

Participant Advisory Committee
December 14, 2023

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

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

December	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
P	Chelsea Perren	Manager, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Brendin Tupta	Manager, HEDIS Operations (Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
X	Athena Aardweg	Program Manager II
P	John Savidge	Coordinator, Quality Improvement II – HEDIS Operations
P	Heather Dum	Senior Product Performance Analyst
P	Tiesha Grundy	Community Relations and Outreach Specialist
X	Kayla Stadelman	Community Health Services Representative

External Attendance Record

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

December	Name	Title
P	Adrian Edwards-Syders	LTSS Participant
P	Charlotte Dabney	LTSS Participant
P	Andre Pratt	LTSS Participant
P	Ivy Johnson	Caregiver
X	Gloria Hardaway	LTSS Participant
X	Melinda Clesca	Involve Dental
P	Fermina Maddox	Executive Director Liberty
P	Sarah McElhattan	Service Access Management, INC.

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X	Stasha Frasher	PH Provider
P	Yaasmyin White	Office of Long Term Living
X	Lauren Keane	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 1:11 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 Education	<p>Dr. D Covid is increasing with hospital admissions, but community levels remain low. Speak with providers and get vaccinated. Increasing RSV numbers in 65+ population.</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> <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</p>	N/A	N/A	

+Informational or Old Business

*Action Required

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B. Fluvention	<p>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>Ralph Ramus 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. Vaccination rate for PHW is 29%, which is spectacular in comparison to Centene Corp. Flu season has been mild so far but it is still early.</p>	N/A	N/A	
C. HEDIS Operations	<p>Greg H. 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. Write down questions and prepare for upcoming doctor appointments. Schedule follow-up appointments.</p>	N/A	N/A	

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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.</p> <p>Health Education Advisory Committee Concluded at 1:44 PM</p> <p>Participant Advisory Committee Started at 1:46 PM</p>	N/A	N/A	
A. Complaints and Grievances Q3 2023	<p>Danii Cyrus reviewed the Q3 information. Home Health has the highest complaints. No questions.</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 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>	N/A	N/A	

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C. Transportation	<p>Q: Can you bring a report that shows busiest call volume times? A - Joanna: Busiest call volumes times are 11:15AM-2:30PM</p> <p>No updates. PTP Adrian: Had to switch PCPs due to transportation concerns. Transportation has always been poor. Joanna: Do you want a transportation representative to follow-up with transportation issues? PTP Adrian: Declined because already left PCP.</p>	N/A	N/A	
D. Employment	<p>Theresa 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. PTP Adrian: Can you work over 65? Theresa K.: Yes, please let SC know. Greg will send Adrian's contact info to Theresa.</p> <p>Tiesha Grundy reported on Community Relations and Outreach. Community Connect is available and a free website where you can</p>	N/A	Greg needs to send Theresa K. Adrian's contact info.	

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*Action Required

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E. Community Relations and Outreach	<p>plug in your zip code to find thousands of local resources – available on PHW’s website. Check smoke detectors, stay warm, safe, and healthy. Focus on health goals. Fire departments will sometimes provide smoke detectors.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:46 PM.</p> <p>The Board Advisory Committee meeting started at 2:51 PM.</p>	N/A	N/A	
A. Performance Improvement Project (PIP) – non-clinical	<p>Non-Clinical PIP Brendin T. reviewed the objective of this project is to assist PTPs in transitioning from the Nursing Facility in the community.</p>	N/A	N/A	
B. Performance Improvement Project (PIP) – clinical	<p>Clinical PIP Michael Z. reviewed the objective of this project is transitioning PTPs from the hospital back to the home setting. Annual report due 3/31/2024. There were no questions.</p> <p>This concluded the Board Committee meeting at 3:04 pm with a reminder that the next meeting will be March 21, 2024.</p>	N/A	N/A	

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VII. Next Meeting Date +	March 21, 2024	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Motion made at 3:04 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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