



Participant Advisory Committee

June 23, 2022

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

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

June	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
P	Deborah Boggs	Quality Improvement Coordinator I
P	Shane' Jeffery	Transportation
P	Michael Zimage	Quality Improvement Coordinator I
P	Joanna Lewis	Director, Operations
P	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Butler	Medical Director
P	Rachel Heimbach	Quality Improvement Project Manager
P	Curtis Knight	Community Health Services Connector
P	Tamara Nakamura	Quality Improvement Coordinator II
P	Sandra Greenwalt	Senior Accreditation Specialist
P	Jessica Grindle	Marketing Analysis
P	Kay Gore	Manger, LTSS

External Attendance Record

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

June	Name	Title
P	Darlene Sherman	LTSS Participant
P	Marlene Guzman	LTSS Participant
P	Stacy Steber	LTSS Participant
P	Julia A. Robins	LTSS Participant
P	Yasmine Maldonado	PA Health Management
P	Marlene Guzman	LTSS Participant

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X	Cathy Caris	LTSS Participant
X	Anthony House	BH Provider
P	Linzi Driver	Involve Dental
X	David Yadush	PH 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 1:06 PM	N/A	N/A	
II. Announcements +	Roll call was conducted.	N/A	N/A	
III. Review/Approval of the Minutes	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	
IV. New Business +				
A. COVID-19	Dr. Butler presented on COVID-19 updates. Dr. Butler stated component of fatigue regarding Covid-69% of the people in PA have been fully vaccinated and 83% has had at least one shot. Vaccines extended to almost everyone (6 months and older) probably have updated Covid vax going forward. Cases taping down as well as the severity of Covid. What is PHW office return stand point, it has changed the way we work, more remote work and transition to 70% remote and 30% is mostly leadership.	N/A	N/A	
B. Fluvention	Susan Foster reviewed the 2021-2022 Fluvention campaign. Met vax goal for this year. We sent texts and emails to encourage flu vaccination. Noted that there was a significant drop in vaccinations for the demographic in need of flu vaccinations. Questions: Victoria-will there be a dose that has a flu and covid	N/A	N/A	

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A. Complaints and Grievances Q1 2022	<p>Participant Advisory Committee Started at 1:30 PM</p> <p>Crystal Giles presented Q1 Complaints and Grievances. Crystal presented that the biggest C&G is access and availability, including in the NE area. No questions.</p>	N/A	N/A	
B. Customer Service	<p>Joanna Lewis reviewed the call center statistics. Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q1 2022. PHW provides all necessary trainings for new employees and ongoing trainings for current staff. Joanna did state that PHW is 100% remote with the call center.</p>	N/A	N/A	
C. Transportation	<p>Shane' Jeffery presented on transportation for PHW. Shane presented on Provider no shows. Shane' stated that Provider no-shows are addressed with all providers by the Logistics team. Provider no-shows if called in are often recovered by MTM Dispatch. Shane' also discussed member no-shows and member no-shows are an opportunity to educate the member on cancellation and monitor access to care.</p>	N/A	N/A	

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D. Employment	<p>Kay Gore spoke about Pennsylvania’s Employment First Policy and the Five employment services. Kay spoke about the metrics of all three MCO’s and their performance on participants that have normal employment and participants that may want employment which is documented on their PCSP. Kay stated that OVR but PHW is actively working with the state.</p>	N/A	N/A	
E. CAHPS update	<p>Rachel brought to the groups attention the current CAHPS results, and they were discussed. Open discussion with the PAC members. Has anyone had challenges with obtaining specialist care. No questions or further comments.</p> <p>This concluded the Participant Advisory Committee Meeting at 1:55 PM.</p> <p>The Board Advisory Committee meeting started at 1:56 PM.</p>	N/A	N/A	
A. Performance Improvement Project (PIP) Non-clinical	<p>Marci Kramer presented on Performance Improvement Projects Non-clinical for Q1 at PHW. Marci spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Marci spoke about intervention measures and data on tracking and trending measures. Marci concluded</p>	N/A	N/A	

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<p>B. Performance Improvement Project (PIP) Non-clinical</p> <p>C. LTSS Experience with Care Management Report</p>	<p>with the findings and asked if anyone had any questions for the committee, there were none.</p> <p>Michael Zimage presented on Performance Improvement Projects Clinical for Q1 at PHW. Mike spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Mike spoke about intervention measures and data on tracking and trending measures. Mike concluded with the findings and asked if anyone had any questions for the committee, there were none.</p> <p>Tamra Nakamura presented on CLAS speaking to what PAHW is doing today with diversities across the state. She also reviewed the make up of the staff at PAHW, 2021 CLAS Evaluation, and languages spoken by participants and services that are available if needed help. Tamra reviewed the doctors in network and their ethnicity, goals for CLAS, and asked if there were any questions and anything more that she can provide.</p> <p>This concluded the Board Committee meeting at 2:57 PM</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	
<p>VII. Next Meeting Date +</p>	<p>September 6, 2022 at 1:00 PM</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p>VIII. Adjournment *</p>	<p>Greg asked for a motion to adjourn. Marlene made the motion at 2:57 PM.</p>	<p>Adjourned</p>	<p>N/A</p>	<p>N/A</p>

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Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 7/1/22
Minutes approved by (name & title):	Signature:	Date: