

**STATE OF CONNECTICUT**  
**State Innovation Model**  
***Consumer Advisory Board***

**Meeting Summary**  
**Tuesday, June 7, 2016**

**Location:** Legislative Office Building, 300 Capitol Avenue, Room 1B, Hartford

**Members Present:** Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Jeffrey Beadle; Alice Ferguson; Kevin Galvin; Stephen Karp; Robert Krzys; Theanvy Kuoch; Fernando Morales; Ann Smith; Christi Staples (for Alicia Woodsby)

**Members Absent:** Michaela Fissel; Rev. Bonita Grubbs; Nanfi Lubogo; Jacqueline Ortiz Miller

**Other Participants:** SB Chatterjee

**Call to order**

The meeting was called to order at 1:07 p.m. Arlene Murphy chaired the meeting. Members introduced themselves. It was determined that a quorum had been reached.

**1. Public Comment**

There was no public comment.

**2. Acceptance of Minutes of April 12<sup>th</sup> and May 5<sup>th</sup> Meetings**

The acceptance of minutes was postponed until the next meeting.

**3. CAB Resignations**

Dr. Checko provided an update on the Consumer Advisory Board (CAB) resignations. She said a letter of resignation was received from Bryte Johnson due to his workload and inability to attend meetings on a regular basis. Dr. Checko said Sharon Langer was appointed to the Steering Committee and has also resigned from the CAB. She noted two consumer openings on CAB and a solicitation will be going out soon. The Planning Subcommittee will be reviewing the process to see whether it can be made easier and CAB members will kept advised. Dr. Checko expressed thanks to Bryte Johnson and Sharon Langer for their service to CAB and the SIM process.

**4. Executive Session for the Purpose of Discussing Candidates for Consumer Appointments to the Population Health Council**

***Motion: to enter into executive session for the purpose of discussing personnel matters – Arlene Murphy; seconded by Kevin Galvin.***

**Discussion:** There was no discussion.

***Vote: All in favor.***

The board entered into executive session at 1:12 p.m.

The board reconvened into regular session at 1:41 p.m.

**5. Action on Items Discussed in Executive Session**

***Motion: to recommend to the Steering Committee that the five consumer representatives and one alternate selected by the scoring process be appointed to the Population Health Council – Alice Ferguson; seconded by Fernando Morales.***

**Discussion:** There was no discussion.

**Vote:** *All in favor. Patricia Checko abstained.*

## **6. Summaries of the Behavioral Health Listening Forum and Rural Health Forum**

Mr. Krzys provided an overview of the Rural Health Forum. The program was handled through the Office of Rural Health at Northwestern Community College. Mr. Krzys said the providers provided a good picture of the issues; however, there was lack of direct consumer input due to a low number of consumers at the event. He said as the forums move forward, the key is to have people that have gone through the system tell their own narrative.

Members discussed the Rural Health Forum. Mr. Beadle said the area is very isolated and he is looking to follow up on the issue of homelessness. He said he has a contact to follow up and see how far out the closest ten year plan reaches to end homelessness. It was noted that some of the barriers and issues for the Northwestern rural area include the lack of transportation, difficulties in recruiting and maintaining healthcare providers, excessive wait times for behavioral health and dental, an aging population, and the cost of living.

Dr. Checko said she would like to go on record as saying thank you to Dr. Schaefer and Faina Dookh for the great presentations done at the forums. She said the presentation included a “story telling approach” with a scenario provided by Ms. Kuoch regarding a Cambodian woman’s experience in the healthcare system. Dr. Checko noted that part of the Behavioral Health Listening Forum was videotaped and the sharing session was audiotaped. The Rural Health Forum was totally videotaped. Mr. Krzys mentioned that the morning session of the June 3<sup>rd</sup>, Rural Health Forum is available on CT-N. Ms. Murphy said they will send out a link of the forum ([CT-N broadcast can be found here](#)).

Ms. Kuoch spoke about the Behavioral Health Listening Forum. She said the people in the room related to Dr. Schaefer’s presentation and it provided a way for them to open up about their experiences. She said that people were very eager to share their own stories and it was almost like group therapy.

Ms. Ferguson expressed concern with having a rural forum without consumers present. She said she is not sure where the breakdown occurred but suggested for the CAB to be conscious of any events that do not include consumers. Dr. Checko said they will follow up with the planners and participants together to discuss what went right, what went wrong, and what could be better. It will be part of a packet to gauge how to do the forums better.

Dr. Checko suggested all CAB members be on the distribution list to receive the SIM News. She said the program management office can double check to make sure that everyone is on the list to receive it. The SIM News provides a short packaged summary of what has happened and what is being learned.

## **7. Update on SIM Activities**

*Contract for the Consumer Engagement Coordinator*

The individual/organization that will be receiving the contract to become the CAB Consumer Engagement Coordinator has been identified. The start date for the consumer coordinator will be determined.

### *Ops Plan*

Dr. Checko explained purpose of the operational plan (Ops Plan) which includes the goals and deliverables that are reported to the Center for Medicare and Medicaid Innovation (CMMI) regarding what is consumer engagement is accomplishing. Since the CAB plan has not been finalized it is difficult to develop concrete measures. She said she is working with Jenna Lupi to come up with something that people can wrap their arms around. CAB was scheduled to give a presentation to the Healthcare Innovation Steering Committee (HISC) on this Thursday but the presentation is being postponed until next month due to a full agenda. Next month (July 14), CAB will be presenting to HISC regarding CAB.

## **8. Update on SIM Work Groups**

### *CAB Planning Subcommittee*

The Planning Subcommittee met earlier that day and participants provided an overview of the meeting. Ms. Ferguson said that the Planning Subcommittee reviewed the CAB Member Surveys and not only identified issues but were able to come up with some proposals and recommendations for the CAB. Mr. Morales said the Planning Subcommittee is working on bringing tangible ideas to the CAB.

Ms. Kuoch said they discussed the CAB's goals and mission. She suggested creating a fact sheet in simple, short, and friendly language to help consumers understand what is going on. Ms. Kuoch said there was a suggestion to write a letter to consumers to engage and help them become a part of the process. She said everyone would have the opportunity to review and modify the letter to ensure consensus on the language. Ms. Kuoch suggested translating it into multiple languages as needed and including a picture to represent the particular community.

Mr. Galvin said the key take-a-ways from the morning's meeting are to articulate what they do and come up with a process that attracts good candidates for the SIM work groups and CAB. He said they need to work on retention, engagement, and involvement so that there will be really good workers on the committees. He said the direction of the Planning Subcommittee is to come up with ways to do this and bring the information to CAB. Ms. Murphy noted the surveys were sent out and CAB members provided excellent feedback. She said the Planning Subcommittee is working on ways to address the feedback. Ms. Murphy said they are discussing ways to improve communication and work on outreach in the community to bring more diversity and more direct consumer experience into the process.

### *Quality Council*

Ms. Murphy provided an update on the Quality Council. She said the Quality Council's report is seventy-five pages. The consumer representatives on the Quality Council would like to plan a webinar with CAB members and other consumer representatives to go through the recommendations. A possible date is June 23<sup>rd</sup> and they will try to find a second date as an alternative. They would like feedback on the recommended set of measures. The report will be going to HISC on Thursday and then out for public comment.

### *Health Information Technology Council*

Dr. Checko provided an update on the Health Information Technology Council (HIT). She said the council had an opportunity to participate in a demonstration of Zato software and review some of the work they are doing related to hospital data. During the legislative session, PA-1677 was passed. It requires the Lieutenant Governor to designate a health information technology officer (HITO) that will report directly to her and coordinate all HIT initiatives. Dr. Checko said this will put all of state Health Information Technology initiatives under one umbrella. The SIM HIT Council will

be dissolving and additional members will be added to the existing Health Information Exchange (HIE) Advisory Council.

Mr. Chatterjee asked when the new HITO will start his/her work. Dr. Checko said it is her understanding that someone had already been hired under the HIT initiative and was working on the SIM HIT Ops plan. She said SIM HIT Council members received an email from Vicki Veltri and it sounds like there will be one final meeting of SIM HIT in June. She said perhaps there will be information coming out about the SIM HIT Ops plan at that meeting.

#### *Value Based Insurance Design*

Mr. Krzys provided an update of the Value Based Insurance Design Consortium (VBID). VBID will be giving a presentation to HISC this Thursday. There are templates for implementing VBID. Mr. Krzys noted some concerns raised by the consumer representatives on the committee regarding providing incentives that are outcome based. He said this could possibly raise a lot of debate because there are many employers on the group that want to base incentives solely on outcomes. Mr. Krzys said there is also an issue around high value services because there is not a consensus around what exactly defines a high value service in the healthcare system. There is also a discussion as to whether it is appropriate to hold consumers responsible for low value services when not all people need them.

Dr. Checko asked whether VBID is intended to be an ongoing committee over time. Mr. Krzys said VBID is going to produce the templates by July and August along with an employer manual. He said there is something called the Learning Collaborative that will possibly be long term. The Learning Collaborative will put in place a vehicle where people can go and learn about VBID and monitor the uptake of VBID in Connecticut.

#### **9. Meeting Planning**

Ms. Murphy said the tentative date for the webinar with the Quality Council is June 23<sup>rd</sup>.

#### **10. Other Follow up on CAB Surveys and Bailit Health Project**

Dr. Checko said a few months ago the Bailit Health Project representatives provided CAB with a presentation on cost containment. Dr. Checko will circle back with Rev. Grubbs regarding her request on how to proceed and whether there is a further role for the CAB.

#### **11. Next Steps and Adjournment**

The next CAB meeting is scheduled for July 12, 2016. Ms. Murphy asked about retaining the July meeting but taking August off. Dr. Checko suggested seeing where things are with the consumer engagement coordinator and other upcoming issues that may need to be addressed. Ms. Murphy said the Planning Subcommittee will be sending materials to CAB members and would appreciate the feedback. She said anyone that is interested in participating in this process is welcome.

Dr. Checko suggested having a social gathering that will allow CAB members to come together over the summer.

***Motion: to adjourn the meeting- Kevin Galvin; seconded by Jeffrey Beadle.***

**Discussion:** There was no discussion.

***Vote: All in favor.***

The meeting adjourned at 2:36 p.m.