

Participant Advisory Committee
September 14, 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
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. Davuluri	Medical Director
P	Ralph Ramos	Director, Quality Program Strategy
P	Malik Haynes	Community Outreach Specialist
P	Jessica Grindle	Marketing Analysis
P	Kay Gore	Manger, LTSS

External Attendance Record

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

June	Name	Title
P	Penny Fleckenstein	LTSS Participant
P	Keith Klink	LTSS Participant
P	Gayle Lewandowski	LTSS Participant
X	Maria Martin	LTSS Participant
X	Leon Abramovitz	LTSS Participant
X	Melinda Clesca	Engolve Dental
P	Ed Butler	Office of Long Term Living - Employmnet
P	Sarah McElhattan	Service Access Management, INC.
X	Bayada	PH Provider
P	Yasymin White	Office of Long Term Living

+Informational or Old Business

*Action Required

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X	Anthony House	BH Provider
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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 1:25 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	<p>Dr. Davuluri Covid 19 update-PHW is monitoring the disease things are coming down, and that is a good thing. Goal is to have these meetings and other meetings in person once it is safe because face to face is important. Encouraging vaccination and boosters shot. CDC guidelines are something we are pushing. Access is the limiting barrier.</p> <p>Statement by Gayle a Participant went to the PCP and was told that she had to go to the pharmacy to get flu and shingles vaccine but does not like that she has to go to two different places to receive recommended vaccinations. Follow up, Medicaid will cover at no cost even if it is secondary.</p>	N/A	N/A	
B. Fluvention	Susan Foster presented Fluvention and stated that the Flu season will be starting soon. There will be an integrated campaign with Covid booster and Flu vaccine. Flu and Covid vaccine can be done and are effective when given at the same time.	N/A	N/A	

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C. HEDIS Operations	<p>Susan stated that September and October are typically the best time to get you vaccinations. At risk recommendation is for them to get the vaccine closer to the October time frame. The vaccines do diminish over time. Links for more information: https://www.cdc.gov/flu/about/index.html Please get your flu shot. Keith asked, Can you get the flu and Shingles shot at the same time? Answer, It is safe to get the flu and covid shot at the same time.</p> <p>Mike Zimage present and first discussed how to stay healthy and to get the Annual Wellness Visit done. Participant Newsletter information regarding ER versus Urgent Care versus PCP visit. No questions.</p>	N/A	N/A	
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. No questions at this time.</p> <p>Health Education Advisory Committee Concluded at 2:02 PM</p>	N/A	N/A	

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	<p>Participant Advisory Committee Started at 2:03 PM</p>			
A. Complaints and Grievances Q2 2022	Tanika Taylor reviewed the Q2 information and 2 complaints with 1 grievance in Q2. 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 Q2 2022. No questions.	N/A	N/A	
C. Transportation	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.	N/A	N/A	

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D. Employment	<p>Ed Butler spoke about Pennsylvania’s Employment First Policy and the Five employment services. Ed is going to retire soon.</p> <p>OVR issue for Penny work with Kay to try to get the information out to the PTPs.</p>	N/A	N/A	
E. CAHPS update	<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 3:01 PM.</p> <p>The Board Advisory Committee meeting started at 3:02 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</p>	N/A	N/A	

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B. Performance Improvement Project (PIP) – clinical	<p>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> <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 3:30 pm with a reminder that we could be in person in December for Q4.</p>			
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. Keith made the motion at 3:30 PM and Gayle second.	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:

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