



## Traumatic Brain Injury (TBI) Waiver Program Quality Improvement Advisory (QIA) Council Annual Report 2025

### Purpose

The purpose of the TBI Waiver QIA Council is to provide guidance and feedback to the Department of Human Services Bureau for Medical Services (BMS) and its contracted Utilization Management Contractor (UMC) in the development of an ongoing quality assurance and improvement system for the TBI Waiver Program. To this end, the Council's charge is to collaborate with staff to develop and strengthen the TBI Waiver program's ability to:

- Collect data and assess members' experiences to assess the ongoing implementation of the program, identifying strengths and opportunities for quality improvement
- Act in a timely manner to remedy specific problems or concerns as they arise and
- Use data and quality information to engage in actions that lead to continual improvement in the TBI Waiver program.

The TBI Waiver QIA Council annual report is designed to provide an overview of the Councils' work plan, goals, objectives, and accomplishments in 2025.

### Centers for Medicare and Medicaid Services (CMS) Quality Assurances

The Council works with BMS and the UMC, Acentra Health, to ensure that the TBI Waiver supports the desired outcomes outlined in the six focus areas of the Quality Framework developed by CMS. These focus areas include:

#### §1915(c) CMS Quality Assurances

- **Waiver Administration and Oversight:** The State Medicaid agency is actively involved in the oversight of the waiver and is responsible for all facets of the waiver program.
- **Level of Care Evaluation/Re-evaluation:** Persons enrolled in the waiver have needs consistent with an institutional level of care.
- **Qualified Providers:** Waiver providers are qualified to deliver services/supports.

- **Service Plan:** Members have a Person-Centered Service Plan that is appropriate to their needs and preference and receive the services/supports specified in the Service Plan.
- **Health and Welfare:** Member's' health and welfare are safeguarded.
- **Financial Accountability:** Claims for waiver services are paid according to state payment methodologies specified in the approved waiver.

### Membership Information

The Council started 2025 with full voting membership.

### 2025 Meetings

The QIA Council met virtually four times in 2025: February 20, May 15, August 21, and November 20.

Meeting notices are posted on the WV Secretary of State website:  
<http://apps.sos.wv.gov/adlaw/meetingnotices/>.

In addition, the TBI Waiver QIA Council Meeting Minutes are posted on the BMS website: <https://tbiwprogram.wv.gov/qia-council>.

Each meeting allows time for public comment to solicit feedback from members using TBI Waiver services, as well as their advocates and allies, on the performance of TBI Waiver services. All meetings are open to the public. Meeting minutes were distributed to Council members within one month following the meeting.

### Council Quality Management Plan

The Council's Quality Management Plan (QPM) for 2025 included a quarterly review of service planning and member safety quality performance measures from retrospective provider quality reviews. The Council did not have specific recommendations for service planning and agreed with the UMC-stated remediation actions. The Council received quarterly detailed incident reports to determine if any trends were evident. The Council identified and requested additional details on whether the members had Personal Attendant services at the time of their incidents and if others, including guardians or the Personal Attendant, was present during the time the incident occurred

### # Served/Enrolled/Discharge during the calendar year 2025

Total # of unduplicated slots used as of 12/31/2025: 96

Total # Newly Enrolled during Calendar Year 2025: 17

Total # of discharges during Calendar Year 2025: 10

Reason for Discharge	Number
No Services for 180 continuous days	1
Unsafe environment	1
Member noncompliance with program	0
Member no longer desires services	5
Member is deceased	3
Member no longer a WV resident	0
Member no longer medically eligible	0
Member no longer financially eligible	0
Other	0

### Program Data

The Council reviewed program data gathered and presented during quarterly meetings. The following reports were presented for review and discussion:

1. Discovery and Remediation
2. Program Activity
3. Incident Management Reports (Reviews and Trend Tracking)
4. Ad Hoc Reports
5. Findings from the 2025 Home- and Community-Based Services (HBCS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys.

The Council is responsible for identifying trends in the data and formulating recommendations for program improvement.

### Council Recommendations for program Improvements to be Implement in 2025

The Council supported the following recommendations from the 2025 Survey Findings from HBCS CAHPS to support ongoing quality improvement efforts:

- **Data Management.** Maintain survey data for future comparison and analysis to track trends and measure progress over time.
- **Stakeholder Engagement.** Review survey results with the TBI Waiver Quality Improvement Advisory Council, TBI Waiver Service Providers, and other stakeholders to ensure transparency and collaborative problem-solving.
- **Provider Training.** Continue integrating brain injury knowledge and skills into quarterly provider trainings to enhance service delivery and provider competency.

- **Performance Reporting.** Consider using survey responses to support reporting on CMS performance measures, specifically those related to Service Planning and Health and Welfare.
- **Vendor Communication.** Recommend that BMS share relevant survey results with the Non-Emergency Medical Transportation (NEMT) vendor to address identified service gaps, particularly in transportation timeliness.

The Stakeholders with lived experiences wanted to continue with a call one week prior to the Council Meeting to review the agenda and reports and discuss the minutes from the previous meeting. The UMC agreed to set up the meeting for those interested in participating.