

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Special Meeting by Conference Call
Thursday, May 28, 2015

Members Present: Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Alice Ferguson; Kevin Galvin; Bryte Johnson; Stephen Karp; Robert Krzys; Theanvy Kuocho; Nanfi Lubogo

Members Absent: Jeffrey Beadle; Michaela I. Fissel; Rev. Bonita Grubbs; Sharon Langer; Fernando Morales; Richard Porth; Alicia Woodsby

Other Participants: Faina Dookh

Meeting was called to order at 10:02 a.m.

Dr. Checko chaired the meeting.

Update on CAB Questions Regarding Conflict of Interest

This topic is being postponed for a later time.

SIM PMO Communication Plan

Dr. Checko said there will be an email coming out in the next month or so to outline the products and strategies of the communication plan. Ms. Murphy noted there were some efforts to develop some communication around SIM. She said there were some concerns about the strategies and language of the communication material. She noted the language was not understandable to some. Ms. Murphy also mentioned some meeting materials are not getting out to consumer representatives until the day before and there are questions around the timeline.

Ms. Dookh said she is prepared to speak today about the communication plan. She said plain language is very important and she would appreciate the feedback. Dr. Checko said they can go through some of it over the phone so that others know what they are talking about.

Ms. Dookh gave an overview of the SIM PMO communication plan. She said in the SIM Stakeholder Engagement Plan, they go over things that are happening and what they are planning. She said the stakeholder's plan discusses engaging providers, government entities, payers, consumers, and employers. Ms. Dookh said they will be rolling out different types of communications this month such as At a Glance, Cross Stream Update, SIM News, etc. The audience for each vehicle varies. There could be an overlap. The CAB could adopt some of the vehicles or develop a new vehicle(s). Ms. Dookh noted the SIM Cross Stream Update is strictly for the SIM Team and SIM governance. This way someone can spot immediately where cross sections may be.

Ms. Murphy suggested clear and plain language. She noted consumers are in the process. Ms. Murphy asked whether they were going to change the title. Ms. Dookh said she is very involved with this. She noted she will be working further on the title of the Cross Stream Update. Ms. Murphy said it would be helpful for members to send in some suggestions.

Mr. Galvin asked whether anyone was going to look at it first to make sure it is readable for the people on the high level. Ms. Dookh noted they have assigned different people to different parts of the communication plan. Each group or person has a section to write. They submit information to her and she checks to make sure it's plain language. She said she can let them know that it should be clear and plain. Ms. Dookh said the process includes each representative giving a summary of what is going on in their group. Dr. Checko noted that each section will be assigned to specific people to develop. The representatives for CAB are Dr. Checko and Jeffrey Beadle.

Ms. Kuocho said she would appreciate the simple language being a few lines including just whatever was said in the meeting. She expressed concern because sometimes consumers don't know what is going on and who

is doing what. Ms. Ferguson mentioned looking at two documents, CT SIM Communication and Cross Stream Update. She said she personally appreciates the Cross Stream Update because it lets them know internally what is going on. She noted it may be a wrong use of resources to spend a lot of time on it. Mr. Krzys suggested a public portal so that the public can find out what SIM is doing and provide comments or feedback. He said if SIM is involved in social media, there should be a place for the public to comment.

CAB Consumer Engagement Planning

Dr. Checko noted the next meeting is June 9th and the need to talk about the consumer engagement. Ms. Kuoch said she knows of someone who can talk about the consumer engagement planning. She mentioned the person has a lot of experience and knowledge. She will send information to Dr. Checko to review. Ms. Kuoch requested a summary on the DPH SHIP meeting. Dr. Checko said she would be happy to go on line and share the information.

Dr. Checko noted that we have a quorum.

CAB members discussed the request from PTTF for CAB to recommend a candidate. Anne Klee has been recommended to will serve as a replacement for a member (Dr. Laurie Harkness) who is unable to serve due to evening meetings. Dr. Klee is a psychologist, who works with and was recommended by Dr. Harkness. Dr. Checko noted we received her application information last week. She said one person expressed a problem with voting over the phone. Dr. Checko asked whether anyone else had a problem with voting over the phone.

Motion: to recommend to the Steering Committee that Anne Klee be appointed to the Practice Transformation Taskforce as a replacement for Laurie Harkness –Bryte Johnson; seconded by Stephen Karp.

No discussion.

Vote: all in favor.

Dr. Checko noted that the recommendation will be submitted to the Steering Committee for their consideration.

Dr. Checko mentioned that she and Ms. Ferguson attended a meeting regarding community health workers on May 27th. There were various speakers. She said Dr. Schaefer spoke about the SIM and Kate McEvoy talked about what Medicaid is going to do. Dr. Checko said they will be getting all of the slides together and make sure they are available to everyone.

Dr. Checko noted she was able to speak to Grace Damio, who was appointed to PTTF, and Bruce Gould after the meeting regarding work on the CHW initiative. She said she recommended having everyone get together to talk about what everyone is doing and coordinating activities, so the CAB is not off doing their own thing. Mr. Krzys mentioned there is so much going on with the CHW piece, but it isn't the only thing the Workforce Design Group will be working on. He said they don't need everyone at the table to talk about the same thing. Dr. Checko noted she was just bringing it up to get things going and so that they can talk about what is going on in the different groups and who is doing what.

Ms. Ferguson suggested bringing in the organizer of CHW that presented at the CHW meeting. Dr. Checko said they don't want to cut people out of the process. Ms. Murphy said all recommendations and suggestions are welcome to help the process.

Ms. Murphy mentioned it looks like they will have to stay with the June 9 meeting. She said it is getting very close and they don't have all of the information regarding the upcoming housing conference. She said they will send the information out to everyone once it is received.

Motion: to adjourn - Alice Ferguson

There was no discussion

Vote: all in favor

Meeting adjourned at 10:53 a.m.