

Attachment 1

CT Health Care Cabinet
Prescription Education workgroup
August 16, 2017
Question #1

Should we be the group to design standards of two-way communication between consumers and the health system regarding effective use of medication and medication devices?

- Yes, we should be the group
- We should concentrate on standards
- We also need to be sure that those standards are communicated to those who will be using the standards
- We also own responsibility for how standards are communicated and to whom
 - To consumers
 - To health systems
- Investigate and be consistent with Patient-Centered Medical Home certification for standards about communication about effective use of medications and medication devices
- Effective use should consider:
 - Perspectives of patients/caregivers, consumers, prescribing providers, payers, regulators, pharmacists, and manufacturers
- Communication should be:
 - Consistent
 - Customized for sub-populations
 - Culturally appropriate, including language
 - Individualized as far as possible
 - Simple, easy to follow
 - Comply with standards of health literacy
 - Available utilizing multiple modalities