

<b>West Virginia Quality Improvement Advisory Council Meeting</b>	April 20, 2011 10:00 am – 4:00 pm Schoenbaum Family Enrichment Center Charleston, WV
<b>Members Present:</b>	
Kathy Yarbrough, Laura Helems, Marilyn Nichols, Clarice Hausch, Steve Wiseman, Bob Adkins (for Libby Collins), Amber Hinkle, Mike Grady, Liz Bragg, Jane Ketcham	
<b>Members Not Present:</b>	
Kim Farley, Virginia Gattlieb, Kevin Smith	
<b>Others Present:</b>	
Patricia Nisbet, Rose Lowther-Berman, Lori McGurty, Tina Maher, Nora Oscanyan	
<b>Meeting minutes from the 10/20/2010 QAI Council were approved as written.</b>	

## MINUTES

Minutes for previous meeting 01/19/2011 were approved as written.

<b>Agenda Item</b>	Membership Committee and Procedures Manual	<b>Presenter</b>	Jane Ketcham, Lori McGurty
<b>Discussion and Conclusions</b>			
<p><b>Purpose:</b> Jane and Lori discussed BMS's primary purpose for this group. Essentially, the group is to develop a strategic annual Quality Improvement Plan and focus on the plan each quarter. Marcus Canaday has indicated he would like to see the group more focused on the plan with responsible parties, deadlines and specific goals/objectives for the council to work towards.</p> <p><b>Bylaws and Documents:</b> Steve noticed the council's name on the documents emailed prior to this council meeting had been changed to Quality Improvement Advisory Council. Lori/Pat explained that this had been done to ensure consistency and to reiterate the council's advisory purpose. Steve requested the group review the council's bylaws to ensure a name change is appropriate and if so, to update all the group's documents to reflect this change.</p> <p><b>Membership and Election:</b> The membership issues are still not resolved. The group is to have 15 members (5 of which must be program members or family members). The group decided to "draw straws" for 1, 2, or 3 year terms in order to phase in/out members. 1=term through 9/2011; 2=term through 9/2012; 3=term through 9/2013. If there are no replacements, an individual whose term is expired could stay on until the spot could be filled. Election of officers will be in October 2011.</p>			
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
Update QIA Council documents to reflect current processes/language/I/DD Manual. ---Procedures Manual, public comment notification, membership vacancy document, list of membership vacancies, and membership application.		Lori McGurty	6/20/2011  *DONE

Notify Ginny and Kim their terms are over.	Lori McGurty	6/20/2011 *DONE
Fill 5 voting-member vacancies (1 provider, 2 general stake-holders, and 1 member/legal rep/family). Fill 3 non-voting member vacancies.  *NOTE: Please see updated policy manual where it is indicated there are also 3 additional "non-voting" members who will attend meetings and be available to apply for permanent membership if a voting member leaves the council unexpectedly.	All council members	Ongoing

<b>Agenda Item</b>	OHFLAC Update	<b>Presenter</b>	Rose Lowther-Berman
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**Discussion and Conclusions**

Rose presented that ResCare NorthCentral closed voluntarily.

Group discussed the request for OHFLAC to bring standard data/information to this meeting on a quarterly basis. Group requested and Rose agreed to provide the following in a standardized format for the group:

1 and 2) **Incidents:** Substantiated Incidents submitted to OHFLAC (quarterly report with anything that is identifiable as MR/DD Waiver with subcategories broken out for Abuse/Neglect/ Exploitation). –AND- this same information for general behavioral health submissions.

3) **Provider Issues:** Number of new MR/DD Waiver providers, number of providers who are having difficulty or are troubled concerning licensure, any regulatory or behavioral health changes.

4) **Surveys:** Anecdotal information or patterns found during OHFLAC reviews/surveys.

Action Items	Person Responsible	Deadline
Prepare reports 1-4 from above and present information to QIA Council on a quarterly basis	Rose Lowther-Berman	7/13/2011 (for inclusion in handouts emailed to council members)

<b>Agenda Item</b>	Misc. New Business	<b>Presenter</b>	All
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**Discussion and Conclusions**

1. Workforce issues: Discussion ensued about the continuing difficulty in hiring good direct care staff, especially in border counties. The group wanted information about rate differentials per county. Amber made a motion (Laura 2<sup>nd</sup>) to request that Pat Nisbet have a formal discussion with the Commissioner about I/DD Waiver provider workforce issues in border counties and how it is affected by reimbursement rates. It was noted that providers in Monongalia and Jefferson Counties in particular continue to experience extreme difficulty in hiring staff. Steve also indicated that a movement to promote supported employment in our state should be reflected in incentivized rates.

2. Laura indicated that Adult/Child Protective Services appear to handle Waiver member investigations very differently than non-Waiver ones. It brought about discussion concerning the difficulty providers have in ensuring that they do not hire individuals who have substantiated abuse/neglect findings. Mike made a motion (Laura 2 <sup>nd</sup> ) that BMS look at establishing a registry that would aid in not hiring individuals who have substantiated abuse/neglect findings.			
3. The Certificate of Need vs. Summary Review Processes were discussed. The group voiced concern that the Summary Review Process does not always adequately review a potential provider to ensure they have a good solid business plan, proposed budget, etc. prior to approval of a Certificate of Need.			
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
1. Prepare a formal recommendation from the QIA Council to Pat Nisbet asked that she discuss the rate differential and workforce issues with BMS Commissioner.		Jane Ketcham	7/20/2011
2. BMS to be made aware of council's motion to request BMS to look at establishing a registry that would aid in not hiring individuals who have substantiated abuse/neglect findings		Pat Nisbet at meeting and is now aware of council's recommendation	n/a
3. Call Tim Adkins of the Health Care Authority to talk about what they require for a full CON. Research the full CON process vs. the summary review process to ensure the summary review process adequately ensures providers (agencies) are qualified prior to providing services. Determine if there is some method to notify other providers of the status of an I/DD Waiver provider navigating the process.		Pat Nisbet	7/20/2011
<b>Agenda Item</b>	<b>Public Comment</b>	<b>Presenter</b>	N/A
<b>Discussion and Conclusions</b>			
No persons attended and voiced public comment.			
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
None		N/A	N/A
<b>Agenda Item</b>	<b>Review Data for Development of the I/DD Waiver QIA Council Annual Plan</b>	<b>Presenter</b>	Jane Ketcham, Lori McGurty
<b>Discussion and Conclusions</b>			
The FY2011 Discovery and Remediation Report and Eligibility End of Month Reports were shared with the council. Each item on the reports was reviewed with the council to discuss and determine if the data might be a good source for Annual Plan development. Review brought about discussion and request for additional data information.			

Discussion brought about action items the council would like to consider in developing an Annual Plan.		
<b>Action Items</b>	<b>Responsible Person</b>	<b>Deadline</b>
Review meeting minutes and prepare draft Quality Improvement Advisory Council Annual Plan to present at next meeting.	Jane and Lori	7/20/2011
<b>Potential QIA Annual Plan Goals/Objectives</b>	<b>Person Responsible</b>	<b>Deadline</b>
<b>B6:</b> Percent of requests to appeal eligibility determination which are processed within established timelines. Obtain data about the average length of time it takes to obtain a hearing decision upon submitting a hearing request.	ASO Lori McGurty	7/20/2011
<b>B6:</b> Advocate that eligibility appeal hearings result in an outcome within established timelines (90 days) upon receipt of data about length of time to obtain decision through Board of Review.	WV Advocates Clarice Hausch	Unknown
<b>C1:</b> Percent of MR/DD Providers who have an active behavioral health license. Review Summary Review, licensing and CON processes to determine if the licensing process scrutinizes agencies enough to ensure a new agency has adequate supports and a solid business plan. (ex. ADEPTO's prompt and early forced closure due to health and safety issues-Was that agency scrutinized enough to ensure member safety?)	BMS Pat Nisbet	Ongoing
<b>C3/C6:</b> Percent of agency staff whose Abuse/Neglect (Consumer Rights) training is current. Reduce the incidence of abuse/neglect in the I/DD Waiver program <ul style="list-style-type: none"> <li>• Obtain accurate/current data from IMS and OHFLAC,</li> <li>• Facilitate communication between IMS and OHFLAC databases,</li> <li>• Reduce duplication of reporting abuse/neglect to IMS, OHFLAC and APS/CPS,</li> <li>• Standardize training in abuse/neglect and consumer rights)</li> <li>• Work towards developing a statewide APS/CPS registry.</li> </ul>	TBD	TBD
<b>D6:</b> Percent of members who utilized 80% to 120% of services indicated on the IPP. Develop and present statewide training on APS algorithm and budgetary model.	ASO	TBD
<b>Misc. QIA Plan Recommendations Not Related to Data Reports (some are from</b>		

<b>items indicated as action items above)</b>			
Review and update all QIA Documents/processes to reflect intent		TBD	TBD
Resolve the Provider of Last Resort Issue		TBD	TBD
Tackle workforce problems (difficulty in obtaining qualified staff to work directly with program members)		TBD	TBD
Continually develop the QIA Council's knowledge and understanding of relevant statewide issues- Council Development		TBD	TBD
<b>Agenda Item</b>	Wrap-up and Confirm Upcoming Meetings	<b>Presenter</b>	Jane Ketcham
<b>Discussion and Conclusions</b>			
Meetings will continue to be the 3rd Wednesday from 10:00 am until 4:00 pm of the applicable month: <ul style="list-style-type: none"> <li>• <del>January 19, 2011</del></li> <li>• <del>April 20, 2011</del></li> <li>• July 20, 2011</li> <li>• October 19, 2011</li> </ul>			
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
Schedule Schoenbaum for next meeting 7/20/2011		Lori McGurty	
Meeting minutes submitted by:	Lori McGurty	Date:	5/13/2011