

Participant Advisory Committee

March 21, 2024

PA Health & Wellness Southeast Participant Advisory Committee Meeting
March 21, 2024

Liberty Community Resources Philadelphia, 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	Tiesha Grundy	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	Sean Renynolds	External Service Coordination Partner
X	Yaasmiyn White	OLTL Representative
X	Kristen Richard	OLTL Representative
X	Lee Fulena	Achieva Trust – Employment
P	Fermina Maddox	CIL Partner
P	Adrian Edwards-Syders	Participant
P	Andre Pratt	Participant
P	Gloria Hardaway	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 1:04 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: 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	N/A	N/A	

+Informational or Old Business

*Action Required

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B. Fluvention	<p>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. 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.</p>	N/A	N/A	

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<p>C. HEDIS Operations</p> <p>D. Health Education Materials</p>	<p>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. Question: Is there a list of accessible gyms? Answer: We can look into that for next meeting.</p> <p>Greg Hershberger presented on Spring Wellness. Spring is almost here. Wear SPF. Prevention is key to tick bites. Get/stay active. 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> <p>Health Education Advisory Committee Concluded at 1:48 PM</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>Greg H.: Look into a list of accessible gyms.</p> <p>N/A</p> <p>N/A</p>	

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<p>A. Complaints and Grievances Q3 2023</p> <p>B. Customer Service</p> <p>C. Transportation</p>	<p>Participant Advisory Committee Started at 1:48 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>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>No concerns in the Philadelphia area at this time. Joanna: Make sure any transportation concerns get reported to PHW so that it's documented and can be addressed.</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>	

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D. Employment	<p>Theresia Kody presented on benefits counseling, employment opportunities and being employed. 2024 OLTL Goals related to HCBS for 21-64: 2.4% Employment as a goal in PCSP. April is Financial Literacy Month: Benefits Counseling, Explore resources on PHW website, Check with local library and/or CareerLink. 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. 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. 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	
E. Housing	<p>Greg H. presented on Community Health Choices and Housing Resources.</p>	N/A	N/A	

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<p>F. Community Relations and Outreach</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:</p> <p>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.</p> <p>Additional support may be available through the Medicare Payor.</p> <p>Tiesha Grundy 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. United Way is providing free tax preparation. Call 211 for more information and locations.</p>	<p>N/A</p>	<p>N/A</p>	

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<p>A. Performance Improvement Project (PIP) – non-clinical</p>	<p>Nutrition Month: MANNA and PHW have an online cooking demonstration with a Licensed Dietitian on March 21, 2024 at 4pm. For information on Community Events please e-mail PHWCommunityOutreach@PAHealthWellness.com.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:21 PM.</p> <p>The Board Advisory Committee meeting started at 2:21 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>New project name pending</p>	<p>N/A</p>	<p>N/A</p>	

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B. Performance Improvement Project (PIP) – clinical	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	N/A	N/A	
C. Rural Listening	Greg Hershberger presented. We hope to have the data from the listening sessions and present on it in Q2 or Q3. We plan to ask different entities to join us on future PAC meetings. Please send any ideas to Greg H. by May 1,2024. This concluded the Board Committee meeting at 2:30 PM with a reminder that the next meeting will be June 20, 2024.	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 2:30 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Health Services Representative	Signature:	Date: 3/21/2024
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