

Participant Advisory Committee

December 12, 2024

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
December 12, 2024**

Liberty Community Resources Philadelphia, PA

Internal Attendance Record

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

December	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Kayla Stadelman	Community Health Services Representative
P	Tiesha Grundy	Membership Retention Specialist
X	Dr. Craig Butler	Medical Director
X	Dr. Davuluri	Medical Director
X	Susan Foster	Supervisor, Case Management
X	John Savidge	HEDIS Operations Manager
X	Gina Hightman	Accreditation Specialist II
X	Brendin Tupta	Project Manager I
X	Jessica Grindle	Marketing Analyst
X	Tamra Nakamura	Senior Accreditation Specialist
X	Theresia Kody	Senior Resource Specialist
X	Paula Joshua-Williams	Accreditation Specialist II
P	Ralph Ramos	Supervisor, Case Management
X	Crystal Giles	Complaints and Grievances Manager
X	Joanna Lewis	Manager, Contact Center Operations
P	Sue Braufman	Senior Care Manager

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External Attendance Record

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December	Name	Title
P	Anton Austin	CIL Partner - CEO
X	Yaasmiyn White	OLTL Representative
X	Jennifer Lessa	OLTL Representative
X	Barbara Nickels	External Service Coordination Partner – CEO
P	Adrian Syders	Participant
X	Kristin Richards	OLTL Representative
P	Alethiea Johnson	Participant – PHW and Wellcare
P	Alethiea Johnson (niece)	Direct Care Worker
P	Kathleen Curcio	Participant – PHW and Wellcare
P	Kit Soto	Participant – PHW and Wellcare
P	Steven Daniels	Participant – PHW and Wellcare
P	Melissa Jackson	Direct Care Worker

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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	<p>Presented by Susan Foster, however Dr. Butler was on the line.</p> <p>Breast Cancer Awareness</p> <p>Symptoms/Concerns:</p> <ul style="list-style-type: none"> • Swelling or any change in the breast size or the shape • Nipple retraction • Breast or nipple pain • Nipple discharge other than breast milk • Swollen lymph nodes under arm or near collar bone • A new lump in the breast or underarm <p>CALL Your Physician with any concerns! Schedule a routine mammogram!!</p> <p>Dental Hygiene Poor Dental Hygiene can lead to serious health conditions. Brush your teeth: Use fluoride toothpaste. Floss</p> <p>Bladder Health Don't wait too long to use the restroom.</p>	N/A	N/A	

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B. Covid-19/Fluvention	<p>Do not rush when emptying your bladder. Avoid drinks or food that contain irritants: caffeine, artificial sweeteners, acid, spices, excessive amounts of salt and alcohol. Drink enough water throughout the day.</p> <p>Consumer Assessment of Healthcare Providers and Systems (CAHPS) Surveys that ask you about your experiences with healthcare services, including doctors, hospitals, and health plans.</p> <p>Presented by Susan Foster. Nationally Respiratory Illness causing people to seek healthcare is low.</p> <ul style="list-style-type: none"> • CDC recommends <i>everyone ages 6 months and older</i> receive an updated 2024-2025 COVID-19 vaccine whether they have ever previously had the vaccine or not. • Vaccination ideally should be done prior to the end of October (but should still be done if not completed this year) • It is safe to receive COVID-19 and flu vaccines at the same visit. <p>Covid Rates: COVID rates have decreased and are now at 8%. This means there has been a decrease in the number of COVID cases in PA over the past month. COVID rates nationally are at 5.6%.</p>	N/A	N/A	

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	<p>Fluvention is a campaign that will run October 2024-May 2025. Programs goals are:</p> <ul style="list-style-type: none"> ✓ Decrease flu among high-risk Participants. ✓ Increase overall flu vaccination rates from the previous year. ✓ Reduce flu-related utilization (ER visits, hospitalizations) <p>This program focuses on specific high-risk groups, including Participants who are 65+ years, those with chronic health conditions or pregnant.</p> <ul style="list-style-type: none"> • CDC recommends <u>everyone ages 6 months and older</u> receive an annual flu shot if indicated. <p>Flu activity in Pennsylvania as of October 19, 2024, is minimal.</p>			
C. HEDIS Operations	<p>HEDIS measures presented by John Savidge. Annual Preventative Care – 2025 Health Planner All well visits, cancer screenings, labs, dilated eye exams, flu shot/vaccines, dental visit. Hemoglobin A1c (HbA1c) Test, Kidney Function Test, Cholesterol & Triglycerides. Dilated Eye Exam, Body Mass Index (BMI). Bone Mineral Density Test, Blood pressure check</p>	N/A	N/A	
D. Marketing Materials	<p>Jessica Grindle presented. Good oral health:</p> <ol style="list-style-type: none"> 1. Brush your teeth thoroughly twice a day with a fluoride 	N/A	N/A	

+Informational or Old Business

*Action Required

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	<p>toothpaste.</p> <ol style="list-style-type: none"> 2. Be sure to floss daily between your teeth to help remove dental plaque. 3. Visit your dentist at least twice a year, even if you have no natural teeth or have dentures. 4. Do not use any tobacco products. If you are a smoker, consider planning to quit. 5. Avoid Sugary drinks and acidic foods. 6. If you have diabetes, be sure to maintain control of the disease. This will decrease risk for other complications, including gum disease. Treating gum disease may help lower your blood sugar level. <p>You can request a free dental kit by calling Participant Services at 1-844-626-6813</p> <p>Women’s Health: Schedule and complete your no cost mammogram. Women ages 50-74 should have routine mammogram screenings every 2 years.</p> <p>Health Education Advisory Committee Concluded at 1:51 PM</p>			

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	<p>Participant Advisory Committee Started at 1:51 PM</p>			
A. Complaints and Grievances	<p>Crystal Giles reviewed the Q3 information for 2024. Other has the highest complaints in Q3. Attitude and Service is highest complaint in Q3. Home health has the highest grievances for Q3.</p>	N/A	N/A	
B. Customer Service	<p>Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q3 2024: 10 seconds average speed to answer PTPs, 9 seconds average speed to answer providers. Abandoned rate for calls Q3 2024 was 0.86% for participants and 0.47% for providers. All goals met.</p>	N/A	N/A	
C. PHW Services	<p>Presented by Greg Hershberger. Habilitation Service: #20 – Cognitive Rehabilitation Therapy - This service is a systematic, goal-oriented therapeutic approach for individuals whose cognitive or neurological functioning (such as memory, language, attention, or executive functions) is impaired (due to, for instance, a brain injury or stroke) so they can become better aware of their limitations, strengths, and needs, and acquire skills to improve their cognitive function or compensate for the loss of</p>	N/A	N/A	

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	<p>cognitive function.</p> <p>Behavior Services: Behavioral Health Services are excluded from CHC-MCO Covered Services. The CHC-MCO must coordinate with the Behavioral Health MCOs for clinical treatment to address mental health, alcohol, and drug related therapies.</p> <p>#23 – Behavior Therapy - Services to assess a participant, develop a home treatment/support plan, train family members/staff and provide technical assistance to carry out the plan, and monitor the participant in the implementation of the plan.</p> <p>#24 – Counseling Services - Counseling for a participant to help resolve conflicts and family issues, such as helping the participant to develop and keep positive support networks, improve personal relationships, or improve communication with family members or others.</p> <p>Skilled Services: #27 – Occupational Therapy - Occupational Therapy services are ordered by a doctor and performed by an Occupational Therapist (OT). Services include evaluating a participant’s skills and helping to change daily activities so that the participant can perform activities of daily living.</p> <p>#29 – Physical Therapy - These services are ordered by a doctor and performed by a Physical Therapist (PT). They include evaluation and treatment of a participant to limit or prevent disability after an injury or illness.</p> <p>#30 – Speech Therapy - Speech Therapy services are ordered by a physician and performed by a licensed American Speech-Language-Hearing associate or certified speech-language</p>			

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D. Employment Services	<p>pathologist. Services include evaluation, counseling, and rehabilitation of a participant with speech disabilities.</p> <p>Theresia Kody presented on the following employment services.</p> <p>#1. Benefits Counseling. This service informs and answers questions from a participant about earned income and benefits (e.g. CHC waiver, Social Security Administration benefits, Medicare, SNAP, housing subsidies). This service is valuable as it helps participants make informed decisions about work, career advancement, increasing economic self-sufficiency, and more.</p> <p>#2. Career Assessment. This service provides an individualized employment assessment, to help identify potential career options based on interests, experience, and strengths of the participant. This service helps our participants discover their skills, interests, and capabilities.</p> <p>#3. Employment Skills Development. This service provides learning and work experiences so the participant can develop strengths and skills for paid employment in the community. This service helps our participants further skill development for successful finding of a job.</p> <p>#4. Job Finding. This service is an individualized service that assists participants to find competitive, integrated employment. The service helps the participant to identify and/or develop potential jobs and assists the participant in securing a job that fits their skills and preferences and employer’s needs. This service is valuable as it supports the participant’s job search</p>	N/A	N/A	

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E. Community Relations and Outreach	<p>with their career and life goals at the forefront, while also assisting with communication of disability/health conditions, as necessary.</p> <p>#5. Job Coaching. This service is tailored to the individual needs to learn and maintain their job. There is both intensive and follow along support depending on the level of need. This service may include, but is not limited to on-the-job training and skills development, developing natural supports, navigating workplace policies, and requesting reasonable accommodations. This is valuable because it assists with getting connected at a new job and keeping that job, even as health needs fluctuate.</p> <p>You can locate PHW’s 32 services on our website at: pahealthwellness.com/members/ltss.html</p> <p>Tiesha Grundy presented. 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:</p> <ul style="list-style-type: none"> • Older adults and people with disabilities 18 and older in Pennsylvania may be eligible to receive up to \$1,000 in rebates. • Apply online or you can call 1-888-222-9190. • Deadline to apply Dec. 31st. 	N/A	N/A	

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	<p>Southeast Events:</p> <p>Christmas Village in Philadelphia from November 23 – December 24 at LOVE Park and City Hall.</p> <p>Holiday Light Show at Shady Brook Farm now until January 5, 2025.</p> <p>For information on Community Events please e-mail PHWCommunityOutreach@PAHealthWellness.com. You can also follow PA Health and Wellness on Facebook.</p> <p>Greg Hershberger: Holiday Safety Tips: putting garland on a handrail can be a hazard, tripping on throw rugs, snow and ice removal, beware of scams, don't shop alone, carpool, make sure your fireplaces are clean before using them, be aware of warming centers in your area, if needed.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:43 PM.</p>	N/A	N/A	

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<p>A. Performance Improvement Project (PIP) – non-clinical</p>	<p>The Board Advisory Committee meeting started at 2:43 PM.</p> <p>Transitioning Participants from the Nursing Facility to the Community Non-Clinical PIP presented by Brendin Tupta. PHW has received feedback from OLTL on our recent Non-Clinical PIP submission.</p> <p>The consensus is that OLTL accepted all interventions proposed. We have submitted a revised proposal to the state and expect to hear back in the coming weeks.</p> <p>There are several Interventions PHW has put in place to assist in the non-clinical transition process:</p> <p>Intervention 1a: RAC assessment Remediation - When PTPs leave the NF into the community PHW makes every effort to perform a new set of assessments, and a care plan update with the PTP once in the community.</p> <p>Intervention 3a: Final Discharge Review - When a PTP is discharging from the facility the SC will plan a meeting prior to discharge to finalize all details of the PTP’s transition process.</p> <p>Intervention 4a: Wavier Enrollment Assistance - When a PTP is referred to the NHT process our team immediately begins the waiver referral process for the PTP.</p> <p>With the new Non-Clinical Project, the state has chosen to highlight Health Equity as a key component of the project.</p>	<p>N/A</p>	<p>N/A</p>	

+Informational or Old Business

*Action Required

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B. Performance Improvement Project (PIP) – clinical	<p>New Clinical PIP – Strengthening Care Coordination presented by Paula Joshua-Williams.</p> <p>Proposal comments received from IPRO/OLTL</p> <p>Comments made in three components/subcomponents.</p> <ul style="list-style-type: none"> • Methodology • Barrier Analysis • Interventions <p>PHW addressed comments and provided revisions to IPRO/OLTL on 10/18/2024.</p> <p>This concluded the Board Committee meeting at 3:04 PM with a reminder that the next meeting will be March 2025.</p>			
C. Provider Training and Opportunities	<p>Mollie Lewis presented on Provider Trainings and Opportunities from 2024. Topics included:</p> <ul style="list-style-type: none"> • Cultural Awareness and Sensitivity • Cultural Humility: Building Upon the Foundation of Cultural Competency • Understanding the Basics of Dementia • PHW Administrative & Other Processes • Quality Management Processes/Issues & Provider Issues/Relations • Critical Incident Management • Integrated HealthCare Management 			

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Next Meeting Date +	March 2025	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:07 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Relations Coordinator III	Signature:	Date: 12/12/2024
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