

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

**Meeting Summary**  
**April 11, 2017**

**Meeting Location:** CT Behavioral Health Partnership, 500 Enterprise Drive, Rocky Hill

**Members Present:** Patricia Checko; Alan Coker; Alice Ferguson; Linda Guzzo; Robert Krzys; Theanvy Kuoch; Velandy Manohar; Arlene Murphy; Denise Smith

**Members Absent:** Jeffrey Beadle; Michaela Fissel; Kevin Galvin; Bonita Grubbs; Stephen Karp; Nanfi Lubogo; Ann Smith; Alicia Woodsby

**Other Participants:** SB Chatterjee; Mark Schaefer; Shiu-Yu Schiller; Quyen Truong

**1. Call to Order**

The meeting was called to order at 1:09 p.m.

**2. Public Comment**

There was no public comment.

**3. Approve March 7<sup>th</sup> Meeting Minutes**

The approval of minutes was tabled due to a lack of quorum.

**4. CAB Consumer Engagement Plan**

Quyen Truong led the discussion on the consumer engagement plan, which will be submitted to CMMI and is based on the CAB's communication goals and objectives. She asked those who worked on the goals and objectives to explain the intent. Patricia Checko provided background on the work done to prepare the document and reviewed the document itself.

Velandy Manohar asked where they were in the planning process. Ms. Truong said the discussion is informing the plan and is currently an internal process within the CAB. Dr. Checko said they have held a number of sessions with consumers and providers. She noted that there is a financial portion and metrics that will be required as part of the grant and that they want to move beyond process metrics. Alice Ferguson asked whether they had received feedback on these events. Ms. Truong said they did a lot of work to gather as much feedback as possible. Dr. Checko said she tried to get people to write reports on the events and that those reports were needed as it will provide them with credibility and they can be shared with CMMI and the Legislature.

Arlene Murphy asked about a communication that was going to be emailed with a survey. Ms. Truong said they sent an email to everyone whose email they had for those listening sessions and sent them a survey about further engagement and outreach in the fall. Ms. Murphy said they should look at that information as they write their plan. Ms. Ferguson noted they had drafted a letter and asked whether it had been sent. Ms. Murphy said that it was and that she should revisit that. Dr. Checko said the discussion brings up the issue of how they communicate with those who care. They have a number of different audiences. She asked how they reach out to those people and get them excited about being involved. Ms. Truong said there were a number of people who are interested as long as they develop something.

Ms. Truong reviewed the goals of consumer engagement: to learn how they as consumers and consumer/advocates interface with the healthcare system; to identify what the healthcare system needs to know about them; and to organize consumer events to support SIM work streams. She said their efforts should support the three goals. They have done a lot of work in support of goals 2 and 3 but not much that speaks to the first goal.

Dr. Manohar noted that Access Health CT was extremely well organized. He asked whether they can access all of the information they have about consumers and how they use their benefits. Ms. Truong said she can reach out to Access Health but she was unsure as to whether that information will directly develop activities that will get them to the first goal. Ms. Murphy said she did not think they ever gathered that information. Alan Coker said they should partner with organizations like Hartford Health Care or Mental Health Connecticut as they are not connecting with anyone. They should also help sponsor events. They should be a partner and a resource.

Linda Guzzo asked if one of the goals for this is to become the strategic plan for the CAB. Ms. Truong said it was. Dr. Checko asked how the first goal differed from the listening sessions they had. Ms. Truong said they had done aspects of the first and second goals but primarily had worked on the second goal. It is about making sure consumers have the data and info they need to act in a way that they feel empowered. Community conversations do that in a way but they need other ways to provide them with the information they need. Ms. Murphy said it is not really to teach consumers to interact but to help them learn about health care system changes. She and Dr. Checko both emphasized that the role of CAB is not to educate, there are others in the community who fill that role.

Theanvy Kuoch said that when they talk about health equity, data is required. She said she would produce a questionnaire for those with limited English proficiency and ask them about their experience with the system. Ms. Truong said they have heard people's experiences and want to provide them with what their rights are and empower them. Ms. Ferguson said a lot of that information is in the community health worker. They have that information.

Ms. Truong said they had collected a great deal of information and asked how they share that with the community on a broader level. Ms. Kuoch said when they have the data they should go back to the community and teach them about what is important. The community health worker is critical. Ms. Truong said they can share information with them. Ms. Ferguson said it was more getting information from them. Dr. Checko said it seemed like they were getting hung up on the question. They can share their experiences and use that information to change the scenario. She did not see the CAB as the specific intermediary. The community health worker would be the intermediary. Ms. Murphy said they were talking about enlisting community members as change agents. She asked what would happen if they created a network from the listening session participants. Dr. Manohar said they can see how patients are interfacing with the system and get them to serve as catalysts to change at a higher level. There are a lot of people who do not get care or get fragmented care and CHWs are the people who know it.

Ms. Truong said they were talking about a culture shift. Mr. Coker suggested they create a newsletter. SB Chatterjee said there are other organizations working in this arena and they become siloed. Ms. Truong asked how they shift the larger group based on the feedback they received. Ms. Guzzo said the plan after her caregiver event is to create a caregiver newsletter. There could be conferences, workshops, info cards at provider offices. The possibilities are limitless. She said her ultimate dream was a hotline. Robert Krzys said places like schools or libraries should be institutionalized as places to go to get healthcare information. He noted that the participants in the Manchester Community College event knew very little but were very interested in learning. Ms.

Kuoch noted that Community Catalyst does a lot of work with vulnerable populations. She said she can also share what she has. Ms. Guzzo said there are resources such as local cable access channels, adult education classes, and Foodshare that can be used to share information. Dr. Checko added WIC to the list.

Ms. Guzzo suggested changing the language in the guidance document to improve and change as they learn how consumers interface with health system transformation.

Dr. Checko noted that they will need infrastructure in place to support these ideas. Ms. Truong asked how they could map that out. Dr. Checko said they have a budget that they haven't looked at and said they needed more working sessions. They will lose the money if they don't spend it. Ms. Murphy said they need expertise on how to use social media and they need to find ways to create alerts and solicit feedback. Dr. Checko said what is in place is currently inadequate. They need further discussions. She noted that there is a lot of cross walking between the three goals. They need to make sure they don't silo themselves. Dr. Manohar said there are people they can collaborate with to create these products.

Ms. Truong said she would send a summary of the recommendations in the next week and will start drafting the plan to send to them for their review. Ms. Murphy suggested sharing it with the planning committee. Dr. Checko said they have listening session recordings. They can be used to create a library. Ms. Truong said they should create usable videos from them. She also noted that one outcome from the Young Adult listening session was to have one young adult serve on the CAB. She said a large number of the participants use Planned Parenthood for healthcare. Shiu-Yu Schiller noted they suggested a class on how to make health care decisions. Ms. Truong said she can send a report of that event out again.

## **5. SIM Updates**

### ***CPC+***

Mark Schaefer noted that the stakeholder session was useful for the consumer perspective and impacted the presentation to the Community Health Worker Advisory Committee and Practice Transformation Task Force. Both groups endorsed CPC+ and those endorsements were presented to the Healthcare Innovation Steering Committee which accepted the recommendations. The administration had reviewed whether Medicaid would participate and it was determined they could not. The recommendation is specific to commercial payers. It appears that several payers did apply but Dr. Schaefer said he was unsure whether they had enough covered lives to qualify. They are awaiting a response from CMMI. Members can continue to follow the work by visiting the HISC or PTTF web pages. Ms. Murphy said consumers raised a number of questions about patient protections and she asked whether the applications were public documents. Dr. Schaefer said that in his experience, CMMI does not make that information public and does not provide feedback to those not selected. Ms. Murphy asked whether there was a role for consumers to make sure patient protections were in place. Dr. Schaefer said that there is not a formal initiative around under service protections but there will be a white paper released detailing the patient protection recommendations.

### ***Work Groups***

Dr. Checko provided an update on health information technology. There has been a change in leadership at the All Payer Claims Database (APCD). There is also discussion about moving it to the proposed Office of Healthcare Strategy. She said the Health Information Technology Advisory Council has created a design group to develop recommendations for an electronic care quality measures (eCQMs) system. The group will have its final meeting within the next week and will

present its recommendations to the full Health Information Technology Advisory Council on April 20<sup>th</sup>.

Ms. Murphy said there is nothing new to report on the Quality Council. She said the score card would be populated with information from the APCD. She suggested a legislative update might be needed.

Dr. Checko said that the Core Team, representatives of each initiative that meet to discuss progress, are beginning to talk about the application for the next year of funding. Ms. Schiller said that Faina Dookh will write the first draft and send to others for review. Dr. Checko said the consumer engagement plan will be important and they will be looking for metrics to evaluate the work.

Dr. Checko noted that final recommendations were made with regard to Community Health Workers but that the proposed legislation had not made it out of committee.

The Community Catalyst session will be held on June 13<sup>th</sup> from noon to 4 and will include lunch. Community Catalyst will help them create strategies for successful consumer advocacy. Ms. Guzzo said that Capital Community College could host if needed.

### ***Consumer Engagement***

Ms. Truong noted that planning was underway for Nanfi Lubogo's Youth Summit on Saturday, May 13. She also noted that Ms. Guzzo is passionate about caregivers and she is planning an action-oriented discussion to help caregivers move forward together. The date is yet to be determined. A diabetes discussion has been planned by Steve Karp for April 28<sup>th</sup> at Spottswood AME Zion Church in New Britain. A diabetes-friendly dinner will be provided and participants will discuss what it means to live with diabetes. The goal is to have an intimate but open discussion. The Department of Public Health is sending a representative who is helping with the menu and providing resources. Dr. Checko said they should look at creating models for forums that can be used in different communities. This session might lend itself to being such a model that can be used with different populations and help inform needs and evaluate outcomes. Ms. Truong said she would share the discussion guide with the group.

### **6. Next Steps and Adjournment**

Ms. Murphy noted the news alert that was recently sent about Ms. Kuoch. Deanna Chaparro will send members a link so they can sign up to receive SIM News alerts.

The meeting adjourned at 2:59 p.m.