

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting</b>	<b>DATE: February 12, 2015</b> <b>TIME: 10:00 am - 2:00 pm</b> Center for Excellence in Disabilities 4510 Pennsylvania Ave Charleston, WV
<b>Members Present:</b>	
Mark Fordyce (Chair), Rose Lowther-Berman (Co-Chair), Don Ashworth, Angela Vaught, Brad Anderson (by telephone), Lou Ellen Blake (by telephone)	
<b>Members Not Present:</b>	
Betsey Peterson, Latonia Morrison	
<b>Others Present:</b>	
Teresa McDonough - BMS, Brian Holstine - BMS-TMH/MFP, Sally Burchfiel and Katharine Randall - PPL (by telephone), Vanessa VanGilder - Olmstead Coordinator, Barb Recknagel - APS Healthcare, Kathy Davidson - APS Healthcare, Melodee Hursey - APS Healthcare	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Mark Fordyce, Chair
<b>Discussion and Conclusions:</b>			
Roundtable introductions made by meeting attendees and housekeeping issues discussed. Old Business: The minutes from the November 13, 2014 QIA Council meeting approved after a few minor revisions. Motion to Approve: Brad Anderson Motion to Second: Rose Lowther-Berman			
Action Items	Person Responsible	Deadline	
1.)Revise the 11/13/14 meeting minutes	APS Healthcare-Barb	1.)Completed and sent on 2/18/2015	

Agenda Item	Program Updates	Presenter	Teresa McDonough-BMS, Brian Holstine-TMH/MFP, Sally Burchfiel-PPL, Barb Recknagel-APS
<b>Discussion and Conclusions:</b>			
<b>BMS Updates:</b> Teresa shared with the Council that the TBI application will go out for Public Comment on 3/15/15-4/14/15 (30 days). Council members will receive an e-mail			

announcement notifying them of the Public Comment Period. She also shared the following steps in the Waiver reapplication process:

- Public comments considered and BMS finalizes the application by 4/30/15.
- BMS sends the application to the Centers for Medicare and Medicaid Services (CMS) on May 1, 2015 for 90-day review.
- Center for Medicare and Medicaid Services (CMS) has 90 days from receipt of the application to request additional information or approve the application.
- Manual revisions completed once the application approved.
- Revisions to the Manual will have a 30-day public comment period.
- Public comments are considered and BMS finalizes the Manual.
- Provider/Member Training on the Revised Manual/Policy scheduled to occur September 2015.
- Projected date of Policy/Manual Changes in effect is October 1, 2015.

Teresa also informed Council that there would be a quarterly provider training on February 24th and 26th regarding Person-Centered planning. She commented that APS Healthcare obtained a tool used for person-centered planning developed by Mt. Sinai Hospital for the TBI population. There was a request that this tool be available to look at during the next Quality Council meeting in May.

**Money Follows the Person (Take Me Home WV) Updates:** Brian Holstine provided the Council an update on the transitions made since the program began in 2013. To date in 2015 there have been 5 transitions, 59 in 2014 and 31 in 2013 for 95 total transitions. TMH-WV has a goal of 110 transitions for 2015 in addition to the 5 cases they already have.

He discussed the Sustainability Plan, as grant funding for TMH-WV will end in 2017. TMH staff is currently working on a draft sustainability plan for submission to Centers for Medicare and Medicaid Services (CMS) no later than 4/30/2015.

Sally Burchfiel requested a draft of the TMH-WV Sustainability Plan. Brian noted that there will be a meeting on February 13th and, after that meeting, the draft with recommendations may change. He also informed Council that they are in the process of interviewing for a Transition Manager to help provide support to the navigators working in the field.

**PPL Updates:** Sally Burchfiel provided statistics from 2014. Fourteen (14) referrals were received for Personal Options. Ten (10) of those referrals became active. There is a breakdown of member demographics and utilization of covered services. Please see attached report.

**APS Healthcare Updates:** Barb Recknagel, APS Healthcare Manager for the TBI Waiver Program, provided an update regarding the Discovery and Remediation and monthly

activity reports. She informed members that the Waiver re-application has expanded performance measures (Health and Welfare).

APS will continue to conduct provider reviews. BMS has requested a 100% review of enrolled members. APS will also review 100% of enrolled providers. If a provider does not have an enrolled member, a Validation Review will be conducted.

Teresa commended providers in the TBI Waiver Program for doing a good job.

**QIA Council 2014 Annual Report:** APS Healthcare presented a draft of the 2014 Annual Report. Council Members provided minimal feedback and recommended that the following statement be included the Annual Report.

*Council reviewed the following reports: Discovery and Remediation, Program Activity, Incident Management Reports, Member Demographics, Ad Hoc Reports as requested, and Participant Experience Survey-Brain Injury Edition to identify trends and provide recommendations to BMS.*

**Information Sharing Protocol:** Mark Fordyce, Chair, discussed the importance of keeping draft documents confidential and not for release to other sources. Any draft documents are for review by Council Members only. Council members agreed to place the information sharing protocol in the TBI Waiver Quality Improvement Advisory Council Procedures Handbook.

Action Items	Person Responsible	Deadline
1.) Provide Council Members information on Quarterly Provider Training: February 24 <sup>th</sup> and 26 <sup>th</sup>	APS Healthcare-Barb	1.) Completed and sent on 2/13/2015
2.) Add the statement to TBI Waiver QIA 2014 Annual Report	APS Healthcare-Barb	2.) Completed and sent on 2/18/2015
3.) Provide Council with Person-Centered Planning Tool developed by Mt. Sinai	APS Healthcare-Kathy	3.) Next meeting-05/14/2015
4.) Add information sharing protocol to the TBI Waiver	APS Healthcare-Kathy	4.) Next Meeting-05/14/2015

Quality Improvement Advisory Council Handbook		
5.)E-mail to Council Members with notification of Public Comment period	BMS-Teresa APS Healthcare-Barb	5.)03/15/2015

Agenda Item	Presentation- Participant Experience Survey, Brain Injury Editions (PES-BI) 2014 Results	Presenter	Melodee Hursey, APS Healthcare
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**Discussion and Conclusions:**

Melodee Hursey, Provider Educator - APS Healthcare, gave a Power Point presentation about the results of the Participant Experience Survey, administered by APS Healthcare Staff to enrolled program members.

The purpose of the survey is to identify areas of unmet needs or other problems reported by program participants and to ensure that services provided are in a manner consistent with the participant’s goals, preferences, and needs.

Survey domains include; Program Supports, Choice and Control, Respect/Dignity, Community Activities, Community Integration/Inclusion and Access to Care.

Summary findings:

- Eighteen of thirty-one enrolled members for 2013 were available to participate.
- Of these, 100% of the members were able to complete the full survey.
- Family/Caregiver may be a way to collect additional information.
- Community integration continues to be an area identified as an unmet need.
- Members continue to express that paid staff do not understand brain injury.

APS Healthcare recommendations:

- Continue to use full version of the PES-BI during the 2015 retrospective review process.
- Maintain the survey data for future comparison and analysis.
- Continue to explore family/caregiver survey options and recommend for trial use during the 2015 review cycle.
- Continue to integrate brain injury knowledge and skills into provider quarterly trainings.
- Research the use of Personal Care services to assist members in obtaining or retaining competitive employment.

- Provide information about the WV Division of Rehabilitation Services (DRS) to members and Case Management Agencies.

Provider Recommendations:

- Provide training and resources for direct care staff to improve brain injury knowledge and skills.
- Address community integration interests of the members on the service plan and personal attendant worksheet to ensure that all staff support and provide this access.
- Address employment interests of the members on the service plan.

Participant Experience Survey-Brain Injury Edition Comparison of 2013 and 2014 Findings, WV Traumatic Brain Injury Waiver Program compared data for both years in each of the domain areas. This data represented four (4) out of six (6) members interviewed in 2013.

Summary findings:

- No significant changes identified in the PES surveys between years one and two.

Council requested further data from APS Healthcare to provide a comparison of the 2014 responses between members receiving Traditional or Personal Options.

Rose asked if BMS would consider implementing exit surveys upon program discharge for members. Teresa requested that APS Healthcare explore whether other states utilize exit interviews and obtain samples.

Action Items	Person Responsible	Deadline
1.) Provide comparison information from PES survey in looking at responses of members receiving Traditional or Personal Options	APS Healthcare-Melodee	1.)Comparison Graph included in February 2015 meeting minutes
2.) Explore exit surveys utilized by other state's TBI Waiver Programs	APS Healthcare-Kathy	2.)Next meeting-05/14/2015

Agenda Item	Public Comment	Presenter	Angela Vaught, CED
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**Discussion and Conclusions:**

Angela Vaught invited Council members to the Legislative Breakfast being held at the Governor's Conference Room on February 27, 2015 from 9:00 am-10:30 am.		
Action Items	Person Responsible	Deadline
1.) APS to send Council Members contact information to Angela	APS Healthcare-Barb	1.)Completed and sent on 2/13/2015
2.)Send information to Council Members regarding Legislative Breakfast	Angela Vaught-CED	2.)Legislative Breakfast: Governor's Conference Room 2/27/2015 9:00 am-10:30 am

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
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**Discussion and Conclusions:**

Barb passed out the Traumatic Brain Injury Waiver Handbook for Waiver Participants and the completed TBI Waiver Program Quality Improvement Advisory Council Work Plan from 2014. The Council reviewed and agreed to maintain goals as reflected on the 2014 Plan for 2015 planning purposes. APS Healthcare agreed to develop draft objectives for Council review prior to the May 14th meeting.

A follow-up discussion took place regarding the speaker confirmed for the May Council meeting. APS Healthcare agreed to contact Dr. Carrie Childers and outline the training needs and expectations for the council meeting.

Next Council Meeting is scheduled for May 14, 2015 at the CED Charleston location from 10:00 am to 3: 00 pm.

Action Items	Person Responsible	Deadline
1.) Continue to complete administrative functions for the Council in 2015	APS Healthcare-Kathy	1.)On-going
2.) Confirm speaker for May council meeting and discuss training needs and expectations	APS-Healthcare-Barb	2.) 2/13/2015
3.) Council members will review draft	APS-	3.) 4/14/2015

objectives for 2015 TBI Waiver Program Quality Improvement Advisory Work Plan	Healthcare- Kathy	
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Minutes submitted by	Kathy Davidson APS Healthcare	February 26, 2015
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