

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
Tuesday, April 12, 2016

Location: CT Behavioral Health Partnership (CTBHP), Hartford Room, Suite 3D, 500 Enterprise Drive, Rocky Hill

Members Present: Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Jeffrey Beadle; Alice Ferguson; Kevin Galvin; Rev. Bonita Grubbs; Stephen Karp; Robert Krzys; Sharon Langer via conference line; Jacqueline Ortiz Miller via conference line; Fernando Morales

Members Absent: Michaela Fissel; Bryte Johnson; Theanvy Kuoch; Nanfi Lubogo; Ann Smith; Alicia Woodsby

Other Participants: Faina Dookh via conference line; Jenna Lupi via conference line; Christine Nguyen-Matos via conference line; Mark Schaefer

Call to order

The meeting was called to order at 1:05 p.m. Dr. Checko and Arlene Murphy co-chaired the meeting. Members introduced themselves.

Public Comment

There was no public comment.

Acceptance of Minutes of March 8th meeting

Motion: *to accept the minutes of the March 8th Consumer Advisory Board meeting- Kevin Galvin; seconded by Fernando Morales.*

Discussion: There was no discussion.

Vote: *All in favor.*

Update on planning for Behavioral Health Forum

Dr. Checko provided an update on the planning for the Behavioral Health Forum. She said Bridgeport City Hall notified Michaela Fissel that the mayor needed the room on April 21st and it will be unavailable to use for the forum. There are plans to reschedule the Behavioral Health Forum for the month of May. Mary Pat Healy is reserving space at the Bridgeport Children's Advocacy office. There is also a possibility that the forum will be held in Housatonic because it is a little bigger. Dr. Checko said the Behavioral Health Listening Forum Planning Committee is hoping to have news within the next couple of days. The new possible date will be Monday, May 16th or Thursday, May 19th at 5-8 p.m. in Bridgeport.

Dr. Checko said they are working on having headsets and Spanish translation available. The first part of the forum will include a short consumer friendly presentation by Mark Schaefer on SIM that will focus on how the changes in behavioral health effects the consumer. The format will contain scenarios of undetected mental health issues as well as persons with behavioral health and chronic disease issues and dual diagnose. There will also be a consumer role part and a listening session that will probe the areas of access, service and integration.

Dr. Checko said the Consumer Advisory Board (CAB) is moving forward with having the Rural Health Forum on Friday, June 3rd at Northwestern Connecticut Community College. She said the format will be similar to the last Rural Health Forum. Robert Krzys will be working with Mary Winar on this forum.

SIM Process Updates

CAB Planning Subcommittee – Ms. Murphy provided an update on the CAB Planning Subcommittee. She said the Planning Subcommittee met on last Tuesday, April 5th. Ms. Murphy said that not all CAB members turned in a CAB member survey. She noted that the Planning Subcommittee will be using the feedback from the surveys to develop CAB's priorities and activities. Ms. Ferguson said the survey is something that is critical to the board moving forward effectively. Ms. Murphy said there will be a Doodle Poll sent to schedule the next Planning Subcommittee meeting and all CAB members are welcome to join.

Rev. Grubbs asked whether the Planning Subcommittee and CAB could take a look at stakeholder recommendations on cost containment for Bailit Health because a piece of what they are doing involves consumers in the process. Dr. Checko suggested for members to access the Bailit Health website to review the presentations and the information from other states to be able to be up to speed and respond as consumers. Ms. Murphy said this can be put on the CAB's agenda. Rev. Grubbs volunteered to participate and share information heard regarding consumer engagement.

Operational Plan – Dr. Checko provided an update on the operational plan. She said the effects of the second no cost extension is pushing out the first year, also known as the planning year. Dr. Checko said because the recent consumer engagement events had in-kind services, only nine or ten thousand dollars have been spent so far. She said because CAB has money that it is not going to use and there are other initiatives that need more money to continue what they are doing, there may be some shifting of funds between the various initiatives. The end date for the no cost extension is September 30th.

Dr. Checko noted that time has expired for people to respond to the request for proposals (RFP) for the consumer engagement coordinator. The program management office will be selecting a committee that will be reviewing the RFP. Mr. Galvin suggested reaching out to the people from the previous listening sessions to keep them engaged. He mentioned that the CAB Planning Subcommittee discussed this. Ms. Murphy said feedback from the healthcare forums is one of the main priorities of the CAB Planning Subcommittee. She said it includes completing a feedback loop and figuring out a consumer engagement process with the people that have already participated in the forums.

Ms. Murphy asked whether activities for the consumer engagement coordinator would include assisting CAB with improving communication feedback from the forums and engage community organizations in a collaborative way. Dr. Checko said it is included in the proposal for this person to work directly with CAB for events and initiatives. She said there is a huge communication piece as well. Members discussed having a communication loop and the next steps for follow up of the health care forums. Ms. Ferguson suggested sending out thank you notes to people that participated in the forums. She mentioned that correspondence should have gone out relatively soon after the event was held. Mr. Galvin suggested slowing things down to figure out a process to complete work that has already been done rather than moving forward with more things. Ms. Murphy and Ms. Ferguson volunteered to draft documentation that could be sent to forums participants.

Mr. Beadle noted an upcoming transportation event being held on May 2nd. He volunteered to draft a few paragraphs regarding the transportation issues that were raised at the Rural Healthcare Forum. He said CAB members could review the document before it is submitted.

CCIP/MQISSP – Ms. Murphy provided an update on the Community and Clinical Integration Program (CCIP) and the Medicaid Quality Improvement and Shared Savings Program (MQISSP). She said because there is not a CAB liaison that is able to attend the Practice Transformation Taskforce (PTTF) meetings, she wanted to make sure that everyone was made aware of the progress that is being made ([see update here](#)). Dr. Checko mentioned that the interaction of the two groups coming to an agreement on things have been long and hard but a great deal of progress has been made.

SIM Work Groups/ Design Groups

Health Information Technology Council – Dr. Checko provided an update on the Health Information Technology Council (HIT). She said there will be a demonstration in Massachusetts on the Zato System in May. She said the council is working on questions to ask about the system and things they want to see out of it. Ms. Murphy asked whether a Quality Council representative will attend this demonstration. Dr. Schaefer mentioned that Tom Woodruff is planning on attending and if he can't, they can approach the Quality Council for another representative.

Value Based Insurance Design Consortium – Mr. Krzys provided an update on the Value Based Insurance Design Consortium (VBID). He presented a VBID document by Deloitte regarding health care consumer engagement ([see document here](#)). Mr. Krzys said VBID has broken into two design groups. One design group will be working on putting together templates for allowing employer groups to access typical value based insurance design programs that may fit their needs. The other group is going to be a June learning collaborative design group.

Mr. Krzys said the consumer representatives on VBID put together a consumer centric presentation to have a foundational understanding of what they perceive to be the consumer interest regarding VBID ([see presentation here](#)). The presentations from today's meeting will be sent to CAB members for feedback. CAB members discussed the presentation and the two VBID design groups. Ms. Murphy asked whether consumer representatives were in each of the two design groups. Mr. Krzys said there is three on one group and two on the other.

Ms. Murphy then asked whether anyone could attend the June learning collaborative sessions. Dr. Schaefer said the program management office has concerns regarding having the learning collaborative in June and the timeline for developing the templates. He said Connecticut Business and Industry Association (CBIA) suggested producing a quality product and doing the collaborative in September. Dr. Schaefer mentioned that all stakeholder buy in is important, especially the employer buy in. He said this will be part of the work from the design group. Mr. Krzys said he is on the learning collaborative design group and the work will need to be back a few weeks to be effective. The next VBID meeting is scheduled for April 27th and anyone can attend.

Workforce Design Group – Mr. Krzys provided an update on the Workforce design group. He said the design group has been a heavy lift and essentially resulted in a charter and composition that CAB has adopted. He noted that the CHW Advisory Committee is formed. Mr. Krzys provided a California workforce analysis document pertaining to a California study of the post Affordable Care Act (ACA) environment ([see document here](#)). He said some of the pressures faced in California may or may not be the same pressures here in Connecticut.

Dr. Checko volunteered to work with Mr. Krzys to help to get the design group started. She noted the Department of Public Health (DPH) is involved with the state health improvement plan (SHIP). Dr. Checko said there is a greater chance of alignment between SIM and SHIP now since Dr. Garcia has been named co-chair of Health Systems, a group of SHIP. She said SHIP included workforce in part of their plan but there were push backs. She said one goal they have set for this year is to identify and reduce workforce shortages. The department will not be taking the lead role in this. CAB will be working to take the lead to come up with a list of individuals that may be interested in being a part of this initiative and also talk about what resources are needed. Members that would like to get involved with this group are welcome.

Quality Council – Ms. Murphy provided an update on the Quality Council. She said they are moving forward with scheduling a GoToMeeting between the consumer representatives on the Quality Council and Consumer Advisory Board. This meeting will be to discuss recommended measures. Dr. Checko said they would like for all of the consumer representatives from all of the workgroups to participate if they can but really would like CAB members to participate. A Doodle Poll may be sent to help with a possible date for this meeting.

Next Steps and Adjournment

A Doodle Poll was sent to CAB members for a special Consumer Advisory Board meeting to review appointment recommendations for the HISC and Population Health Council. Dr. Checko said instructions will be sent ahead of time to the people that will not be able to participate. Ms. Murphy noted that a quorum would be needed to act on the recommendations. Members discussed the special meeting and decided to have it on April 21st at 10 a.m.

Motion: to adjourn the meeting- Alice Ferguson.

Discussion: There was no discussion.

Vote: All in favor.

The meeting adjourned at 2:35 p.m.