

Participant Advisory Committee

December 12, 2023

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

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

December	Name	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
P	Chelsea Perren	Manager, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Brendin Tupta	Manager, HEDIS Operations (Clinical)
P	Gina Colon	Health Equity Specialist
P	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
P	Athena Aardweg	Program Manager II
P	John Savidge	Coordinator, Quality Improvement II – HEDIS Operations
P	Heather Dum	Senior Product Performance Analyst
P	Kayla Stadelman	Community Health Services Representative
P	Jessica Grindle	Marketing Analysis

External Attendance Record

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

December	Name	Title
X	Ricky Banks	LTSS Participant
P	Leslie Dowell	LTSS Participant
P	Kimberly Blatt	Caregiver
P	Evelyn Parker	LTSS Participant
P	Vivian Parker	Caregiver
X	Robert Steinberg	LTSS Participant
X	Melinda Clesca	Involve Dental

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P	Jeannetta Green	CIL Partner
P	Brittany Chisholm	CIL Partner – new CEO
X	Bailey Carey	PA Health Management
X	Micheal Tippitt	PH Provider
X	Yaasmyin 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 1:05 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	<p>Dr. Davuluri: Covid infection and RSV increase in positive cases and hospitalizations. New variant of COVID. RSV increasing 65+ with chronic conditions there is a vaccine available. Speak with PCP and get vaccinated for flu, covid and RSV.</p> <p>Spoke on importance of oral care. Oral care is important to maintain strong teeth decrease risk of infections from bacteria. Work with SC and PCP to acquire services.</p> <p>Raising awareness surrounding early detection/prevention of breast cancer through mammograms.</p>	N/A	N/A	

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B. Fluvention	<p>Type 1 and 2 diabetes uncontrolled can cause heart attack and stroke. Working on a program to find members that have uncontrolled sugars and discovering why they are uncontrolled. He spoke on the types of Diabetes (Type 1, Type 2, and Prediabetes) and what to look for in all of them. He reviewed the preventative screenings that someone could do and a healthy lifestyle would reduce your risk of diabetes.</p> <p>Updated PHW website for education with chronic conditions.</p> <p>Presented by Susan Foster. The campaign runs 09/23-03/24. Purpose is to decrease Flu, increase vaccination rates and reduce hospitalizations. Focus on high-risk groups.</p> <p>Flu Activity: PA is in the low category as of 11/25/23.</p> <p>Influenza A & B are similar besides a few variants. Vaccine includes different types of variants.</p> <p>Greg H.: Does the Flu vaccine include RSV?</p> <p>Susan F.: No, it does not.</p> <p>You cannot get the Flu from the Flu vaccine. Vaccine does not always work 100% of the time.</p> <p>Leslie: Was told insurance does not cover the Shingles vaccine.</p> <p>Susan F.: Check with carrier or member services to see if it is covered. If you ever have any question, you can go to PHW's website, log-in and check pharmacy coverage.</p> <p>Vaccination rate for PHW is 29%, which is spectacular in comparison to Centene Corp.</p> <p>Flu season has been mild so far, but it is still early.</p>	N/A	N/A	

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C. HEDIS Operations	<p>John S. presented on Roadmap Preventative Care for 2024. Schedule your annual visit with your practitioner. Get your lab work completed. Annual eye exams can check for diabetes and hypertension. Dental exams every 6 months. Diabetes exams – complete exams as recommended. Cancer screenings – keep up with preventive cancer screenings like colonoscopies and mammograms.</p> <p>Greg H.: It is also important to get to a Podiatrist if you have diabetes.</p>	N/A	N/A	
D. Health Education Materials	<p>Greg Hershberger presented on Seasonal Affective Disorder – a type of depression that occurs during the fall and winter months. Call 911 for emergencies and call 988 for any Mental Health crisis.</p> <p>Health Education Advisory Committee Concluded at 1:38 PM</p>	N/A	N/A	

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A. Complaints and Grievances Q3 2023	<p>Participant Advisory Committee Started at 1:38 PM</p> <p>Crystal Giles reviewed the Q3 information. Home Health has the highest complaints. Leslie: Needs help with medical equipment, has asked to 2 SC's and got nowhere. Greg H.: I will get Leslie's information to Crystal to follow-up.</p>	N/A	Greg needs to give Crystal Giles Leslie's information for follow-up.	
B. Customer Service	<p>Greg Hershberger presented on Customer Service. Greg presented on Participant and Provider incoming calls and how PHW met the metrics for Q3 2023 and throughout the year – 15 seconds average speed to answer PTPs, 14 seconds average speed to answer providers.</p>	N/A	N/A	
C. Transportation	<p>No updates.</p>			
D. Employment	<p>Theresia Kody presented on benefits counseling, employment opportunities and being employed. Making sure that participants are talking to their Service Coordinator if they want to be employed and follow up on the process. Can also send an e-mail</p>	N/A	N/A	

+Informational or Old Business

*Action Required

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E. Community Relations and Outreach	<p>to Information@PAHealthWellness.com. Asking for accommodations at work for a disability is allowed, i.e., a task list. Striving to support the 2.2% of HCBS PTPs aged 21-64 with employment interest.</p> <p>Greg H.: Share your stories because PHW celebrates those stories in our Monday Musings in the Mission Moment section.</p> <p>Gina reported on Community Relations and Outreach. Community Connect is available and a free website where you can plug in your zip code to find thousands of local resources – available on PHW’s website.</p> <p>LiHeap is for heating bills even if your heat is included in your rent.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:06 PM.</p> <p>The Board Advisory Committee meeting started at 2:06 PM.</p>	N/A	N/A	
A. Performance Improvement Project (PIP) – non-clinical	<p>Non-Clinical PIP Michael Z. reviewed the objective of this project is to assist PTPs in transitioning from the Nursing Facility in the community. Completion of the InrterRAI and referrals to Community Partners for housing.</p>	N/A	N/A	

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B. Performance Improvement Project (PIP) – clinical	Clinical PIP Michael Z. reviewed the objective of this project is transitioning PTPs from the hospital back to the home setting. This project started in 2018. Will move into a new project next year sometime. Annual report due 3/31/2024. There were no questions.	N/A	N/A	
C. Rural Listening	<p>Athena Aardweg presented on rural listening session. She wanted participants feedback with various topics regarding rural concerns, if there where any. Leslie stated that caregivers are hard to come by when one calls off and when her reliable caregiver retires what will happen next? There were no other concerns.</p> <p>This concluded the Board Committee meeting at 2:33 pm with a reminder that the next meeting will be March 19, 2024.</p>	N/A	Get Leslie Athena’s contact information	
VII. Next Meeting Date +	March 19, 2024	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:33 pm.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Health Services Representative	Signature:	Date: 12/13/2023
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