

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
October 10, 2017

Meeting Location: Office of the Healthcare Advocate, 450 Capitol Avenue, Hartford

Members Present: Jeffrey Beadle; Patricia Checko; Alice Ferguson; Kevin Galvin; Bonita Grubbs; Robert Krzys; Theanvy Kuoch; Nanfi Lubogo; Velandy Manohar; Arlene Murphy; Terry Nowakowski (for Alicia Woodsby); Ann Smith

Members Absent: Alan Coker; Linda Guzzo; Stephen Karp; Denise Smith

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 September 12th Meeting Summary

Motion: to approve the minutes of the September 12th Consumer Advisory Board meeting – Mr. Galvin; seconded by Ms. Ferguson.

Discussion: none.

Vote: All in favor. Dr. Checko and Dr. Manohar abstained.

4. Review Summary of KASA Outreach Event to Determine Key Findings, Key Messages, Action Items, and Next Steps

Ms. Lubogo and Mr. Galvin presented the event summary on the KASA Youth Outreach event. Ms. Lubogo provided background on the event. Some of the issues that came up in the event were:

- Transportation issues
- The participants are more adept at communicating than they are perceived to be
- School systems need help, particularly with regard to mental health
- The participants felt a sense of isolation
- The participants want to make a difference and have hopes and dreams
- They rely on social media for interaction and support
- They fear being institutionalized and most want to live a good life in the community
- The CAB should look at ways to include youth representation such as having a student participate through Skype or the CAB could go to meet them.

Dr. Manohar asked what the law said about the participants' rights. Ms. Lubogo said they are covered under the Americans with Disabilities Act. Mr. Beadle suggested talking to the Department of Transportation (DOT) regarding their transportation issues or with Logisticare at the Department of Social Services (DSS). He noted that the lack of a state budget impacts funding for special education and the ability to hire paraprofessionals. Ms. Ferguson spoke to the disconnect they experienced with physical and mental health. Mark Schaefer said the CAB can look at ways to solve access issues. It does not have to be limited to transportation. They could look at telehealth as

a potential solution. Ms. Lubogo summarized the key issues as access, involvement and engagement in the health system. Rev. Grubbs suggested they look at soliciting feedback from more than one youth representative.

The Board discussed potential next steps. These include seeking out youth representation, hosting more forums and yearly events. They should also look at the product that resulted from this event and examine how it could help others. It was suggested they share the report with DOT, DSS, and the Department of Developmental Services for their reactions. Ms. Kuoch suggested the acronym CARES as a means to determine next steps: Communication, Access, Resources, Education, and Strategy.

5. Update on Healthcare Cabinet Prescription Drug Workgroups

Ms. Ferguson and Rev. Grubbs provided the update. Ms. Ferguson said her group would soon have its first in-person meeting to review answers to questions to address cost containment. Rev. Grubbs said there is a lot of energy around how to make sure consumers are educated. All of the answers will be consolidated in November and each of the workgroups will make a report.

6. Choosing Wisely Initiative

Laura Morris, Assistant Healthcare Advocate, spoke to the group about her work on Choosing Wisely. She and Jackie Murillo were selected to be Choosing Wisely champion activists. They have 17 roundtable discussions scheduled. The events are open to the public and will be held throughout the state. Additionally, the Choosing Wisely Collaborative is organizing a call to action event, to take place from 8 to 3 on Monday, October 16th at Qualidigm. Information on the event will be shared.

Dr. Manohar asked if there was evaluation of the events thus far. Ms. Morris said the feedback had been interesting. At her group, the participants asked four out of the five questions. Ms. Murillo's group did not ask the questions but other issues came up regarding social determinants of health, language, and transportation. She said they would like to connect with KASA. Mr. Krzys asked if providers were obligated to ask the questions. Ms. Morris said they are working to connect with more providers. Dr. Schaefer said that providers are mostly focused on shared decision making but less focused on being overly prescriptive. Mr. Krzys suggested insurance providers share the questions as well. Ms. Burnham said it is helpful to show providers that the recommendations are based on the specialty society's evidence-based research. There are multiple ways to achieve buy in. Dr. Manohar suggested three questions patients can ask: what is wrong with me; what do you recommend; and what are my options?

7. Consumer Engagement Update

Mr. Karp's asthma event is evolving. Ms. Truong and Mr. Galvin are reaching out to groups for events. Ms. Kuoch, who organized the Southeast Asian Listening Session, circled back to her group at an event held on Saturday. The event had 140 participants. Ms. Kuoch said the community is mobilizing and would like to meet again. The Southeast Asian Listening Session report will be distributed to the CAB shortly.

8. SIM Update

The SIM update will be shared via email. Dr. Checko provided an update on health information technology. The Health IT Advisory Committee will be releasing a preliminary report of the Health Information Exchange Use Case Design Group.

9. Next Steps and Other Business

Dr. Checko notified the group that she would be stepping down from the Board. She spoke of their accomplishments over the past three years to promote the consumer voice in the SIM process. She will be staying involved on the Health IT Advisory Committee. Dr. Schaefer presented Dr. Checko with a citation from the Lieutenant Governor honoring her for her service on the CAB.

Motion: to adjourn – Mr. Galvin; seconded by Dr. Manohar.

Discussion: none.

Vote: all in favor.

The meeting adjourned at 3:06 p.m.