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Participant Advisory Committee
March 23, 2023

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

March	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Pamela Suhan	Director, Quality Improvement
P	Tanika Taylor	Director, Grievance & Appeals
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	Rachael Heimbach	Project Manager III
P	Heather Dum	Senior Product Performance Analyst
P	Jessica Grindle	Marketing Analysis
P	Kay Gore	Manger, LTSS

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

March		
P	Charlotte Dabney	LTSS Participant
P	Adrian Edwards-Syders	LTSS Participant
X	Gloria Hardaway	LTSS Participant
P	Clinton Crittendon	Your Destiny Home Care
P	Fermina Maddox	Liberty Resources Representative
P	Ivy Johnson	Caregiver
X	Melinda Clesca	Envolve Dental
X	Bayada	PH Provider
X	Yasymin White	Office of Long Term Living

+Informational or Old Business
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X	Anthony House	BH Provider
P	Charlotte Dabney	LTSS Participant

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 1:11 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. Butler: 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. Greg: Does the committee have any ideas for Dr. Butler and Dr. Davuluri please contact Greg.	N/A	N/A	
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	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	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. Pennsylvania Medicaid & Health Insurance: pahealthwellness.com https://www.cdc.gov/flue/about/index.html			
C. HEDIS Operations	Pamela Suhan presented on Colorectal Cancer Awareness, which is third most common Cancer and second most deadly cancer. Prevention, risk factors, and symptoms. She went through screening options, but mostly to contact your PCP if you have any questions.	N/A	N/A	
D. Health Education Materials	Jessica Grindle presented on the marketing materials and eating healthy. Also, presented materials on high blood pressure. Health Education Advisory Committee Concluded at 1:51 PM	N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	Participant Advisory Committee Started at 1:52 PM			
A. Complaints and Grievances Q4 2022	Rachael Heimbach reviewed the Q4 information and 4 complaints with 2 grievance in Q4 in the Southwest region. No questions.	N/A	N/A	
B. Customer Service	Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q4 2022 and throughout the year. No questions.	N/A	N/A	
C. Transportation	No updates other than working with the transportation department has been a great help.	N/A	N/A	
D. Employment	Kay Gore 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.	N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
E. CAHPS update	Rachael Heimbach reported on CAHPS Survey and what is entailed. She presented on changes that has been made since the 2021/2022 CAHPS review. She also went through the 2022 CAHPS survey that was completed and the results. She went into the HCBS CAPS survey results in depth. This concluded the Participant Advisory Committee Meeting at 2:22 PM. The Board Advisory Committee meeting started at 2:22 PM.	N/A	N/A	
A. Performance Improvement Project (PIP) – non-clinical	Non-Clinical PIP Pamela Suhan 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 Q4, and also reviewed the findings.	N/A	N/A	
B. Performance Improvement Project (PIP) –	Clinical PIP Pamela Suhan reviewed discharge, post-discharge, medication reconciliation prior to discharge, and 6 month follow up after a Hospital Transition has been established. She reviewed			

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
clinical	the measures and the tracking and trending from Q4, and also reviewed the findings. There were no questions. This concluded the Board Committee meeting at 2:50 pm with a reminder that we could be in person in June for Q2.			
VII. Next Meeting Date +	June 23rd at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Charolette made the motion at 2:51 PM and Ivy second.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 4/13/2023