

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
Tuesday, July 14, 2015

Location: Legislative Office Building, Room 1B, Hartford

Members Present: Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Jeffrey Beadle; Kevin Galvin; Rev. Bonita Grubbs; Bryte Johnson via conference line; Robert Krzys; Theanvy Kuoch; Sharon Langer via conference line; Nanfi Lubogo; Fernando Morales; Richard Porth

Members Absent: Alice Ferguson; Michaela Fissel; Stephen Karp; Ann Smith; Alicia Woodsby

Other Participants: Christine Nguyen-Matos; Mark Schaefer

Call to order and introductions

The meeting was called to order at 1:01 p.m. Members introduced themselves.

Public Comment

There was no public comment.

Acceptance of Minutes of June 9th meeting

This was postponed to later in the meeting due to a lack of quorum.

Presentation on Draft of CAB Objectives and Goals for Consumer Engagement and Communication – Fernando Morales and Writing Group members

Dr. Checko expressed thanks to everyone on the Consumer Advisory Board (CAB) Writing Group for their work on the Consumer Engagement and Communication document. She noted the document is intended to represent the CAB's vision and goals for a consumer communication and engagement plan. She mentioned it would set the stage around the CAB's beliefs and rights for the consumer. The document will also serve as guidance for the Program Management Office (PMO) to use in developing a RFP for an individual/organization to work with SIM PMO and CAB. Dr. Checko said the goal of the meeting is to have a product that they can vote on, adopt for the CAB, share with SIM PMO, consumers, the other workgroups, and post to the website.

Ms. Langer expressed concern regarding the document not highlighting some of the unique challenges and opportunities in the Medicaid program. Mr. Galvin asked Ms. Langer whether she would have some time to look at the document more thoroughly and provide suggestions for input regarding the Medicaid program. He noted the CAB Writing Group did not have someone present with specific knowledge of Medicaid. He mentioned her input would be helpful towards the final document. Ms. Langer agreed to provide additional feedback and input to the document regarding Medicaid with a deadline of Thursday, July 16th.

Fernando Morales presented on the CAB's draft Consumer Engagement and Communication objectives and goals ([see presentation here](#)). Dr. Checko noted they attempted to assure that the consumer would be in the center of everything positive that happens. Ms. Kuoch noted that there is a very diverse population and by making the document rich and inclusive, in the end, SIM will be very proud.

Dr. Checko mentioned the CAB Writing Group talked about Medicaid but didn't dwell on it because they were being inclusive. She said they can discuss more if members feel there needs to be additional information. She noted they included a glossary for anyone that is unfamiliar with the terms. The terms highlighted in blue on the document are defined in the glossary.

Rev. Grubbs, a Medicaid Assistance Program Oversight Council (MAPOC) and CAB member, expressed concern about people having access to needed information in order for their issues to be resolved. She suggested providing additional detail for the Medicaid population as they review the document. She noted there are other non-Medicaid populations that may be underserved and affected. Rev. Grubbs said there are multiple populations underneath the Consumer Engagement and Communication Plan umbrella.

CAB Consumer Engagement Planning, Draft Review and Discussion

Dr. Checko opened the floor for discussion. Ms. Lubogo asked whether CAB is planning on spreading information to the various populations, gather feedback or bring consumers in to give testimonies if any questions. Mr. Morales said the communication plan will assure that anything that comes out will be in a simple manner for the various communities to understand and to help them to be engaged in the process. He noted activities such as the forums will be used to help engage consumers to see what is working and what is not working and to inform whether there are some things that need to be modified.

Mr. Gavin noted the intention is not to add an additional layer of outreach responsibility to the CAB. He said it would be used as a map for outreach and for SIM to develop the capabilities to reach the communities. The CAB is responsible for monitoring and ensuring that it's taking place. Mr. Galvin said this will be of long term relevance for the CAB. Dr. Checko said it is not CAB's responsibility to produce every piece of communication that will go out. CAB has a responsibility to make sure the communication to the consumer is understandable.

Rev. Grubbs asked whether consumers from the various workgroups could be brought to the table for conversations about experiences and take an activist approach to influence the direction from a consumer's point of view. Dr. Checko said it would be helpful to cross communicate what they're trying to achieve and discuss what is going on in the other workgroups. Members won't just be in the workgroups as an individual but as a consumer board representative. Rev. Grubbs suggested that it may be helpful to receive input regarding consumer experiences for the proposed focus groups and community groups.

Ms. Murphy expressed thanks and appreciation to the CAB Writing Group and everyone that took the time to contribute language. CAB members continued to review and discuss the draft document. Mr. Beadle asked what would be the next steps to formally adopt the document. He asked will there be a final document with the additional Medicaid part. Dr. Checko said if everyone agrees with the document, they could vote and adopt the document. Mr. Beadle asked whether it would be adopted by the Healthcare Innovation Steering Committee (HISC). Dr. Checko said they are planning to share it with HISC. HISC would not adopt it but CAB would adopt it as a document of operations. She mentioned it would be incumbent upon SIM PMO to start the RFP process once it has been presented to the HISC.

Dr. Checko noted that a quorum had been reached.

Motion: to adopt the CAB Objectives and Goals for Consumer Engagement and Communication document. – Bryte Johnson; seconded by Richard Porth.

Discussion: Dr. Checko suggested including the information that Ms. Langer may provide. Mr. Beadle suggested including the end date.

Amendment: *that the motion be amended with the inclusion of information from Ms. Langer with a deadline of this Thursday.*

Discussion: Dr. Checko mentioned that the document will be sent out to the CAB members on the same day. Mr. Galvin noted that there may be additional terms in the glossary and pictures.

Vote: *All in favor.*

Acceptance of Minutes of June 9th meeting

Motion: *to accept the minutes of the June 9th CAB meeting- Kevin Galvin; seconded by Jeffrey Beadle.*

Discussion: There was no discussion.

Vote: *All in favor.*

Dr. Checko mentioned there was no need to vote on the CAB's Writing Group special meeting summaries from July 2nd and July 8th because the minutes are for informational purposes only.

Update on SIM Work Groups

Ms. Murphy provided CAB members with a copy of the Work Stream Update ([see document here](#)). She suggested going through the document and note if any changes for each work group. Ms. Murphy said the report given for the Quality Council was accurate. Ms. Lubogo reported no changes for the Practice Transformation Taskforce (PTTF). Dr. Checko noted the Health Information Technology Council (HIT) July's meeting was cancelled. She said there is an advisory group being set up as a result of Senate Bill 812, with Commissioner Bremby in charge and they aren't sure how it will affect everything.

Dr. Checko mentioned that the Equity and Access Council (EAC) will be reporting their recommendations to the Steering Committee on Thursday. She noted the resignation of Maritza Bond from EAC. She said CAB discussed at the last meeting that the next person on the scoring list would be recommended. She noted the next person on the list is Jacqueline Ortiz Miller unless the secretary informs differently.

Motion: *to recommend to the Steering Committee that Jacqueline Ortiz Miller be appointed to the Equity and Access Council as a replacement for Maritza Bond – Kevin Galvin; seconded by Rev. Bonita Grubbs.*

Discussion: There was no discussion.

Vote: *All in favor.*

Mr. Krzys gave an update on the Workforce Design group. He said he had a conversation with Dr. Gould and they discussed utilizing the advisory group around the Community Health Worker (CHW). He suggested for Workforce to coordinate with their work because they have the resources and an existing contract. It was noted the first step would be to have everyone at the same table.

Next Steps and Meeting Planning

Dr. Checko said that she and Jeffrey Beadle have been working on the educational forum. Mr. Beadle reported that he was able to procure a facility for September 15th. Generations, a qualified health center that covers much of Connecticut, is willing to co-partner. Dr. Checko mentioned she spoke with Mark Schaefer and Christina Nguyen-Matos regarding the financial part of it. Rev. Grubbs suggested connecting with Elizabeth Krause and Pat Baker from the Connecticut Health Foundation because they are interested in obtaining information.

Mr. Beadle said the listening session is an opportunity for an education forum. He suggested melding the two of them together, for the listening session and the consumer involvement.

Dr. Checko said they talked to Ms. Kuoch about doing the listening session. Ms. Kuoch suggested the month of October to allow time for preparation of the listening session. Ms. Murphy asked about what would be needed for translation services to make the meeting effective. Ms. Kuoch said translation services will be needed but it will take time to put it all together. Ms. Lubogo mentioned she has information that could help and is willing to discuss with Ms. Kuoch. Dr. Checko noted there is money in the budget for translation services.

Dr. Checko suggested having a lunch or refreshments for CAB members to get to know each other better. Dr. Schaefer mentioned according to state rules, the group can talk about everything except for the work of the council during the get together.

Update on SIM Activities and Conflict of Interest Policies

Dr. Schaefer gave an update on the Conflict of Interest Policies. He said they had a meeting and the result was to proceed with the policy that was distributed in June with an end date. He said this is with the understanding that there may be some changes. There is a revised policy that will be presented to the Steering Committee on Thursday. Dr. Schaefer mentioned they are in the process of getting information back from other states. He noted CMMI have reviewed the policies and thinks that it is strong.

Mr. Galvin asked whether the revised Conflict of Interest policy is on the website or whether it could be sent to CAB. Dr. Schaefer said yes it is on the website. Ms. Murphy said if CAB members have questions after reviewing the Conflict of Interest policy, to contact the co-chairs of CAB.

Motion: to adjourn the meeting – Kevin Galvin; seconded by Richard Porth.

Discussion: There was no discussion.

Vote: All in favor.

The meeting adjourned at 2:48 p.m.