

Participant Advisory Committee

March 20, 2025

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
March 20, 2025**

Liberty Community Resources, Philadelphia, PA

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
X	Kayla Stadelman	Community Health Services Representative
P	Estelle Walker	Membership Retention Specialist
P	Tiesha Grundy	Health Equity Specialist
X	Dr. Craig Butler	Medical Director
X	Dr. Davuluri	Medical Director
X	Joanna Lewis	Manager, Contact Center Operations
X	Theresia Kody	Senior Resource Specialist
X	John Savidge	HEDIS Operations Manager
X	Erica Kears	Membership Retention Specialist
X	Brendin Tupta	Project Manager I
X	Jessica Grindle	Marketing Analyst
X	Susan Foster	Supervisor of Care Management
X	Gina Hightman	Accreditation Specialist II
X	Paula Joshua-Williams	Accreditation Specialist II
X	Taylor Lovett	Quality Improvement Coordinator I
X	Crystal Giles	Manager of Operations
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Theresia Davies	Community Health Services Representative
P	Jewell Mayo	Supervisor of Grievances and Appeals

+Informational or Old Business

*Action Required

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External Attendance Record

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

March	Name	Title
X	Yaasmiyn White	OLTL Representative
X	Kristen Richard	OLTL Representative
X	Ben Spager	OLTL Representative
X	Keeley Anglin	OLTL Representative
P	Anton Austin	External Partner - CEO
P	Rachael Santiago	Participant
P	Adrian Syders	Participant
P	Kathleen Curcio	Participant – PHW and Wellcare
P	Steven Daniels	Participant – PHW and Wellcare
P	Melissa Jackson	Direct Care Worker

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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 1:03 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. MD Update B. Health Education	<p>Presented by Dr. Craig Butler.</p> <p><u>Heart Health</u></p> <p>Symptoms of heart disease:</p> <ul style="list-style-type: none"> ○ Arrhythmia – Irregular heartbeat ○ Heart Attack – chest pain, shortness of breath ○ Heart Failure – chest congestion, fluid retention <p>Heart Attack: men <i>can</i> present differently than women. Men typically get L arm pain, sub-sternal chest pain. Women can also present with those symptoms but can also present with heart burn or GI symptoms. If you have any of these symptoms, call 911.</p> <p><u>High Blood Pressure</u></p> <p>World Health Organization estimates that 46% of adults with hypertension don't know they have it.</p> <p>It is often referred to as the silent killer because it has no signs or symptoms.</p> <p>Make sure you keep up with your regular visits with your physician because they typically check BP at every visit. Also, it is</p>	N/A	N/A	

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B. Covid-19/Fluvention	<p>important to check your BP at home with a good quality BP cuff.</p> <p><u>Pulmonary/Airway Diseases</u></p> <p>Chronic Obstructive Pulmonary Disease (COPD) - Caused by inhaling pollutants, which includes tobacco smoking and second-hand smoke, but other causes of COPD can be fumes, chemicals and dust found in work environments, and genetics.</p> <p>Asthma - A chronic lung disease that causes inflammation and narrowing of the airways, making it difficult to breathe. Symptoms include coughing, wheezing, chest tightness, and shortness of breath.</p> <p>Emphysema - A chronic lung disease that damages the air sacs in the lungs, making it difficult to breathe.</p> <p>Presented by Susan Foster.</p> <p>The Flu Vaccine can take the Flu from wild to mild.</p> <p>The Flu vaccine does not only protect you, it protects people around you.</p> <p>Fluvention is a campaign that will run October 2024-May 2025.</p> <p>Programs goals are:</p> <ul style="list-style-type: none"> • Decrease flu among high-risk Participants • Increase overall flu vaccination rates from the previous year • Reduce flu-related utilization (ER visits, hospitalizations) <p>This program focuses on specific high-risk groups, including</p>	N/A	N/A	

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	<p>Participants who are 65+ years, those with chronic health conditions or pregnant.</p> <p>Flu Keypoints:</p> <ul style="list-style-type: none"> • Influenza (flu) is a contagious respiratory illness caused by flu viruses that infect the nose, throat, and lungs • Flu viruses are spread mainly by tiny water drops made when people with flu cough, sneeze, or talk • There are two main types of flu viruses: Influenza A and Influenza B. These are the types of flu that are responsible for seasonal flu epidemics each year and determine how flu vaccines are made • Flu can cause mild to severe illness, including death • The best way to prevent flu is by getting a flu vaccine each year <p>Flu activity in Pennsylvania is going down, but rates remain high. We may be over the worst of Flu season if trends continue to decrease.</p> <p><u>Covid:</u> Over the past 2 weeks. There have been 9217 positive tests in Pennsylvania – this shows that Covid is still active in our communities.</p> <p><u>CURRENT RESPIRATORY ILLNESS (COVID, FLU, AND RSV):</u> Rates remain high in PA</p> <p><u>Avian Influenza:</u></p> <ul style="list-style-type: none"> • The main risk factor for getting bird flu is being exposed to infected sick or dead animals 			

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C. HEDIS Operations	<ul style="list-style-type: none"> The best way to prevent infection from H5N1 (avian influenza) in humans is to avoid susceptible populations (Mass production farms of poultry and beef, and wild birds) Treatment for Bird Flu is to administer antiviral drugs. This works best if given within 48 hours of developing symptoms. Antiviral treatment should not be delayed while waiting for testing results There is no commercially available vaccine against avian influenza viruses, including H5 virus <p>0 cases are reported in PA. Be aware of cattle sources in your area.</p> <p>HEDIS measures presented by John Savidge.</p> <p><u>Annual Preventative Care – Planning Calendar 2025:</u></p> <ul style="list-style-type: none"> January - All Well Visit February - Labs June - Eye Exam August - Cancer Screenings October - Flu Shot December - Dental Visit <p>Make your appointments now to stay up to date.</p> <p><u>Follow-up Post-discharge from Hospital/ED visit:</u></p> <p>Follow-up within 7 days post-discharge from hospital or ED</p> <ul style="list-style-type: none"> In-person outpatient visit Telehealth/Virtual visit 	N/A	N/A	

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D. Marketing Materials	<p>Doctor can review any new medications or test results with you resulting in better health outcomes, successful recovery, and reduced readmission rates.</p> <p>Jessica Grindle presented.</p> <p>Breathe Easy:</p> <p>Most people with asthma, COPD or emphysema need small changes to keep them comfortable.</p> <p>So, when is it time to update your medications?</p> <ul style="list-style-type: none"> Your breathing problems have caused a visit to an emergency department You use your rescue inhaler more than a few times per month You have more trouble completing regular tasks <p>If you are experiencing any of these issues, you may need an update to your medications.</p> <p>Health Education Advisory Committee Concluded at 1:47 PM</p>	N/A	N/A	
A. Complaints and Grievances	<p>Participant Advisory Committee Started at 1:47 PM</p> <p>Crystal Giles reviewed the Q4 information for 2024. Other has the highest complaints in Q4. Attitude and Service is highest complaint in Q4. Home health has the highest grievances for Q4.</p> <p>Q: What complaints are there for Home Health?</p>	N/A	N/A	

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B. Customer Service	<p>R: It can be about a specific provider or the need for more hours. Q: What is the difference between a complaint and a grievance? R: Complaint is towards the care or service a PTP is receiving or received. A grievance is more like when you have received a denial or request for something (PAS hours, etc.) and you file a grievance to dispute it.</p> <p>Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q4 2024: 13 seconds average speed to answer PTPs, 12 seconds average speed to answer providers. Abandoned rate for calls Q4 2024 was 1.03% for participants and 0.61% for providers. All goals met.</p>	N/A	N/A	
C. Transportation	<p>Presented by PHW Team. <u>Transportation Request 2024:</u> Successful trip request: 173,010 Provider not available: 40 Provider no show: 13</p>	N/A	N/A	
D. Employments Services	<p>Theresia Kody presents on Employment. We would love your feedback on employment. Scan the QR code or use this link:</p>	N/A	Greg – make sure the link to the survey hyperlinks	

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	<p>https://forms.office.com/r/cZ5Cki01v3</p> <p><u>How Can We Support Your Employment Journey?</u></p> <p>We support you along your employment journey in a variety of ways including:</p> <ul style="list-style-type: none"> • Assisting with Referrals and Follow Along <ul style="list-style-type: none"> ○ Office of Vocational Rehabilitation (OVR) ○ Ticket to Work Helpline (WIPA as applicable) ○ PA CareerLink® and other workforce development programs <ul style="list-style-type: none"> ▪ Apprenticeships ▪ Training Programs ▪ Senior Community Service Employment Program (SCSEP) – Must be 55+ • Navigating Employment Services across Funders (e.g. CHC, OVR, WIPA, PA CareerLink®) • PHW Employment website and PHW Employment Provider video directory <ul style="list-style-type: none"> ○ Workforce Wednesday webinar series will be posted! <p><u>Identify Where You Are in Your Journey:</u></p> <ul style="list-style-type: none"> • I want to work • I'm not sure about working • I need to better understand my benefits before I even consider making money. <p><u>Reminders:</u></p> <ul style="list-style-type: none"> • You <u>can</u> maintain your Community HealthChoices waiver <u>and</u> work. We encourage you to receive benefits 			

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E. Participant Services	<p>counseling to ensure you have the proper supports in place.</p> <ul style="list-style-type: none"> You do not “lose” Personal Assistance Services (PAS) because you work. Your PAS schedule may change depending on your work schedule if your PAS worker is not needed at your job. You do not have to have it all figured out. We’re here to support; we help connect you with services to help you figure it out <p>Presented by PHW Team. You can locate PHW’s 32 services on our website at: pahealthwellness.com/members/ltss.html PLUS 4 more Services – 2025:</p> <ol style="list-style-type: none"> 1. Chore Services- consist of more physically demanding, labor intensive household chores which are necessary to maintain the functional use of the home or provide a clean, sanitary and safe environment. 2. Teleservices Cognitive Rehabilitation Therapy- This service is a systematic, goal-oriented therapeutic approach for individuals whose cognitive or neurological functioning (such as memory, language, attention, or executive functions) is impaired (due to, for instance, a brain injury or stroke) so they can become better aware of their limitations, strengths, and needs, and acquire skills to improve their cognitive function or compensate for the loss of cognitive function. 3. Teleservices Counseling- Counseling for a participant to 	N/A	N/A	

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F. Health Equity	<p>help resolve conflicts and family issues, such as helping the participant to develop and keep positive support networks, improve personal relationships, or improve communication with family members or others.</p> <p>4. Teleservices Nutritional Consultation- help the participant and a paid and unpaid caregiver in planning meals that meet the participant's nutritional needs and avoid any problem foods.</p> <p>Teleservices will allow Nutritional Consultation, Cognitive Rehabilitation Therapy Services and Counseling Services to be provided remotely.</p> <p>Presented by Tiesha Grundy.</p> <p>Seniors Farmer's Market Nutrition Program: The Pennsylvania Department of Agriculture Program Eligibility: WIC Farmers Market Nutrition Program (FMNP) \$30.00 Checks/Coupons/Vouchers Senior Farmers Market Nutrition Program (SFMNP) \$50.00 Checks/Coupons/Vouchers 60 years old and meet income guidelines How to apply: Contact your County Agency Area on Aging (AAA), Senior Centers, Proxy (someone you appoint to act on your behalf), Online Application. You cannot get change when you spend your check/coupon/voucher. You must spend the entire amount at one time. \$10/check. You can only use check for local</p>	N/A	N/A	

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G. Community Relations and Outreach	<p>produce, i.e., you cannot use to purchase pineapple or other fruits or veggies that are not grown locally.</p> <p>Estelle Walker presented. Community Relations team attended a total of 575 events with a total of 33,634 attendees in 2024.</p> <p>1st Quarter Health Topics</p> <ul style="list-style-type: none"> ✓ Glaucoma Awareness ✓ Cervical Cancer ✓ Heart Healthy ✓ Colorectal Cancer ✓ National Nutrition <p>Community Connect is available on PHW's website, is a free website to find resources in your area by searching your zip code.</p> <p>Southwest Events: Carnegie Mellon Wind Ensemble Penny: Also check out your local high school musicals.</p> <p>For information on Community Events please e-mail PHWCommunityOutreach@PAHealthWellness.com. You can also follow PA Health and Wellness on Facebook.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:41 PM.</p> <p>The Board Advisory Committee meeting started at 2:41 PM.</p>	N/A	N/A	

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A. Performance Improvement Project (PIP) – non-clinical and clinical	<p>Brendin Tupta presented.</p> <ul style="list-style-type: none"> • OLTL requested that the 3 CHC-MCO's add an Interim Report to PIP reporting timeline. We are awaiting clarification on this request. • The upcoming annual submission is due at the end of July. • PHW continues to collect data quarterly for each PIP project. • There are no outstanding concerns with both projects, and we continue to monitor all interventions. • More info in June. <p>2024 - 459 participants were transferred from nursing homes back to the community. Majority of transfers happen in the Philadelphia and Pittsburgh areas, but transfers happen all across the state. About 20% need housing prior to being transferred to the community. Securing suitable housing can be difficult.</p> <p>Penny: New Horizons is a drop-in center located in Bellevue (616 Lincoln Ave. Bellevue, PA 15202 9:00am-5:00pm Monday-Friday 412-766-8060) offering advocacy services, peer support, a free nutritious lunch and many other mental health resources. Membership is free.</p> <p>This concluded the Board Committee meeting at 2:58 PM with a reminder that the next meeting will be June 18, 2025.</p>	N/A	N/A	

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VII. Next Meeting Date +	June 18, 2025	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:58 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 3/21/2025
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