

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

**Meeting Summary**  
**Tuesday, July 12, 2016**

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

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

**Members Absent:** Alice Ferguson; Michaela Fissel; Stephen Karp; Jacqueline Ortiz Miller; Ann Smith; Alicia Woodsby

**Other Participants:** SB Chatterjee; Faina Dookh via conference line; Marcia DuFore; Shiu-Yu Kettering; Jenna Lupi; Mark Schaefer; Quyen Truong

**Call to order**

The meeting was called to order at 1:12 p.m. Dr. Checko and Arlene Murphy served as meeting co-chairs.

Dr. Checko said that Alice Ferguson is unable to attend today's meeting due to the death of a family member. She said members who would like funeral service information, to let her know.

Members participated in a moment of silence.

Members and participants introduced themselves. It was determined that a quorum had been reached.

**Public Comment**

There was no public comment.

**Acceptance of Minutes of April 12<sup>th</sup>, May 5<sup>th</sup>, and June 7<sup>th</sup> Meetings**

***Motion: to accept the minutes of the June 7, 2016 Consumer Advisory Board meeting – Kevin Galvin; seconded by Theanvy Kuoch.***

**Discussion:** There was no discussion.

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

***Motion: to accept the minutes of the May 5, 2016 Consumer Advisory Board meeting – Rev. Bonita Grubbs; seconded by Kevin Galvin.***

**Discussion:** There was no discussion.

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

***Motion: to accept the minutes of the April 12, 2016 Consumer Advisory Board meeting – Kevin Galvin; seconded by Rev. Bonita Grubbs.***

**Discussion:** There was no discussion.

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

## **Introduction of Consumer Engagement Coordinators**

Dr. Checko introduced the consumer engagement coordinators, Marcia DuFore and Quyen Truong. She said they are very excited to have a contractor for the consumer engagement coordinator. The Consumer Engagement Coordinator contract was finalized, officially bringing North Central Regional Mental Health Board (NCRMHB) on board to support the planning and implementation of consumer engagement. Dr. Checko invited them to speak about their background and pass work. Marcia DuFore passed around a flyer on Facts about CACs ([see flyer here](#)) about who they are. She said there is also a card available to make things simpler.

Ms. DuFore reviewed the NCRMHB's mission. Ms. Truong spoke about the Review and Evaluation Committee. She said the committee comprises of people in recovery, families, and people interested in mental health and addictions issues. This committee develop recommendations and write a yearly report that is shared with the Department of Mental Health and Addiction Services (DMHAS) and the commissioner. They use this report with the legislature to advocate for certain policy shifts and changes for the communities. Ms. Truong reviewed some of NCRMHB activities and recent work. She said they see their work as facilitators in the various communities. Ms. Truong shared a Healthcare Access pamphlet ([see here](#)) regarding myths and facts of the Affordable Care Act and essential benefits. She said they use the pamphlet to help start conversations about the Affordable Care Act (ACA).

Mr. Galvin asked how they would fit CAB's project into their scope of work. Ms. Truong said they are careful about the kind of grants they apply to and projects they do because they are a small staff. She said what is interesting about this project is that it will be an enhancement to their work rather than a separate project. She noted that some of their work in the various communities could be helpful community engagement. She said the alignment of the mission and project goals make it exciting and generative for them. Ms. DuFore said they have amazing partners that they are already working with that can contribute to the project.

Rev. Bonita Grubbs asked about the network they are connected to and how do they see using the network to carry it forward to other parts of the state. Ms. DuFore said many of their partnerships are statewide. She said there will be new partnerships that will be developed but they have strong connections with people that can make connections. Statewide connections will allow them to filter and garner feedback from people. Ms. Lubogo asked what their role will be pertaining to the CAB. Ms. Murphy suggested for the Planning Committee to report this information because they will be involved and focused on consumer engagement.

## **CAB Planning Committee Update**

### *Priorities and strategies for responding to CAB Member Survey Responses*

Ms. Murphy announced that Kevin Galvin has volunteered to serve as the CAB liaison with the consumer consultants and will be taking a lead on consumer engagement activities. Mr. Galvin created a list of priorities and strategies talked about at the last Planning Sub-Committee meeting ([see CAB Member Survey Working List here](#)). He said the committee tried to glean information from the member surveys and prioritize what they saw. He recommended for CAB members to pick out three or four items on the list that they could commit to.

Members discussed which items on the list should be priority. There was a suggestion that the new member manual should go first and then a fact sheet. There were also suggestions to examine how CAB connects with consumers and to review the appointment process. Ms. Lubogo suggested for the consumer engagement coordinators to help with examining how CAB connects with consumers because it is an ongoing role. She asked regarding the consumer engagement coordinators scope of work. Ms. Murphy said they will develop a list and send it out to CAB

members. Mr. Galvin said there are some grey areas that they need to talk about to see where things fit. Dr. Checko noted that Ms. Lupi from the program management office is talking with the people at Center for Medicare and Medicaid Innovation (CMMI) and there is a discussion about what other states are doing. She said it sounds like we are ahead of a lot of other states. Rev. Grubbs agreed with Ms. Lubogo's comments for the consumer engagement to take on the work to be able to engage consumers.

Ms. Murphy said she heard four priorities identified. The first one is examining how CAB connects with consumers. Members agreed to have the consumer engagement coordinators develop a plan and this plan will help with outreach for new CAB members. Other top priorities are the new member manual and orientation process, a fact sheet, and to examine the appointment process.

#### **Discussion of brief CAB Presentation to July 14<sup>th</sup> Steering Committee Meeting.**

Dr. Checko provided an overview of the brief CAB presentation to the Steering Committee. She said they have five minutes to talk about what CAB is doing, the operational plans and goals for the time period. She said they will share with the members of the Steering Committee information regarding the listening sessions, forums, communication platforms, outreach, and the consumer engagement coordinators. All CAB members are welcome to attend this meeting. Dr. Checko said CMMI will be on site this week and meeting with the program management office and other SIM groups. Patricia Checko, Arlene Murphy, Kevin Galvin, and Fernando Morales will be sharing information with CMMI about what CAB is doing.

#### **Outreach Strategies for new CAB members**

Ms. Murphy provided an overview of outreach strategies for new CAB members. She mentioned CAB has reviewed hundreds of applications and it is a time consuming process. Ms. Murphy asked, given the background, are there ways that members would like to see the appointment process changed going forward. Ms. Lubogo commented that instead of looking for people from the outside to fill the two seats on CAB, to go back through the applications already received. Mr. Morales suggested putting a limit on what applicants submit with the application. He said sometimes the supplemental information can be as much as 20 pages.

Mr. Galvin asked whether there is a way to have a process to use the applications of people that have already applied. He suggested using the new application pool as well as the old application pool. Ms. Murphy said it's a great suggestion. She said a lot of times when a person applies, the next opening is not for six months to a year. She suggested when doing an outreach for a new position, to reach out to previous applicants and ask them whether their application can be resubmitted again. This way they will not be contacted if they are not interested.

Dr. Checko suggested thinking about and figuring out a way on how they recruit and who they are recruiting. She said if they are looking for someone with a housing background, they should make it clear. Rev. Grubbs suggested for the language on the application regarding the consumer/advocate question to be more specific and ask, "in what way have you been a consumer advocate before".

Ms. Murphy said she would like to reach out to CAB members that are unable to make it to CAB meetings. She said she would like to ask them if they want to continue as a CAB member, maybe there will be a need to fill more CAB member positions.

#### **Update on SIM Workgroups**

**Quality Council** - Ms. Murphy provided an update on the Quality Council. She said Quality Council is hosting the first webinar for consumer representatives on July 13<sup>th</sup> at 1:00 p.m. This will be an opportunity for people to review the recommended measure set and what has come out of the

meetings. Dr. Checko said CAB members are welcome to review and comment on issues. Ms. Murphy said they are working to encourage public comment and the comment period ends on August 5<sup>th</sup>. She said at tomorrow's Quality Council meeting there will be a presentation from UConn Evaluation on the frame work for quality measure reporting. Dr. Schaefer said the meeting will be held at the CT State Medical Society in North Haven. Ms. Lupi said the slides are on the Quality Council's page on the SIM website.

**Value Based Insurance Design** – Mr. Krzys provided an update on Value Based Insurance Design Consortium (VBID). He said the consortium has completed part of its work to develop a template for employers to use. The current recommendation is limited to self-insured employers. Mr. Krzys said two templates, VBID basic and VBID enhanced, will be presented on Thursday at the Steering Committee meeting. A VBID manual is being developed for employers that may wish to consider VBID. The VBID consumer representatives put together consumer centric principles and it has been largely incorporated into the manual.

Mr. Krzys said the learning collaborative will be taking place in the fall. Dr. Schaefer said that CT Business and Industry Association (CBIA) offered to step forward to lead in the planning for the learning collaborative event. He noted that the complexities of the fully-insured market are considerable. The consortium is looking forward to beginning the conversation with health plans in August about building the products that could be offered to the fully insured market.

**Health Information Technology Council** – Dr. Checko provided an update on the Health Information Technology Council (HIT). She said SIM HIT will be going out of existence and there will be individuals from the council being moved over to the state Health Information Technology Advisory Council. Dr. Checko said legislation is creating an executive level HIT official. This position will be responsible on all aspects of health information technology as it moves forward.

**Healthcare Cabinet** – Rev. Grubbs provided an update on the recent Healthcare Cabinet meeting. She said there was a straw model presentation from Bailit Health consultants on cost containment. The presentation is on the Healthcare Cabinet's website. Rev. Grubbs said there was a conversation about what the consumer's role would be. There will be another revisit of Bailit Health consultants at next month's Healthcare Cabinet meeting to discuss the straw model. There was a discussion of whether the consultants would come back to CAB. Dr. Checko suggested adding it to the action agenda for September.

### **Next Steps and Adjournment**

The next CAB meeting is scheduled for August 9, 2016.

**Motion: to adjourn the meeting- Kevin Galvin; seconded by Nanfi Lubogo.**

**Discussion:** There was no discussion.

**Vote: All in favor.**

The meeting adjourned at 2:44 p.m.