

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
Tuesday, November 10, 2015

Location: Legislative Office Building, Room 1B, Hartford

Members Present: Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair) via conference call; Jeffrey Beadle; Alice Ferguson; Michaela Fissel; Kevin Galvin; Rev. Bonita Grubbs; Bryte Johnson; Stephen Karp; Robert Krzys; Theanvy Kuoch; Sharon Langer via conference call; Fernando Morales

Members Absent: Nanfi Lubogo; Ann Smith; Alicia Woodsby

Other Participants: Shiu-Yu Kettering; Mark Schaefer

Call to order and introductions

The meeting was called to order at 1:06 p.m. Dr. Checko chaired the meeting. Members and participants introduced themselves.

Public Comment

Marcia DuFore, of North Central Regional Mental Health Board (NCRMHB), provided public comment. She said NCRMHB works specifically to ensure the consumers' voice is heard by the state of Connecticut regarding behavioral health services. She said they carry out a number of listening forums and may be able to help the Consumer Advisory Board (CAB) in collecting consumer input. She suggested that the regional board to partner with CAB and assist with this process. Ms. DuFore mentioned that SIM is quite complicated and if CAB is charged with breaking things down to more simple terms that people can understand it's a worthy goal. She said everyone in Connecticut will be affected in some way and they help to make sure people understand how it affects them.

Acceptance of Minutes of September 15th meeting

Motion: to accept the minutes of the September 15th Consumer Advisory Board Meeting – Kevin Galvin; seconded by Bryte Johnson.

Discussion: There was no discussion.

Vote: All in favor.

Report on Rural Health Forum and Southeast Asian American Listening Session follow up. Proposed Forum on Behavioral Health

Dr. Checko provided an overview of the Rural Healthcare Forum. It was noted that public transportation and shortages in workforce are huge issues. There is close collaboration within the community between the Accountable Care Organizations (ACOs), community organizations, and the hospitals. It was noted that the event was very successful. Other significant issues included consumer dissatisfaction with LogistiCare, public transit, behavioral health and dental wait times due to transportation access problems.

Theanvy Kuoch provided an overview of the Southeast Asian American Listening Session. It was noted that the Southeast Asian American communities united and connected with each other at the listening session. Their history and traumatized experiences are very much the same. It was the

first time the groups from Cambodia, Laos, and Vietnam came together and spoke publicly. It was noted that headsets were used for the different languages in real time. The audience was completely engaged and the event was very successful.

CAB members discussed both events. The planning groups will touch base on writing a report about things learned and how to proceed. There will be a follow up on the events and a full report will be given to the Steering Committee from the CAB. Arlene Murphy suggested communicating the transportation issue, language and cultural barriers to the Practice Transformation Taskforce (PTTF) so that information can be put into action.

Michaela Fissel provided an overview of the proposed Behavioral Healthcare Listening Forum. Behavioral health has been identified as one of the CAB's special focus areas. It was noted that hosting a behavioral health listening forum on specific topics that are coming up through SIM work groups could be very beneficial. Workforce and quality measures are two topics that will be encouraged. Ms. Fissel said one goal is to hear from consumers of behavioral health services regarding what their care experiences have been like and capture the feedback. She suggested a planning group to identify specific topics for the listening forum audience that will directly inform the innovations.

Dr. Checko asked whether they would be looking for a type of community conversation or feedback from people. Ms. Fissel said it will be determined. CAB members discussed the behavioral health listening forum proposed topics, location, and language translation. Sharon Langer suggested the topic of access to behavioral health services for commercially insured consumers. Kevin Galvin noted that this is an opportunity for the voices of consumers to be heard that are challenged the most. He suggested building on the events for strong consumer interaction.

Sharon Langer volunteered to co-chair the behavioral health listening forum planning group with Michaela Fissel. Dr. Checko said if anyone is interested in participating on the group to let them know. Mr. Galvin suggested it might be helpful to have someone from the Rural Healthcare Forum and the Southeast Asian American Community Listening session to offer history and thoughts about how to move an event. Ms. Murphy suggested connecting with Daniela Giordano in this part of the process.

Motion: to make the Behavioral Health Forum/Listening Session be the next topic- Jeffrey Beadle; seconded by Fernando Morales.

Discussion: There was no discussion.

Vote: All in favor.

**CAB Consumer Engagement Report on Consumer Representative Status and Vacancies.
Discussion on Recruitment, Short, and Long Term Issues**

Dr. Checko noted a vacancy on CAB because of Richard Porth's resignation. There is also a vacancy on Equity and Access Council (EAC), and one on Quality Council (QC) because Meryl Price has stepped down. It was noted that for EAC, CAB, and HIT there is an existing list but for QC there will need to be a new recruitment. Dr. Checko suggested talking about using the existing list. CAB members discussed utilizing the existing list to fill vacancies on the various councils.

Motion: to appoint the second candidate on the existing list to fill the open position on the Consumer Advisory Board- Stephen Karp; seconded by Jeffrey Beadle.

Discussion: There was no discussion.

Vote: All in favor.

The second candidate's name on the existing list is Jacqueline Ortiz Miller.

Dr. Checko said they have been looking at people's attendance on committees because the consumer voice is needed and if attendance is low then they are losing the consumer voice. She noted a couple of people have not attended the workgroup meetings. Dr. Checko said she has had written dialogue with some of the members regarding resignation considerations. Currently, there is one position that should be filled on EAC. One issue with the existing list is there are two people that are tied for the second position for EAC. There was a suggestion to have one person fill the vacant position and the other person serve as a liaison until the next open position becomes available.

Mr. Galvin suggested taking the simplest route since a process is in place and there are already people vetted. He expressed concern with offering a liaison position to the second person. Mr. Galvin mentioned that the attendance piece needs to be nailed down because they aren't getting the full benefit of chairs being full. Dr. Checko verified that everyone agreed to move forward with the next two people on the list. The next two names are Mary Winar and Susan Kelly. The CAB co-chairs will discuss further. Dr. Checko noted that the Appointment Committee will be coming together shortly after CAB's meeting and begin work on a process. Members discussed having an attendance process in place for the various workgroups and the need to provide orientation, support and training.

5. SIM PMO Updates

Dr. Schaefer provided an overview of the SIM PMO updates ([see presentation here](#)). Dr. Schaefer said the three ways to produce quality measures are through surveys, claims based measures, and electronic health records. SIM is funded to administer a state wide care experience survey and is targeting next year for the round of surveys. Ms. Fissel asked whether through the round of surveys being administered, providers will be held accountable for not addressing the issues. Dr. Schaefer said every provider will have a score on their scorecard regarding what consumers are saying about their experiences with them at the Advanced Network (AN) level.

Mr. Karp asked how will the scorecard be used and who will it be given to. He also asked whether the scorecard will be given to the provider and what steps will be taken if the scorecard is not good. Dr. Schaefer said the audience for the scorecard is mostly the payer and the provider, partly to change what the market rewards today. It was noted that Quality Council has been discussing this topic in their meetings. CAB members discussed the issue of accountability, participation, and data usable to providers.

6. Update on CAB Activities related to SIM Reapplication.

Dr. Checko provided an update on CAB activities related to SIM reapplication. She said most of the activities are related to the narrative and determining what CAB will be doing during the extended time. A full plan is needed of what CAB is trying to do and how to get there. Dr. Checko mentioned setting up a Planning Group for the CAB to look at rolling out objectives, goals, and operational plan for the next few years. The volunteers for the Planning Group are as follows: Patricia Checko, Arlene Murphy, Jeffrey Beadle, Stephen Karp, Kevin Galvin, Alice Ferguson, Michaela Fissel, and Fernando Morales. The group will be meeting as soon as possible to carve out a plan.

Dr. Checko suggested setting up a monthly GoToMeeting webinar through the program management office starting in January to meet with all representatives on all of the workgroups. This will help to ensure that everyone is on the same page and working together on things.

Mr. Beadle asked for an update about acquiring a coordinator position. Dr. Schaefer noted the necessary paperwork has been submitted and work is underway to finalize the procurement process.

7. Update on SIM Work Groups

Mr. Krzys gave an update on Workforce design group. He said that several months ago CAB decided to establish a Workforce design group in the absence of a Workforce Council within SIM due to budgetary considerations. He noted the lift to establish the Workforce design group is still in process. He said he met with UConn Community Health Worker Initiative principals and they are forming an advisory group. Mr. Krzys said they requesting CAB members to give them names of colleagues, associates, or CAB members that are experienced in what a Community Health Worker (CHW) does and would be able to help them build an infrastructure for the CHW initiative in Connecticut. He noted that some of the initiatives in the Advanced Medical Home (AMH) and Community and Clinical Integration Program (CCIP) will need CHWs in order to be successful.

Mr. Krzys will be distributing a cover memo to consumer representatives and encouraging them to contact Dr. Gould and/or Meredith Ferraro to join the advisory group. It was noted that UConn will be bringing in some experts and doing some important work. He said working with them would help to bring all of the concerns in the same place. Ms. Murphy suggested having Dr. Gould and Meredith Ferraro coordinate their work with of the Practice Transformation Taskforce and the SIM process. CAB members discussed the definition and issues of the CHW. The Workforce design group co-chairs, Robert Krzys and Stephen Karp, volunteered to be a part of the committee.

Ms. Murphy gave an update on the Quality Council (QC). QC recommendations will be released soon for public comment. Ms. Murphy verified that CAB members received the documentation that was sent out via email regarding QC ([see document here](#)). It was noted that QC's consumer representatives would like for CAB members and community consumer representatives to be involved with reviewing and commenting on the version 2 draft report. Dr. Checko suggested a GoToMeeting webinar that would involve the CAB and all representatives for a QC overview and discussion. Ms. Murphy expressed concern with presenting specific concerns from QC before the quality measure set, "cart before the horse". She said they just wanted to make members aware of concerns and there is some progress on some of the issues. Ms. Murphy suggested engaging after the second draft is released and working together through the public comment period. CAB members agreed. Dr. Checko said they are open to suggestions about mechanisms that will allow them to obtain feedback.

8. Next Steps and Meeting Planning

This was not discussed due to a lack of time.

Motion: to adjourn the meeting- Robert Krzys; seconded by Michaela Fissel.

Discussion: There was no discussion.

Vote: All in favor.

The meeting adjourned at 3:26 p.m.