

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board
Planning Sub-Committee

Meeting Summary
September 9, 2016

Meeting Location: Office of the Healthcare Advocate, 450 Capitol Avenue, Hartford

Members Present: Patricia Checko; Alice Ferguson; Michaela Fissel; Theanvy Kuoch; Fernando Morales; Arlene Murphy

Members Absent: Jeffrey G. Beadle; Kevin Galvin; Stephen Karp; Nanfi Lubogo

Other Participants: Deanna Chaparro; Evan Dantos; Louise Harmon; Christine Nguyen-Matos; Mark Schaefer; Shiu-Yu Schiller

1. Call to Order

Patricia Checko called the meeting to order at 1:06 p.m. Participants introduced themselves.

2. Public Comment

There was no public comment.

3. Approve Meeting Summary

Motion: to approve the summary of the July 27, 2016 Planning Committee meeting – Fernando Morales; seconded by Alice Ferguson.

There was no discussion.

Vote: all in favor.

4. Consumer Representative Composition, Solicitation, and Review Process

Dr. Checko and Ms. Ferguson led the discussion on the consumer representative application and review process. The purpose is to frame the discussion for the September 13th CAB meeting. Ms. Ferguson provided background on the existing process. She said that the CAB needs to be better at appointing a broader range of individuals to the CAB. Mr. Morales said he wanted to see more than just 25 pages of accolades and that they should strive to get a mix of professionals and regular residents of Connecticut. Theanvy Kuoch said the applications don't reveal much. She said they should engage and connect with the applicants.

Mr. Morales asked about membership numbers. Dr. Checko said there are supposed to be 17 and they have lost three in the last four months. Of the 17 members, 15 are selected through the CAB's process and two are selected by the Council on Medical Assistance Program Oversight. Ms. Kuoch said it would be beneficial to know why someone stops

participating. Ms. Ferguson said they should find out whether they are committed to drive whatever is suggested. The two questions that should be incorporated are 1) what does the individual think they are getting into and 2) why does SIM matter to them. Dr. Checko said they need to be able to explain what the CAB is. She also asked what the rules were and whether they needed to go out to the public or they could look at people they know. Mark Schaefer talked about how they became credential focused and why they did a public solicitation. At the time of a major recruitment push, the CAB went through the process of determining who was a true consumer and who was an advocate. When the solicitation was released, most of the applicants were connected to health policy. He recalled a former CAB member saying that his consumers didn't have the time to commit to meetings and he'd rather serve that role. There were also criticisms early on that membership had been hand-picked. He said he didn't see a conflict with having an open process while using the community to cultivate interest. Ms. Murphy said the initial solicitation process was tough to go through but she is thankful for it. They have used it to recommend 50 consumers for work group appointments.

Ms. Ferguson said she remembered Dr. Schaefer's recollection verbatim. She said being involved requires sitting through very difficult meetings. She said she is willing as long as she sees that her input is making a difference. She said that the scoring process has been based on credentials and they should seek another mechanism for taking information in.

Michaela Fissel suggested changing the language so that it is more accessible. For example, they could call it healthcare reform rather than SIM. She also suggested they ask applicants to describe an experience where they advocated on behalf of themselves or a family member. She said that would be more interesting information. She said they have professionalized a process that still needs to be people-first. If they are being criticized for not bringing in "true" consumers, they should acknowledge that and include one or two questions that would individualize the application.

Dr. Checko said part of the strategy should be identifying those people they meet through CAB events who have potential and figuring out ways to get them involved. She asked about having a pool of applicants. She suggested having a standing recruitment. She also asked whether they should go back to people who applied previously and ask if they are still interested.

The Committee discussed the scoring process. The first round of applications, the CAB jointly reviewed each one before scoring. In the current process, the CAB members score ahead of time and discuss them afterwards. Ms. Ferguson said the discussion doesn't amount to much if people don't go back and examine their scores. Dr. Schaefer provided an overview of the Personnel Sub-Committee's process which is less rigorous and less formal. He also noted they deal with fewer candidates. Mr. Morales asked whether that sub-committee was credentialed. Dr. Schaefer said they look at any category that is non-consumer. The process has evolved and the CAB has been asked to select people with a particular area of expertise such as housing. A CV or resume became important for those specialized areas. He also noted that because there were fewer true consumers at the beginning, it influenced the process.

Dr. Checko asked whether it would make sense to go through a first cut of the candidates and talk to them. Dr. Schaefer said that if they wanted to have a pool, the CAB forums are the best ways to reach consumers as they have heard the pitch and they are out there with lived-in experience. Every event could potentially yield one or two people whom they invite to apply. Mr. Morales said that he has learned that his health needs are different than those of the people he serves. The forums can be a means to understand others' perspectives.

Ms. Murphy said they currently score applicants from 1 to 5. They could potentially weight questions so that some are more important than others. Ms. Ferguson said they should explain what candidates will be getting into. Dr. Checko said that the CAB has a general focus while the committees are specialized. Dr. Schaefer said that they don't necessarily have to weight the questions. The CAB can decide internally how they weight things. The whole may not necessarily be the sum of its parts.

The Committee decided to focus on appointing three members. Dr. Checko said they can include two paragraphs that lay out what the CAB is and what the expectations for participation are. They decided to include two questions in the application:

- What does health care reform mean to you?
- Describe an experience in which you have advocated for improved healthcare for yourself, a family member, or a community member.

Deanna Chaparro will update the application and share with the committee for review.

Ms. Murphy noted that the Consumer Engagement Coordinator includes an application on the back of their brochures. She said that is something the CAB can do. Dr. Checko said the paper applications could be kept in community health centers. Ms. Murphy said they can see if candidates are interested in participating in other ways and hold applications for a year.

Ms. Kuoch said that if the applicant is really interested, the CAB could invite them to do a presentation. Ms. Ferguson said she was concerned that could turn some people off. Ms. Fissel said that they can use a quantitative scoring process to rule people out and then engage a smaller number of applicants. The Committee discussed whether they should talk about the applications first or score the applications first. Ms. Ferguson also suggested they invite prospective applicants to come to a CAB meeting and make a statement about why they want to participate. Ms. Murphy said she worried about people coming up to speak and then not being selected.

The Committee decided they would not tackle the "what is a consumer" question with the CAB. They opted to bring the following for discussion:

- 1) Addressing the appointment of three CAB vacancies

- 2) Reviewing changes in the application and the introductory paragraph
- 3) Discuss the process for scoring: weighting scores, meetings candidates before they are selected, making sure candidates will commit the time.
- 4) Creating a paper application to get to consumers in other areas

Ms. Murphy said they will need to develop an orientation guide and they should discuss the value of that with the full CAB. They should also see if members are willing to commit the time to mentor new members. Dr. Checko said they have money in the budget for education and training that hasn't been tapped. Ms. Ferguson said that should be an agenda item for the planning committee. Ms. Murphy noted there has been feedback about making decisions in small groups. Ms. Ferguson invited them to become a part of the planning committee to help with the decision making.

5. Next Steps and Other Business

The CAB will meet at 1 p.m. in the Legislative Office Building on September 13th. The Planning Committee will next meet on October 4th at 1 p.m.

The meeting adjourned at 3:00 p.m.