

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting</b>	<b>DATE: November 12, 2020 TIME: 9:00 am -1:00 pm</b>
<b>Members Present:</b>	
Heather Velez, Terry Edgar, Rodney Smith, Nichole Wills, Carolyn Lecco, Regina Desmond	
<b>Members Not Present:</b>	
Brad Anderson, Mark Holmes	
<b>Others Present:</b>	
Teresa McDonough, Katharine Randall, Sara Martin, Marcus Canaday, Carissa Davis, Angela Morales	
<b>Meeting Minutes from the <u>08/13/2020</u> QIA Council meeting were approved.</b>	
<b>Motion to approve: Terry Edgar</b>	
<b>Motion to Second: Carolyn Lecco</b>	
<b>Motion Carried</b>	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Rodney Smith, Chair Barb Recknagel, Kepro
<b>Discussion and Conclusions:</b>			
<b><u>Discussion/Follow-up:</u></b>			
<p><b><u>New Business:</u></b> The Council was informed that Vanessa Vangilder is no longer with WVU CED TBI Services. Angela Morales will be attending in her place. The Council discussed the three (3) vacancies and the 2020 term end for three (3) voting members. The three voting members agreed to stay on for Calendar year 2021. The Council still seeks to fill The three (3) current vacancies.</p>			

Agenda Item	WV BI Learning Collaborative– Dignity of Risk Presentation and Recommendations	Presenters	Taylor Pickett, MSW Student Intern Courtney Lanham , WVU
<b>Discussion and Conclusions:</b>			
<b><u>Discussion/Follow-up:</u></b> Taylor Pickett, WVU-MSW Student Intern presented the findings to the Council on the PDSA report for Aim Statement # 2 form the WV Brain Injury (BI) Learning Collaborative (LC). Specifically, Taylor presented her research findings, suggestion of operationalizing the term Dignity of Risk, and proposed training components and learning objectives. A copy of the presentation can be found here;			

[https://docs.google.com/presentation/d/1KHjHn2YSzSR7dzEOLHVeOL6ihnE9Alp6jMJzjNIYDKQ/edit?ts=5fad44b5#slide=id.g9fe8d7461a\\_1\\_206](https://docs.google.com/presentation/d/1KHjHn2YSzSR7dzEOLHVeOL6ihnE9Alp6jMJzjNIYDKQ/edit?ts=5fad44b5#slide=id.g9fe8d7461a_1_206)

The Council will be reviewing and making recommendations on slide # 7(Definition) and slide # 11 (Learning Objectives).

Action Items	Person Responsible	Deadline
Schedule and Meet with Taylor and Courtney and review Council Recommendations	Barb Recknagel Taylor Pickett Courtney Lanham	11/18/2020
Continue with PDSA Aim Statement # 2	WV BI LC Team Subgroup members	Refer to Aim Statement # 2 PDSA (10/08/2020) Attached

Agenda Item	Program Updates	Presenters	
			Teresa McDonough –BMS Marcus Canaday- BMS Sara Martin-BMS Katharine Randall —PPL Barb Recknagel—Kepro

**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.

1. Electronic Visit Verification (EVV):

- The contract for the EVV vendor has been awarded to HHAeXchange. The vendor will provide initial training and an overview of the state’s EVV implementation plan at the Quarterly ADW/Personal Care Services Provider meeting on November 18, 2020.
- ADW and TBIW Non-Medical Transportation services will not be included in EVV and claims for transportation services will not be required to include the workers’ National Provider Indicator (NPI) number.
- The deadline for obtaining NPI numbers for Case Managers and direct-care workers required to use EVV is December 31, 2020. These workers will also be required to sign a Medicaid Direct-Care Provider Enrollment Agreement and submit to Gainwell Technologies (previously DXC) by December 31, 2020.
- Staff living in the same home with the program member are not subject to the EVV requirements.

2. TBIW Application Amendments: Due to ongoing impact of the COVID-19 pandemic, the projected effective date for the TBIW Application Amendments have been changed from January 1, 2021 to April 1, 2021. The public Comment ended 10/16/2020. The

change log is posted on the BMS website at:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/Waiver-and-Reports.aspx> under TBIW Comments and Responses

3. Program Policy Revisions: Council will be informed when the revised policy manual is posted for public comments.

4. Conflict Free Case Management (CFCM): will be phased-in based upon members' anchor dates beginning with members that have anchor dates in April 2021.

5. Personal Emergency Response Services (PERS): Starting April 1<sup>st</sup> program members will have the opportunity to obtain a PERS. The cost of the PERS unit will be outside of the annual budget cap and is not subject to budget authority for those self-directing.

6. Case Management Services: Starting April 1<sup>st</sup>, the cost for Case Management Services will be calculated outside of the program member's annual budget amount.

7. COVID-19- Reopening plan: Effective 7/1/2020, staff training requirements were back into effect. Case Managers are not required to conduct face-to-face home visit and service planning is done remotely. CMS is requiring all team members sign the program members' service plan, however services can be authorized and start while gathering the required signatures.

**PPL Updates:**

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

There are thirty-eight (38) active TBI Waiver program members, self-directing his/her Personal Attendant Services. Kepro will begin the annual PPL contract requirement review on November 17, 2020. Fifty (50) personnel files are queued for review based on the requirement for a one hundred percent program member review.

**Money Follows the Person (Take Me Home WV) updates:** Marcus Canaday provided an update to the Council Members on the MFP/TMH demonstration/sustainability projects. For Calendar year 2020, the program statistics are as follows: 154 referrals, 94 intakes interviews, 80 projected transitions and 50 transitions have occurred. There are four (4) TBIW slots reserved for eligible TMH applicants.

1. On Line Case Management Pilot: This pilot ended June of 2020. BoSS is in the process of finalizing a report and recommendations for BMS leadership.

2. Telehealth update: There are currently sixteen (16) TMH participants accessing telehealth for their medical needs. The pilot is half way through its completion. Four participants have completed the six-month pilot and have transmitted their health care and needs data.

3. No Wrong Door (NWD) initiative: The NWD initiative is based on the concept that one call is all that someone seeking services should make in order to access services regardless of the service. This initiative is promoted by Centers for Medicare and Medicaid Services (CMS), Administration for Community Living (ACL) and the Veterans Administration. MFP/TMH has funded WVU CED to implement the first year activities on WV three (3) year NWD strategic plan.

4. Quality Manager Position: Scott Wiley has been hired to fill this open position. His role will be as a special project coordinator assisting the state with EVV implementation and with the new IMS.

5. MFP Budget: CMS is making five (5) million dollars available through MFP to invest in system change, which is defined as quality of and access to services.

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

1. 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, unless a face-to-face interview is requested. 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.

2. Atrezzo Next Generation (ANG):

Kepro launched a soft go live with ANG on November 1<sup>st</sup>. ANG is a web-based, secure, reliable, and HIPAA compliant population health care management system, proprietary to Kepro. 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
	Teresa (BMS)	BMS will include Disability Rights of WV in the EVV demonstration event on 11/18/2020

Agenda Item	Quality Management Plan and Program Data Findings	Presenter	Barb Recknagel, Kepro
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**Discussion and Conclusions:**

**Discussion/Follow-up:**

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

**July-September 2020 - Performance Measures:**

The Council reviewed the first quarter of SFY 21 program data regarding the discovery and remediation of Service Planning and Health and Welfare Performance Measures. Performance measure G-5 fell beyond the established quality benchmark in August of

2020. The Council review the remediation plan and agreed with the quality improvement strategies for the provider. This did not represent a systematic issue but rather one provider performance. The Council did not have any recommendations or suggestions for changes or improvement at this time.

The Council reviewed the same three (3) month period of Critical Incidents data. It was suggested that the critical incident findings become part of the Quality Management Report for ease of review of the Quality Management Report.

**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 be utilized as the Council Quality Management Plan to expand and enhance person-centered community based supports for TBI Waiver program participants.

Each Aim Statement has established a sub group of members to work in the on strategies outline.

**Aim Statement # 1:** Barb reviewed the September 30, 2020 monthly report that was submitted to NCAPPS last month and shared with the Council what we have learned so far and our next steps for incorporating Person Centered discovery tools as part of service planning.

**Aim Statement # 2:** Barb requested the Council to consider the two recommendations presented by Taylor. The Council Members accepted and agreed to recommend to BMS the four (4) Learning Objectives for the proposed training. The Council made the following changes to the definition of dignity of risks, these changes were made to support the anticipated training audience: *Dignity of Risk: Person –centered thinking and practice that acknowledges the basic human need to take risks as part of everyday living and one’s self esteem.*

**Aim Statement # 3:** Regina Desmond review the status of the Aim Statement # 3 PDSA cycle. Feedback on the draft outline of a self-advocacy brochure/pamphlet was discussed. Council members are asked to review the draft and provide comments by November 20<sup>th</sup> to Regina.

Action Items	Person Responsible	Deadline
Incorporate the Critical Incident findings with the Performance Measure document for easier review	Barb Recknagel	2021 Council Meetings
Council Members to provide feedback-Aim Statement # 3 drafty outside for Self- Advocacy	1.) Barb will email draft top Council Members 2.)Council Members to provide feedback on draft to Regina	1.) 11/12/2020 2.)11/20/ 2020
Continue with PDSA Aim Statement # 3	WV BI LC Team Subgroup members	Refer to Aim Statement # 3

		PDSA
Continue with PDSA Aim Statement # 1	WV BI LC Team Subgroup members	Refer to Aim Statement # 1 PDSA

Agenda Item	(Agenda Item here)	TBI Stakeholders/Partners Updates	Angela Morales-WVU CED Regina Desmond-DR of WV Carissa Davis, Olmstead
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**Discussion and Conclusions:**

**Discussion/Follow-up:**

**WVU CED TBI Services:** Angela provide an update to the Council Members on WVU CED TBI Services. Since July 1<sup>st</sup>, the TBI Services program has received 43 new referrals, there are 118 active cases among the four program Social Workers. Fifty-five (55) *Funds for You* applications have been received; of those, twenty-six are non-duplicate applicants. Seventeen neuropsychological evaluations are scheduled or have been completed. Currently there are two open staff position at TBI Services, intake coordinator and social worker. WVU CED has plans to utilize the TBI Screening from Ohio State. The Center continues to use the Big Brain Exhibit with a focus on injury prevention and education and has developed a Health and Wellness virtual module for school Health Classes. Angela reports that the Brain Injury Support Groups are meeting via the Zoom platform.

**Disability Rights of West Virginia (DR of WV):** Regina provided an update to the Council on DR of WV. Russell Cook is the new legal director and three new advocates have joined with a focus on CAPS/PATH, rehabilitation and employment. Voting Advocacy continue with the following projects; accessibility studies of polling location, with fifty (50) percent having barriers to entrance. Increase utilization with electronic voting, with 271 users during the November election, this is an increase from the June election where 20 voters used the system. A new on line request portal was created prior to the November elections, which provided access that is more efficient.

**Olmstead:** Carissa provided an update to the Council; currently there are no dollars available for transition cases. Olmstead has approved 119 request. Carissa stated that there is an opening on the Council and that the Council and the Olmsted office is developing their 2021 work Plan.

Agenda Item	Public Comment	
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**Discussion and Conclusions:**

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

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Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
<b>Discussion and Conclusions:</b>			
<p><b>The Council agreed to the following 2021 meeting dates:</b>  February 11th  May 13th  August 12th  November 18th  The February meeting will be held remotely (platform to be determine) and will start at 9:00 am and end at 1:00 pm. The location and times for the remaining 20201 Council meetings will be determine.</p> <p>Meeting adjourned at 1:15 pm on a motion by Heather Velez. No second required</p>			
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
<b>Schedule 2021 Meeting Invitations</b>		Barbara Recknagel	12/10/2020

Minutes taken by	Barbara Recknagel
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