

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

**Meeting Summary**  
**July 11, 2017**

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

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

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

**1. Call to Order**

The meeting was called to order at 1:08 p.m.

**2. Public Comment**

There was no public comment.

**3. Approve May 9<sup>th</sup> Meeting Minutes**

The motion was made by Alice Ferguson and seconded by Kevin Galvin to approve the minutes of the May 9, 2017 Consumer Advisory Board. There was no discussion. The motion passed unanimously.

**4. Review and Revise Comprehensive Multichannel Consumer Engagement and Communication Plan**

Patricia Checko provided context and Quyen Truong facilitated discussion of the Consumer Engagement and Communication Plan. The Board then reviewed the plan section by section.

*Section I*

Velandy Manohar said it was unclear how they would achieve health equity. Dr. Checko said that CAB is meant to serve as the primary voice of the consumer. She said that health equity and social determinants of health were critical to all players in the State Innovation Model but most critical to the CAB. Alice Ferguson said they could not be all things to all people. One of their major mandates was to engage consumers wherever possible. They are doing that haphazardly but they are doing it. Denise Smith asked whether the sentiment was that whatever they do will not negatively impact anyone. Dr. Checko said that while they are all about health equity, they say very little about it in the plan. The CAB felt the need to put health equity front and center and it plays through three points of the CAB's vision.

*Section II*

Dr. Checko noted that the priorities listed in Section II were a major component of the meeting on the 27<sup>th</sup>. Ms. Ferguson noted that the action item "Identify and compile key messages from past listening forums" was narrower than she anticipated. She did not think it was specific to just past listening sessions. There was discussion about the inclusion of dates, with several members stating they found them distracting and unclear. The dates are based on grant deliverables. It was suggested that the dates be removed from within the plan and included as an attachment. Ms.

Truong said that she could put the priority action items in one section so that they are clear as to what needs to be done in the next six months.

*Section III*

Ms. Ferguson said the three identified focus areas hit home for her. Dr. Manohar said that the plan calls for collecting a lot of information but does not spell out where that information would be housed. Dr. Checko said determining that is one of their goals. Ms. Truong said she can clarify that further.

*Focus #1*

There was discussion about adding Lesley Bennett's proposal about a task force. The members agreed that it should be included. Kevin Galvin asked who would facilitate the meetings at the Legislative Office Buildings and how they would keep those meetings neutral. Dr. Checko said that additional work is needed before they can get to that point. The CAB would set the agenda and they would look at creating a platform for obtaining and sharing information. Ms. Truong said the bullet points are proposed strategies without a clear plan and not a priority action item. They would require extensive discussion before moving forward.

*Focus #2*

Dr. Checko said the section should incorporate the proposed work with the PCMH+ advisory groups. The thought is that this is an area to assist in building provider-patient partnerships and they can learn from practices. Dr. Guzzo suggested they include caregivers in the language. Ms. Truong said that caregivers are included in the consumer definition but that the term was only referenced once to avoid repetition. She said she could include it in the first reference of each session.

*Focus #3*

Ms. Ferguson expressed concern that "other media" was too broad. Ms. Truong said that she would better coordinate the colors in the graphics, change the term "videos" to "tools" and change "media" to "platforms." Ms. Smith noted that this section referenced the most disenfranchised in the state. She asked whether they are not concerned with them in the other parts of the plan. Ms. Truong said that is referenced in the first section.

Ms. Truong asked members whether they agreed with the items on the priority action list. The group agreed via consensus. Mr. Galvin noted that all of the items can be completed in the time allotted.

**5. Next Steps and Other Business**

It was noted that the CAB leadership had received the recommendations from Community Catalyst. That information will be shared with the CAB and will be one of the things they will work through. It was noted that there one or two potential events in the works.

The CAB Planning Committee will next meet on August 1. Meetings are open to all CAB members. The CAB will next meet on August 8.

The meeting adjourned at 2:54 p.m.