

Participant Advisory Committee

March 21, 2024

PA Health & Wellness Northeast Participant Advisory Committee Meeting
 March 20, 2024
 Roads to Freedom Williamsport, PA

Internal Attendance Record (Quorum, if applicable = [# needed or NA])

(X = phone conference, P = in person attendance)

| June | PHW Staff/Observers | Title |
|------|---------------------|--|
| P | Greg Hershberger | Community Outreach Specialist, Committee Chairperson |
| X | Kayla Stadelman | Community Health Services Representative |
| X | Dr. Craig Butler | Medical Director |
| X | Dr. Davuluri | Medical Director |
| X | Susan Foster | Supervisor, Case Management |
| X | John Savidge | HEDIS Operations Manager |
| P | Athena Aardweg | Health Equity Specialist |
| X | Kay Gore | LTSS and Community Outreach Manager |
| X | Joseph Elliot | Long Term Care and Support Director |
| X | Brendin Tupta | Project Manager I |
| X | Crystal Giles | Grievances and Appeals Supervisor |
| X | Michael Zimage | Accreditation Specialist II |
| X | Susan Foster | Supervisor, Case Management |

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External Attendance Record

(X = phone conference, P = in person attendance)

| June | Name | Title |
|------|----------------------|---------------------------------------|
| X | Sarah McAllhatten | External Service Coordination Partner |
| X | Yaasmiyn White | OLTL Representative |
| X | Kristen Richard | OLTL Representative |
| X | Lee Fulena | Achieva Trust – Employment |
| P | Misty Dion | CIL Partner |
| P | Cathy Caris | Participant |
| P | Karen Knoch | CIL Partner |
| P | Lisa Mosure | Caregiver |
| X | Christopher Searfoss | Participant |
| P | Julia Robins | Participant |
| P | Carol Fischer | Caregiver |
| P | Karen Knipe | Participant |

| Agenda Item | Discussion | Decision (Approved or Denied) | Follow-up Action Needed (Date) | Responsible Party |
|--|---|-------------------------------|--------------------------------|-------------------|
| I. Call to Order | Greg Hershberger called the meeting to order at 1:08 PM | N/A | N/A | Greg Hershberger |
| II. Announcements + | Roll call was conducted. | N/A | N/A | Greg Hershberger |
| III. Review/Approval of the Minutes | Greg Hershberger discussed that minutes are posted on our website and reviewed. | N/A | N/A | All |
| IV. New Business + A. MD Update B. Health Education | Presented by Dr. Craig Butler. Asthma/COPD/Emphysema: | N/A | N/A | |

+Informational or Old Business

*Action Required

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| B. Fluvention | <p>We are entering allergy season. These diseases come with more hyperactive airways. Pennsylvania has some of the worst pollen levels in the country. It is recommended to practice good hygiene around pollen; keep your windows closed, change air and furnace filters regularly, change clothing after coming in from the outdoors. You can wear a high-quality face mask to limit exposure to pollen if you feel necessary. No questions.</p> <p>Hypertension and Heart Disease: 85%-90% of PHW participants have documented high blood pressure. Commit to self-management, limiting salt and alcohol, eating healthy. Physical activity lowers blood pressure. Increase your activity levels – not necessarily “exercise” but moving your body. Hypertension causes narrowing of arteries, which can lessen blood flow to different parts of the body including your heart. Poor blood flow to the heart can cause Myocardial Infarctions (heart attacks) and arrhythmias. No questions.</p> <p>Annual Wellness Visits: Schedule your annual visit with your primary care physician early in the year (within the first month or 2). Get a baseline early so that you can get what needs managed under control. Follow-up with your PCP after any hospital visit to ensure that no balls are dropped and for continuation of care.</p> <p>Presented by Susan Foster. The campaign runs 09/2023-03/2024. Purpose is to decrease Flu, increase vaccination rates and reduce hospitalizations. Focus on high-risk groups.</p> | N/A | N/A | |

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| C. HEDIS Operations | <p>Flu Activity: PA is in the low category as of 2/17/2024. Vaccination rate for PHW is 30%, which is 3x the national average. Go to vaccines.gov and scan the QR code to find near-by Flu vaccines – must have a smart phone to scan QR code. Greg: SCEs also have access to flu vaccination information. Susan will begin to present on trending vaccination-preventable diseases that are appropriate for the time of year. If you have any questions on a specific vaccine, please reach out to Greg and Susan will answer any questions you have.</p> <p>March 2024 Health Awareness presented by John Savidge. March is Colorectal Cancer Awareness Month and National Kidney Month.</p> <p>Colorectal Cancer: Support those affected by Colorectal Cancer, Educating the community: Screening, Prevention, Treatment. Kidney Health Awareness: Raising Awareness of kidney disease: Prevention and Management. Promoting healthy lifestyle habits.</p> | N/A | N/A | |
| D. Health Education Materials | <p>Greg Hershberger presented on Spring Wellness. Spring is almost here. Wear SPF. Prevention is key to tick bites. Get/stay active.</p> <p>It is important to know what your local CILs offer. All/most CILs have fitness centers, and some have trainers on-site. Some have scales that are wheelchair accessible. There are accessible trails for getting outdoors.</p> | N/A | N/A | |

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| <p>A. Complaints and Grievances Q3 2023</p> <p>B. Customer Service</p> <p>C. Transportation</p> | <p>Health Education Advisory Committee Concluded at 2:01 PM</p> | <p>N/A</p> | <p>N/A</p> | |
| | <p>Participant Advisory Committee Started at 2:01 PM</p> | | | |
| | <p>Crystal Giles reviewed the Q4 information. Home Health has the highest complaints in 2023. Home health also has the highest grievances for 2023.</p> | <p>N/A</p> | <p>N/A</p> | |
| | <p>Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for YTD 2023: 15 seconds average speed to answer PTPs, 13 seconds average speed to answer providers. Abandoned rate for calls YTD 2023 was 1.15% for participants and 0.69% for providers. All goals met.</p> | <p>N/A</p> | <p>N/A</p> | |
| <p>No concerns in the Williamsport area at this time.</p> <p>Joanna: Make sure any transportation concerns get reported to</p> | <p>N/A</p> | <p>N/A</p> | | |

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| D. Employment | <p>PHW so that it's documented and can be addressed.</p> <p>Theresia Kody presented on benefits counseling, employment opportunities and being employed.</p> <p>2024 OLTL Goals related to HCBS for 21-64: 2.4% Employment as a goal in PCSP.</p> <p>April is Financial Literacy Month: Benefits Counseling, Explore resources on PHW website, Check with local library and/or CareerLink.</p> <p>Make sure that participants are talking to their Service Coordinator if they want to be employed and follow up on the process. Can also send an e-mail to Information@PAHealthWellness.com. Asking for accommodations at work for a disability is allowed, i.e., a task list.</p> <p>Achieva presented by Lee Fulena: Benefits Counseling helps you make informed decisions when it comes to working. Focus on financial independence, be able to maintain government assistance while working. Benefits counseling is provided across the state. Funded by grants through United Way. Can help with appeals and waivers. Also, helps to provide general financial knowledge.</p> <p>Theresia K. – Please reach out to Greg H. if you are interested in Benefits Counseling so he can get you connected with Theresia K.</p> | N/A | N/A | |

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| E. Housing | <p>Greg H. presented on Community Health Choices and Housing Resources.</p> <p>Participants in Nursing Facilities: Nursing Home Transition: Housing Search Assistance, Security Deposit Support, House/Apartment Set Up, Home Adaptation, Pest Eradication, Landlord Risk Mitigation Fund</p> <p>Participants in Home and Community Based Services: Coordination with Service Coordinator, Housing Search Assistance, Home Adaptation, Pest Eradication</p> <p>Participants who are Dual Eligible: Home Accessibility Durable Medical Equipment: Can be requested by provider, physician or participant by calling the health plan (844-626-6813) Requires a prescription or clinical documentation supporting the need. Additional support may be available through the Medicare Payor.</p> | N/A | N/A | |
| F. Community Relations and Outreach | <p>Gina Colon presented.</p> <p>Community Connect is available on PHW's website, is a free website to find resources in your area by searching your zip code. Property Tax/Rent Rebate Program is a program that supports homeowners and renters across Pennsylvania. The deadline to submit your application is June 30, 2024. Support is available online or by calling 1-888-222-9190. Rebates are between \$300-\$1000. Even if you did not qualify in the past, please look into in because qualifications have changed, and you may qualify now.</p> | N/A | N/A | |

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| <p>A. Performance Improvement Project (PIP) – non-clinical</p> | <p>United Way is providing free tax preparation. Call 211 for more information and locations.</p> <p>Nutrition Month: MANNA and PHW have an online cooking demonstration with a Licensed Dietitian on March 21, 2024 at 4pm.</p> <p>For information on Community Events please e-mail PHWCommunityOutreach@PAHealthWellness.com.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:30 PM.</p> <p>The Board Advisory Committee meeting started at 2:30 PM.</p> <p>Non-Clinical PIP presented by Michael Zimage. NHT final report is due 3/31/2024. Final data results will be presented at the Q2 PAC.</p> <ul style="list-style-type: none"> – A rework of the NHT PIP is still undergoing through cooperation with State Partners. – The primary focus of this rework is to refocus the PIP and ensure it’s helping to improve ongoing, and new NHT practices. – Additionally, we are looking on how to reinforce the quality of the Long-Term Services and Supports we provide through the PIP. | <p>N/A</p> | <p>N/A</p> | |

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| B. Performance Improvement Project (PIP) – clinical | <p>New project name pending</p> <p>Clinical PIP presented by Michael Zimage. Clinical PIP – Strengthening Care Coordination. The final report is due 3/31/2024. Final data results will be presented at the Q2 PAC. Project Proposal Tentative Date: Late summer 2024 Discussions ongoing regarding content of new PIP Additional detail to be provided at Q2 PAC</p> | N/A | N/A | |
| C. Rural Listening | <p>Athena presented. We hope to have the data from the listening sessions and present on it in Q2 or Q3.</p> <p>We plan to ask different entities to join us on future PAC meetings. Please send any ideas to Greg H. by May 1,2024.</p> <p>This concluded the Board Committee meeting at 2:45 PM with a reminder that the next meeting will be June 20, 2024.</p> | N/A | N/A | |
| VII. Next Meeting Date + | June 20, 2024 | N/A | N/A | N/A |
| VIII. Adjournment * | Greg asked for a motion to adjourn at 2:45 PM. | Adjourned | N/A | N/A |

Respectively submitted,

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|--|-------------------|--------------|
| Minutes prepared by (name & title): | Signature: | Date: |
|--|-------------------|--------------|

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|---|--|-----------|
| Kayla Stadelman, Community Health Services Representative | | 3/20/2024 |
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