

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
Tuesday, September 15, 2015

Location: Legislative Office Building, Room 1B, Hartford

Members Present: Dr. Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair) via conference line; Jeffrey Beadle; Alice Ferguson; Kevin Galvin; Bryte Johnson; Stephen Karp; Robert Krzys; Theanvy Kuoch; Sharon Langer via conference line; Nanfi Lubogo; Fernando Morales; Ann Smith via conference line

Members Absent: Michaela Fissel; Rev. Bonita Grubbs; Alicia Woodsby

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

Introductions

Dr. Checko chaired the meeting. Members introduced themselves.
Dr. Checko noted a quorum had been reached.

Public Comment

There was no public comment.

Acceptance of Minutes of August 11th meeting

Motion: to accept the minutes of the August 11, 2015 CAB meeting- Jeffrey Beadle; seconded by Kevin Galvin

Discussion: There was no discussion.

Vote: All in favor.

Abstains: Patricia Checko

Dr. Checko announced the resignation of Richard Porth from the Consumer Advisory Board (CAB) due to his work schedule. She expressed thanks for his service and work on the CAB. Dr. Checko said there will be a discussion about new CAB appointments and other appointments they may have to fill.

Report on Presentation of CAB Objectives and Goals for Consumer Engagement and Communication Plan to HISC.

Jeffrey Beadle gave an overview of the feedback from the Healthcare Innovation Steering Committee (HISC). He said that Michaela Fissel did a terrific job on the presentation to HISC. He noted that the presentation was well received and there was a lot of good feedback. He mentioned feedback received from Mary Bradley who represents Pitney Bowes, a self-insured employer. Mr. Beadle said Ms. Bradley emphasized that it was important to engage employers and those who provide self-insurance to their employees or are self-insured through a corporation. Mr. Beadle said it was duly noted and the CAB will reach out to businesses to invite them to participate in the forum. He thanked everyone on the Writing Group for a very good job.

Dr. Checko asked whether there were any recommendations for changes to the existing plan. Mr. Beadle said there were no recommendations for change. Dr. Checko said the document is already

online and they can begin to use it as it relates to operating principles for consumer engagement issues.

Update on Rural Health Forum- October 15, 2015

Dr. Checko gave an update on the upcoming Rural Healthcare Forum. She said it will be the CAB's first time out in a public forum. She said it will also be the first time with trying to utilize budgeted funds through the federal government in a process where they need to pre-approve expenditures. Dr. Checko said it's important to be transparent and talk about finances. She noted that rural health has really been neglected, in many ways, by the feds as the process has moved forward in health and healthcare transformation.

Dr. Checko said the purpose of the meeting is to explore healthcare delivery in rural Connecticut settings and respond to the challenges of new initiatives and models across the state & throughout New England. She noted two major audiences for the forum. The first audience is the members of SIM governance and they will be invited. The second audience is the people in the Northeast area such as healthcare providers including physical, behavioral, and oral health. Dr. Checko said consumer participation is a large component of what we are trying to do because we are combining a learning event with a listening session to get feedback from the people that are most affected.

Dr. Checko said the planning committee is working very hard and a lot has been accomplished by conference call. The members of the planning committee are Jeffrey Beadle, Patricia Checko (co-chairs), Kevin Galvin, Nanfi Lubogo, Christine Nguyen-Matos, Mary Winar, Susan Starkey, and Linda Colangelo. Dr. Checko said there is money set aside for the CAB to be able to put on educational programs and outreach for consumer engagement. She noted that all expenses from this grant require pre authorization from the Center for Medicare and Medicaid Innovation (CMMI).

Dr. Checko said the event will be a great learning experience and will inform us how to provide similar programs in the future. She noted expenditures from this grant require pre authorization from CMMI. After today's meeting, the budget request will be finalized and submitted for approval. Dr. Checko noted that CAB does not handle any money and all contracts go through the program management office (PMO). There are six sponsors for the program, and sponsors will be providing in-kind services or providing funding for food or incidentals not covered under federal rules. The sponsors are CT SIM CAB, Generations Family Health Center, Windham Regional Community Council, PATH Parent to Parent/ Family Voices of Connecticut, the Connecticut State Office of Rural Health and the Connecticut Health Foundation.

Dr. Checko reviewed the draft program. The program will include a facilitator, panelists, speakers, presentations and a facilitated listening session. She said they are finalizing the registration process. They will be working with the PMO to try to coordinate electronic registration. Generations and Windham Regional Community Council will be utilized for handwritten registrations coming in. Mr. Karp asked whether the listening sessions are open to the public. Dr. Checko said technically it is open to the public but there is a special outreach to providers and consumers. She noted there is limited space.

Mr. Johnson asked whether the invitations were an electronic version. Dr. Checko said there is an electronic version of the invitation and they will need to add an end date for registration. Ms. Murphy asked about the plan to bring feedback from the forum back to the SIM PMO to inform the healthcare innovation process. Dr. Checko said the program will be recorded and the facilitator will have a scribe. She said by the November meeting they should have something to bring back to the committee and then bring to HISC. Mr. Beadle suggested that the planning committee meet after

the forum with Debra Polun and others to put together a summary of highlights to bring back to CAB. Ms. Lubogo mentioned that there will be evaluations. Ms. Murphy asked whether there was any possibility of CAB members who might be funded for the healthcare forum activities or effort. Dr. Checko verified there were no members or organizations who would receive any funds or be compensated. Ms. Murphy said she would like for this to be reflected in the record for transparency purposes.

Update on Southeast Asian American Community Listening Session – October 20, 2015

Ms. Kuoch gave an update on the listening session. She expressed thanks to Mr. Galvin for being a consultant and advisor for this event. Ms. Kuoch mentioned that nobody knows much about the Southeast Asian community. She said they will share, engage, and learn from each other. Ms. Kuoch noted that they invited several speakers including Vicki Veltri of the Office of Healthcare Advocate.

Mr. Galvin noted that Southeast Asian is more than a community; it is several communities with different languages and customs. He said it will be a very interactive event. People outside the Southeast Asian Community can learn in the same room as the Southeast Asian Community. Mr. Galvin said they are bringing people from many towns within the state. It will be the first time they will be able to speak about their experiences and challenges within the health system. Ms. Kuoch said the listening session will be from 10:00 a.m. to 12 noon and there will be an opportunity to ask questions. Mr. Galvin mentioned this will be the first time they will have a health forum that will be available in four languages and there will be live translation with headsets. Dr. Checko said the fourth language is English. Dr. Checko encouraged members to attend the listening session and to encourage others as well. She thanked the committee for working on this.

Update on Conflict of Interest Policies

Dr. Checko noted the deadline for the Conflict of Interest policy. She said it can be turned in to the SIM PMO today.

Update on SIM Work Groups

Dr. Checko said they didn't have any written reports but they will talk about what is going on in the workgroups. Mr. Krzys gave an update on the Workforce design group. He said the UConn Community Health Worker initiative is already being funded with SIM funds. Mr. Krzys said he contacted the principals of the initiatives, Bruce Gould and Meredith Ferraro of Southwest AHEC. He said they scheduled a meeting for next week on September 24, 2015 at the AHEC office to explore their charge and how they could seek input from us about what needs to be done regarding the CHW piece. Mr. Krzys said everyone is invited to attend this meeting.

Mr. Krzys said he attended the Northwest Chamber of Commerce and they are forming a health council. He said their issues include workforce, attracting workers, and getting people to live there. He said this is a possible readymade conference. He noted that Sharon Hospital is interested in rural health issues. Dr. Checko said the intent is to have a forum in the northeast to reach the northeast people and to hopefully have a second one to reach the northwest soon after.

Ms. Murphy gave an update of the Quality Council (QC). She said QC is in the culling process. It is a very difficult process and they have scaled 150 measures down to under 50 measures. She said they are continuing to engage for measures regarding HIV. Dr. Checko said the PTF is working closely with the MAPOC group and trying to finalize their guidelines. She said they will present final guidelines to the HISC in October.

Ms. Langer gave an update on the MAPOC CMC. She said there were concerns expressed at their last meeting. There are concerns regarding how the Medicaid population is different from the

overall population and there needs to be an evaluation of the design. She mentioned some members would like the overall process to slow down more.

Dr. Checko gave an update on the Health Information Technology Council. She said HIT is beginning to look at splitting their design into two groups. One group will be for long term issues and one for short term issues. She said it is apparent that QC and HIT will need to sit together and meet to resolve some issues. Dr. Checko noted Equity and Access Council's report has been published and it's online for comment.

Next Steps and Meeting Planning

Dr. Checko said there were discussions that it might be the right time to have a GoToMeeting for CAB and other members from the various workgroups to get together. She said they will try to cover topics and it could be a way to dialogue with one another and to see what is happening. Dr. Checko said if everyone agrees, they will try to get a date set up with a topic. Members discussed the GoToMeeting and the regular October CAB meeting. Mr. Galvin suggested postponing CAB's regular October meeting and the GoToMeeting because there are other challenges logistically and technologically going on in October. Mr. Beadle suggested that if there are any important issues in October, that the chair deems necessary, the CAB handles them by conference call.

Motion: to cancel the regular Consumer Advisory Board meeting of October 6, 2015 because of everything that is going on in October – Kevin Galvin; seconded by Theanvy Kuoch.

Discussion: There was no discussion.

Vote: All in favor.

Dr. Checko said they never resolved the issue of the appointment process regarding when there are two members that are tied. She said they have a resignation on the CAB. Dr. Checko said Deanna Chaparro is putting together information on the members on the various workgroup along with everyone's attendance on workgroups. She said there may be a number of appointments and they need to set up a process. Dr. Checko noted a scoring list was created for EAC, HIT, and CAB. Dr. Checko asked for a small committee to set up a procedure to bring back to CAB.

Ms. Lubogo said one of the reasons she stepped down from PTF is because she didn't have the time and couldn't be committed to the work. She suggested making sure if they are asking people to consider this role that this is considered. Members discussed the level of commitment that should be considered along with attendance and that candidates shouldn't be counted out because of their lack of knowledge. Dr. Checko noted that the SIM PMO has hired a new person and they will be doing the contracts and working with the CAB. Her name is Shiu-Yu Kettering.

Mr. Galvin asked whether there are resources on how organizations have handled the appointment process in the past. Dr. Checko said she will check with Chartis about this. The volunteers for the Appointment Committee are as follows: Stephen Karp; Kevin Galvin; Arlene Murphy; Patricia Checko; and Alice Ferguson. The group discussed a process to recruit people to the workgroups. Dr. Checko suggested for the group to set up a conference call to set up a process and discuss the framework. Mr. Galvin noted that it could take a couple of months to build the framework.

Motion: to adjourn the meeting- Jeffrey Beadle; seconded by Fernando Morales.

Discussion: There was no discussion.

Vote: All in favor.

The meeting adjourned at 2:37 p.m.