

Participant Advisory Committee
September 23, 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	Pamela Zuhan	Director, Quality Improvement
X	Tanika Taylor	Director, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Lisa Nelson	Supervisor, Grievances & Appeals
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
P	Maureen Hagar	Office of Long Term Living
X	Melinda Clesca	Involve Dental
X	Bayada	PH Provider

+Informational or Old Business

*Action Required

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X	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 1:07 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	Greg discussed numbers are up as far as cases. Also, that PHW is working hybrid in the office. Liberty will also be working on a hybrid schedule.	N/A	N/A	
B. Fluvention	Susan Foster reported that high risk members and our members in general to receive the flu vaccine. The vaccine is covered and every year the vaccine is an estimate of what is believed to be the strain for this year. Thank you for taking care of yourself campaign. Will be asking CAHPS survey questions “Did you get your flu vaccine”	N/A	N/A	
C. HEDIS Operations	Mike Zimage present and first discussed how to stay healthy and to get the Annual Wellness Visit done. No questions.			

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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. The board was happy and agreed with these recommendations.</p> <p>Health Education Advisory Committee Concluded at 1:31 PM</p> <p>Participant Advisory Committee Started at 1:32 PM</p>	N/A	N/A	
A. Complaints and Grievances Q2 2022	<p>Lisa Nelson reviewed the Q2 information and 2 complaints with 1 grievance in Q2. There was a question from Clinton asking “Are Access and Accountability the biggest complaints in the SE? Has anything been done with that?” Answer from Lisa, mostly these are providers that we are working to get in-network typically. No further questions.</p>	N/A	N/A	
B. Customer Service	<p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q2 2022. Question from Lisa, Is there alternative ways that the staff can communicate with people, even ASL or just have</p>	N/A	N/A	

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C. Transportation	<p>a hard time speaking. Answer: Yes we have a language line and allow the ptp authorize a caller to speak on the ptp’s behalf. Suggestion maybe a video chat. (Clinton) No further questions.</p>			
	<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>Adrian stated that she has not had many issues with being left at a provider’s office.</p> <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. Question from Adrian, Is there a Policy regarding hiring people with disabilities within PHW. Answer, PHW is equal opportunity</p>	N/A	N/A	

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E. CAHPS update	<p>employer.</p> <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	

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B. Performance Improvement Project (PIP) – clinical	<p>Clinical PIP Michael Zimage reviewed 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 Q2, and also reviewed the findings. There were no questions. impressed with that.</p> <p>This concluded the Board Committee meeting at 2:40 pm with a reminder that we could be in person in December for Q4.</p>	N/A	N/A	
VII. Next Meeting Date +	December, 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 2:40 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: