

West Virginia TBI Quality Improvement Advisory Council Council Meeting	DATE: August 18, 2022 TIME: 10:00 am-1:00 pm
Members Present:	
Rodney Smith, Carolyn Lecco, Delena Arthur, Regina Desmond	
Members Not Present:	
Heather Velez, Terry Edgar, Leslie Slack, Lindsey Secrist, Nichole Wills, Brad Anderson	
Others Present:	
Teresa McDonough, Jennifer Logan (Kepro), Angela Morales (WVU-CED) , Lisa Brooks and Katharine Randall, Mark Fordyce (Boss)	
Meeting Minutes from the 05/19/2022 QIA Council meeting were approved.	
Motion to approve: Regina	
Motion to Second: Angie	
Motion Carried	

MINUTES

Agenda Item	Welcome/ Introductions/New Business	Presenter	Rodney Smith, Chair Barb Recknagel
Discussion and Conclusions:			
<u>New Business</u>			
<u>New Member:</u>			
The Council welcomed Delena Arthur to today's meeting. Delena's membership application received approval through electronic voting on June 16, 2022.			
Motion to approve: Carolyn Lecco			
Motion to second: Heather			
Motion Carried			
<u>Membership Vacancy</u>			
The following voting council position remains open, stakeholder with experience with child with TBI /member with child on the program			
Kepro discussed recruiting efforts conducted. The position remains open currently.			
<u>Membership Terms</u>			
Membership terms were discussed. Delena Arthur agreed to a three (3) year term which will end in 2025. Terms are pending assignment for new council members Leslie Slack and Lindsey Secrist. Kepro discussed terms ending this year and recruitment needs.			
Council Chair vacancy in 2023 was discussed. Motion was made to accept Regina Desmond as Chair for one (1) year, starting in 2023.			
Motion to approve: Carolyn			
Motion to Second: Delena			
Motion Carried			

Council members discussed the current handbook guidance that requires a one (1) year break from Council membership. The following motion was made to make the following revisions: The restriction of one (1) year break from council membership is waived if recruitment efforts have resulted in no viable applications, and the person has a desire to remain on the council.

Motion to approve: Regina

Motion to Second: Delena

Motion Carried

Action Items	Person Responsible	Deadline
Continue efforts to fill voting vacancies and position becoming open due to terms ending	All Council Members and Stakeholders	On going 1.Email sent to certified TBIW providers with application on 8/25/2022

Agenda Item	TBI Waiver Program Updates	Presenters	Teresa McDonough, BMS Lisa Brooks, 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.

The TBIW program had eighty-four (84) active members at the end of June 2022. Forty-three (43) of those members have selected self-direction as their Service Delivery Model (SDM).

State Fiscal Year (SFY) 2023

July 1, 2022, started the new SFY with an approved number of funded slots at ninety-six (96). This resulted in a total of twelve (12) open funded slots, four (4) are reserved for the Take Me Home Program and the remaining eight (8) are for non TMH applicants.

TBIW Application and Policy Changes:

The TBIW application amendment public comment period ended. BMS received two (2) comments in favor of the changes. Council Members, program members/providers and other stakeholders will be informed when public comment for policy revisions

The changes to the application under this amendment included:

- **Service Codes additions:**

A new Covered Services for the TBI Waiver program called Environmental Accessibility Adaptions (EAA) for the Home and/or Vehicle offered under the Traditional Model and the Self-Direction Model called Personal Options. The maximum amount is \$1000.00 (total

not separately) per Service Plan year.

- **Member's Annual Budget Increase:**

The amount of the member's annual budget will be increase to \$36,600.00. This will allow the cost for new services to be included in the overall budget.

- **Certified Nursing Assistant (CNA) Credentials:**

Allowing Personal Attendant Agencies/PPL to accept potential employee with CNA coursework for several initial training topics currently required under policy.

- **Case Manager-Face to Face Home visit/EVV**

Change the required Face to Face Home visit conducted by the member's Case Manager frequency to quarterly. Removed the requirement that Case Managers are to use EVV.

Conflict Free Case Management (CFCM):

Full implementation of CFCM is to begin roll out in January of 2023. BMS has instructed the UMC that Member's with a January 1st anchor date, will be required to have nonconflictual selections or have agency expectation documents in place if the Case Management Agency is the one and only qualified provider of both services.

Electronic Visit Verification (EVV):

Full implementation of EVV is scheduled for October 1st of this year. Full implementations include the final phase where Provider Claims will be submitted to HHAExchange for verification/comparison of system information (time in/Time-out) for Personal Attendant (PA) staff tied to that member's claim. As a reminder BMS exclude Personal Attendant (PA) staff who do not live in the home with the member, to use EVV.

Rate Increases:

Effective August 1, 2022, the rate for non-medical transportation was increase to .50¢ per mile. BMS is also seeking to raise the rate for the service code Personal Attendant Services. This is under discussion currently.

American Rescue Plan (ARP):

ARP funds are being used for a variety of activities for the HCBS programs. These efforts are aimed at increasing the public and existing Medicaid recipients' knowledge of the types of programs offered through HCBS. BMS/HCBS website has been refreshed and redesigned. Mass post card mailings to all Medicaid Recipients explaining the waiver programs is slated in the next few months. The project focuses are outreach and education.

Incident Management System-New System: The state agency responsible for operating the current WV IMS no longer wished to oversee the system. Notice was a given to BMS and an extension was granted. BMS contracted with WellSky with ARP funds for solution, Project team has been meeting weekly on Mondays.

PPL Updates: Katharine and Lisa provided an update to the Council Members on the

self-direction service delivery model. There were forty-three (43) active program members, self-directing his/her Personal Attendant Services. They reported an increase in the request for the covered service PERS among the members self-directing.

UMC updates:

Barb provided an update to the Council members on Kepro functions for the TBI Waiver program.

Atrezzo Next Generation (ANG):

The new procedures codes, EAA (Home and Vehicle) have been added to the UM module in ANG. The ANG UM Provider view will have a refresh slated for December of 2022. The refresh is designed for easy of submission and review of UM Cases on the provider portal.

Barb presented the fourth quarter (April-June 2022) Quality Management Data Summary to the Council.

1. The following Service Planning Performance Measures fell below the quality threshold for the Quarter D-4 Percent of files of people receiving services whose service plans was updated at least annually and revised as needed, achievement was at 70% Barb referred the Council to the written remediation management and quality improvement plan outlined on page 3 of the 4th quarter report.
2. No Participant Safeguard Performance Measure fell below quarter.

Barb reviewed the Critical incidents reported in the WV IMS for the review period with the added data requested from the Council.

The data showed that 13 of the 15 reported critical incidents had formal staff delivering services during the month the incident occurred. Of the two (2) incidents without formal staff, one (1) member was in jail and therefore not eligible for TBIW services and the other had requested services on hold due to COVID 19.

Money Follows the Person (Take Me Home WV) updates: No updates were provided during today’s meeting.

Action Items	Person Responsible	Deadline
Complete quarter data reports for Council	Barb Recknagel	On-going

Agenda Item	Council Quality Management Plan Report	Presenter	Barb Recknagel
-------------	--	-----------	----------------

Discussion and Conclusions:

Discussion/Follow-up:

Barb presented findings from members’ surveys and trainees’ evaluation forms as means to measure performance for strategies # 1 and # 2 from the Council Quality Management Plan (QMP).

Strategy # 1: Incorporating and improving person-centered needs identification in the

TBI Waiver Program.

Members Feedback

Kepro staff reviewed thirty-nine (39) Service Requests from October 2021 -April 2022. All Service requests reviewed included the completion of the two (2) Person Centered discovery tools. Kepro attempted to contact and conduct the phone interviews with all thirty-nine members. Twenty-seven (27) members agreed and completed the phone interview. This represents an 70% response rate

Findings

- 96%** of members surveyed stated that their service plan included **“All of things that are important to you”**
- 100 %** of members responded **“Yes”** that the Morning Ritual Tool was helpful
- 100 %** of members responded **“Yes”** that the Good Day/Bad Day Tool was helpful

When asked, do you believe that your case manager understood what was important to you, **96%** of the members surveyed responded **“Yes”**

Strategy # 2 Establishing person-centered planning best practice in the TBI Waiver Program.

Training Attendees Feedback for 2022

Training Evaluation forms were sent to each register attendee for two (2) sessions held. The training evaluation focus on two (2) fundamental areas of learning: enhancing the trainee’s knowledge and skills.

July 14, 2022, Building Our Person -Centered Thinking Skill: Problem Solving Tools

Number of Attendees: 18

[The training session has better prepared me to perform my job.](#)

92% of the trainees strongly agreed

8% of the trainees agreed

[My knowledge of the topic improved from this training.](#)

92% of the trainees strongly agreed

7% of the trainees agreed

1% of the trainees neither agreed nor disagreed with the statement

April 14, 2022 Building Our Person -Centered Thinking Skills

Number of Attendees: 17

[The training session has better prepared me to perform my job.](#)

92% of the trainees strongly agreed

8% of the trainees agreed

[My knowledge of the topic improved from this training.](#)

92 % of the trainees strongly agreed

8% of the trainees agreed

National Center on Advancing Person-Centered Practices and Systems’ Beyond Compliance Leadership Learning Collaborative:

The NCAPPS Beyond Compliance Leadership Learning Collaborative started in February of 2022. There have been six (6) sessions held to date. Leaders within BMS HCBS unit, BoSS, stakeholders and Kepro have been attending.

Action Items	Person Responsible	Deadline
Continue data gathering and reporting	Barb Recknagel, Kepro	On-going

Agenda Item	Lunch Public Comment Update from Stakeholders	Presenters	WVU CED-TBI Services- Angela Morales Disability Rights of West Virginia-Regina Desmond Olmstead -Carissa Davis

Discussion and Conclusions:

Lunch provided by Kepro.

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

Olmstead: No updates were provided during today’s meeting.

WVU-CED TBI Services

Angie Morales provided an update to the Council regarding WVU-CED TBI Services program. A new Program Manager, Cortland Nesley has been hired. A new Outreach Coordinator, Jeremy Dixon has been hired through the Federal grant. Angie will present the end of the SFY TBI Services data at the next Council meeting. Angie announced that the OT/PT Clinic at WVU has obtained a vehicle simulator and will be able to offer comprehensive driving assessments, unlike what DRS has provided. This is a needed service since DRS no longer accepts private pay for driving assessments. Angie stated that a doctor referral to the OT/PT Clinic would be necessary.

Disability Rights of West Virginia

Gina Desmond provided an update to the Council. There have been one (1) TBIW advocacy referrals and servicer request received. Gina provides a summary of the referral. She requested that CMA are reminded to speak to the member alone to ensure safety and wellbeing.

Gina shared that her agency is in the process of filling the following vacancies: CAP outreach and voting advocacy. Gina reported that their legal director left, and Mike Folio will be assuming that function. The grant funding from the Administration of Community Living (ACL) for Expanding the Public Health Workforce continue to be developed. A recent survey was designed for direct care workers feedback.

Action Items	Person Responsible	Deadline

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
-------------	------------------------------------	-----------	-----

Discussion and Conclusions:

Next meeting date is November 17, 2022, from 10:00 am-2:00 pm. Both in person and virtual meeting will be offered in November. Barb will secure a meeting location and inform Council Members.

Motion to adjourn the meeting: Delena

No second required

Meeting ended at 1:10 pm

Action Items	Person Responsible	Deadline
Prepare and send reports to Council Member and Stakeholders	Barb Recknagel	On going
Secure Meeting Location and inform Council	Barb Recknagel	09/02/2022

Minutes taken by: Barbara Recknagel, MSW, LGSW, CBIS, Manager-Kepro