

West Virginia Quality Improvement Advisory Council Meeting	April 8, 2015 10:00am-4:00 pm Bureau of Senior Services
Members Present:	
Jeannie Elkins, Chair (member/family), Marilyn Nichols (member/family), Marilyn Osborne (member/family), Darrell Alt (general stakeholder), Marian Layne (general stakeholder), Richard Covert (general stakeholder), Steve Wiseman (WV DD Council), Georgette Hensley (provider), Chris Messenger (provider), Craig Greening, Co-Chair (provider), Mary Lea Wilson (provider)	
Members Not Present:	
Clarice Hausch (WV Advocates)	
Other Representatives Present:	
Patricia Nisbet (BMS,) April Goebel (APS), Nora Dillard (APS), Janice Brown (APS), Beth Morrison (BBHF), Pat Moss (WVU-CED), Randy Hill (PPL), Rose Lowther-Berman (WV Advocates), Taniua Hardy (BMS), Penney Hall (BMS), Linda Higgs (WV DD Council), Lisa Purkey (PPL)	
WVDHHR and ASO Representatives Not Present:	
Jane McCallister (BCF)	
Ancillary Members Present:	
Jane Ketcham	
Ancillary Members Not Present:	
N/A	
Public Present:	
Christine Dickson, Allison Bungard, Leigh Hogsett, Allison Hogsett	
Meeting Minutes from January 2015 approved	

MINUTES

Agenda Item	Welcome, Approval of January 2015 Minutes, Announcements	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> • <u>Welcome:</u> <ul style="list-style-type: none"> ○ Co - Chair Jeanie Elkins: <ul style="list-style-type: none"> ▪ Welcomed everyone and introductions were made of all parties in attendance. ▪ January meeting minutes were approved. 			
Action Items	Person Responsible	Deadline	
None.			

Agenda Item	Development of Annual Quality Improvement Plan	Presenter	All Members
Discussion and Conclusions:			

- Craig Greening moved that the goals/objectives be reviewed for relevance, given that the Draft Application for the I/DD Waiver 2015 Renewal was posted for public comment 3/23/15. Pat Nisbet explained that the Application is currently in Draft form, so the group may wish to proceed with the current goals until it's finalized. After discussion, the group agreed that it was important to be proactive and review the goals in light of the proposed changes. Rose Lowther-Berman seconded the initial motion and the motion carried.
- Goal One - Reduce Abuse/Neglect/Exploitation in the Program
 - After a review, the group determined that this goal and its objectives are still relevant.
 - Objective 1: Develop a standardized abuse/neglect/exploitation training for providers to utilize with 2015 renewal
 - APS is currently developing the training, with anticipated completion of a draft by May 1, 2015. When the draft is completed, it will be forwarded to the Council subcommittee that has agreed to review. (This subcommittee's members are: Marilyn Nichols, Pat Moss, Clarice Hausch, and Steve Wiseman. Previous Council member Christine Dickson will also serve on the subcommittee, as approved by Council members.)
 - Objective 2: Develop a letter to BMS expressing need for consistency in abuse/neglect/exploitation data tracking for I/DD Waiver members across different bureaus
 - At the January 2015 meeting, Clarice Hausch agreed to forward a letter requesting consistency of data across different bureaus.
 - This letter was provided to Council Chair, Jeannie Elkins, prior to the meeting, and has been forwarded to Pat Nisbet with BMS. Pat Nisbet will present the letter to BMS Acting Commissioner Cindy Beane and will provide an update at the July 2015 meeting.
 - The Council has requested data on member health/welfare in order to identify ways to reduce abuse/neglect exploitation within the program, which was presented as follows:
 - April Goebel presented the data/handout for the Incident Management System, that outlines provider reporting and follow-up of abuse/neglect/exploitation and critical incidents. This report shows that since July 2014, providers have followed-up as required on 90-100% of the time on both types of incidents, as monitored by APS on the Discovery & Remediation report. In addition, it shows that providers followed-up as required on all incidents as required 92-100% of the time since July 2014, as monitored at on-site provider reviews.
 - Taniua Hardy reported on program member deaths. Since January 2015, there have been five member deaths, four of which occurred in the hospital and one that occurred in the member's home. They all resulted from natural causes.
 - It was also recommended, by Ms. Goebel, that the Council utilize the data available to proceed with development of objectives, as timelines for when/if data requested will be available are unknown.
- Goal Two - Reduce Unmet Needs by Geographical Region for Members Statewide

- After a review, the group determined that this goal is still relevant, and that objectives should be identified.
- The Council has requested data on member reports of unmet needs in order to identify objectives for this goal, which was presented as follows:
 - April Goebel presented the data/handout for Unmet Needs by Geographic Region. (Note: it was identified that there was an error on the report—the dates in the header are incorrect. This will be corrected and redistributed.) This report shows the percentage of members, by county, who reported any service as an unmet need at their Annual Functional Assessment from July 1, 2013-June 30, 2014. There are two data sets in the report: one for members under age 21, and one for those 21 and older. The Council discussed that the reasons the services were reported as unmet needs is not identified on the report. Ms. Goebel recommended that this report could be used by Council members to further research the reasons services were reported as unmet needs, which will be explored at the next meeting.
- The Council determined to change Goal Six— Develop a side-by-side script for APS facilitators to deliver at Annual Functional Assessment—to an objective within this goal.
- Objective 1: Develop a side-by-side script for APS facilitators to deliver at Annual Functional Assessment
 - To facilitate this objective, the Council requested to review the current script. April Goebel will forward the script per BMS instruction.
- Goal Three - Continually Enhance Knowledge of QIA Council
 - After a review, the group determined that this goal is still relevant, and that objectives should be identified. The Council agreed that it is important to receive training and education on services for which changes are proposed in the Draft Application, as well as on topics related to those proposed changes.
 - Objective 1: Arrange presentations on overall I/DD Waiver budget, Supported Employment, and AMAP services
 - Pat Nisbet and Tania Hardy will discuss the overall budget with BMS' finance department and report at next meeting whether a training on this topic can be done.
 - Steve Wiseman will explore securing and/or conducting training on Supported Employment and report at next meeting whether he or someone he has identified will present on this topic.
 - April Goebel will email providers to determine which use AMAP and if any who do would be willing to talk to the Council about their experience. The group further expressed they would like training on new AMAP rules, including the rule that addresses respiratory services. Ms. Goebel will contact Tina Maher, who oversees the WV AMAP Program, to determine if she would be willing to train the group on new AMAP rules. An update on both will be provided at the next meeting.
- Goal Four - Identify How Dreams/Goals of Members are Attained or Constrained by Program Requirements/Limitations

<ul style="list-style-type: none"> ○ To be addressed at July 2015 Meeting. ● Goal Five - Recruiting/Development/Retention of Quality Workforce <ul style="list-style-type: none"> ○ To be addressed at July 2015 Meeting. ● Goal Six – Develop a side-by-side script for APS facilitators to deliver at Annual Functional Assessment <ul style="list-style-type: none"> ○ This goal was moved, as an objective, to Goal Two—see above 		
Action Items	Person Responsible	Deadline
Forward completed draft Abuse/Neglect/Exploitation training to subcommittee for review	April Goebel	May 1, 2015
Forward letter regarding data request consistency across bureaus to Acting Commissioner Cindy Beane	Pat Nisbet	Next Meeting
Distribute current script utilized by APS facilitators during Annual Functional Assessment	April Goebel	Next Meeting
Gather information about BMS’ overall budget and determine if a training/presentation can be done	Pat Nisbet/Taniua Hardy	Next Meeting
Explore securing/conducting training on Supported Employment	Steve Wiseman	Next Meeting
Contact providers to determine if any who utilize AMAP services are willing to discuss their experiences with the group	April Goebel	Next Meeting
Contact Tina Maher to arrange possible training on new AMAP rules	April Goebel	Next Meeting

Agenda Item	Public Comment	Presenter	Public
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● Allison Bungard, a parent, invited Council members to a rally that will be held at the State Capitol on Thursday, April 9, 2015 at 5pm. This rally is being held in response to the proposed changes in the Draft Application. Ms. Bungard further expressed that she and other stakeholders are concerned about the proposed changes and the impact those changes may have on members. Specifically, she reports concerns as follows: <ul style="list-style-type: none"> ○ Caps on PCS and Respite will make it harder to find staff as they will not allow an offer of a full-time job. ○ Not being able to bill other direct care services on a day that respite is provided will be significantly limiting. For example, if respite cannot be used while parents grocery shop they must contend with maneuvering a shopping cart as well as a wheelchair. ○ Requiring applicants to be age 3 or older will require those who need services during very critical developmental stages to wait even longer for services to start. ● Leigh Hogsett and Allison Hogsett provided Council members with flyers inviting them to the same rally mentioned by Ms. Bungard, above. 			

- Richard Covert read an excerpt from a letter he has written to a senator, expressing his concerns about the impacts of the proposed changes.
- Christine Dickson indicated she would like to participate in the subcommittee that will review the draft Abuse/Neglect/Exploitation training.

Agenda Item	PPL Update	Presenter	Randy Hill
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Randy Hill reviewed “Personal Options Referred, Enrolled and Active Participants (July 2013 – March 2015)” report with the Council. • Mr. Hill also reviewed a cost comparison between Traditional and Personal Options services with the Council. This report shows that total costs for direct care services provided to members who choose Personal Options averages \$43,362.61/year while comparable services for those who only access Traditional services average \$49,702.97/year. The group discussed that the 5% tax providers are required to pay and the federal match that PPL receives are not included in these numbers. 			
Action Items		Person Responsible	Deadline
None.			

Agenda Item	BMS Updates	Presenter	Taniua Hardy
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Ms. Hardy informed the group that the end-date for the public comment period for the Draft Application was extended from 4/22/15 to 4/24/15 due to an error that was corrected after release. She informed the Council that comments can be submitted either by email or mail. • The WV Cares Act passed in the legislature, meaning that all employees who provide Medicaid services must have a federal background check as well as the state background check. 			
Action Items		Person Responsible	Deadline
None.			

Agenda Item	Provider Review Summary	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> • A new 2-year review cycle started July 1, 2014. • Data through the 2nd quarter (July 1-December 31, 2014) has been compiled. Of the 22 providers reviewed thus far, 9 had no disallowances, 5 had disallowances under \$1,000.00, 1 had disallowances between \$3,000.00 and \$3,999.00, 1 had disallowances between \$4,000.00 and \$4,999.00, 2 had disallowances between \$5,000.00 and \$5,999.00, 1 had disallowances between \$20,000.00 and \$29,999.00, 1 had disallowances between \$80,000.00 and \$89,999.00, and two had disallowances over \$100,000.00. • CIBs not completed according to policy resulted in the disallowances of over \$80,000.00 for one provider and \$100,000.00 for two providers. • Clinical deficits identified continue to be primarily related to time billed. 			

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Elections	Presenter	Jeannie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> Angie Breeden and Christine Dickson were elected for the two open ancillary positions. 			
Action Items	Person Responsible	Deadline	
Notify new members of election and provide materials	April Goebel	Next Meeting	

Agenda Item	1:1 Direct Support Services Assessment	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> This assessment has been developed following BMS' March 13, 2015 announcement that any new requests for more than an average of 12 hours per day of direct support services require prior authorization based on assessed need. A draft of the assessment was provided to Council members for review and feedback. Feedback provided at the meeting: <ul style="list-style-type: none"> Craig Greening: why are there questions about the number of bedrooms in a home that a member owns? Response: the number of bedrooms in the home, and thus the possibility that the member can have a house-mate, will be considered in the prior authorization decision. Marilyn Nichols: will this form be completed at the Annual IPP? Response: yes, if the request is made based on discussion at the Annual IPP; otherwise it can be completed as a result of a critical juncture identifying that the member needs this level of service. Additional feedback can be provided via email prior to the next meeting. 			
Action Items	Person Responsible	Deadline	
Provide feedback to April Goebel at agoebel@apshealthcare.com on the assessment	All Members	Next Meeting	

Agenda Item	Wrap-Up/Confirmation of Next Meeting	Presenter	Jeanie Elkins
Discussion and Conclusions:			
<ul style="list-style-type: none"> The next meeting will be July 15, 2015 at the Bureau of Senior Services (BoSS) located on the 3rd floor of the Charleston Town Center Mall. 			
Minutes submitted by April Goebel			