

# Meeting Minutes

Service Experience Team Meeting  
September 21<sup>st</sup>, 2018 9:00-12:00

## Location

ALTSA, Home and Community Services Holgate Office  
1737 Airport Way S Suite 130; N95-2 Seattle, WA 98134  
Emerald City Conference Room  
Phone: 206-341-7600

9:00 – 9:30 30 minutes	<ul style="list-style-type: none"><li>• Welcome and Introductions</li><li>• Review and approve minutes from last meeting May 2018 meeting minutes approved</li></ul>
9:30 – 9:45 15 minutes	<ul style="list-style-type: none"><li>• Medicaid and Vitamins (Amy Irwin, HCA) Contact customer service line if you need to find out why claim was rejected. PowerPoint will be sent to SET members</li></ul>
9:45-10:15 30 minutes	<ul style="list-style-type: none"><li>• Medicaid and Durable Medical Equipment (DME) (Erin Mayo, HCA and Debbie Blackner, ALTSA) PowerPoint will be sent to SET members. Review of medical necessity and process if denied whether it is new equipment or equipment that someone already has. How can the state let clients know these are available? Outreach to case managers, state-wide webinars, wellness education letter (Deb Blackner) have vendors participate. If one needs equipment, what is process? Include SET members in next year's Social Service conference.</li></ul>
10:15-10:30 15 minutes	<b>BREAK</b>
10:30-10:50 20 minutes	<ul style="list-style-type: none"><li>• Old Business<ul style="list-style-type: none"><li>Survey Update (Karen Fitzharris, HCS)</li><li>Assisted Living and Resident Council (Brendy Visintainer, HCS) Residents in Assisted Living Facilities (ALF) may choose whether to have resident council.</li><li>Legislative Handout (Brendy)</li><li>Social and Therapeutic Leave (Brendy). Handout provided</li></ul></li></ul>

10:50-11:30  
40 minutes

- **Care Tool (Bea Rector, HCS)**

Concerns: Assessments not accurate, social workers looking at computer more than client. Services not provided due to no caregiver. Social workers look at younger clients with skepticism. No emergency caregiver available. Case Manager is key in some concerns. Escalate issues locally. SET would like to see social worker involved in these meetings. Check with Ed Holen regarding Informing families/building trust. Bea will speak with Gabby outside of meeting. Caregivers need more training with topics like self-direction, person-centered approach, and nurse delegation.

11:30—11:50  
20 minutes

- **Planning for next meeting (Karen)**

Group would like to work on 1-2 topics of interest for Home and Community Services (HCS) clients.  
Assistive Technology (AT) underutilized. Performance Improvement Plan (PIP) to better understand underutilization. Hoping outcome of Consumer Directed Employer (CDE) is that we see underutilized services being utilized.

11:50—12:00  
10 minutes

- **Evaluation (Plus Delta)**

