

Participant Advisory Committee
September 21, 2023

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

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

September	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
PH	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
PH	Chelsea Perren	Manager, Grievance & Appeals
PH	Joanna Lewis	Director, Operations
PH	Brendin Tupta	Manager, HEDIS Operations (Clinical)
PH	Susan Foster	Supervisor, Case Management
P	Dr. Butler	Medical Director
N	Jessica Grindle	Marketing Analysis
PH	Felicia Alexander	Community Relations and Outreach
PH	Kayla Stadelman	Community Health Services Representative
PH	John Savidge	Coordinator, Quality Improvement II – HEDIS Operations
P	Heather Dum	Senior Product Performance Analyst

External Attendance Record

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

September	PHW Staff/Observers	Title
P	Adrian Edwards-Syders	LTSS Participant
P	Charlotte Dabney	LTSS Participant
P	Andre Pratt	LTSS Participant
P	Ivy Johnson	Caregiver
PH	Gloria Hardaway	LTSS Participant
PH	Melinda Clesca	Involve Dental
P	Fermina Maddox	Executive Director Liberty
PH	Sarah McElhattan	Service Access Management, INC.
PH	Stasha Frasher	PH Provider

+Informational or Old Business

*Action Required

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N	Yaasmyin White	Office of Long Term Living
PH	Lauren Keane	BH 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 1:02 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. Health Tips	<p>Dr. Butler states that there was an uptick in Covid cases over the summer, but not a surge. New strain not as contagious as Delta, there is now higher immunity. Covid is being tracked by number of hospitalizations and following wastewater to map severity of disease. Everyone over 6 months old should get a Covid vaccine. Tripledeemic? RSV, Covid, Flu – secret is vaccinations.</p> <p>Health Tips:</p> <ul style="list-style-type: none"> • Physical activity: CDC recommends minimum 150 minutes/week in physical activity; can be broken up as necessary. 2 days muscle strengthening activities/week. • Over 30+ years of age, you should be tested for cholesterol levels. • Men’s Health tips: <ol style="list-style-type: none"> 1. Lower stress levels by exercising. 2. Sleep better by eliminating electronics, should be getting 6-8 hours of sleep. 	N/A	N/A	
		N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>B. Fluvention</p> <p>C. HEDIS Operations</p>	<p>3. Eat healthier – prepare healthy meals ahead of time.</p> <p>4. Exercise</p> <p>Health Initiatives: October is Breast Cancer Awareness month – the goal is general education and breast cancer screenings to those who have not received a breast exam. September is Sickle Cell Awareness month – There is good treatment and management now. If you know someone with Sickle Cell encourage them to seek care or advocate for better care.</p> <p>Dr. Butler: If the committee has any ideas for Dr. Butler please contact Greg or Dr. Butler.</p> <p>Susan Foster presented on Fluvention and how Pennsylvania is in the minimal activity as of 9/2/2023. However, it is imperative to get a Flu vaccine as soon as possible, it can take a couple weeks for the vaccine to work. Most can get a Flu vaccine and a Covid vaccine at the same time but talk with your doctor to make sure what is safest for you.</p> <p>You can go to the CDC’s website to find a listing by zip code for nearby Flu vaccines. Also, a QR code will be provided to PTPs who can use that if they have a smartphone. Unable to use a QR code with a flip phone. www.vaccine.gov</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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D. Health Education Materials	<p>John Savidge Presented on HEDIS Operations</p> <p>Autumn Wellness reminders:</p> <p>Preventative Care:</p> <ul style="list-style-type: none"> • Visit doctor or dentist for regular check-up. (Schedule Breast, Cervical, Colorectal exams, etc. – plus, you can earn incentive rewards by 12/31 for preventative exams) • Seasonal allergies – follow local pollen charts, keep windows shut or stay indoors on high pollen days. Pollen is usually worse in the morning. • Update your emergency contacts. • Update or create an Advanced Care Plan <p>Safety:</p> <ul style="list-style-type: none"> • Fall prevention – beware of surroundings and things like blankets on the floor as tripping hazards. • Smoke alarms – check and change batteries in smoke alarms. • Pre-Winter heating maintenance. <p>Wellbeing:</p> <ul style="list-style-type: none"> • Seasonal Affective Disorder (SAD) – “winter blues”: symptoms can be depression, withdrawn, change in eating habits. It helps to exercise, socialize, healthy diet, staying hydrated. Discussion included that there are sunlight lamps available to purchase to help. • Daylight savings time ends 11/5. 	N/A	N/A	

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<p>A. Complaints and Grievances Q2 2023</p> <p>B. Customer Service</p>	<p>Greg Hershberger presented on the marketing material on managing cholesterol. “Small changes can lower cholesterol by up to a third”. Discussed things you can try to lower cholesterol like high intensity exercise 2x/week, snacking on fruits and nuts, filling half your plate with vegetables, eating lean meats. Provided a chart with what fruits and vegetable are in-season and when.</p> <p>SNAP benefits – you can shop at most Farmer’s Markets and get additional coupons. Reach out with any questions.</p> <p>Health Education Advisory Committee Concluded at 1:49 PM.</p> <p>Participant Advisory Committee Started 1:49 PM.</p> <p>Crystal Giles reviewed the Q2 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. Then, 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. 2023 in comparison to previous years there are less complaints/grievances. Need to establish a relationship with the providers and PTPs about education.</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 presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how there is an increase in inbound calls from Q1 to Q2. Still hitting metrics and goals with uptick in numbers.	N/A	N/A	
D. Employment	Joanna gave a brief update on transportation and no concerns. Adrian was very pleased with her ride today to the meeting and wanted to say thank you to Greg and Joanna for making it happen.	N/A	N/A	
E. Community Relations and Outreach	<p>October is Advancing Access and Equity month. Kay Gore presented on benefits counseling, employment opportunities and being employed for CHC PTPs. 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 if anyone wants to work, please reach out to Theresia Kody with any questions.</p> <p>Tiesha presented on Master plan for Older Adults to be on panel for PA Dept. of Aging. Virtual sessions available. www.aging.pa.gov</p> <p>September is National Senior Center Month – different opportunities in centers: yoga, bingo. https://www.pahealthwellness.com/community/community-outreach/Events.html</p>	N/A	N/A	

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<p>CLAS: Culturally and Linguistically Appropriate Services in Healthcare</p>	<p>LAMP – different types of e-books and audio movies available and accommodating to different disabilities.</p> <p>Rent Rebate Program – PA program for renters and homeowners. Fill out application online or by paper. Max rebate is \$650 for renters and \$950 for homeowners. Must complete by 12/31.</p> <p>Molly Lewis, Project Manager presented on annual provider training opportunities.</p> <p>Tamra Nakamura, Sr. Accreditation Specialist presented on CLAS. Have a Health Plan that represents its population.</p> <p>In 2022, PHW’s staff was comprised of:</p> <ul style="list-style-type: none"> • 40% People of Color • 60% White • 82% Female • 18% Male <p>This concluded the Participant Advisory Committee Meeting at 2:25 PM.</p> <p>The Board Advisory Committee meeting started at 2:25 PM.</p>	<p>N/A</p>	<p>N/A</p>	

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<p>A. NHT PIP Implementation Update</p> <p>B. Performance Improvement Project (PIP) – clinical</p>	<ul style="list-style-type: none"> NHT Implementation Update presented by Brendin Tupta. Interim report submitted 7/31/23, awaiting feedback from OLTL. Stratified data from “Aligned” to “Unaligned”. Focused Effort on Improving Automated Systems for Collection of Data. Engagement after inpatient discharge is largest gap. <p>Clinical PIP presented by John Salvidge. Interim report submitted 7/31/23, awaiting feedback from OLTL. Stratified data from “Aligned” to “Unaligned”. Working towards a more personable outreach to provide services.</p> <p>This concluded the Board Committee meeting at 2:49 pm.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	
VII. Next Meeting Date +	December 20, 2023	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Adjourned at 2:49 pm.	Adjourned	N/A	N/A

Respectively submitted,

<p>Minutes prepared by (name & title): Kayla Stadelman, Community Health Services Representative</p>	<p>Signature: KS</p>	<p>Date: 9/25/2023</p>
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