

# STATE OF CONNECTICUT Consumer Advisory Board

## Meeting Summary Thursday, May 15, 2014

**Members Present:** Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Yvette H. Bello; Alice Ferguson; Michaela I. Fissel; Cheryl Harris Forbes; Stephen Karp; Theanvy Kuoch; Sharon D. Langer; Nanfi Lubogo; Richard J. Porth

**Members Absent:** Jeffrey G. Beadle; Kevin Galvin; Bryte Johnson; Robert Krzys; Cece Peppers-Johnson

Meeting was called to order at 9:13 a.m.

The new members to be board were welcomed and members introduced themselves.

### **Public Comment**

There was no public comment.

### **Correspondence**

There was no correspondence to discuss.

### **Approval of summary from April 23, 2014 meeting**

***Motion – to accept the minutes of the April 23, 2014 meeting as amended – Richard Porth; seconded by Sharon Langer.***

It was noted that there was an error in the approval of minutes for the March 14, 2014 meeting. It was suggested that minutes be corrected to read: “Cheryl Harris Forbes’s name was omitted from the attendance. She should be listed as present for this meeting.”

***Vote: all in favor.***

### **Status of consumer nominations to the CAB, Steering Committee and work groups**

The board welcomed its new members. The program management office notified approved work group members via letter. The recently nominated appointees for the Quality Council have not been approved yet and approval of Health Information Technology Council appointees remains on hold. All appointed consumer and advocate work group members have been invited to the May 27<sup>th</sup> information sharing meeting.

### **Discussion of CAB Principles**

In the original incarnation of the Consumer Advisory Board, a set of principles were developed before the group went on hiatus. The board leadership said it was appropriate to review those principles, using a sub-committee to further develop them. It was asked what the board was a part of, as it was originally created to provide consumer input to the now-defunct Office of Health Reform and Innovation. It was noted that it will be important to clearly articulate the board’s role in the revised principles and that it be consistent with state leadership. One idea was the board to work together with other governmental bodies and to determine a way to interact with non-governmental groups. It was suggested that the board work to build trust with the various groups.

It was also suggested that the board not see itself as the exclusive group for consumer input and, instead, work collaboratively with others. Other suggestions for updates to the principles included referencing health equity rather than health disparities and to include cultural and linguistic competency.

The board chairs will ask Richard Porth to chair a team to review and propose changes to the principles. Mr. Porth led the drafting of the original principles. Michaela Fissel and Alice Ferguson will also serve on that team. The principles should be viewed as a living document that can be changed with time.

### **Process for communicating consumer concerns and questions**

The board discussed how to best engage in meaningful communication with the new work group representatives, other official bodies, and the consumer and advocate community statewide. The question was raised at what happens with input that is received. It was suggested that the board could communicate back that the comments were reviewed. It was also suggested that a list serve be established as a means to communicate with colleagues. Another suggestion included developing a list of consumer questions related to the issue briefs. That may involve communicating with other consumer groups. They also discussed taking a cautious approach as not all comments received may warrant a response from the board.

It was asked what the plan was for input on the State Innovation Model Test Grant application. The application timeframe will likely not allow for a sweeping public input process. The program management office plans to work closely with the board and the Healthcare Cabinet to get input on the issue briefs. The program management office has received comments on the issue briefs, and the steering committee meetings will begin with a public comment period. As CMS has not yet released the funding opportunity announcement, the plan is to have as many building blocks in place to be ready when the application drops.

It was suggested that board members could share the issue briefs with their constituents. It was noted that this idea was in keeping with the originally established principles. On a related note, it was asked whether board members should read the issue briefs and the Healthcare Innovation Plan with those principles in mind. That is in keeping with the board's preliminary discussions. It may be helpful to simply identify the questions and comments raised and, case by case, determine how to best respond.

### **Discussion of issue briefs**

The board discussed who to best respond to each of the issue briefs. There may be areas where the board came to consensus on a response to a particular issue brief, whereas, in other instances, board members may want to respond individually. The board had initially been asked to focus on Issue Brief #4 – Strategy for Advancing Care Delivery as it had a higher level of consumer impact. The program management office staff could, however, do presentations on any of the issue briefs. Board members said they would prefer that. They also said others should be invited to participate in an open discussion. The Consumer Advisory Board could be the conduit to larger public input. There are additional issue briefs planned, with each focusing on issues such as prevention service centers, value based insurance design, employer engagement, the role of community health workers.

A number of decisions cannot be finalized until the test grant application is released. The issue briefs were born out of points in the Healthcare Innovation Plan that the state needs to further develop and address. The plan is to make those decisions with the steering committee and with the

guidance of the Consumer Advisory Board. The board's comments on the issue briefs could be compiled and shared with the Steering Committee. It was also requested that a link to correspondence be added to the board's page.

**Planning for May 27, 2014 Consumer Advisory Board meeting**

The session will be held at the Hartford Room of the Connecticut Behavioral Health Partnership and will consist of an info sharing session for new members and an orientation on the State Innovation Model. It is anticipated that there will be differing levels of expertise in the room and the goal is to encourage participants to find ways to work together and communicate. Lynn Quincy of Consumers Union will speak about consumer issues. The board discussed what should be covered during the session. One suggestion was how to reach people of color. Board members were asked to submit other ideas to the chairs.

Meeting adjourned at 11 a.m.

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