

Participant Advisory Committee

December 13, 2023

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

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

December	Name	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
X	Chelsea Perren	Manager, Grievance & Appeals
P	Joanna Lewis	Director, Operations
X	Brendin Tupta	Manager, HEDIS Operations (Clinical)
X	Gina Colon	Health Equity Specialist
X	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
P	Athena Aardweg	Program Manager II
X	John Savidge	Coordinator, Quality Improvement II – HEDIS Operations
P	Heather Dum	Senior Product Performance Analyst
X	Kayla Stadelman	Community Health Services Representative
P	Jessica Grindle	Marketing Analysis

External Attendance Record

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

December	Name	Title
X	Carol Fischer	Caregiver
P	Cathy Caris	LTSS Participant
P	Lisa Mosure	Caregiver
P	Julie Robins	LTSS Participant
P	Raven Robins	Caregiver
X	Karen Knipe	LTSS Participant
X	Melinda Clesca	Involve Dental

+Informational or Old Business

*Action Required

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December 13, 2023

P	Misty Dion	CIL Partner
P	Karen Koch	CIL Partner
P	John Bausinger	CIL Partner
X	Bailey Carey	PA Health Management
X	Micheal Tippitt	PH Provider
N/A	Yaasmyin White	Office of Long Term Living
X	Anthony House	BH 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 1:09 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	<p>Dr. Davuluri: Covid infection and RSV increase in positive cases and hospitalizations. New variant of COVID. RSV increasing 65+ with chronic conditions there is a vaccine available. Speak with PCP and get vaccinated for flu, covid and RSV.</p> <p>Spoke on importance of oral care. Oral care is important to maintain strong teeth decrease risk of infections from bacteria. Work with SC and PCP to acquire services.</p> <p>Raising awareness surrounding early detection/prevention of breast cancer through mammograms.</p>	N/A	N/A	

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B. Fluvention	<p>Type 1 and 2 diabetes uncontrolled can cause heart attack and stroke. Working on a program to find members that have uncontrolled sugars and discovering why they are uncontrolled. He spoke on the types of Diabetes (Type 1, Type 2, and Prediabetes) and what to look for in all of them. He reviewed the preventative screenings that someone could do and a healthy lifestyle would reduce your risk of diabetes. Updated PHW website for education with chronic conditions.</p> <p>Presented by Susan Foster. The campaign runs 09/23-03/24. 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 11/25/23. Influenza A & B are similar besides a few variants. Vaccine includes different types of variants.</p> <p>Greg H.: Does the Flu vaccine include RSV? Susan F.: No, it does not.</p> <p>You cannot get the Flu from the Flu vaccine. Vaccine does not always work 100% of the time.</p> <p>Karen Knoch stated that the CIL has information upstairs on the flu vaccine, COVID vaccine and supplies. COVID tests, hand sanitizer, and other various items.</p> <p>Vaccination rate for PHW is 29%, which is spectacular in comparison to Centene Corp.</p> <p>Flu season has been mild so far, but it is still early.</p>	N/A	N/A	

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C. HEDIS Operations	<p>J John S. presented on Roadmap Preventative Care for 2024. Schedule your annual visit with your practitioner. Get your lab work completed. Annual eye exams can check for diabetes and hypertension. Dental exams every 6 months. Diabetes exams – complete exams as recommended. Cancer screenings – keep up with preventive cancer screenings like colonoscopies and mammograms.</p> <p>Greg H. It is also important to get to a Podiatrist if you have diabetes.</p>	N/A	N/A	
D. Health Education Materials	<p>Greg Hershberger presented on Seasonal Affective Disorder – a type of depression that occurs during the fall and winter months. Call 911 for emergencies and call 988 for any Mental Health crisis. Karen stated that at the CIL they have various activities throughout the month that those are important to get out and socialize throughout the week/month.</p> <p>Health Education Advisory Committee Concluded at 1:56 PM</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>Participant Advisory Committee Started at 1:57 PM</p> <p>Crystal Giles reviewed the Q3 information. Home Health has the highest complaints. Leslie: Needs help with medical equipment, has asked to 2 SC's and got nowhere. Greg H.: I will get Leslie's information to Crystal to follow-up.</p> <p>Joanna presented on Customer Service. She spoke about the Participant and Provider incoming calls and how PHW met the metrics for Q3 2023 and throughout the year – 15 seconds average speed to answer PTPs, 14 seconds average speed to answer providers.</p> <p>Joanna spoke about transportation and how it has improved over the course of the past 3 years. She stated that PHW has a standing meeting with MTM every week and the Teams huddle together to fix any problems that happened the prior week.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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D. Employment	<p>Cathy was asking about how can PHW be more efficient in scheduling rides out sooner than 3 days out? Joanna stated that we are working with MTM to decrease that timeframe, however it is their policy right now and we are working with them.</p> <p>Theresia Kody presented on benefits counseling, employment opportunities and being employed. Making 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. Striving to support the 2.2% of HCBS PTPs aged 21-64 with employment interest.</p> <p>Karen stated that they have an employment group at the CIL that could help with anything that you maybe looking for in the community.</p>	N/A	N/A	
E. Community Relations and Outreach	<p>Gina reported on Community Relations and Outreach. Community Connect is available and a free website where you can plug in your zip code to find thousands of local resources – available on PHW’s website.</p> <p>LiHeap is for heating bills even if your heat is included in your rent.</p>	N/A	N/A	

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<p>A. Performance Improvement Project (PIP) – non-clinical</p> <p>B. Performance Improvement Project (PIP) – clinical</p> <p>C. Rural Listening</p>	<p>This concluded the Participant Advisory Committee Meeting at 2:31 PM.</p>			
	<p>The Board Advisory Committee meeting started at 2:32 PM.</p>			
	<p>Non-Clinical PIP Michael Z. reviewed the objective of this project is to assist PTPs in transitioning from the Nursing Facility in the community. Completion of the InrterRAI and referrals to Community Partners for housing.</p>	N/A	N/A	
	<p>Clinical PIP Michael Z. reviewed the objective of this project is transitioning PTPs from the hospital back to the home setting. This project started in 2018. Will move into a new project next year sometime. Annual report due 3/31/2024. There were no questions.</p>	N/A	N/A	
<p>Athena Aardweg presented on rural listening session. She wanted participants feedback with various topics regarding rural concerns, if there where any. Cathy’s main concern was transportation in the Williamsport and outlying communities in the NE. Another take away was there are not quality providers for DME and Dental in the NE.</p> <p>This concluded the Board Committee meeting at 2:54 pm with a</p>	N/A	Provider in the area. DME and Dental	Provider Relations	

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	reminder that the next meeting will be March 20, 2024.			
VII. Next Meeting Date +	March 20, 2024	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:54 pm.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Health Services Representative	Signature: KS	Date: 12/15/2023
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