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| West Virginia Quality Improvement Advisory Council Meeting | April 17, 2013 10:00am-4:00pm Bureau of Senior Services |
| Members Present: | |
| Sam Walker-Matthews, Susan Striar-May, Tawnee Bryant, Tina Maher, Linda Higgs Clarice Hausch, Darrell Alt, Jon Sassi, D Debra Higgins, Amber Hinkle, Jane Ketcham, Rose Lowther-Berman, Jayne Lakes, Christine Dickson, Jane McCallister, Liz Bragg | |
| Members Not Present: | |
| Norma McKee, Robin Hatcher, Libby Collins | |
| Others Present: | |
| Lori McGurty-APS Healthcare, April Goebel-APS Healthcare, Tiffany Angel-APS Healthcare, Nora Oscanyan-APS Healthcare, Randy Hill-Public Partnerships LLC, Pat Nisbet-Bureau for Medical Services, Pat Moss - Specialized Family Care, Marilyn Nichols- member of the public | |
| Meeting Minutes from October 17, 2012 were approved. | |

MINUTES

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| Agenda Item | Welcome New Members, Approval of January 2013 Minutes, Announcements | Presenter | Jane Ketcham, April Goebel, All Members |
| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • APS to resend agenda and minutes from previous meeting as some attendees report they did not receive prior to today's meeting. There are no changes recommended to previous minutes. | | | |
| Action Items | Person Responsible | Deadline | |
| Send out minutes and agenda items for today. | April Goebel | ASAP | |

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| Agenda Item | BMS Updates | Presenter | Pat Nisbet |
| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • TBI Waiver Manual is out for public comment. • I/DD Waiver Manual will be submitted again with minor corrections. • Personal Care Manual is currently being completed and will be going out for public comment. There will be a section to address members who receive dual services. • Provider Workshops will be held around the state. Information was submitted to everyone. • Recovery Audit Committee (RAC) - Will be reviewing Medicaid programs. • Open Forums will be conducted this summer. Tiffany Angel and April Goebel will be working on setting up forums throughout the state regarding 2011 manual to prepare for the 2015 CMS application. | | | |

- Next reevaluation is December 2014 for slots, according to the Benjamin H. court order. APS Healthcare (APS) is closely monitoring slots for release if the slot has not been used within the fiscal year.
- BMS is planning to evaluate the department's ability to continue funding one-person Individual Support Setting residences within the I/DD Waiver program.
 - BMS would like a subcommittee to be formed from this Council regarding one-person ISSs. Anyone who has an interest can email April Goebel at agoebel@apshealthcare.com.
- WV Incident Management System (WVIMS) is being rewritten.
- There are no admissions bans and no agencies have closed recently.
 - There are agencies expanding, especially in the Morgantown area.
 - REM has beds open for Crisis Respite.

| Action Items | Person Responsible | Deadline |
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| ISS - 1 person setting subcommittee - forward to April Goebel interest prior to other meeting. | All | By Next Meeting |
| Make sure information that is on the BMS website is ADA approved (can receive paper copies, get in braille, etc.) | Pat Nisbet | By Next Meeting |

| Agenda Item | OHFLAC | Presenter | Rose Lowther-Berman |
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Discussion and Conclusions:

- HANDOUT
 - OHFLAC began using a federal database in January. This is the same database used for Nursing Homes, etc.
 - To keep data consistent OHFLAC is using the Complaint Allegations website.
 - Per the group's request, the report for the next Council meeting will include a more detailed breakout of "abuse" numbers.
 - This handout includes investigation, APS reports, and generated reports.
- Clarice Hausch has concerns regarding difficulty to substantiate complaints.

| Action Items | Person Responsible | Deadline |
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| Get more information about the abuse line item - example, what is the abuse, was there an injury, outcome of the perpetrator, population break-down, agency break-down etc. | Rose Lowther-Berman | By Next Meeting |

| Agenda Item | Provider Curriculum Interest Survey Results | Presenter | April Goebel |
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| Discussion and Conclusions: | | |
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| <ul style="list-style-type: none"> • Sam Walker-Matthews was chair for a subcommittee that developed an agency interest survey for a standardized direct care training curriculum. • HANDOUT <ul style="list-style-type: none"> ○ The survey, which was sent to 51 providers (larger agencies only received one for their agencies), asked 3 questions to determine agency interest. Only 16 of those surveys were returned. ○ BMS/APS would like a higher rate of return; as such the survey will be resent. ○ April Goebel reviews results with council. ○ A statement may need to go along with survey to explain to Providers. | | |
| Action Items | Person Responsible | Deadline |
| Jane Ketcham will develop a written request to solicit additional responses and April Goebel will forward to providers again along with the survey. | Jane Ketcham April Goebel | By Next Meeting |

| Agenda Item | Disallowance Summary | Presenter | April Goebel |
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| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • HANDOUT <ul style="list-style-type: none"> ○ April Goebel discusses provider Disallowance Summary for Oct 1 - Dec 31, 2012. ○ 9 providers were reviewed. • The number of providers with 0 disallowances continues to increase. • Providers will go through a complete self-review cycle prior to having disallowances related to self-reviews. | | | |
| Action Items | Person Responsible | Deadline | |
| Provide additional detail related to I/DD Waiver Provider on-site review Disallowance Summary | April Goebel | By Next Meeting | |

| Agenda Item | CMS Quality Assurances: Discovery & Remediation Report | Presenter | April Goebel |
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| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • HANDOUT <ul style="list-style-type: none"> ○ This is how APS/BMS reports program data to CMS and any of this information can be requested at any time by CMS. ○ The data that is collected on this report is based on CMS Assurances. ○ Council was presented with a copy of the D&R Report for review. | | | |
| Action Items | Person Responsible | Deadline | |
| NONE. | | | |

| Agenda Item | PPL Update | Presenter | Randy Hill |
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| Discussion and Conclusions: | | |
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| <ul style="list-style-type: none"> • HANDOUT <ul style="list-style-type: none"> ○ This report breaks down all referrals that PPL receives for members who wish to access the Traditional with Personal Options Service Delivery Model. ○ As of February 2013 there are 364 individuals who are accessing Personal Options. • The group expressed concern that the number of hours being billed by individuals employed via Personal Options is not being closely monitored. <ul style="list-style-type: none"> ○ Randy Hill stated that PPL monitors the homes by phone calls, and those staff employed by members who utilize Personal Options are required to participate in the same training as other staff members. • If a worker bills over 12 hours in one day the system will now pend their case until a PPL worker can investigate the case. • Generators will only be approved through Goods & Services if the individual has electronic medical equipment. (May put this as a restriction in the new manual). | | |
| Action Items | Person Responsible | Deadline |
| NONE. | | |

| Agenda Item | Public Comment | Presenter | Public |
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| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • NONE. | | | |
| Agenda Item | BHHF Update: Waiver Waitlist Support Grant | Presenter | Beth Morrison |
| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • 80 people have requested access; 42 were approved. • 11 of those who were approved currently utilize Personal Care or A/D Waiver. • 12 did not pursue. • 1 started I/DD Waiver in the middle of the process and therefore no longer needed grant access. • A number of changes in policy were made and there is not a wait list for the Support Grant. • Support Grant can help provide those who are currently on the I/DD Waiver waitlist with Day Hab, Supported Employment, Respite. | | | |
| Action Items | Person Responsible | Deadline | |
| NONE. | | | |

| Agenda Item | Money Follows the Person Update | Presenter | Brian Holstine |
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| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • HANDOUT <ul style="list-style-type: none"> ○ Purpose of this CMS grant is to promote individuals to receive services in their own homes. | | | |

| <ul style="list-style-type: none"> ▪ Received 69 intakes beginning February 1. ▪ 61 of those 69 were eligible. ▪ 1 is deceased. ▪ The rest are pending. ▪ 2 transitioned back out into the community. ▪ 3-4 will be accessing TBI Waiver. <ul style="list-style-type: none"> • Slots that these individuals are receiving are slots that have been created especially for the MFP program. • Once the grant is completed (5 years at least) recipients will meet with a Transition Navigator for assessment. At that time, a discharge date will be set, the grant will follow that person for a year, and then they will transition into a typical Aged and Disabled or Traumatic Brain Injury Waiver slot. • Grant is good until 2020. • Contact information is provided on the handout; MFP is also working on doing a press release and distributing a brochure. • Target is 600 individuals. | | |
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| Action Items | Person Responsible | Deadline |
| NONE. | | |

| Agenda Item | Behavior Support Questions/Statistical Information Request | Presenter | Jane Ketcham |
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| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • Jane Ketcham requested data regarding BSP approvals from last year to present. • If individual does not meet criteria for the code, the member can still have a Positive Behavior Support plan (that would be developed by a qualified BSP); however the BSP would bill the TC code. If an individual was approved for BSP code last year, they may not be approved for BSP this year based on the new criteria. | | | |
| Action Items | Person Responsible | Deadline | |
| January - June = Total units authorized and total approved for BSP this year/total approved for BSP last year. | APS | By Next Meeting | |

| Agenda Item | Development of Annual Quality Improvement Plan | Presenter | All Members |
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| Discussion and Conclusions: | | | |
| <ul style="list-style-type: none"> • HANDOUT <ul style="list-style-type: none"> ○ April Goebel and Jane Ketcham reviewed the work plan with the group. ○ April Goebel made changes as group discussed. ○ The group reviewed accomplished items. | | | |
| Action Items | Person Responsible | Deadline | |
| When is the next Rate Review? | Pat Nisbet | By Next Meeting | |
| Letter to Pat Nisbet regarding Hartley | Jane Ketcham | By Next Meeting | |

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| policy and if an attorney can review it to see if it can be updated. | | |
| Identify geographic regions in the state that have a shortage of available providers. | April Goebel | By Next Meeting |
| Identify geographic regions of individuals on wait list. | April Goebel | By Next Meeting |
| Resend Hartley policy. | April Goebel | By Next Meeting |
| Contact Emily Chittenden Laird, Director of WV Child Advocacy Network regarding sexual exploitation for individual's with I/DD. | Amber Hinkle | Will schedule for next meeting |
| Medley Management Policy regarding room/board for individuals with I/DD, etc. | Pat Moss | By Next Meeting |

| Agenda Item | Wrap-up/Confirmation of Next Meeting | Presenter | Jane Ketcham |
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| Discussion and Conclusions: | | | |
| July 17, 2013 - from 10-4 at BoSS. | | | |
| Minutes submitted by April Goebel | | | |