

Participant Advisory Committee

June 21, 2023

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

(PH = phone conference, P = in person attendance, N = no attendance)

June	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Pamela Suhan	Director, Quality Improvement
PH	Crystal Giles	Manager, Grievance & Appeals
P	Joanna Lewis	Director, Operations
PH	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
PH	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
PH	Rachael Heimbach	Project Manager III
PH	John Salvidge	Quality Improvement Coordinator II
PH	Jessica Grindle	Marketing Analysis
PH	Kay Gore	Manger, LTSS

External Attendance Record

(X = phone conference, P = in person attendance, N = no attendance)

June		
PH	Darlene Sherman	LTSS Participant
PH	Marlene Guzman	LTSS Participant
P	Stacy Steber	LTSS Participant
PH	Julia A. Robins	LTSS Participant
P	Misty Dion	CILNCP
N	Yasymin White	Office of Long Term Living – Employment
P	Cathy Caris	LTSS Participant
P	Lisa Mosure	Caregiver
PH	Rachel Lee-Price	BH Provider

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PH	Linzi Driver	Envolve Dental
PH	Mike Lippitt	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 1:18 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. COVID-19	Dr. Davuluri: PHW wants to be responsive to the needs of our participants. Next time will do a Shingles vaccine update. Covid is a good news story case are down by 62%. 8.1% diagnosis. Vaccination rate in the participant community is 55.8% and the state is 72%. Masks are not mandated but suggested in certain high-risk situations.	N/A	N/A	
	Greg: Does the committee have any ideas for Dr. Butler and Dr. Davuluri please contact Greg.			
B. Fluvention	Susan Foster Public Health emergency is winding down with that happening participants will be required to resubmit an application to have the coverage renewed. The Department of Health will be sending out the packets. If you think you have the flu or Covid please reach out to your provider to discuss possible treatments.	N/A	N/A	

+Informational or Old Business

*Action Required

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	<p>Q: What conditions would be a co-morbidity? ex: diabetes, COPD, asthma and so on. Went to her Provider and they aren't supplying Flu shots anymore. A: It is up to the provider to carry the vaccination. PHW can give participants a list that says who is carrying the flu vaccine. Specialist may carry the vaccination due to the fact they work with people that have the co-morbidities. Q: When is a good time to get the shot? A: August through April. Links: Pennsylvania Medicaid & Health Insurance: pahealthwellness.com https://www.cdc.gov/flue/about/index.html</p>			
C. HEDIS Operations	<p>John Salvidge presented on Diabetes Awareness. He spoke through the types of Diabetes (Type 1, Type 2, and Prediabetes) and what to look for in all of them. John spoke about the risk factors of having diabetes and what to look for if you are concerned you may be diabetic. He reviewed the preventative screenings that someone could do and a healthy lifestyle would reduce your risk of diabetes.</p>	N/A	N/A	
D. Health Education Materials	<p>Jessica Grindle presented on the marketing materials and since we are getting into the summer season, we are sending information on how to protect yourself from skin cancer while out</p>	N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>A. Complaints and Grievances Q1 2023</p> <p>B. Customer Service</p>	<p>in the sun this season. Also, presented materials on cervical cancer, other Sexual Transmitted Diseases, and breast cancer and how important it is to get checked yearly. Lastly, she reviewed Healthy Dental care and “6 Things you can do to Maintain Good Oral Health.”</p> <p>Health Education Advisory Committee Concluded at 1:58 PM</p> <p>Participant Advisory Committee Started at 1:59 PM</p> <p>Crystal Giles reviewed the Q1 information starting with vendor and showing that Home Health was the highest for this quarter. She then reviewed NCQA data with Attitude and Service being the highest for complaints. The she reviewed the grievance data by vendor and showed that Home Health is the highest for the quarter and grievances for NCQA data, access and availability was the highest.</p> <p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q1 2023 and throughout the year.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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C. Transportation	Joanna Lewis provided a brief update on transportation and how the process has been improving over the course of the past two years. Everyone was pleased with their transportation today.	N/A	N/A	
D. Employment	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. Also, reiterated to make sure, anyone wants to work, please reach out to Theresia Kody for any questions.	N/A	N/A	
E. Community Relations and Outreach	<p>Kay Gore presented on PHW Community Connect feature on our website and how you can put in your zip code and find and community events are out there in your community and neighboring communities. Kay also supplied the group with a nursing and senior center events for attendance and social events as well.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:43 PM.</p>	N/A	N/A	

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<p>A. Performance Improvement Project (PIP) – non-clinical</p> <p>B. Performance Improvement Project (PIP) – clinical</p>	<p>The Board Advisory Committee meeting started at 2:44 PM.</p> <p>Non-Clinical PIP was reviewed by Michael Zimage discharge, post-discharge, medication reconciliation prior to discharge, and 6 month follow up after a Nursing Home Transition has been established. He reviewed the measures and the tracking and trending from Q1, and also reviewed the findings.</p> <p>Clinical PIP Michael Zimage reviewed discharge, post-discharge, medication reconciliation prior to discharge, and 6 month follow up after a Hospital Transition has been established. He reviewed the measures and the tracking and trending from Q1, and also reviewed the findings. There were no questions.</p> <p>This concluded the Board Committee meeting at 3:10 pm with a reminder that we could be in person in September for Q3.</p>	<p>N/A</p>	<p>N/A</p>	
<p>VII. Next Meeting Date +</p>	<p>September 20th 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. Cathy made the motion at 3:10 PM and Stacy second.</p>	<p>Adjourned</p>	<p>N/A</p>	<p>N/A</p>

+Informational or Old Business

*Action Required

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Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 7/2/2023
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