

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
February 14, 2017

Meeting Location: North Central Regional Mental Health Board, 151 New Park Avenue, Hartford

Members Present: Jeffrey Beadle; Patricia Checko; Alice Ferguson; Kevin Galvin; Bonita Grubbs; Linda Guzzo; Robert Krzys; Nanfi Lubogo; Velandy Manohar,; Arlene Murphy; Christi Staples (for Alicia Woodsby)

Members Absent: Michaela Fissel; Stephen Karp; Theanvy Kuoch; Ann Smith

Other Participants: SB Chatterjee; Marcia Dufore; Louise Harmon; Christine, Nguyen-Matos; Mark Schaefer; Shiu-Yu Schiller; Denise Smith; Quyen Truong;

1. Call to Order

The meeting was called to order at 1:07 p.m.

2. Public Comment

There was no public comment.

3. Approve January 10th Meeting Minutes

Motion: to accept the minutes of the January 10, 2017 Consumer Advisory Board Meeting – Jeffrey Beadle; seconded by Alice Ferguson.

There was no discussion.

Vote: All in favor.

4. Executive Session

Motion: to enter into executive session for the purpose of discussing candidates for consumer appointment to the SIM Quality Council – Robert Krzys; seconded by Alice Ferguson.

Discussion: None.

Vote: All in favor.

The CAB moved into executive session at 1:09 p.m.

Motion: to exit executive session – Robert Krzys; seconded by Alice Ferguson.

There was no discussion.

Vote: All in favor.

The CAB moved into regular session at 2:06 p.m.

5. Action on items discussed in Executive Session

Motion: to recommend the top four candidates for positions on the Quality Council, and fourth and fifth positions recommended as alternates for the next twelve month period – Kevin Galvin; seconded by Robert Krzys.

There was no discussion.

Vote: All in favor.

Arlene Murphy noted that the next Quality Council meeting was scheduled to take place before the Healthcare Innovation Steering Committee could vote on the recommendations. She said she would like them to be invited the Quality Council meeting even though their membership will not yet be approved.

6. SIM CAB Update

Consumer Input in Health Information Technology

Pat Checko provided an update on changes within the HIT Advisory Committee. There are plans to schedule a special meeting with all CAB members and other SIM consumer representatives for stakeholder feedback. The meeting will be held on March 3 from 3 to 5 p.m. with the location to be determined. Dr. Checko said she will try to provide additional information to help participants prepare. She said a key issue for consumers was confidentiality versus privacy. She asked that the HIT Advisory Council site be shared with members along with the final report of the SIM HIT Council, which has disbanded. Dr. Checko said she would share information on bills related to data exchange.

The Southeast Asian American Health Council is hosting a town hall forum on March 4th with Senator Chris Murphy. Members were encouraged to participate and to check with Theanvy Kuoch's office on the time.

Community Health Worker Task Force

Many people provided testimony at a public hearing on a CHW certification bill. There was a conference call the previous week with the Department of Public Health to discuss the certification process. DPH Commissioner Raul Pino said the department would work to make certification happen in a non-onerous fashion.

7. Consumer Engagement

Update on CAB Communications Plan

Quyen Truong provided the update on the Multichannel Consumer Engagement and Communication Plan. They will work on developing a plan moving forward in concert with the CAB and facilitate a discussion about how the CAB wants to move forward.

Consumer Engagement Activities

Ms. Truong summarized past activities. Nanfi Lubogo said the Diabetes Tweet Chat was very fast paced. Ms. Murphy said Twitter and the Tweet Chat was an impressive communication tool. Ms. Lubogo said that she still sees things being retweeted from the event. Ms. Truong said there is upcoming outreach planned as a result. Ongoing chats will be held once a month about different healthcare topics. All are welcome to participate. The chats are scheduled for the third Wednesday of each month from 3 to 4 p.m. There is a chat planned for the following day about how to improve discussions about healthcare policy.

Stephen Karp is leading efforts for a Diabetes event in April. It will be a dinner dialogue, smaller than the diabetes event in December. Ms. Murphy noted that there are targets within the SIM grant that include addressing diabetes.

Mark Schaefer asked what the outcomes of the Tweet Chat were. Ms. Truong said the group developed questions ahead of time to lead the conversation. She moderated and put out questions. All participants used the hashtag *#cthealthchat*. There were 20-30 active participants. Ms. Lubogo said different agencies would speak to their particular focus on diabetes and the discussion would snowball from there. Kevin Galvin said the discussion remained user friendly. Ms. Murphy said people talked about issues with gaps of care and medication interactions. She said she learned about things she hadn't been aware of. Dr. Checko suggested sharing the SIM Alignment Grid to see where these conversations can help achieve the grant's aims. Dr. Manohar said the Tweet Chats

could be a great model for collecting data to share with practices about how to better manage diabetes. He suggested working with the community health centers. Dr. Schaefer said there things they may be able to bring to the advanced networks and FQHCs that they can use for their communities, another tool for engaging consumers. Community Health Center Inc., and Middlesex Hospital are key partners, both in PCMH+ and in the Community and Clinical Integration Program. The idea is they can tune approaches to issues with similar challenges or barriers. Ms. Truong said they had a connection at CHCI through their social media group. She said they can look at other chronic diseases for event ideas. They are working with Ms. Lubogo on an event in May and can share details once the event is more fleshed out.

Ms. Truong provided an update on CAB member interviews. They are in the process of summarizing the interviews and she thanked members for their feedback and support.

Mr. Galvin talked about the event planned for May. The event will take place on May 13th. It is an all-day event that will bring together 300 young people aged 13 to 26, many of whom live with disabilities. The event will take place at the St. Thomas Seminary in Bloomfield and will focus on healthcare transition. Many get lost in the shuffle as they move from pediatrics to adult care. Mr. Galvin said the event will help them learn to better interact with another population. Dr. Checko suggested including Christine Nguyen-Matos on future calls regarding funding.

8. Community Catalyst Program Planning

Dr. Checko said they have started discussions with Community Catalyst about consumer empowerment work. The plan is to have a half day program as part two of CAB Member Orientation. Community Catalyst will provide a proposal for the event. This event will be discussed in Planning Committee and will likely be in May or June. Ms. Murphy suggested having the event in place of the June CAB meeting.

9. Next Steps and Adjournment

Dr. Checko noted they have a larger communication issue and they need to look at how to have a real consumer presence. She noted that the SIM web site is not interactive and they will need to look at how to take that on as well as how to come together with their partners on the SIM work groups. She suggested inviting the consumer reps on the Community Health Worker Advisory Committee and the Practice Transformation Task Force to talk to the CAB. Denise Smith said they need a conversation on where things are headed next. She suggested asking the CHW Association to be part of the Tweet Chats and to start building momentum within the CAB and within other organizations. Mr. Galvin noted that the healthcare social media group is not part of the SIM outreach. Ms. Smith said that right now it is a collaboration. Ms. Lubogo said things would be easier once there is a calendar of events. Mr. Galvin said the past Tweet Chats they have done have been focused on specific groups or health conditions and are more spontaneous. They are trying to use different mediums with different groups to see what works and what doesn't. The goal is to create a toolbox.

Bonita Grubbs noted discussion regarding the Office of Health Strategy. She asked what the consumer voice in that is. Dr. Checko said the Health Care Cabinet is an important group that we should not ignore. Dr. Manohar said they should share information with medical providers. Dr. Schaefer said they will invite the CAB to be among stakeholders taking about primary care payment reform. He noted that the Governor's budget proposed the Office of Health Strategy as a sustainment strategy and that the proposal includes SIM, HITO and Certificate of Need.

The meeting adjourned at 3:09 p.m.