



MEMORANDUM

To: Arlene Murphy, Pat Checko, CAB Co-Chairs
Mark Schaefer, Shiu-Yu Schiller, Christine Nguyen-Matos, Deanna Chaparro, SIM PMO

From: Renée Markus Hodin, Rosa Palacios, Margo Michaels

Date: June 16, 2017

Re: Workshop Follow-up

Priority Action Items (garnered the most votes)

- Clarify CAB's Role/Authority
 - What are its spheres of influence or impact?
 - Explore restructuring CAB as a "Coordinating Committee"
- Establish clear lines of communication/connection between:
 - The CAB and the workgroups
 - The Steering Committee and the CAB
 - CAB/Workgroups and consumers in the community
- Create bi-directional feedback loop with community, decision-makers, stakeholders
 - Connect the dots across community events to understand themes
 - Revise feedback loop diagram in order to reflect that consumers should be engaged at every level
- "Inform for Action"- identify actionable items, bring them forward, make decisions, and create/execute an action plan

Additional Action Items (garnered fewer votes)

- CAB/Workgroups should have overall workplans, and they should track progress towards goals
- Clarify role/expectations of consumers on workgroups
- Clarify CAB decision-making process
- Meeting improvement items (CAB/Workgroups)
 - Each meeting agenda must clearly relate to the CAB/workgroup overall workplans
 - Agendas should be more standardized and always include dedicated time for action steps
 - All meeting minutes must be sent out soon after the meeting and reflect decisions made as well as action steps to be taken
 - Strengthen the voice of consumers in workgroups, e.g.

- Ensure that meeting information arrives with plenty of time for review
 - Get together separately before meetings to discuss agenda and ideas
 - Establish ground rules that promote respect, no matter what the background of the workgroup member
- Community events
 - Create an intentional process for choosing the types of community events to sponsor - involve consumers in making these choices
 - Standardize the questions asked/information gathered at each community event
 - Summaries should be clear why an event was done, how it connects to SIM objectives, who participated (demographics) and recommendations for action to be taken

To Do Items

- Get more data on underserved population (limited English-speaking consumers) regarding access and outcomes
- Use the “Making a Difference” questions [workbook pp. 10-11] to test/validate work in action
- Support consumers in workgroups
- Codify our values of consumer voice via structure/budget
- “Step up and step back”

Parking Lot Items

- We need many more consumers in every single committee- not enough consumers!
- What is the role of CAB beyond SIM
- Explore the response to the “My Role” statement: *I can live with a decision made by the majority of the CAB/workgroup, even if I don't personally agree with it. (17/25)*
- Explore the response to the “My Role” statement: *I feel my own experiences with the health care system are much different than others. (9/25)*