

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
January 9, 2018

Meeting Location: The Lyceum, Conference Room A, 227 Lawrence Street, Hartford

Members Present: Alice Ferguson; Kevin Galvin; Rev. Bonita Grubbs via conference line; Stephen Karp; Robert Krzys; Arlene Murphy; Terry Nowakowski; Ann Smith

Members Absent: Jeffrey Beadle; Alan Coker; Linda Guzzo; Theanvy Kuoch; Nanfi Lubogo; Velandy Manohar; Denise Smith

Other Participants: Cheryl Brown; Evan Dantos; Marcia DuFore; Mark Schaefer; Shiu-Yu Schiller

1. Call to Order

The meeting was called to order at 1:07 p.m. Arlene Murphy chaired the meeting. Members and other participants introduced themselves.

2. Public Comment

There was no public comment.

3. Approve November 7th and December 12th Meeting Summary

Motion: to accept the minutes of the November 7, 2017 Consumer Advisory Board Meeting – Kevin Galvin; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: All in favor.

Abstain: Ann Smith

Motion: to accept the minutes of the December 12, 2017 Consumer Advisory Board Meeting – Kevin Galvin; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: All in favor.

Abstain: Ann Smith

4. Review Summary of Health Equity Listening Session with Black Faith Community:

Key Findings; Key Messages; Action Items; Next Steps

Marcia DuFore reviewed the summary of the Health Equity Listening Session with the Black Faith Community. Mr. Galvin said he did not recall a conversation regarding concern about the incarceration of black men due to mental health and addiction issues. It is listed as item C, under influence systems change, in the key findings section. He said that although the comment may be accurate, they want to be accurate about what the group is saying. Ms. DuFore said she can go to back and double check the notes from the event. Ms. Ferguson said Pastor McGuire, one of the ministers from the event, is a strong advocate for incarceration issues and could have brought it up. She said the issue itself is relevant and should be part of the document.

It was noted that the year of the event should be changed from 2017 to 2016 on the listening session review document.

The CAB discussed whether the last item in the key messages section regarding funding should be in key findings section. Ms. Murphy said they talked about supporting the role of Ministerial Health Fellowships to continue to meet, exchange information, and share resources. She expressed concern with the wording "find funding to support". There was a suggestion to change the wording to "funding is needed". Rev. Grubbs mentioned there is a difference between what they said and what CAB can do. She said she is interested in the CAB's activities and the next steps related to the message. Members discussed whether CAB is the messenger of the key messages from the forums. It was mentioned that key findings is the information that CAB received at the forums and key messages are the messages that CAB develop out of the forums and work to carry forward.

Ms. Smith expressed concern around CAB's support for a particular alliance. She suggested the key message of the CAB to be more general than supporting a specific group. She suggested changing the wording to "there's a need for support for ministerial alliances so that church leaders can continue". The group discussed and agreed to change the wording of the last item in the key messages section to "funding is needed to support the role of ministerial alliances so that church leaders can continue to meet, exchange information, and share resources".

Motion: to accept the summary of Health Equity Listening Session with the Black Faith Community key findings and key messages with edits – Kevin Galvin; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: All in favor.

The CAB discussed the activities and next steps to implement the key messages and key findings. Mr. Krzys suggested they take all of key findings and key messages and transmit them to where ever they might be appropriately considered within the other SIM councils. Mr. Galvin said this is the first of the outreach events that really speaks to access of the exchange. He suggested adding Access Health CT and Jim Watley to the list of people in distribution. Rev. Grubbs suggested disseminating the report to CT Health Foundation and Health Equity Solutions organizations. Ms. Smith said health literacy efforts are being taken up by Victor Villagra and his organization. She suggested sending a copy of the report to his organization. She said the power will come from a coalition of all of the organizations bringing their efforts and concerns to bear on the issues.

Dr. Schaefer said the primary care payment reform (PCPR) report will be presented to HISC from the Practice Transformation Taskforce (PTTF). He said if HISC approves this it will go to public comment. This is a report that focuses on unlocking the potential of primary care and could drive the agenda for the next generation of reforms. Ms. Murphy asked whether it could be sent to the CAB. She suggested that it could be on the CAB's agenda for discussion in the February meeting. Dr. Schaefer said for CMS to engage with CT on something like this they will need to know that various stakeholders, consumers, and advocacy are on board. Members agreed to include this on next month's agenda.

There was a suggestion to ask or gauge at the forums whether there is an interest in social media ways to communicate with the provider such as Telehealth. Members discussed the cultural implications around Telemedicine. Ms. Smith expressed concern around cultural implications around Telemedicine. She said it might be a good alternative to remediate transportation issues for

certain populations but may not be a helpful alternative for others. If they are reaching out to groups that are already expressing health literacy issues, Telemedicine may not be the right option. It was noted that this is a valid consideration. The options for technology are important but there considerations that in some aspects that does not alleviate the problems with transportation. The Board tabled this discussion.

Motion: to approve the next action steps which include the compendium, targeted outreach to Access Health CT - Kevin Galvin; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: *All in favor.*

5. Approve Revised Asthma Outreach Event Summary

Members reviewed the revised asthma outreach event summary. Ms. Murphy said additional feedback was received from Tekisha Everett, of Health Equity Solutions, and it was entered onto page 3 of the draft summary report. The Board agreed on the addition of comments.

Motion: to include Tekisha Everett's feedback in the summary of the Asthma Outreach Event - Steve Karp; seconded by Kevin Galvin.

Discussion: There was a brief discussion around distinguishing the key messages from the recommendations. It was suggested that this could be reviewed after the meeting and if there are specific changes to the key messages and actions, it could be brought back to the next CAB meeting.

Vote: *All in favor.*

6. Update and Action Steps Follow Up

Ms. Murphy asked whether the current format of the updates and action steps worked for everyone. Members said yes.

7. Webinar Planning for Healthcare Cabinet Prescription Drug Workgroups

Ms. Murphy presented on the webinar planning for the Healthcare Cabinet prescription drug workgroups. The Healthcare Cabinet recommendations were released on January 3rd and public comments on the recommendations are due by January 15th. There will be an opportunity for people to give public comment at the next Healthcare Cabinet meeting on January 16th. They are looking for consumers to speak about high drug cost as this meeting. CAB discussed not having enough time to review to make comments on the recommendations, the importance of having consumers on the Drug Review Board, and whether to ask for the opportunity to provide additional public comment in the February Healthcare Cabinet meeting. There was a question of CAB's role in this. It was mentioned that CAB's role is not to be the voice of consumers but to facilitate and raise the voice of consumers.

Motion: for the Consumer Advisory Board to communicate to the Healthcare Cabinet its concerns about the process that does not maximize the ability of the consumer voice to be brought to bear the issues of the Prescription Drug Workgroup - Ann Smith; seconded by Alice Ferguson.

Discussion: Members discussed whether to raise the issue of allowing additional time for public comment. The group talked about what would be in the communication to the Healthcare Cabinet from the CAB. There was a suggestion to say that we align with them so they wouldn't turn off. Ms. Murphy said this will be drafted up and sent out for everyone to review. She said any changes, edits or suggestions are welcome.

Vote: *All in favor.*

8. Update: Consumer Engagement

Dr. Schaefer provided an update on the consumer engagement media production vendor. He said the vendor is Tipsy Pix. He said the consumer voice is highly reflected in their materials. Dr. Schaefer said there were about a dozen applicants for the consumer groups to be at the front end of this. He said draft contract language is being looked at. Five consumers groups have been notified. Three are first up and two pending the success of the first pilot. The first group will be the Perception Program that focuses on behavioral health challenges, the second is Caribbean/African Center for Urban Research, and the third group is KASA for youth and young adults with disabilities. The two pending groups are LGBTQ seniors and Hispanic Health Council. All of the groups differ on orientation issues and the diversity unifies the consumer groups. Each group may produce up to 6 videos.

9. Next Steps and Other Business

The next Consumer Advisory Board meeting is scheduled for February 6, 2018. Bob Krzys said he will work to prepare the summary of the NW Rural Health event summary. Ms. Murphy said they are planning to have the summaries from both rural health events on the agenda for February. Ms. DuFore announced that a contract has been awarded for them to continue. The negotiations of the contract were done yesterday. They will be merging with another organization and an application has been submitted for technical assistance. The CAB congratulated them.

Motion: to adjourn – Ann Smith; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: *All in favor.*

The meeting adjourned at 3:01 p.m.