



**Participant Advisory Committee/SW**  
*March 2, 2021*

**Internal Attendance Record** (Quorum, if applicable = [# needed or NA])

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

Mar	PHW Staff/Observers	Title
X	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Marci Kramer	Director, Quality Improvement
X	Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
X	Shirley A. Stahler	Quality Improvement Specialist I
X	Joanna Lewis	Manager, Operations
X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X	Jay Pagni	Senior Director, External Relations & Business Development, G&A
X	Dr. Auren Weinberg	Chief Medical Director
X	Malik Haynes	Director, Quality Program Strategy

**AD HOC ATTENDEES**

Mar	PHW Staff/Observers	Title
X	Pamela Suhan	Quality Improvement Coordinator I
X	Hollie Worthington	Quality Improvement Project Manager

**External Attendance Record**

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

Mar	Name	Title
X	MM	LTSS Participant
X	KK	LTSS Participant
	GL	Participant
X	PF	LTSS Participant
X	LA	LTSS Participant
	CJ	Participant
X	CJ	TRIPIL
X	IP	TRIPL
X	SM	Service Access and Management



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	MS	PH Provider
	MP	CEO from Service Coordination Unlimited
X	Ed Butler	OLTL

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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 10:16 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Greg conducted the roll call.	N/A	N/A	Greg Hershberger
<b>III. Old Business</b> <b>A. Review/Approval of the Minutes *</b>  <b>B. Follow up from Previous Meeting</b>	<p>Meeting minutes were accepted without any changes.</p> <p>Joanna Lewis informed the Participants that they are working with IT to get a resolution concerning opting out of reminders. She informed the Participants this will take time to get completed.</p> <p>The next issue was for GL who was not in attendance. Joanna stated she would follow up with GL concerning her issue that she did not receive a call back from a Supervisor when she requested a call.</p> <p>Jay Pagni contacted GL concerning her transportation issues. He is working with MTM to resolve her issues.</p> <p>Marci Kramer checked with Senior Leadership about providing gift cards for Participants for attending the Advisory Committee meetings. Senior Leadership decided that gift cards will not be provided at this time.</p> <p>In the December meeting GL said she did not receive the</p>	Accepted	N/A	N/A

+Informational or Old Business  
 \*Action Required

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	<p>diabetes mailers and would like to get them. Heather Eilert stated she is working with Marketing to get the information sent to GL. Heather told the Participants to contact Greg if they did not receive mailers. Greg will let her know and she will have the information sent to them.</p> <p>CJ asked if a person could get COVID-19 more than once. Dr. Weinberg responded that they believe a person can get it more than once. It is not clear if the second infection is from a variant strain or whether reinfection with the same strain can occur.</p> <p>The Participants were informed the slides will be sent to them with the follow up questions and answers from all five regions.</p>			
<p><b>IV. New Business</b>            A. 2020 HCBS CAHPS Survey Results.</p>	<p>Hollie Worthington presented the 2020 HCBS CAHPS Survey Results. She explained that the surveys are completed to assess the Participants experiences. The targeted groups are 18 – 85 year olds.</p> <p>The results are broken down into six groups:</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Health Status</li> <li>• Education</li> <li>• Ethnicity</li> <li>• Race</li> <li>• Urban/Rural</li> </ul>	N/A	N/A	N/A

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<p>B. Complaints and Grievances 4<sup>th</sup> Quarter 2020</p>	<p>She presented the comparison of the 2019 vs 2020 Global and Overall Ratings. She also presented the Composite results for 2019 vs 2020 and the Composite results for PHW vs Statewide.</p> <p>They identified and listed the Successes and Areas for Improvement. She asked the Participants if they had any feedback on transportation.</p> <p>PF replied that she believes the transportation issues are improving. She stated that Participants are allotted so many trips a year and she thinks the trips to the Advisory Committee meetings should not count towards the trips per year. PHW will ensure that trips to the PAC meeting will not count towards the allotment of transportation.</p> <p>For the specific results of the survey, please see slides 15 – 25.</p> <p>Jay Pagni presented the Complaints and Grievances 4<sup>th</sup> Quarter 2020 results. He stated that Access &amp; Availability is the top complaint category for the 4<sup>th</sup> quarter.</p> <p>Grievances had a significant increase for Quarter 4. This is because there was a reduction or change in the Participants PAS services.</p> <p>It was asked if there is a rating system for PAS. Jay responded that he was not aware of any. SM of Service Access and Management stated that they are given a sheet of names with</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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<p>C. Customer Service 4<sup>th</sup> Quarter results</p>	<p>no ratings. She informed the Participants that they can let her know if there are agencies there are issues with.</p> <p>PF asked what the process to get the agency out of the system and how consumers are protected from bad agencies. Jay stated that PHW takes action against providers and there are many we chose not to contract with. It was brought up that OLTL has ratings for childcare and they should have a rating system for agencies.</p> <p>If anybody has issues with their agency they should let Greg know and he will send the information to the proper people.</p> <p>For more detailed information on complaints and grievances, please see slides 28 – 32.</p> <p>Joanna Lewis presented the Customer Service results for Quarter 4, 2020. She informed the Participants that Customer Service received 48,950 Participant calls in Quarter 4 and 224,734 year to date. The average speed to answer for Quarter 4 was 18 seconds giving them a rating of 88% and year to date was 15 seconds with a rating of 90%. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p> <p>There were 23,193 Provider calls in Quarter 4 with an average speed of answer of 17 seconds. There were 105,701 calls year to date with an average speed of answer for 15 seconds. The</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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	<p>abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p> <p>PF asked if there was a way someone could let a message for a call back if they wanted to. Joanna stated that the calls are answered within 30 seconds and there is no voicemail during open hours. After hours, a message can be left.</p> <p>PF asked what the rule on hold time was. Joanna said that they are only to let the person on hold for two minutes. After two minutes they must let the caller know that they are still working on their issue.</p>			
<b>VII. Next Meeting Date +</b>	Next meeting will be June 1, 2021.	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg adjourned the meeting at 11:19 am.	Adjourned	N/A	N/A

Respectively submitted,

<b>Minutes prepared by (name &amp; title):</b> Shirley A. Stahler, Quality Improvement Specialist I	<b>Signature:</b>	<b>Date:</b> 3/11/2021
<b>Minutes approved by (name &amp; title):</b>	<b>Signature:</b>	<b>Date:</b>