

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting</b>	<b>DATE: November 16, 2023 TIME: 10:00am-1:00 pm</b>
<b>Members Present:</b>	
Regina Westfall, Rodney Smith, Brad Anderson, Carolyn Lecco, Willie Lecco, Regina Desmond	
<b>Members Not Present:</b>	
Delena Arthur, Angela Morales, Nikki Wills, Lindsey Secrist, Leslie Slack, Kimberly Auton.	
<b>Others Present:</b>	
Barb Recknagel, Teresa McDonough, Sara Martin, Brian Holstine, Carissa Davis, Katharine Randall, Lisa Brooks.	
<b>Meeting Minutes from the 08/17/2023 QIA Council meeting was approved.</b>	
<b>Motion to approve:</b> Rodney Smith	
<b>Motion to Second:</b> Regina Westfall	
<b>Motion Carried</b>	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenters	Barb Recknagel Teresa McDonough Regina Desmond
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### Discussion and Conclusions:

<p><b><u>Discussion/Follow-up:</u></b></p> <p><b><u>Old business:</u></b></p> <ol style="list-style-type: none"> <li>1. <b><u>Incident Review and Tracking Trends- part of this Council Quality Management Plan-</u></b> Kepro will present the member incident detail report during today’s meeting. This report was not sent with the other meeting handouts due to the nature of the information but will be projected on the screen during the meeting.</li> <li>2. <b><u>Meeting Format-structure/times/ opportunity for Networking</u></b> –Kepro will schedule pre meeting calls for 2024 and send meeting invitations to stakeholders if they wish to attend.</li> </ol>
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Agenda Item	Program Updates	Presenters	Teresa McDonough—BMS Brain Holstein MFP/TMH Sara Martin—MFP/TMH Katharine Randall /Lisa Brooks—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. The TBIW program had ninety-two (92) active members at the end of September 2023. Forty-nine (49) of those members have selected self-direction as their Service Delivery Model (SDM).

**State Fiscal Year (FY) 2024:**

July 1, 2023 started the new SFY with an approved number of funded slots at ninety-six (96). All slots were allocated for SFY 23. There were four (4) slots rolled over and were assigned to TMH. Currently there are four (4) eligible applicants on the Management Enrollment List (MEL). One (1)

**CMS Application Amendment**

As reported at last Council meeting the CMS TBIW Application was under revisions, has now been through the public comment/leadership review and was submitted to CMS on 11/6/2023. The amended application includes the following four (4) items:

1. New Covered Service-Pest Eradication \$1700.00 per member’s service year
2. To allow for LPN training and certification to be accepted for certain initial and annual training requirements for Personal Attendant.
3. Request six (6) additional slots
4. New Covered Service-Personal Attendant Planning (Traditional) cost is outside of the member’s annual budget amount.

**BMS-Contracts:**

Teresa reported that the Self Direction RFP process has been completed and the state will be informing the recipient.

**Council Feedback:**

Council member Brad inquired about the following: Skilled Nursing Services and monthly in-person visit by the Case Managers.

**PPL Updates:** Lisa Brooks provided an update to the Council Members on the self-direction service delivery model. There are forty-eight (48) active program members,

self-directing his/her Personal Attendant Services. Authorizations for EAA-Home have been issued for two (2) members self-directing. Lisa reports that PPL continues to monitor EVV requirements for self-directing members.

**Money Follows the Person (Take Me Home WV) updates:** Brian Holstine became the Director for the Take Me Home program effective 10/01/2023. He provided a brief update of the MFP grant:

1. Expansion of field staff with two (2) new positions throughout the state, Community Liaison and Housing Specialists.
2. No Wrong Door
3. Telehealth

Brian reviewed the supplemental services available through MFP and reviewed the criteria from MFP transitions.

Sata Martin provide the following information, one (1) TBIW member used TMH services for transition in SFY24. One TBIW applicant is scheduled to transition later this month using TMH/MFP services. There are two (2) open TMH slots available.

**UMC updates:** Barb reported that corporate leadership with Acentra Health (formerly Kepro/CNSI) will be visiting West Virginia at the end of November. The West Virginia’s programs/staffs’ email addresses have been migrated to Acentra.com. emails. Barb presented a summary of performance measures for Service Planning and Participant Safeguard (Health and Welfare.)

The following Service Planning Performance Measures fell below the quality threshold for the 1<sup>st</sup> Quarter (End of Quarter Compliance Total):

D-2 Percent of files of people receiving services whose service plan reflected assessed needs, achievement was at 82%.

D-3 Percent of files of people receiving services whose service plan reflects identified health/safety risks achievement was at 82%.

No Participant Safeguard Performance Measure fell below the quality threshold for the 1<sup>st</sup> Quarter.

Action Items	Person Responsible	Deadline
Complete quarter data reports for Council	Barb Recknagel	ongoing
Provide Incident details	Barb Recknagel	ongoing

Agenda Item	Quality Management Plan-Incident Review	Presenter	Barb Recknagel
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**Discussion and Conclusions:**

**Discussion/Follow-up:**

**Quality Management Plan-Incidents Review:**

The state transitioned to a new online Incident Management System effective August 1, 2023. The reporting period (July 1-September 30, 2023) comprised of reports from the “old” system (July 2023) and reports from the new system (August-September 2023). The chart below is the high-level information regarding the reporting period, there were seven (7) 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 1 <sup>st</sup> Quarter
Hospitalization	2
Emergency Room Visit	2
Members’ Death	1
Other Mental Health Crisis-1 Nursing Home Placement- 1	2

The data showed that six (6) of the reported critical incidents had formal staff delivering services during the month the incident occurred, one (1) member was in a nursing home setting at the time of death (the reported incident)

Barb provided narrative description of each incident for the Council review. This information was displayed during the meeting. The following recommendations were made by the Council for provider training topics in 2024:

1. TBI and comorbidities
2. Community Engagement Specialist -Mental Health Services and Supports

The UMC will include these topics in the 2024 training schedule.

Action Items	Person Responsible	Deadline
Secure trainers	Barb Recknagel	2024
Quarterly Reporting on Incident details	Barb Recknagel	Council Meeting

Agenda Item	2022 CAHPS® HCBS	Presenter	Barb Recknagel
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**Discussion and Conclusions:**

**Discussion/Follow-up:** Barb presented the findings from the survey that was administered from February 1<sup>st</sup>-April 30<sup>th</sup>, 2023. Eligible Respondents included adults 18 years old or older who had been enrolled and active (receiving either Case Management

or Personal Attendant Services) for a minimum of three (3) months. This represented seventy-two (72) potential Respondents. Thirty (30) surveys were conducted and completed, representing a 42% response rate, which is considered good. Barb reviewed the outline of the report and reviewed the three (3) types of data presented in the report:

1. **Respondent characteristics** (e.g., age, sex, race, etc.)
2. **Composite measures.** These are scores derived by combining groups of associated questions.
3. **Global ratings and recommendation questions.** These questions ask how Respondents rate their staff, and whether they would recommend their staff to family and friends who need that type of help.

Any composite scores that fell below 86% were targeted for in-depth review. There were no composite measures that fell below the quality threshold.

The UMC is preparing for 2024 survey implementation.

Action Items	Person Responsible	Deadline
Yearly Administration of Survey Tool and report findings	Barb Recknagel	Survey Administration 2/2024-4/2024 Reporting in November 2024.

Agenda Item	Public Comment Stakeholders Reports	Presenter	Cariss Davis, Olmstead Gina Desmond, Disability Rights of WV

**Discussion and Conclusions:**

**Public Comment:** There was no public comment offered during the allotted time.

**Olmstead:**

Carissa Davis provided an update to the Council. All funds associated with the Transition and Diversion Program have been allocated. The funding for this program is limited and can support 60-80 people per year. Carissa reported that the *Olmstead Plan: Building Inclusive Communities* will be reviewed with the assistance of a planning facilitator and public forums scheduled in the spring of 2024 are being planned.

**Disability Rights of West Virginia**

Gina Desmond provided an update to the Council. There are no Service requests under the TBI Advocacy regarding TBIW services. Gina reminded the Council about the voting advocacy assistance available through the office. Advocacy efforts continue with state mental health hospitals and the court ordering of adults to such institutions. Gina stated

that youth previously residing in out of state residential placements, once aged out return to WV and as adults are ending up being court order to psychiatric hospital for care and treatment.

Action Items	Person Responsible	Deadline

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
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**Discussion and Conclusions:**

The Council meeting dates for 2024 are confirmed for:

February 15th

May 16th

August 15th

November 21<sup>st</sup>

The new start time for Council meetings held remotely will be **9:00 AM**.

The meeting format for 2024 Council meetings will be decided by Council members at the conclusion of the meeting.

**February 15, 2024 Council Meeting will be held remotely and will start at 9:00 AM.**

**Motion to Adjourn: Carolyn Lecco**

**Time Meeting Ended: 12:35 PM**

Minutes taken by Barbara Recknagel