

Consumer Advisory Board Draft Welcome Letter

Insert Date

Insert Inside Address

Dear Insert Name,

We are pleased to welcome you as a new member of the CT Consumer Advisory Board on Healthcare Innovation. Your term will begin (insert date). You will receive information via email with further details about the (date) meeting.

All new Consumer Advisory Board (CAB) Members are asked to attend a CAB information session prior to the (date) meeting. This session will familiarize you with the CAB's work and processes and with your responsibilities as a member. It will also give you an opportunity to meet other new and current members and ask any questions you might have. The Information Session is scheduled for Please contact Deanna Chaparro to RSVP at Deanna.Chaparro@ct.gov.

Consumer Advisory Board is dedicated to bringing the consumer voice to Connecticut healthcare innovation policies. We greatly appreciate your willingness to serve and look forward to working together towards this goal.

Please don't hesitate to contact us if you have questions about the Consumer Advisory Board or your responsibilities as a member

Sincerely,

Pat Checko and Arlene Murphy

Draft CAB Member Guide

Table of Contents

Welcome Letter & Invitation to Information Session	p. 1
Table of Contents	p.2
Consumer Advisory Board (CAB) Fact Sheet	p.3
Meeting Information, Member Listing and Contact Information	p.4
CAB Member Responsibilities, CAB Values and Conflict of Interest Policies	p.5
Overview of Draft CAB Member Mentoring Program	p.7
SIM Organization Chart	p.9
Glossary of Terms and Acronyms (to be developed)	

Consumer Advisory Board

DRAFT FACT SHEET

Consumer Advisory Board Mission

To advocate for consumers and provide for strong public and consumer input in Connecticut health reform policies

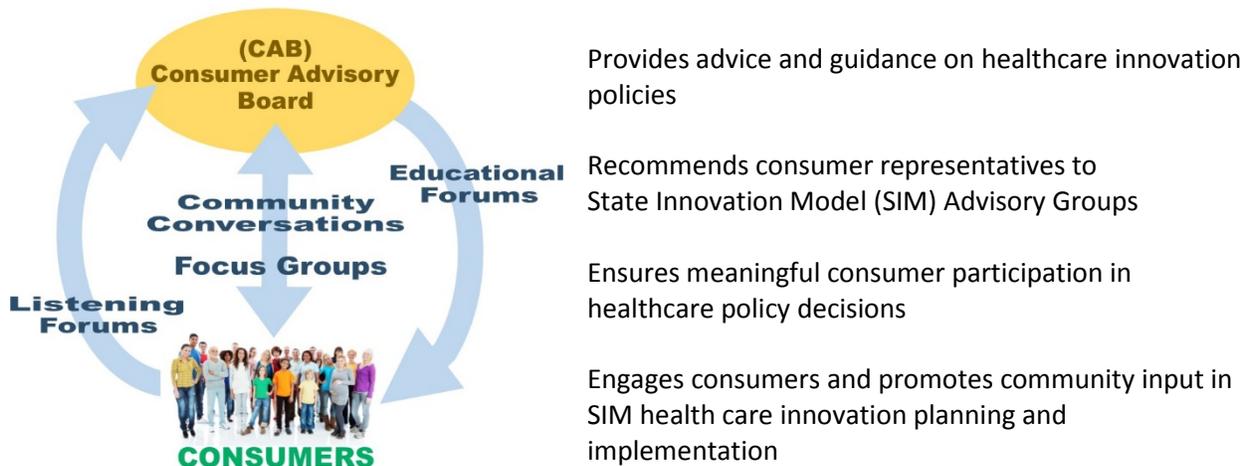
Consumer Advisory Board Vision

The overarching vision of Consumer Advisory Board (CAB) is to ensure that Connecticut healthcare innovations lead to positive health outcomes and health equity for consumers across Connecticut.

Background

In March 2013, Connecticut received a Federal **State Innovation Model (SIM)** Phase 1 grant to improve the quality and reduce the cost of health care through changes in how health care is delivered, paid for and how quality of care is measured. Consumer Advisory Board was established under this grant to promote consumer involvement in this process. Under the SIM Phase 2 grant awarded December 2014, the Consumer Advisory Board membership was increased and its activities expanded.

What Does Consumer Advisory Board Do?



For More Information

For more information on the Consumer Advisory Board (CAB) and CAB activities go to link below or contact.....

Consumer Advisory Board Meetings

Consumer Advisory Board meets monthly. A list of upcoming meetings dates and locations is below.

List Dates and Locations

In addition, Consumer Advisory Board Members are asked to participate in Community Listening Sessions, Forums, and Issue Focused Webinars. A calendar of these events is posted at the following link.....

Consumer Advisory Board Members

Add list

Contact Information for SIM Program Management Office

Deanna Chaparro at SIM Program Management Office (PMO) can be reached at Deanna.Chaparro@ct.gov add phone number.

Consumer Advisory Board (CAB) Member Responsibilities

1. **Attend** meetings consistently
 - a. Contact staff 3 days prior to meeting if health or other circumstances prevent you from attending in person and require participation via conference call.
 - b. Contact staff if you will be absent from a meeting
2. **Prepare** for meetings by:
 - a. Reviewing materials distributed prior to meeting
 - b. Prepare to raise questions and comments about issues being discussed
3. **Participate** in meeting discussions by raising questions and comments, and making recommendations
4. **Listen Respectfully and Speak Respectfully** to others
5. **Assist** in planning and implementation of CAB consumer engagement activities and efforts to promote healthcare policies important to consumers
6. **Uphold** Consumer Advisory Board Values
7. **Comply with** SIM Conflict of Interest policies.

In the event, that a Consumer Advisory Board member is unable or unwilling to fulfill the above responsibilities, Consumer Advisory Board may recommend their replacement.

Consumer Advisory Board Values

The mission of Consumer Advisory Board is to advocate for consumers and provide for strong public and consumer input in Connecticut health reform policies. To accomplish this mission Consumer Advisory Board meetings and activities are open to the public and strive to uphold such values as;

- Respect
- Diversity
- Accountability for meeting CAB goals and objectives
- Commitment to overcoming language and other barriers to meeting participation
- Understanding there are many different “consumer” perspectives.
- Listening to and learning from other points of view
- Appreciation of CAB member time and effort

Conflict of Interest Policies

All Consumer Advisory Board (CAB) Members are required to disclose in advance if they, their employer or any member of their immediate family could possibly benefit financially from the outcome of a CAB decision process. Once disclosed, the individual can choose to abstain from the vote or be recused from the discussion.

SIM

Organization Chart

(need to revise)