

# Consumer Engagement Coordinator

## Summary of Activities

### November

Continuing to develop community relationships and inform people about CAB:

- Met with Dr. Victor Villagra to discuss his plans for his Coverage to Care Coalition (EC2C)
- Participated on EC2C webinar and spoke about the role of SIM CAB in ongoing feedback efforts for healthcare access and innovation.

Planning and execution of Tweetchat event:

- Develop flyers, planning meetings with organizers
- Outreach via email and social media to various community partner agencies, translation services for outreach materials
- Follow-up to event (includes summary document and data analysis).

Planning for December 12<sup>th</sup> AME Zion Church event:

- Multiple meetings with Black Church Leaders and subcontractors Michele Stewart-Copes
- Develop flyers and agenda for event
- Develop budget request to CMMI to support event.

# AN INVITATION

FELLOWSHIP  
MEETING



**SIM** connecticut state  
innovation model

*"EVERYBODY IS SOMEBODY"*

**CROSS STREET TRAINING AND ACADEMIC CENTER  
INVITES YOU TO ATTEND OUR MONTHLY MEETING FOR A:**

## **FAITH RESPONSE TO HEALTH: A CALL TO ACTION 2017**

**MONDAY, DECEMBER 12TH, 2016  
CROSS STREET AME ZION CHURCH  
440 WEST ST., MIDDLETOWN, CT 06457**

**6:00 P.M. – 8:30 P.M.**

Join us to discuss how we can build a movement for healthcare access!

Our goal for this fellowship session is to gather your input about how to build a brighter future and improve healthcare for our families.

The evening will include:

Dinner with Congregations and Church Leaders (6:00 p.m.)

Faith Response to Health: Workgroups (6:30 - 8:15 p.m.)

Wrap Up & Next Steps (8:15 - 8:30 p.m.)

Please R.S.V.P. to

**Rev. Robyn Anderson: [RevRMAnderson@gmail.com](mailto:RevRMAnderson@gmail.com)**

Thanks to the State Innovation Model Consumer Advisory Board  
(SIM CAB) for your support with this event!

*The project described was supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services. The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies.*

# Faith Response to Health:

## A Call to Action



**MONDAY, DECEMBER 12TH, 2016**  
**CROSS STREET AME ZION CHURCH**  
**440 WEST ST., MIDDLETOWN, CT 06457**

**6:00 P.M. – 8:30 P.M.**



The project described was supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services. The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies.

## Consumer Advisory Board (CAB): Overview

The Consumer Advisory Board (CAB) was created to make sure that the voice of the consumer is heard in all Connecticut (CT) State Innovation Model (SIM) activities. The vision of the CAB is to ensure that all of the planned innovations identified in the SIM will lead to positive health outcomes for communities across CT. **The CAB focus areas are: Behavioral Health, Health Equity, Population Health, and Workforce.**

### The CT SIM is carrying out several major initiatives, including:

- Transforming primary care,
- Increasing the capacity of the healthcare workforce,
- Identifying health information technology solutions,
- Creating a population health plan,
- Implementing Medicaid quality improvement and Shared Savings (MQISSP),
- Implementing Value-Based Insurance Design (VBID), and
- Evaluating the CT SIM outcomes.

### Through these initiatives, it is anticipated that CT residents will experience the following outcomes:

- Improving health,
- Reducing health disparities,
- Improving quality of care and the care experience,
- Engaging and empowering consumers in their care, and
- Lowering health care costs.



### Our Keynote Speaker:

**Mark C. Schaefer, PhD - Director, Healthcare Innovation,**  
Connecticut Office of the Healthcare Advocate



Directs the state's multi-payer State Innovation Model Initiative under the direction of Lieutenant Governor Nancy Wyman.

Administers a new program management office charged with coordinating a range of healthcare initiatives across multiple state agencies, UConn, Medicaid, and commercial health plans. Initiatives focus on population health planning, value-based payment reform, quality measure alignment, primary care transformation, value-based insurance design and workforce development. Formerly the CT Department of Social Services Medicaid Director.

### Our Facilitators:

Rev. Robyn Anderson, Rev. Moses Harvill, Rev. Jaqueline King, Rev. William McKissick, Rev. Thomas A. Mills

Marcia DuFore, Venton Forbes, Angela Harris, Michele Stewart-Copes, Quyen Truong, Alphonse Wright

## Faith Response to Health: A Call to Action

Monday: December 12, 2016 at Cross Street Church, Middletown – 6:00pm-8:30pm

### Schedule:

**6:00 pm – Dinner** begins, **pre-surveys**

**6:30 pm – Speaking Program**

- **Welcome:** Rev. Harvill
- **Invocation & Blessing:** Rev. King
- **Introductions:** Rev. Anderson

**6:45 pm – Keynote Speaker,** Mark Schaefer – Program Management Office Director

**7:00 pm – Table Host Introductions,** Michele Stewart-Copes (moderator)

**8:00 pm – Presentation** of each table's discussion findings. Audience feedback, **post-surveys**

**8:15 pm – Next Steps:** Rev. Anderson

- **Closing and Prayer:** Rev. Mills

### Welcome / Why We're Here Today:

The goals for today are:

- ✓ To better understand how the Black community views health, the healthcare system, and the barriers to accessing health care.
- ✓ To bring new energy and collaboration to existing activities and programs, like SIM, that improves access to healthcare and the service delivery system.

#### GROUP ACTIVITY:

While you are enjoying your meal, we want each table to discuss the questions you have on the table. Please designate a **note-taker**. Each table will have **Facilitators**.

**We want to hear from you!** What are your biggest concerns about healthcare moving forward? How can we build an inclusive healthcare system for our communities?

We will use what we've learned from you today in the report we are preparing to inform the State Innovation Model's Consumer Advisory Board (SIM CAB) in their efforts to improve the ACA and address health inequity.

**Questions:**

1. *What does it mean to be healthy?*

2. *What stands out for you about the ACA?*

- *What does the ACA have to do with Black people?*
- *What are the challenges to get healthcare? What makes it easy?*

3. *How does your **cultural background or language** affect your ability to get quality healthcare? What about **transportation**?*

**4. Discuss these four common medical issues that affect your community:**

- *Behavioral Health*
- *Diabetes*
- *Sickle Cell*
- *Asthma*

**5. If you were responsible for healthcare services in your community, what kinds of changes would you make?**

- *Which ideas seem most doable?*
- *What would it take to make this happen?*

**EXTRA Questions:**

**6. *Where does your community go to get help with health issues?***

**7. *What are we doing well when it comes to helping your community get healthcare? How can we do a better job of reaching people with no access to healthcare?***

**8. *What questions or concerns do you have about healthcare?***

- *What do you or your friends do for healthcare?*

**9. *What questions or concerns do you have about SIM?***

- *How can SIM get more young people involved in improving healthcare?*

Those of us who would like to stay involved will be able to sign up for action teams to work on different ideas.  
We can offer some resources.

State Innovation Model's Consumer Advisory Board (SIM CAB)  
**c/o North Central Regional Mental Health Board**  
151 New Park Ave., Suite 14A  
Hartford, CT  
860.667.6388  
[www.cthealthycommunities.org/](http://www.cthealthycommunities.org/)  
info@ncrmhb.org



## Summary of Bilingual Healthcare Access Tweetchat – November 21, 2016

**OVERVIEW:** On Monday, November 21, 2016, we organized a tweetchat on healthcare access issues. The event was co-organized with a small coalition of social media specialists who are interested in healthcare, including: Aldon Hynes from Community Health Center (CHC) – a community-based healthcare center in Middletown, Thomas Burr from NAMI-CT – a leading statewide mental health organization for families and people in recovery from mental health issues, and SIM CAB’s contractor North Central Regional Mental Health Board (NCRMHB). Together, we created an Eventbrite with directions to join the tweetchat in Spanish and English. We all posted the event on our Facebook and Twitter newsfeeds, included the tweetchat in our various newsletters (whose reach totals over 75,000 people), and reached out to relevant community partners like Hartford Behavioral Health, Hispanic Health Council, Health Equity Solutions, and Access Health CT. We personally reached out to and recruited community members to participate in the tweetchat.

**TWEETCHAT:** The day of the event, NCRMHB hosted a tweetchat session at our offices in Hartford. Participants included Way To Go CT Director Danielle Herbert, LGBT activist Shane Putney, NCRMHB staff Marcia DuFore and Quyen Truong, PMO staff Shiu-Yu Schiller and Deanna Chaparro, SIM CAB member Kevin Galvin, and CHC staff Aldon Hynes and Meaghan Lyver. During the event, we projected tweets to SIM onto the big screen so we could discuss those tweets and strategize how to answer them. The lead moderator was NCRMHB.

**OUTCOME:** The total number of tweet impressions (number of views of *#cthealthchat* tweets) was 7,571. The *#cthealthchat* tweet advertising the tweetchat earned 190 impressions alone. The tweetchat attracted over a dozen new followers, one of which is a famous New Haven chef and another with a following of 132,000 people. This is significant social media exposure for SIM. Moving forward, NCRMHB will gather relevant analytics data from SIM, CHC, and NAMI to better understand the tweetchat’s full reach.

