

**To: SIM CAB Co-Chairs**  
**FR: Tekisha Dwan Everette, PhD**  
**RE: SIM CAB June 12<sup>th</sup> Meeting**

Please see a summary of the June 12<sup>th</sup> SIM Consumer Advisory Board meeting held at the Behavioral Health Partnership offices in Rocky Hill. The notes have been organized under three central themes developed based on the discussion. If you have any questions, please do not hesitate to ask.

#### Recommendations on Consumer Engagement

- 1) Engage high utilizers of health care. i.e. rare disorder groups or chronic disease groups.  
Go to support groups in hospitals to find consumers to engage
- 2) Simplify the message and ask questions differently
- 3) Model Idea: Engage Larger groups, broken down within meeting to reflect sub-populations
- 4) Strategies to outreach:
  - a. Behavioral health & primary care
  - b. Barber shops & Hair salons
  - c. CHWS
  - d. Go to community festivals that are already happening
  - e. Focus on vulnerable populations; chronic disease; health disparities; age groups
- 5) What populations are growing in CT? (i.e. Yemini in New Britain)
- 6) Populations to focus on: Isolated older adults, older populations, behavioral health & youth, groups facing health disparities, migrant workers, vulnerable populations.
- 7) Utilize connections among consumer representatives to gain more consumer input. For example, NAMI, others have access to educational groups; Head Start etc.
- 8) Be clear the systems of privilege at play in selecting/determining who gets surveyed and who does not

#### Recommendations to Put Consumer Engagement into Action

- 1) Significant consumer representation on advisory councils and design groups
- 2) Find ways to utilize information from consumer engagement events in design groups and advisory council deliberations
- 3) For SIM/OHS ideas or decisions, note the impact on the consumer (referred to as consumer impact statements). Simply answer, "if implemented, what's the impact on the consumer?"
- 4) Go back to the groups CAB has engaged before, communicate how their feedback was utilized and engage them deeper on other issues.
- 5) SIM/OHS should note the way in which information supplied to date is reflected in the model(s) being presented.

## Strategies for Effective Consumer Participation in Design Groups & Advisory Process

- 1) Become more visible/public. Conduct meetings in the Legislative Office Building (LOB) because meetings are more accessible there, the meetings can be recorded or televised there.
- 2) Make better use of social media and other forms of media.
- 3) Clarify the authority/accountability SIM CAB has. Beyond providing advice or consumer insight to SIM, what is the role of CAB to advocate for or hold SIM/OHS accountable when CAB believes or sees the issues or needs of consumers are not being adequately or accurately addressed.
  - a. What happens to feedback given to SIM/OHS from the CAB?
  - b. Transparency and timeliness are needed in the process.
  - c. Is the role of CAB simply advisory and therefore advice can be given but it does not have to be actionable on the part of the SIM.
  - d. Advisory vs Activism or Leadership
- 4) Define/clarify the feedback loops between and among the following:
  - a. Internal loops: How do we improve the channels of communication between and among the following: SIM CAB-->Design Group Consumer Advocates→SIM CAB→SIM/OHS→ SIM CAB. The questions to resolve here center on communication flow as well as a better understanding of what is done with the information resulting from the SIM CAB and from the consumer representatives on the work groups.
  - b. External loops: How does CAB improve on its current model of consumer engagement to ensure the loop includes a responsibility or closed loop to consumer throughout the state? Consumers (throughout the state and from various populations) → SIM CAB→Design Group Consumer Advocates→SIM/OHS→SIM CAB→Consumers [Questions: where does the consumer fit into the chart? What's the commitment to feedback to the community?]
- 5) More resources are needed to do the work. **Facilitators note: This seemed to mean human and capital resources but it was not fully clear during the meeting if it was both or just either.**

Items requested/follow-up needed:

- 1) Visual diagram of communication flow/feedback process
- 2) Visual diagram of SIM CAB and Design Groups with details of how many consumers sit on each group (see slide in Mark presented in the PCM paper and add detail)
- 3) Conduct one on one OR smaller group discussions around improving connectivity between meetings and between workgroups