

June 11. 2019

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

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

Mar	Jun	Sep	Dec	PHW Staff/Observers	Title	
Р	Х			Daniel Kleinmann	Community Relations	
Р	Х			Greg Hershberger	Project Manager	
Х				Marci Kramer	Director, Quality Improvement	
Х	Х			John Mee	Sr. Director, Vendor Mgmt.	
Р	Р			Felicia Alexander	Pathways Facilitator	
Р	Р			Jim Swingle	Manager, HEDIS and Stars Operations, Chairman	
Х				Malik Haynes	Manger, Quality	
Р	Р			Jim Amato	PC II	
Р	Р			Sarah McElhattan	Service Access and Management	
				Melinda Clesca	Envolve Dental	
	Р			Ashley N. Moore	Quality Improvement Coordinator I	
	Х			Colleen Miles	Director Grievance & Appeals	
	Х			Shannon Hughes	Manager Operations	
	Р			Ellie Wozniak	Quality Improvement Coordinator I	
	Х			Shirley A. Stahler	Quality Improvement Specialist I	
Mar	Jun	Sep	Dec	Designee Attendee Name	Title	

External Attendance Record

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

Mar	Jun	Sep	Dec	Community Observers	Title/Program	
Р	Х			Erin Ninehouser	SC for PA health Access Network	
Mar	Jun	Sep	Dec	Name	Title	
Р				MM	LTSS Participant	
Р	Р			КК	LTSS Participant	



Р	Р	GL	Participant	
Р	Р	PF	LTSS Participant	
Р		NW	LTSS Caregiver	
Р		Andrea Costello	TRIPIL	
Р		Anna Zaydenberg	ComForcare Senior Services	
	Р	Carol Jones	TRIPIL	
	Р	Daniel L. Bodnar	Participant	
Р		CR	Participant	
Р	Р	MT	Participant	
		LB	Participant	
		Andrea Costello	LTSS Provider	
		Anthony House	BH Provider	
		Marsha Simonds	PH Provider	





Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsibl e Party
I. Call to Order		N/A	N/A	Jim Swingle
	Jim Swingle called the meeting to order at 10:20 AM.		N / A	
II. Announcements +	Roll call and introductions were made by all in attendance via	N/A	N/A	Jim Swingle
	phone and in-person.			
III. Review/Approval	Gayle Lewandowski, participant, approved and Keith Klink	Approved as	N/A	All
of the Minutes *	participant, seconded the motion to approve the minutes from	written.		
	March 12, 2019.			
IV. Old Business +	Jim Amato arranges the transportation. The Participants feel their	N/A	N/A	N/A
A. Transportation	complaints are falling on deaf ears. Jim Swingle stated that all of			
	the participants arrived at the meeting on time. The			
	transportation situation was being worked on late to make sure			
	everybody got their transportation and arrived on time. John Mee			
	is trying to get the issues resolved. Matt Taylor stated that PHW			
	should not have to work on till late and the rides should be consistent.			
	PF said she had a good experience with her transportation. She			
	said the driver called her to let her know that she would be a little			
	late and then called when she was four minutes away from her			
	house.			
	Jim Amato explained that what they try to do is be an advocate			
	for the participant. They are trying to streamline the process to			
	help it get better. John Mee informed us that there were 7000			
	trips in the first quarter in the Southwest. The broker has some			
	issues to deal with. PHW has to work with many different			
	agencies. Share a Ride will take you almost anywhere.			
	GL was asking about an MTM debit card for friends and family to			



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	give rides in specific circumstances. She received the card without requesting it. The card is for reimbursement to friends and family in electronic payment for giving rides in specific circumstances. Daniel Kleinmann is responsible for the follow up on this.		Daniel Kleinmann to follow up	
V. New Business A. PAS and home health services – Rating system B. PAF hours	Participant GL stated she would like to be involved in the program to rate the PAS and home health services. PF stated she would also like to be involved. Jim stated he would make sure that they were involved if the system comes to fruition. GL brought up the reduction of PAF hours. Colleen Miles stated, they are looking at real life solutions to determine how many PAF	N/A	GL and PF will be asked to be part of this initiative.	



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Medical Management	hours are appropriate. A nurse is to do the assessment. When the Service Coordinators come back you can express this to them and file a grievance. When the Grievance Department reaches out and discusses there may be a possibility that the decision could be overturned. GL said that many participants are unaware of this. Colleen stated she would try to get the information to participants.			
	GL brought up the Direct Care Workers for Medical Management and said they are not trained well. Colleen informed her that if a complaint is filed with PHW, it gives us a reason to investigate and address the concerns to the agencies. GL informed PHW that a worker that she had took her key without asking to use. GL had to change her locks and she gave the receipt to the owner of the agency to reimburse her. Colleen informed her that if she does not get her money back, she can file a complaint with PHW. PF stated that the agencies need to train better. It was brought up that sometimes it is because the agencies are unable to get new workers and are unable to keep them because the work is hard and they are not paid well.		Colleen will follow up to see what can be done.	Colleen Miles
C. Complaints and Grievances 1 st Quarter 2019 report.	Southwest – 245 grievances – the grievances were for access and availability, access to DME, and access to Medical Reduction hours. 40 complaints: 18 – Access and availability – transportation – this was 45% of the complaints. 5 – Billing issues			



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D. Customer Service 1 st Quarter 2019 report	 1 – Quality of care 1 – Quality of provider site 16 – Attitude and service for both PHW and providers DB wanted to know if the issues were resolved. He was informed that they all were resolved but some of the participants were not always happy with the results of the findings. Participant calls - 82332 Average speed of answer was 18 seconds. Required is within 30 seconds. Provider calls – 31135 Average speed of answer was 21 seconds. Required is within 30 seconds. 			
E. Quality Improvement	MT wanted to know what the abandonment rate was. Abandonment rate was 1 ½ %. Discussion on Performance Improvement Plan in an Acute Facility. Work to improve the coordination of care and behavior health. Non-Clinical follow up after a hospital stay and transition of care. Work with participants when they leave the Nursing Home and facilitate to keep them out of the Nursing Home for at least six months.			
VII. Next Meeting Date +	September 10, 2019 @ 10:00 AM	N/A	N/A	N/A



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VIII. Adjournment *	Jim concluded the meeting at 11:19 AM.	Adjourned	N/A	Jim Single

Respectively submitted,

Minutes prepared by (name & title):	Signature:	Date:
Shirley A. Stahler, Quality Improvement Specialist I		06/12/19
Minutes approved by (name & title):	Signature:	Date:
James A Swingle, MSN, RN, CCM, Chair		06/13/2019