

**STATE OF CONNECTICUT  
State Innovation Model  
Consumer Advisory Board**

**Meeting Summary  
December 6, 2016**

**Meeting Location:** Legislative Office Building Room 1C, 300 Capitol Avenue, Hartford

**Members Present:** Jeffrey Beadle; Patricia Checko; Alice Ferguson; Kevin Galvin; Stephen Karp; Theanvy Kuoch; Nanfi Lubogo via conference line; Arlene Murphy; Christi Staples (for Alicia Woodsby)

**Members Absent:** Michaela Fissel; Bonita Grubbs; Robert Krzys; Fernando Morales; Ann R. Smith

**Other Participants:** Christine Nguyen-Matos; Kinson Perry; Mark Schaefer; Shiu-Yu Schiller

**1. Call to Order**

The meeting was called to order at 1:04 p.m. Dr. Checko and Arlene Murphy served as meeting co-chairs. Members introduced themselves. It was determined a quorum was present.

**2. Public Comment**

There was no public comment.

**3. Acceptance of November 16<sup>th</sup> Meeting Minutes**

Ms. Murphy apologized for some of the meeting materials being shared late. Members took a few minutes to review the November 16<sup>th</sup> Consumer Advisory Board (CAB) meeting minutes.

***Motion: to accept the minutes of November 16<sup>th</sup> Consumer Advisory Board – Stephen Karp; seconded by Theanvy Kuoch.***

**Discussion:** There was no discussion.

**Vote:** *All in favor.*

**Abstains:** *Kevin Galvin and Christi Staples*

**4. Review and Approval of draft CAB Member Guide**

Ms. Murphy provided an overview and the purpose of the draft CAB Member Guide. She said they have recommended three new Consumer Advisory Board members. She mentioned the Healthcare Innovation Steering Committee (HISC) meeting for December has been cancelled and the newly recommended consumer representatives will not be approved until HISC meets in January. Ms. Murphy said they are hopeful to benefit from the extra time and will plan a new member orientation to take place after the appointment in January but before the CAB meeting in February.

Dr. Checko said she would like a discussion related to the newly recommended members to CAB. She said it has always been the policy not to release the names until they have been ratified through HISC. Dr. Checko said at the Planning Committee meeting they discussed whether it would be appropriate to contact the individuals that are being recommended. She said she would like to know if this is something that should be brought to the program management office's (PMO) attention. Dr. Checko said she thinks it will affect how CAB does the orientation. The members discussed the effect of delayed HISC approval of appointments would have on scheduling the

orientation session. It means that the first meeting for the new members would be in February and they would only hear about their appointment after January 12<sup>th</sup> and would have a very narrow window to plan and carry out an orientation session.

Members discussed the issue of contacting the newly recommended individuals. Mr. Karp suggested sending a notification to the proposed new members to notify them of the recommendation to HISC and that it would be up to HISC for the final decision. He also suggested sending a thank you note to applicants that are not being recommended. Members agreed to notify applicants regarding the status of their application. It was noted that recommended applicants should be informed of the new member orientation. Dr. Checko said while this is not the formal notification perhaps it can come from the co-chairs and they will let the PMO know that they are considering this.

***Motion: to notify applicants to the Consumer Advisory Board of the status of their application – Stephen Karp; seconded by Alice Ferguson.***

**Discussion:** Mr. Beadle asked whether they should notify the applicants that are not being recommended. Ms. Murphy said it is not the common practice but in this circumstance it would make sense. There was a question regarding whether to amend the motion. Dr. Checko said the motion was to notify applicants of the status so it would cover everybody. There was no further discussion.

***Vote: All in favor.***

Mr. Kinson Perry, from the audience, said several meetings ago there was a discussion to take the applicants who were not selected and hold them in reserve for future vacancies. He asked whether CAB moved forward with this plan. Dr. Checko said this time around they selected three representatives and two alternates. All applicants were notified that their application would be held for one year and the alternates will be informed of their status.

Members reviewed and discussed the draft welcome letter and new member guide. Ms. Lubogo suggested adding some attachments to the third page. She said it might be nice to add copies of the summaries from previous forums and events to show what CAB has done. Dr. Checko said there are write ups that have been posted from every CAB event and it would be great to put in the appendix as a peek of what CAB does.

Ms. Lubogo suggested adding a line to page five such as “if members cannot attend the meeting physically, there is an option to attend by conference call, attendance in person is encouraged”. She mentioned it would be good to put this information out there. Ms. Murphy said they would consider a way to incorporate it into the document.

Ms. Lubogo asked whether new CAB members would be assigned a mentor. Ms. Murphy said this will be discussed with the next item on the agenda.

Mr. Karp suggested adding a sentence to item number five on page five to encourage in person attendance to CAB sponsored events as much as possible. Members discussed adding the word “informed” to item two on page five. Ms. Murphy said they could wordsmith it after the meeting.

Dr. Checko asked regarding the attendance sentence on page five and whether to remove it. Members agreed to leave the sentence as is. Ms. Murphy said page six would be a great place to make a list of all the links to information resources. She said it would be information for new members but not too overwhelming. The glossary of terms and abbreviations will be added.

**Motion: to accept the CAB Member Guide – Kevin Galvin; seconded by Alice Ferguson.**

**Discussion:** Ms. Ferguson said approval is with recommended revisions discussed.

**Vote: All in favor.**

## **5. Planning for CAB Member Information Session and Mentoring Program**

Dr. Checko provided an overview of the CAB member information session and mentoring program. Ms. Murphy said she thinks it's really important to provide new members with the opportunity to come in and meet with the rest of the CAB. She said everyone could benefit from the discussions. She raised the question of whether to have the information session on the same day as the CAB meeting or a week prior instead of the Planning Committee meeting. The meeting would last between one to two hours.

Mr. Galvin said it is important to have CAB members involved in the process especially the meet and greet bonding. He said it is helpful to reacquaint with the information that will be put out to the new members. Ms. Lubogo suggested having the information session on the same day as the regularly scheduled CAB meeting, but a couple of hours before with a lunch break. Members agreed to have the information session on the same day as the February CAB meeting.

Members discussed the mentoring program. Ms. Lubogo suggested putting out what the expectations would be for mentoring. Dr. Checko said they did not get into what the expectations would be heavily in the Planning Committee meeting. She said the mentor program would help to educate members about SIM and CAB and to create an environment of mutual support. A mentor would be someone who has had at least one year experience as a CAB member. Dr. Checko said there was a discussion of having small group mentoring sessions and individual mentors. She said if members think the mentoring program is a good idea then they can flush it out and move forward with it. Kevin Galvin, Nanfi Lubogo, Theanvy Kuoch, Alice Ferguson, and Patricia Checko expressed interest in participating in the mentoring program. Christie Staples volunteered to provide some thoughts on some of the things that may be helpful for new members.

Mr. Beadle suggested a PMO representative attend the orientation session. He also suggested posting something on the webpage as a guide about what CAB is and what CAB has done.

## **6. Consumer Engagement Coordinator Update**

Mr. Galvin and Ms. Schiller provided an update on consumer engagement. He mentioned the recent youth forum held at MCC and the recent tweet chat were both successful. Mr. Galvin explained the twitter engagement. He said the tweet chat was a learning curve for some in the room but was not difficult to expedite and was inexpensive. It was noted that there will be consideration of another twitter event in the future. Members expressed congratulations on the success of the event and expressed thanks to Mr. Galvin and PMO for helping to organize it.

Mr. Galvin said there is a Faith Response to health event being held in Middletown on December 12, 2016 and everyone is welcome to attend. Ms. Lubogo said her organization is planning on having a youth summit in the spring of 2017. Additional details regarding the summit will be forwarded.

## **7. Discussion of Priorities for CAB Member Activities and Expenditures in 2017**

Ms. Nguyen-Matos provided an overview of the expenditures ([see here](#)). Mr. Beadle asked whether the money used for the contractor is included in this budget. Dr. Checko said it is covered under separate funds. Members discussed the budget and some communication issues. It was noted that

a draft consumer engagement and communication plan will be outlined and released by the end of December 2016. The plan that is drafted will be coming to CAB for review.

Ms. Murphy asked about the next steps. Mr. Galvin said they are going to ask the outreach vendor to put together interviews to obtain feedback as the report is being drafted. These interviews could either be via telephone or in person and would allow for a different perspective than a group discussion.

#### **8. Update on SIM Work Groups**

Update on SIM Work Groups was not discussed due to a lack of time.

#### **9. Next Steps and Adjournment**

***Motion: to accept the proposed dates for the 2017 calendar year – Kevin Galvin; seconded by Alice Ferguson.***

**Discussion:** There was no discussion.

***Vote: All in favor.***

Mr. Beadle asked about the impact from the recent political election on the implementation of planning grants for the upcoming year. Dr. Schaefer said there is no official word from CMMI regarding what the implications are for the initiatives it funds, including the SIM initiative. The program management office does not have a greater insight than anyone else around the table regarding how things will play out. Dr. Schaefer said the intention is to continue to stay the course and move forward with supporting the program.

Members wished each other a happy and safe holiday.

***Motion: to adjourn the meeting – Jeffrey Beadle; seconded by Christie Staples.***

**Discussion:** There was no discussion.

***Vote: All in favor.***

The meeting adjourned at 3:15 p.m.