

Participant Advisory Committee
September 15, 2022

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

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

Sept	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Pamela Zuhan	Director, Quality Improvement
P	Danielle Cyrus	Supervisor, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
X	Ralph Ramos	Director, Quality Program Strategy
P	Curtis Knight	Community Healthcare Connector
P	Jessica Grindle	Marketing Analysis
P	Nichole Gilligan	Manager, Operations
X	Kay Gore	Manger, LTSS

External Attendance Record

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

Sept	Name	Title
P	Charles Spriggs	LTSS Participant
P	Tammy Massung	LTSS Participant
P	Darlene Sherman	LTSS Participant
P	Carrie Bach	Voices For Independence
P	Charles Spriggs	LTSS Participant
X	Melinda Clesca	Involve Dental
X	Bayada	PH Provider

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P	Yasymin White	Office of Long Term Living
X	Anthony House	BH Provider
P	Ed Butler	Office of Long Term Living – Employment

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 1:09 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 Covid 19 update-PHW is monitoring the disease things are coming down, and that is a good thing. Goal is to have these meetings and other meetings in person once it is safe because face to face is important. Encouraging vaccination and boosters shot. CDC guidelines are something we are pushing. Access is the limiting barrier.	N/A	N/A	
B. Fluvention	Susan Foster presented Fluvention and stated that the Flu season will be starting soon. There will be an integrated campaign with Covid booster and Flu vaccine. Flu and Covid vaccine can be done and are effective when given at the same time. Susan stated that September and October are typically the best time to get you vaccinations. At risk recommendation is for them to get the vaccine closer to the October time frame.	N/A	N/A	

+Informational or Old Business

*Action Required

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	<p>The vaccines do diminish over time. Links for more information: https://www.cdc.gov/flu/about/index.html Please get your flu shot.</p>			
C. HEDIS Operations	<p>Mike Zimage present and first discussed how to stay healthy and to get the Annual Wellness Visit done. Participant Newsletter information regarding ER versus Urgent Care versus PCP visit. No questions.</p>	N/A	N/A	
D. Health Education Materials	<p>Greg presented on the marketing materials and getting Sleep and Staying hydrated are very important to a person’s health. Also, getting into a routine for both bedtime and drinking water will help with your overall health. No questions at this time.</p> <p>Health Education Advisory Committee Concluded at 1:37 PM</p>	N/A	N/A	

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<p>A. Complaints and Grievances Q2 2022</p> <p>B. Customer Service</p> <p>C. Transportation</p> <p>D. Employment</p>	<p>Participant Advisory Committee Started at 1:38 PM</p> <p>Danielle Cyrus reviewed the Q2 information and 4 complaints with 1 grievance in Q2. Question by Carrie, Is there a process for correction in the NW? Answer: We are working to bridge the gap to bring the numbers down. No questions.</p> <p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q2 2022. No questions.</p> <p>Joanna Lewis Reviewed transportation information Are there any questions regarding transportation. Do insulin dependent receive 12 scheduled trip per year. Joanna to follow-up with Greg to avoid transportation issues. If you need more than 12 trips per year, can you get more than that, or is 12 the max? Will follow-up.</p> <p>Ed Butler spoke about Pennsylvania’s Employment First Policy and the Five employment services. Ed is going to retire soon.</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	

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E. CAHPS update	<p>Rachael Heimbach reported on CAHPS Survey and what is entailed: Individual Measures, Global Ratings, and Results. Rachel also went over a group discussion in regard to access to the community and what else can PHW do better to assist. There were no questions.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:01 PM.</p> <p>The Board Advisory Committee meeting started at 2:02 PM.</p>	N/A	N/A	
A. Performance Improvement Project (PIP) – non-clinical	<p>Non-Clinical PIP Pamela Zuhan reviewed discharge, post-discharge, medication reconciliation prior to discharge, and 6 month follow up after a Nursing Home Transition has been established. She reviewed the measures and the tracking and trending from Q2, and also reviewed the findings. Question from Clinton, when being discharged from the hospital and needing help with financial education, has this been addressed. Answer, suggestion to put something out regarding a reminder for participants to remember to contact their service coordinators. No further questions.</p>	N/A	N/A	
B. Performance	<p>Clinical PIP Michael Zimage reviewed discharge, post-discharge,</p>			

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*Action Required

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Improvement Project (PIP) – clinical	<p>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 Q2, and also reviewed the findings. There were no questions. impressed with that.</p> <p>This concluded the Board Committee meeting at 3:00 pm with a reminder that we could be in person in December for Q4.</p>			
VII. Next Meeting Date +	December 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Adjournment at 3:01 PM	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 10/1/22
Minutes approved by (name & title):	Signature:	Date: