



TBI Waiver Program Quality Improvement Advisory (QIA) Council Annual Report 2020

Purpose

The purpose of the TBI Waiver QIA Council is to provide guidance and feedback to the Department of Health and Human Resources Bureau for Medical Services (BMS) and its contracted Utilization Management Contractor (UMC) in the development of an ongoing quality assurance and improvement system for the TBI Waiver Program. To this end, the Council's charge is to work with staff to develop and strengthen the TBI Waiver program's ability to:

- Collect data and assess peoples' experiences to assess the ongoing implementation of the program, identifying strengths and opportunities for quality improvement,
- Act in a timely manner to remedy specific problems or concerns as they arise and
- Use data and quality information to engage in actions that lead to continuous improvement in the TBI Waiver program.

The TBI Waiver QIA Council annual report is designed to provide an overview of the Councils' work plan, goals, objectives, and accomplishments in 2020.

Centers for Medicare and Medicaid Services (CMS) Quality Assurances

The Council works with BMS and the UMC, Kepro to ensure that the TBI Waiver supports the desired outcomes outlined in the six (6) focus areas of the Quality Framework developed by CMS. These focus areas include:

§1915(c) CMS Quality Assurances

- **Waiver Administration and Oversight:** The State Medicaid agency is actively involved in the oversight of the waiver and is ultimately responsible for all facets of the waiver program.
- **Level of Care Evaluation/Re-evaluation:** Persons enrolled in the waiver have needs consistent with an institutional level of care.
- **Qualified Providers:** Waiver providers are qualified to deliver services/supports.
- **Service Plan:** Participants have a Person-Centered Service Plan that is

appropriate to their needs and preference and receive the services/supports specified in the Service Plan.

- **Health and Welfare:** Participants' health and welfare are safeguarded.
- **Financial Accountability:** Claims for waiver services are paid according to state payment methodologies specified in the approved waiver.

Membership Information

The Council started 2020 with full membership. Several members terms were ended in 2020. Due to the pandemic, members agreed to stay on the Council through 2021. There are currently three (3) membership positions open on the Council: Stakeholder (family, advocate of persons with a traumatic brain injury (TBI)), people with lived experiences, parents of child with TBI

2020 Meetings

The Council met three (3) times during 2020. Meetings were held on February 13, 2020, August 2020 and November 12, 2020 . The May 2020 meeting was held as Learning Collaborative Session # 2 with Council Members invited to attend. The August and November meetings were held virtually though Microsoft teams and/or Zoom. Meeting notices are posted on the WV Secretary of State website:
<http://apps.sos.wv.gov/adlaw/meetingnotices/>

In addition, the TBI Waiver QIA Council Meeting Minutes are posted on the BMS website:
<http://www.dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/QIA-Council.aspx>

Each meeting contains public comment time to solicit feedback from people using TBI Waiver services and their advocates and allies on the performance of TBI Waiver services. All meetings were open to the public. Meeting minutes were distributed to Council members within one (1) month following the meeting.

Presentations/Training

The Council requested and received training and information of the following topics during 2020:

- 1.) NCAPPS Brain Injury Learning Collaborative
- 2.) Dignity of Risk

NCAPPS Project Overview

West Virginia submitted the NCAPPS Brain Injury Learning Collaborative Application in December of 2019, after the TBIW QIA Council recommendations and BMS supported West Virginia (WV) to participate.

WV application was accepted by NCAPPS and WV joined 15 other states in the Learning Collaborative that started January 2020 which an end date of June 2021, then COVID 19 entered.

NCAPPS put in place a Pandemic Pause for monthly coaching calls from March 2020- August 2020 so states could focus on changes with COVID 19 and established a new end date for the Learning Collaborative as September 2021.

The WV Team continue to work on the aims statement and the plan do study act cycles.

The TBIW QIA Council continues to act as the mechanism for the WV Team to present findings, draft work products and request approval of the work and when necessary, make recommendations to BMS.

Of People Served/Enrolled/Discharge during the calendar year

Total # of unduplicated slots used (as of 12/31/2020: 84

Total # of People Newly Enrolled on the TBI Waiver Program in 2020: 16

Total # of People that left the TBIW Program in 2020: 7

Reason for Discharge	Number
No Services for 180 continuous days	0
Unsafe environment	1
Member noncompliance with program	0
Member no longer desires services	3
Member is deceased	3
Member no longer a WV resident	0
Member no longer medically eligible	0
Member no longer financially eligible	0
Other	0

Program Data

The Council reviewed program data gathered and presented during quarterly meetings. The following reports were presented for review and discussion:

1. Discovery and Remediation
2. Program Activity
3. Incident Management Reports
4. Ad Hoc Reports as requested
5. Consumer Assessment of Healthcare Providers and Systems® (CAHPS®)
Home and Community Based Services (HCBS) Survey findings -201

The Council is responsible to identify trends in the data and formulate recommendations for program improvement.