

Participant Advisory Committee
September 12, 2023

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

(PH = phone conference, P = in person attendance, N = no attendance)

September	PHW Staff/Observers	Title
December	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
PH	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
PH	Chelsea Perren	Manager, Grievance & Appeals
PH	Joanna Lewis	Director, Operations
PH	Brendin Tupta	Manager, HEDIS Operations (Clinical)
PH	Susan Foster	Supervisor, Case Management
PH	Dr. Butler	Medical Director
P	Felicia Alexander	Community Relations and Outreach
PH	John Savidge	Coordinator, Quality Improvement II – HEDIS Operations
PH	Heather Dum	Senior Product Performance Analyst
P	Kayla Stadelman	Community Health Services Representative
P	Kay Gore	Manager, LTSS and Community Relations
PH	Jessica Grindle	Marketing Analysis

External Attendance Record

(PH = phone conference, P = in person attendance, N = no attendance)

September		
P	Penny Fleckenstein	LTSS Participant
P	Keith Klink	LTSS Participant
N	Gayle Lewandowski	LTSS Participant
PH	James Wade	LTSS Participant
P	Maria Martin	LTSS Participant
P	Quinn Wells	Caregiver
PH	Leon Abramovitz	LTSS Participant

+Informational or Old Business

*Action Required

Participant Advisory Committee

September 12, 2023

PH	Melinda Clesca	Involve Dental
PH	Carrie Bach	CIL Partner
PH	Yaasmyin White	Office of Long-Term Living
PH	Rachael Lee-Price	Beacon Health Options – BH Provider
P	Sarah McElhattan	Service Access Management, INC.
PH	Michael Tippitt	Bayada - PH Provider

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 1:19 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. Health Tips	<p>Dr. Butler states that there was an uptick in Covid cases over the summer, but not a surge. New strain not as contagious as Delta, there is now higher immunity. Covid is being tracked by number of hospitalizations and following wastewater to map severity of disease. Everyone over 6 months old should get a Covid vaccine. Triple-demic? RSV, Covid, Flu – secret is vaccinations.</p> <p>Penny had the question when will the next booster will be coming out? Dr. Butler said that it is slowly coming out contact your PCP to see if they have it or your local Rite-aid/CVS/Walgreens.</p>	N/A	N/A	

+Informational or Old Business

*Action Required

Participant Advisory Committee
September 12, 2023

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
B. Fluvention	<p>contact Greg or Dr. Butler.</p> <p>Susan Foster presented on Fluvention and how Pennsylvania is in the minimal activity as of 9/2/2023. However, it is imperative to get a Flu vaccine as soon as possible, it can take a couple weeks for the vaccine to work. Most can get a Flu vaccine and a Covid vaccine at the same time but talk with your doctor to make sure what is safest for you.</p> <p>You can go to the CDC’s website to find a listing by zip code for nearby Flu vaccines. Also, a QR code will be provided to PTPs who can use that if they have a smartphone. Unable to use a QR code with a flip phone. www.vaccine.gov</p> <p>Maria wanted to know with the flu vaccine can you get both shots at once, meaning A/B or are they combined?</p> <p>Susan answered that they are not combined as of now, but you can get both shots if your PCP is in agreement, always keep your PCP informed</p>	N/A	N/A	
C. HEDIS Operations	<p>John Savidge Presented on HEDIS Operations</p> <p>Autumn Wellness reminders:</p> <p>Preventative Care:</p> <ul style="list-style-type: none"> • Visit doctor or dentist for regular check-up. (Schedule Breast, Cervical, Colorectal exams, etc. – plus, you can earn incentive rewards by 12/31 for preventative exams) • Seasonal allergies – follow local pollen charts, keep windows shut or stay indoors on high pollen days. Pollen is 	N/A	N/A	

+Informational or Old Business

*Action Required

Participant Advisory Committee
September 12, 2023

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
D. Health Education Materials	<p>usually worse in the morning.</p> <ul style="list-style-type: none"> • Update your emergency contacts. • Update or create an Advanced Care Plan <p>Safety:</p> <ul style="list-style-type: none"> • Fall prevention – beware of surroundings and things like blankets on the floor as tripping hazards. • Smoke alarms – check and change batteries in smoke alarms. • Pre-Winter heating maintenance. <p>Wellbeing:</p> <ul style="list-style-type: none"> • Seasonal Affective Disorder (SAD) – “winter blues”: symptoms can be depression, withdrawn, change in eating habits. It helps to exercise, socialize, healthy diet, staying hydrated. Discussion included that there are sunlight lamps available to purchase to help. • Daylight savings time ends 11/5. <p>Kay Gore presented on the marketing material on managing cholesterol. “Small changes can lower cholesterol by up to a third”. Discussed things you can try to lower cholesterol like high intensity exercise 2x/week, snacking on fruits and nuts, filling half your plate with vegetables, eating lean meats.</p> <p>Provided a chart with what fruits and vegetable are in-season and when.</p> <p>SNAP benefits – you can shop at most Farmer’s Markets and get</p>	N/A	N/A	

Participant Advisory Committee
September 12, 2023

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
A. Complaints and Grievances Q2 2023	<p>additional coupons. Reach out with any questions.</p> <p>Gayle made the comment that she cannot wait for the Farmer’s Markets to be up and running again in the spring. She encouraged the group to utilize fresh produce and their local farms.</p> <p>Health Education Advisory Committee Concluded at 2:02 PM.</p> <p>Participant Advisory Committee Started 2:02 PM.</p> <p>Crystal Giles reviewed the Q2 information starting with vendor and showing that Home Health was the highest for this quarter. She then reviewed NCQA data with Attitude and Service being the highest for complaints. Then, she reviewed the grievance data by vendor and showed that Home Health is the highest for the quarter and grievances for NCQA data, access and availability was the highest. 2023 in comparison to previous years there are less complaints/grievances. Need to establish a relationship with the providers and PTPs about education.</p>	N/A	N/A	
B. Customer Service	<p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how there is an increase in inbound calls from Q1 to Q2. Still hitting metrics and goals with uptick in numbers.</p>	N/A	N/A	

Participant Advisory Committee
September 12, 2023

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
C. Transportation	<p>Joanna gave a brief update on transportation and no concerns.</p> <p>Gayle and Penny both agreed that transportation has been getting better and they are very pleased with the rides today.</p>	N/A	N/A	
D. Employment	<p>October is Advancing Access and Equity month. Kay Gore presented on benefits counseling, employment opportunities and being employed for CHC PTPs. Making sure that participants are talking to their Service Coordinator if they want to be employed and follow up on the process. Also, reiterated to make sure if anyone wants to work, please reach out to Theresia Kody with any questions.</p> <p>Gayle stated she doesn't want to work, but will follow up with her Service Coordinator, who is Sarah in the room.</p>	N/A	N/A	
E. Community Relations and Outreach	<p>Kay Gore presented on Master plan for Older Adults to be on panel for PA Dept. of Aging. Virtual sessions available. www.aging.pa.gov</p> <p>September is National Senior Center Month – different opportunities in centers: yoga, bingo. https://www.pahealthwellness.com/community/community-outreach/Events.html</p>	N/A	N/A	

+Informational or Old Business

*Action Required

Participant Advisory Committee
September 12, 2023

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>CLAS: Culturally and Linguistically Appropriate Services in Healthcare</p>	<p>LAMP – different types of e-books and audio movies available and accommodating to different disabilities.</p> <p>Rent Rebate Program – PA program for renters and homeowners. Fill out application online or by paper. Max rebate is \$650 for renters and \$950 for homeowners. Must complete by 12/31.</p> <p>Molly Lewis, Project Manager presented on annual provider training opportunities.</p> <p>Tamra Nakamura, Sr. Accreditation Specialist presented on CLAS. Have a Health Plan that represents its population.</p> <p>In 2022, PHW’s staff was comprised of:</p> <ul style="list-style-type: none"> • 40% People of Color • 60% White • 82% Female • 18% Male <p>This concluded the Participant Advisory Committee Meeting at 2:41 PM.</p> <p>The Board Advisory Committee meeting started at 2:41 PM.</p>	<p>N/A</p>	<p>N/A</p>	

Participant Advisory Committee
September 12, 2023

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>A. NHT PIP Implementation Update</p> <p>B. Performance Improvement Project (PIP) – clinical</p>	<ul style="list-style-type: none"> NHT Implementation Update presented by Brendin Tupta. Interim report submitted 7/31/23, awaiting feedback from OLTL. Stratified data from “Aligned” to “Unaligned”. Focused Effort on Improving Automated Systems for Collection of Data. Engagement after inpatient discharge is largest gap. <p>Clinical PIP presented by Mike Zimage. Interim report submitted 7/31/23, awaiting feedback from OLTL. Stratified data from “Aligned” to “Unaligned”. Working towards a more personable outreach to provide services.</p> <p>This concluded the Board Committee meeting at 3:03 pm.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	
<p>VII. Next Meeting Date +</p>	<p>December 20, 2023</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p>VIII. Adjournment *</p>	<p>Greg asked for a motion to adjourn. Adjourned at 3:03 PM.</p>	<p>Adjourned</p>	<p>N/A</p>	<p>N/A</p>

Participant Advisory Committee

September 12, 2023

Respectively submitted,

Minutes prepared by (name & title):	Signature:	Date:
Kayla Stadelman, Community Health Services Representative	KS	9/25/2023