



Participant Advisory Committee/NE
March 9, 2021

Internal Attendance Record (Quorum, if applicable = [# needed or NA]
 (X = phone conference, P = in person attendance)

Mar	PHW Staff/Observers	Title
X	Greg Hershberger	Community Outreach Specialist - Chairperson
X	Marci Kramer	Director, Quality Improvement
X	Shirley A. Stahler	Quality Improvement Specialist I
X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X	Joanna Lewis	Manager, Operations
Mar	ADHOC	Title
X	Pamela Suhan	Quality Improvement Coordinator I
X	Hollie Worthington	Quality Improvement Project Manager

External Attendance Record
 (X = phone conference, P = in person attendance)

Mar	Name	Title
X	CC	LTSS Participant
	JW	LTSS Participant
	TS	LTSS Participant
X	DH	LTSS Participant
X	MG	LTSS Participant
	JR	LTSS Participant
X	AB	LTSS Participant
X	Ed Butler	OLTL

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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 1:25 PM.	N/A	N/A	Greg Hershberger
II. Announcements +	Greg conducted the roll call.	N/A	N/A	Greg Hershberger
III. Old Business				
A. Review/Approval of the Minutes *	Meeting minutes were accepted without any changes.	Accepted	N/A	N/A
B. Follow up from Previous Meeting	MG, TS, and CC were contacted by Jay Pagni concerning their grievances. MG's grievance was resolved. TS had a hospitalization and a new assessment. Jay alerted the Service Coordinator and coordination restoration/continuation of hours. A message was left for CC to call Jay back. She did not call back.			
	CC's issue is she does not want the Case Worker that she has. She has requested a different one but still has the same one.	N/A	Follow up on CC getting a different Case Worker.	Greg Hershberger
	CC has issues with transportation. She said that transportation has went by her house to drop someone off and then they turn around and take her back.		Give Jim Amato Cathy's contact information to discuss the issue.	Greg Hershberger
IV. New Business				
A. 2020 HCBS CAHPS Survey Results.	Hollie Worthington presented the 2020 HCBS CAHPS Survey Results. She explained that the surveys are completed to assess the Participants experiences. The targeted groups are 18 – 85 year olds.	N/A	N/A	N/A

+Informational or Old Business

*Action Required

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<p>B. Complaints and Grievances 4th Quarter 2020</p>	<p>The results are broken down into six groups:</p> <ul style="list-style-type: none"> • Age • Health Status • Education • Ethnicity • Race • Urban/Rural <p>She presented the comparison of the 2019 vs 2020 Global and Overall Ratings. She also presented the Composite results for 2019 vs 2020 and the Composite results for PHW vs Statewide.</p> <p>They identified and listed the Successes and Areas for Improvement. She asked the Participants if they had any feedback on transportation.</p> <p>For the specific results of the survey, please see slides 15 – 25.</p> <p>Jay Pagni presented the Complaints and Grievances 4th Quarter 2020 results. He stated that Access & Availability is the top complaint category for the 4th quarter.</p> <p>Grievances had a significant increase for Quarter 4. This is because there was a reduction or change in the Participants PAS services.</p> <p>For more detailed information on complaints and grievances, please see slides 28 – 32.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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C. Customer Service 4 th Quarter results	<p>Joanna Lewis presented the Customer Service results for Quarter 4, 2020. She informed the Participants that Customer Service received 48,950 Participant calls in Quarter 4 and 224,734 year to date. The average speed to answer for Quarter 4 was 18 seconds giving them a rating of 88% and year to date was 15 seconds with a rating of 90%. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p> <p>There were 23,193 Provider calls in Quarter 4 with an average speed of answer of 17 seconds. There were 105,701 calls year to date with an average speed of answer for 15 seconds. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p> <p>CC asked who is requesting the goals and expectations. Joanna responded that it was the Office of Long Term Living.</p>	N/A	N/A	N/A
V. Next Meeting Date +	Next meeting will be held on June 8, 2021	N/A	N/A	N/A
VI. Adjournment *	Greg adjourned the meeting at 1:50 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 3/18/21
Minutes approved by (name & title):	Signature:	Date:

+Informational or Old Business

*Action Required