

Participant Advisory Committee

June 17, 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
N	Shane' Jeffery	Transportation
P	Tanika Taylor	Director, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Rachel Heimbach	Quality Improvements Project Manager
P	Dr. Butler	Medical Director
P	Ralph Ramos	Director, Quality Program Strategy
P	Malik Haynes	Community Outreach Specialist
P	Deborah Boggs	Quality Improvement Coordinator I
P	Tamra Nakamura	Quality Improvement Coordinator II
P	Jessica Grindle	Marketing Analysis
P	Sandra Greenawalt	Senior Accreditation Specialist
P	Kay Gore	Manger, LTSS

External Attendance Record

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

June	Name	Title
P	Charlotte Dabney	LTSS Participant
P	Adrian Edwards-Syders	LTSS Participant
P	Gloria Hardaway	LTSS Participant
P	Clinton Crittendon	Your Destiny Home Care
X	Fermina Maddox	Liberty Resources Representative
X	Aiko Dorr-Dorynek	LTSS Participant
X	Melinda Clesca	Involve Dental
X	Bayada	PH Provider

+Informational or Old Business

*Action Required

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P	Yasymin White	Office of Long Term Living
X	Anthony House	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 1:04 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 started by stating PHW is open to suggestions as to what the PAC would like Dr. Butler to focus on for the updates. High prevalence of cases, but number being hospitalized and dying are significantly lower. New variances, more transmissible. Being mindful of weaker or more susceptible populations. Young child vaccine approvals. Questions: Covid Testing-Having a hard time getting DCW, can the DCW be tested twice a week? Any help or advice Answer: Having a challenge getting DCW that have been vaccinated unsure of what the procedures may be, Dr. Butler to get back to Adrian directly on this question. Masks recommended, even in the home with high risk individuals.	N/A	N/A	
B. Fluvention	Ralph Ramos presented on Fluvention 2021-2022. 3661 ptps elig to receive 24.31% vaccinated for the flu. This was over the goal but not as good as last year. Encouraging flu/covid vaccine and. Is there a chance of Covid/Flu vaccination in one, or just separate vaccination. Speak with PCP if you have further questions.	N/A	N/A	

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C. HEDIS Operations	<p>Marci Kramer reviewed Annual Preventive Care Screenings- Preventive Care Screenings also reviewed when to use the different types of services ER vs. Urgent Care vs. Office Visits. Greg- Difficult to get transportation to Urgent care-Clinton said there are options to obtain transportation to an urgent care, lyft, Uber, public transportation, and scheduled rides. What does HEDIS stand for Healthcare Effectiveness Data and Information Set. Stated that if Adrian would like the information, it can be supplied. Statement: States Uber/Lyft good if you have the money, but Logisticare is not dependable and was once left for 4 hours. And has been left at her PCP multiple times for hours. Has sent complaints and called with complaints and has not followed through because she felt her concerns would not be addressed. Joanna/Shane' to follow-up with Adrian.</p>	N/A	N/A	
D. Health Education Materials	<p>Jessica Grindle and Greg Hershberger presented on ER Urgent Care Doctor's Office, where and when to go to either. High Blood pressure and getting it checked regularly. Also, information is available on our website. Adrian would like to have the option to go to a gym and wondering if that could be a benefit offered by PHW. Greg to follow-up on that question. Clinton: Is there a possibility of PHW affiliating with a gym, and can we send information regarding how to do chair work outs due to different mobility issues. Kay-we are working on identifying activities and events for everyone. Posting events on Community Web Page.</p>	N/A	N/A	

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<p>A. Complaints and Grievances Q1 2022</p> <p>B. Customer Service</p>	<p>Tamara- Silver Sneakers program.</p> <p>Health Education Advisory Committee Concluded at 1:43 PM</p> <p>Participant Advisory Committee Started at 1:44 PM</p> <p>Tanika Taylor reviewed the Complaint and Grievances Slide for Q1. Advised if they have questions, please reach out to Greg or Tanika.</p> <p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q1 2022.</p> <p>Joanna Lewis reviewed the call center statistics. Joanna stated that we need feedback from the PAC members to help process improvements. Joanna will be reaching out to Adrian regarding her Transportation issues. Call Center is WFH and will continue to be WFH. No further comments or questions.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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C. Transportation	<p>Joanna Lewis presented on transportation for PHW. Joanna presented on Provider no shows. Joanna 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. Joanna also discussed member no-shows and member no-shows are an opportunity to educate the member on cancellation and monitor access to care. Clinton asked are the trips 100% covered by PHW? Does depend on your individual eligibility, Joanna to follow-up with Clinton. Septa, CTC, ParaTransit are we sending out the monthly trail passes, are we going to be doing the key card? This needs to be secured under his service coordinator.</p>	N/A	N/A	
D. Employment	<p>Kay Gore stated that no data to report this month but wants everyone to know you are eligible to work while on PHW CHC. Please reach to Kay or your Service Coordinator regarding employment. Greg to provide Adrian's info to Kay for follow-up.</p>	N/A	N/A	
E. CAHPS update	<p>Malik and Rachel CAHPS Results were discussed, please see PP slides for full results. Open discussion with the PAC members. Has anyone had challenges with obtaining specialist care. Adrian asked what is Community Connect? Rachel: provides resources for participants and it is based on zip code. Greg to provide link. Q: has anyone had any issues with schedule specialist appointments: Adrian stated that yes, the</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>appointment was not hard to schedule but the transportation was.</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> <p>Non-Clinical PIP Marci Kramer reviewed What are the CHC/MCO meanings: Community HealthChoices, MCO Managed Care Organization. Are there life skills trainings available for NHT. We do provide transition of care for participants transitioning back to the community. Clinton: people return to a facility for medical reasons, but also because they can't handle doing the financial planning, or medications and could use a little help. Major issue is financial education to take a burden off of transitioning participants.</p> <p>Clinical PIP- Michael Zimage-Reviewed slides 44-48 Adrian: Thinks the interventions are excellent and is wondering if there was some way for participants to know about this. Michael stated that we definitely want the participants to be aware of all the benefits offered. If I was to go into the hospital is that something I should let my service coordinator know? Answer: That would be great if the ptp can let the SC know about admission and release. Adrian Stated: How would the participant know they should be doing that.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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<p>C. Culturally and Linguistically Appropriate Services in Healthcare (CLAS)</p>	<p>Tamra presented the 2021 CLAS Annual Evaluation, an update to the 2022 Culturally and Linguistically Appropriate Service (CLAS) Program Description, and the 2022 CLAS Work Plan to the committee. Highlights that were presented included: PHW’s 2021 staff composition; languages spoken by PHW’s participants and network provides, language services offered and how to access these services.</p> <p>When asked about the information they receive from PHW, Adrian commented that the information was easy to read and informative.</p> <p>The below 2022 CLAS Goals were reviewed:</p> <ul style="list-style-type: none"> • Align CLAS Policy and Procedures across PHW • Increase staff cultural training completion by 3% • Improve 2022 CAHPS participation satisfaction survey by 2% among black respondents <p>Following her presentation, Tamra asked the below questions of the participants of the committee:</p> <ul style="list-style-type: none"> • What do you think of our goals? • Do you think our goals show we understand you and your committee? If not, how could we do better? • Is there anything we didn’t talk about today that you would like us to know about your experience with our language services or cultural awareness? • What would you like your doctors to know about you, your family, and your community? 	<p>N/A</p>	<p>N/A</p>	

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	<p>In answer to the question of what you would like doctors to know about you, Clinton expressed concern that doctors, and nurses tend to tell disabled people what to do without asking for their input. He went on to say that doctors tend to tell them about their disability, yet they (disabled participant) have been dealing with this all their life. They (doctors and nurses) don't seem to care what they have to say. Adrian agreed and stated that she would like to see disabled and senior people treated like human beings. They both agreed that it is good that we are having doctors & nurses take cultural sensitivity training.</p> <p>They suggested that PHW (personnel) including Service Coordinators come into the community to evaluate the resources as well as to spread the word that the waiver program exists. Clinton also stated that PHW should continue to hold events in the communities. Kay Gore, Manager-LTSS and Community Outreach reviewed some of the upcoming community events. Clinton stated that he feels the training and outreach looks good and Adrian agreed. She (Adrian) also stated that even though the goals may not be met it shows that PHW is trying, and she is impressed with that.</p> <p>Tamra thanked them both for their feedback and stated that she would reach out to PHW's provider relations dept. to give them these comments so that they may follow-up by providing this feedback to our providers.</p>			

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	This concluded the Board Committee meeting at 3:08 pm.			
VII. Next Meeting Date +	September 7, 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Adrian made the motion at 3:08 PM.	Adjourned	N/A	N/A

Respectively submitted,

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