hour Crisis Planning

Project Completed

The Council provided recommendations to BMS regarding the frequency of case manager's contacts and home visits with program participants. Please refer to the February 14, 2019 meeting minutes for the specific recommendations.

Of People Served/Enrolled/Discharge during the calendar year 1/2019-12/2019

Total # of People Served on the TBI Waiver Program as of 12/31/2019: 74

Total # of People Newly Enrolled on the TBI Waiver Program in 2019: 6

Total # of People that left the TBIW Program in 2019: 9

Reason for Discharge	Number
No Services for 180 continuous days	0
Unsafe environment	0
Member noncompliance with program	0
Member no longer desires services	4
Member is deceased	4
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
5. Consumer Assessment of Healthcare Providers and Systems® (CAHPS®)
Home and Community Based Services (HCBS) Survey findings
6. CMS Final Evidentiary Report for 2015, 2016 and 2017

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

New Project

The Council will be actively involved with the Brain Injury Learning Collaborative with the National Center on Advancing Person-Centered Practices and Systems during 2020-2022.