



## Participant Advisory Committee

June 11, 2019

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

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

Mar	Jun	Sep	Dec	PHW Staff/Observers	Title
P	X			Daniel Kleinmann	Community Relations
P	X			Greg Hershberger	Project Manager
X				Marci Kramer	Director, Quality Improvement
X	X			John Mee	Sr. Director, Vendor Mgmt.
P	P			Felicia Alexander	Pathways Facilitator
P	P			Jim Swingle	Manager, HEDIS and Stars Operations, Chairman
X				Malik Haynes	Manger, Quality
P	P			Jim Amato	PC II
P	P			Sarah McElhattan	Service Access and Management
				Melinda Clesca	Engolve Dental
	P			Ashley N. Moore	Quality Improvement Coordinator I
	X			Colleen Miles	Director Grievance & Appeals
	X			Shannon Hughes	Manager Operations
	P			Ellie Wozniak	Quality Improvement Coordinator I
	X			Shirley A. Stahler	Quality Improvement Specialist I
Mar	Jun	Sep	Dec	Designee Attendee Name	Title

### External Attendance Record

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

Mar	Jun	Sep	Dec	Community Observers	Title/Program
P	X			Erin Ninehouser	SC for PA health Access Network
Mar	Jun	Sep	Dec	Name	Title
P				MM	LTSS Participant
P	P			KK	LTSS Participant

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P	P			GL	Participant
P	P			PF	LTSS Participant
P				NW	LTSS Caregiver
P				Andrea Costello	TRIPIL
P				Anna Zaydenberg	ComForcare Senior Services
	P			Carol Jones	TRIPIL
	P			Daniel L. Bodnar	Participant
P				CR	Participant
P	P			MT	Participant
				LB	Participant
				Andrea Costello	LTSS Provider
				Anthony House	BH Provider
				Marsha Simonds	PH Provider



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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>I. Call to Order</b>	Jim Swingle called the meeting to order at 10:20 AM.	N/A	N/A	Jim Swingle
<b>II. Announcements +</b>	Roll call and introductions were made by all in attendance via phone and in-person.	N/A	N/A	Jim Swingle
<b>III. Review/Approval of the Minutes *</b>	Gayle Lewandowski, participant, approved and Keith Klink participant, seconded the motion to approve the minutes from March 12, 2019.	Approved as written.	N/A	All
<b>IV. Old Business +</b> A. Transportation	<p>Jim Amato arranges the transportation. The Participants feel their complaints are falling on deaf ears. Jim Swingle stated that all of the participants arrived at the meeting on time. The transportation situation was being worked on late to make sure everybody got their transportation and arrived on time. John Mee is trying to get the issues resolved. Matt Taylor stated that PHW should not have to work on till late and the rides should be consistent.</p> <p>PF said she had a good experience with her transportation. She said the driver called her to let her know that she would be a little late and then called when she was four minutes away from her house.</p> <p>Jim Amato explained that what they try to do is be an advocate for the participant. They are trying to streamline the process to help it get better. John Mee informed us that there were 7000 trips in the first quarter in the Southwest. The broker has some issues to deal with. PHW has to work with many different agencies. Share a Ride will take you almost anywhere.</p> <p>GL was asking about an MTM debit card for friends and family to</p>	N/A	N/A	N/A

+Informational or Old Business

\*Action Required

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	<p>give rides in specific circumstances. She received the card without requesting it. The card is for reimbursement to friends and family in electronic payment for giving rides in specific circumstances. Daniel Kleinmann is responsible for the follow up on this.</p>		<p>Daniel Kleinmann to follow up</p>	
<p><b>V. New Business</b>            A. PAS and home health services – Rating system             B. PAF hours</p>	<p>Participant GL stated she would like to be involved in the program to rate the PAS and home health services. PF stated she would also like to be involved. Jim stated he would make sure that they were involved if the system comes to fruition.</p> <p>GL brought up the reduction of PAF hours. Colleen Miles stated, they are looking at real life solutions to determine how many PAF</p>	<p>N/A</p>	<p>GL and PF will be asked to be part of this initiative.</p>	



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<p>D. Customer Service 1<sup>st</sup> Quarter 2019 report</p> <p>E. Quality Improvement</p>	<p>1 – Quality of care            1 – Quality of provider site            16 – Attitude and service for both PHW and providers            DB wanted to know if the issues were resolved. He was informed that they all were resolved but some of the participants were not always happy with the results of the findings.</p> <p>Participant calls - 82332            Average speed of answer was 18 seconds. Required is within 30 seconds.            Provider calls – 31135            Average speed of answer was 21 seconds. Required is within 30 seconds.</p> <p>MT wanted to know what the abandonment rate was.            Abandonment rate was 1 ½ %.            Discussion on Performance Improvement Plan in an Acute Facility.            Work to improve the coordination of care and behavior health.            Non-Clinical follow up after a hospital stay and transition of care.            Work with participants when they leave the Nursing Home and facilitate to keep them out of the Nursing Home for at least six months.</p>			
<p><b>VII. Next Meeting Date</b> +</p>	<p>September 10, 2019 @ 10:00 AM</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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<b>VIII. Adjournment *</b>	Jim concluded the meeting at 11:19 AM.	Adjourned	N/A	Jim Single

Respectively submitted,

<b>Minutes prepared by (name &amp; title):</b> Shirley A. Stahler, Quality Improvement Specialist I	<b>Signature:</b>	<b>Date:</b> 06/12/19
<b>Minutes approved by (name &amp; title):</b>  James A Swingle, MSN, RN, CCM, Chair	<b>Signature:</b>	<b>Date:</b>  06/13/2019