

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
Tuesday, August 11, 2015

Location: Legislative Office Building, Room 1B, Hartford

Members Present: Arlene Murphy (Co-Chair); Jeffrey Beadle; Alice Ferguson; Michaela Fissel; Kevin Galvin; Rev. Bonita Grubbs; Bryte Johnson via conference line; Stephen Karp; Robert Krzys; Theanvy Kuoch; Sharon Langer; Fernando Morales; Ann Smith via conference line

Members Absent: Dr. Patricia Checko (Co-Chair); Nanfi Lubogo; Richard Porth; Alicia Woodsby

Other Participants: Sheldon Toubman; Christine Nguyen-Matos; Howard Rifkin; Mark Schaefer

The meeting was called to order at 1:03 p.m.

Introductions

Arlene Murphy chaired the meeting. Ms. Murphy expressed thanks for all the acts of kindness and sympathy.

Members and participants introduced themselves.

Public Comment

Sheldon Toubman, a staff attorney for Greater New Haven Legal Assistance Association, expressed thanks to various members that spoke in support of his application to a council. Mr. Toubman gave public comment and encouraged members not to sign the Conflict of Interest Safeguards policy (COI). He said that members should adopt the full state's Code of Ethics (COE). He mentioned that Ellen Andrews is organizing members of the Equity and Access Council to sign a letter in support of COE.

Mr. Toubman said he supports the CAB's Goals and Objectives for Consumer Engagement document but noted that information pertaining to consumer education and potential risk is not included. Members discussed the comments and thanked Mr. Toubman.

Acceptance of Minutes of July 14th meeting

Motion: to accept the minutes of the July 14, 2015 CAB meeting- Kevin Galvin; seconded by Sharon Langer.

Discussion: There was no discussion.

Vote: All in favor.

Presentation on Changes to CAB Objectives and Goals for Consumer Engagement and Communication – Michaela Fissel and Writing Group

The members of the Writing Group identified themselves. Michaela Fissel presented on behalf of the Writing Group on the Consumer Advisory Board's objectives and goals ([see presentation here](#)). The Writing Group had three meetings to discuss, review, and outline major components for Consumer Advisory Board's (CAB) objectives and goals. Ms. Fissel noted that the overall goal is to see an improvement of health and healthcare over the next five years. Mr. Morales said the document took a lot of thought and effort from everyone involved. He said it lays out the foundation for the person or firm that will be selected to work with the Program Management

Office (PMO) and CAB. Ms. Kuoch said the level of engagement was pleasant and it was the right way to invest time. Mr. Galvin expressed thanks to Ms. Fissel for all of her work on the document.

Mr. Galvin asked whether there could be a discussion about the information that Mr. Toubman presented. Ms. Murphy noted the document is being presented to the Healthcare Innovation Steering Committee (HISC) on Thursday. She suggested having a discussion and make changes following the HISC review and recommendations.

Members discussed the unintentional risk for the consumer and whether any changes needed to be made to the document. It was noted that there is an engagement process and there will be opportunities to change things as the SIM process goes forward. Ms. Fissel suggested for the Board to consider the worth of acknowledging that they are also responsible for educating consumers about the possibility of experiencing unintentional consequences. She mentioned giving consumers the information through the strategies in the document so they can make the most informed decisions while accessing healthcare.

Ms. Langer commented that it's imbedded in the whole exercise and it isn't about explaining that SIM is about improving health. It's about explaining in what ways that it's the goal along with the challenges and opportunities. She said in the current system there are all kinds of unintended consequences and risks. Ms. Langer said they may not need to change the language in the document but may require an ongoing dialogue about what is SIM, as it rolls out in more concrete ways, including how it impacts communities, businesses, and systems.

Ms. Murphy suggested for there to be a discussion of the Writing Group. Members agreed to the Writing Group meeting for a discussion and to bring back to the CAB after conversation. Ms. Ferguson said some of the same work is going on in the other councils. She suggested for everyone to do a better job in sharing information because other councils may have the same work and a lot of work can be duplicated.

Update on Rural Health Forum / Listening Session and Discussion

Mr. Beadle gave an update on the Rural Health Forum. Group members of the Rural Health Forum include: Dr. Patricia Checko; Jeffrey Beadle; Nanfi Lubogo; Kevin Galvin; Mary Winar of CT Rural Health Council; Christine Nguyen-Matos; Sue Starkey; and Linda Colangelo of Northeast Health District. Mr. Beadle said it will be held at the Generations Family Health Center in Willimantic, on October 15th, from 9-2:00 p.m.

Mr. Beadle said they are working a budget and will be possibly submitting reimbursement for facilitators, marketing, printing, equipment rental, translator services, cost of speakers, and their possible overnight expenses. There may be speakers and groups coming from Maine and Vermont. He noted they are asking for federal funding disbursement but it will not cover the cost of food. They will be looking for partners and sponsors to help including SIM PMO, CAB, Windham Regional Community Council, Generations, CT Rural Health Program, Hartford Health Care System, Windham Community Hospital, and Northeast Health District.

Mr. Beadle said there is a preliminary program and they are expecting panelist and staff representation from Windham, Hartford Healthcare system, and other provider groups. He noted that Nanfi Lubogo is the co-director of PATH, a community based organization in Hartford, and they have agreed to donate towards the sponsorship of the event. Ms. Langer suggested contacting The Foundation for Community Health to see whether they would help to sponsor. Ms. Langer agreed to share the contact information with Mr. Beadle after the meeting. Ms. Murphy expressed thanks to Mr. Beadle for undertaking the project. She said it is a great opportunity to engage and obtain feedback.

Mr. Beadle mentioned the possibility of having someone from the PMO provide a quick snapshot of the overall work of SIM. He said it is an opportunity to give a quick presentation on the role of CAB's mission and methodology. Ms. Fissel volunteered to condense the CAB's Objective and Goals document into a one page info graph document that can be handed out. Mr. Beadle said to let him know if there is additional information or suggestions.

Ms. Murphy suggested using some time at the November meeting to consider the feedback and review the recommendations obtained to figure out the proper strategies.

Update on SIM Activities and Conflict of Interest Policies

This was postponed to later in the meeting.

Update on SIM Work Groups & Workforce

Ms. Murphy asked whether the CAB Liaison Work Group Updates document is helpful. CAB members confirmed that the document is helpful. CAB members reviewed the Work Stream Update ([see update here](#)). Ms. Murphy asked whether any of the CAB liaisons had any questions or concerns for the group to discuss. There were none. Ms. Murphy said the Quality Council is beginning to undertake level three review of the quality measures. She volunteered to send the information in writing to the group so that everyone is informed and questions can be communicated. Ms. Langer said the next Medicaid Care Management Committee is scheduled for August 6, 2015. She said to feel free to contact her if any questions regarding the work of the committee.

Update on SIM Activities and Conflict of Interest Policies

Dr. Schaefer provided an update of the Conflict of Interest Safeguards ([see policy here](#)). He said the proposed document has been modified after additional input and deliberations within the administration. The revised document, unlike the previous document, contains a definition of an advisory board. Dr. Schaefer said because all of the SIM governing bodies, including HISC, are advisory in nature, the state's Code of Ethics (COE) does not apply. In the interest of transparency, fairness, and full participation in SIM, they adopted a set of standards to avoid substantial conflicts of interest consistent with a section of COE.

Dr. Schaefer mentioned that he spoke with other SIM states and the policy aligns with what Vermont and Minnesota are doing. He commented that the COI policy is actually above what he's seen in some other state agencies. Dr. Schaefer noted that section 186 was added into the COI policy. He said they are asking work group members who aren't state employees to sign the policy. Ms. Murphy asked whether anyone needed further information to understand the COI policy.

Mr. Galvin asked could they have a little more conversation about COI policy. He mentioned he started the process a few months ago. Dr. Schaefer expressed thanks to Mr. Galvin for starting the process. He said it serves the overall program well to have it articulated and to have undergone the process. Mr. Galvin expressed concern and said he thinks the state's policy would serve them better. He said he is challenged to understand why signing the state's policy would turn people away from being involved any more or less than the COI policy. Howard Rifkin, policy and legal counsel to the Lt. Governor, said this is striking a balance to ensure participation in the SIM process and implementation in the model that gets developed. He said the COI is a strong set of standards and provisions are from the COE.

Members continued to discuss the COI policy. Ms. Murphy noted they have been asked to sign and return the document. She suggested embracing the implementation of policy and address issues, if

any, on the CAB's agenda. Ms. Langer asked how to send the signed COI policy in. Ms. Murphy said they can be submitted by handing or mailing them in.

Appointment of Consumer Representative to Equity and Access Council

Ms. Murphy noted that two candidates scored the same and they will need to determine the best process to select the best candidate. She said the CAB previously reviewed and scored the applications. Ms. Fissel suggested postponing the appointment until a process has been defined and to vote on the two individuals at a later time. Ms. Murphy noted previously they took the scores from the highest scored applications but they didn't make provisions about when candidates score the same. She confirmed that everyone agreed with outlining a process and postponing the recommendation of a consumer representative to EAC until the next meeting. Rev. Grubbs suggested determining the candidates' interest because it has been a few months. The group discussed the level of interest and the need to have a process outlined for new recommendations.

Next Steps and Meeting Planning

Southeast Asian American Community Listening Session

Ms. Kuoch gave an overview of the Southeast Asian American Community Listening Session. She said the meeting will be held in UConn Health Center Auditorium with a goal for the first week or the last week of October. She said funding will be needed for facilitators. Mr. Galvin noted he is working with Ms. Kuoch regarding the event and attempting to make sure that there won't be an overlapping of events. He said they will keep it as far from the other event as possible. Ms. Kuoch noted that Nanfi Lubogo and a few other organizations have volunteered to provide headphones.

Dr. Schaefer said he will be meeting with the financial leads at the end of August. He suggested for someone from the group participate in the discussion. He noted they are working on a preliminary report and it is important to have budget justification. Mr. Galvin asked whether the budget funding request should be separate or everything lumped together. Dr. Schaefer said it would be better to know that there are two events and have all of the information broken down separately. He suggested not underestimating what would be needed. Christine Nguyen-Matos said she has a spreadsheet that could be used and she can provide the group with a copy.

Ms. Kuoch asked about possibly videotaping or to have CTN–Network cover the two events. Mr. Beadle mentioned there are elements that lend itself to replication such as with the panelist and it may discourage some from speaking in the listening sessions. He also mentioned the concerns of confidentiality. He said they will be checking to see if accommodations are needed for disabilities.

Ms. Langer asked to what extent is social media tied to the events such as twitter. She mentioned this is a way to get the word out and to publicize that this is going on. Ms. Fissel suggested involving community partners and a broad group of stakeholders to promote the events. She suggested for tweets to be culturally and linguistically appropriate and posting a platform on social media. Ms. Murphy suggested a factsheet going out to the community. Mr. Beadle suggested for Ms. Fissel to present CAB's Goals and Objectives document to HISC on behalf of CAB. Members agreed.

Motion: to adjourn the meeting – Stephen Karp; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: *All in favor.*

The meeting adjourned at 3:16 p.m.