

## Participant Advisory Committee

*December 5, 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
P	Joseph Elliot	Director, LTSS Operations
P	John Savidge	Coordinator, Quality Improvement II – HEDIS Operations
P	Heather Dum	Senior Product Performance Analyst
P	Kayla Stadelman	Community Health Services Representative
P	Jessica Grindle	Marketing Analysis
P	Felicia Alexander	Community Relations and Outreach

### External Attendance Record

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

December	Name	Title
P	Penny Fleckenstein	LTSS Participant
P	Keith Klink	LTSS Participant
P	Gayle Lewandowski	LTSS Participant
P	James Wade	LTSS Participant
P	Maria Martin	LTSS Participant
P	Quinn Wells	Caregiver
X	Leon Abramovitz	LTSS Participant

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

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>I. Call to Order</b>	Greg Hershberger called the meeting to order at 1:11 PM	N/A	N/A	Greg Hershberger
<b>II. Announcements +</b>	Roll call was conducted.	N/A	N/A	Greg Hershberger
<b>III. Review/Approval of the Minutes</b>	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	All
<b>IV. New Business +</b> A. Health Education	<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>Susan Foster 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 &amp; B are similar besides a few variants. Vaccine includes different types of variants. Greg H.: Does the Flu vaccine include RSV? Susan F.: No, it does not. You cannot get the Flu from the Flu vaccine. Vaccine does not always work 100% of the time. Gail: How do I know if I should get the RSV vaccine? Susan F.: Ask your provider. It is a good recommendation to get it but check with your provider about contraindications. You can check with the Health Department and local pharmacies to find where you can get the vaccine. Or, you can always call PHW member services for more information.</p>	N/A	N/A	

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C. HEDIS Operations	<p>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> <p>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>Gail: Has never received any money for screenings. Greg H: will check into that. Write down questions and prepare for upcoming doctor appointments. Schedule follow-up appointments.</p>		Follow up on Gail’s money not received and if there are any other that haven’t received this incentive	Greg Hershberger
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 2:06 PM</p>	N/A	N/A	

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A. Complaints and Grievances Q3 2023	<p>Participant Advisory Committee Started at 2:10 PM</p> <p>Greg Hershberger reviewed the Q3 information. Home Health has the highest complaints. No questions.</p>	N/A	N/A	
B. Customer Service	<p>Greg Hershberger presented on Customer Service. Greg 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> <p>Gail: Does the data include the time that a PTP must listen to the recordings they play when you call before speaking to Customer Service?</p> <p>Joe E.: Gussed that the time is probably once you enter the call queue.</p>	N/A	N/A	
C. Transportation	<p>No updates.</p> <p>Gail: MTM needs fixed. They do not care.</p> <p>Greg H: Previous situation has been escalated to Sr. Leadership.</p>	N/A	N/A	

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D. Employment	<p>Gail: Had a situation with a driver at MTM and felt it was not handled appropriately and PHW did nothing. She filed a grievance because they are trying to cut her transportation.</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 <a href="mailto:Information@PAHealthWellness.com">Information@PAHealthWellness.com</a>. 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>Gail: Employment can impact benefits.</p> <p>Theresia K.: Benefits counseling can help map out what it would look like.</p>	N/A	N/A	
E. Community Relations and Outreach	<p>Felicia 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>Happening in the Community: Dec 8 at 11:30 Community Food Distribution at 2145 Centre Ave Pittsburgh, PA 15219.</p>	N/A	N/A	

+Informational or Old Business

\*Action Required

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A. Performance Improvement Project (PIP) – non-clinical	<p>Dec 16 from 4-8pm Hill CDC Pre-Kwanzaa Celebration at 2145 Centre Ave Pittsburgh, PA 15219.                      Dec 29 from 12-3pm Senior Jazz Connection “Seniors that Slay” Fashion Show at 1435 Bedford Ave Pittsburgh, PA 15219</p> <p>This concluded the Participant Advisory Committee Meeting at 2:38 PM.</p> <p>The Board Advisory Committee meeting started at 2:38 PM.</p> <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>	N/A	N/A	
C. Rural Listening	<p>Joe Elliot presented on rural listening session. He wanted participants feedback with various topics regarding rural concerns, if there where any. Gayle and Keith agreed that</p>	N/A	N/A	

+Informational or Old Business

\*Action Required

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	<p>transportation in the rural areas is tough to get, but that PHW will help the process move forward. There were no other concerns.</p> <p>This concluded the Board Committee meeting at 3:21 pm with a reminder that the next meeting will be March 2024.</p>			
<b>VII. Next Meeting Date +</b>	March 12, 2024 at TRPIL in Washington	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg asked for a motion to adjourn. Keith made the motion at 3:21 pm.	Adjourned	N/A	N/A

Respectively submitted,

<p><b>Minutes prepared by (name &amp; title):</b> Kayla Stadelman, Community Health Services Representative</p>	<p><b>Signature:</b> KS</p>	<p><b>Date:</b> 12/5/2023</p>
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