

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

**Meeting Summary**  
**July 10, 2018**

**Meeting Location:** CT Behavioral Health Partnership, 500 Enterprise Drive, Suite 3D, Hartford Room, Rocky Hill

**Members Present:** Alice Ferguson; Kevin Galvin; Rev. Bonita Grubbs via conference line; Stephen Karp; Robert Krzys; Velandy Manohar; Arlene Murphy; Jason Prignoli via conference line

**Members Absent:** Jeffrey Beadle; Alan Coker; Linda Guzzo Theanvy Kuoch; Nanfi Lubogo; Terry Nowakowski; Kelly Ray; Ann Smith; Denise Smith

**Other Participants:** Rob Buchanan; SB Chatterjee; Faina Dookh; Marcia DuFore; Tekisha Everette; Leslie Greer; Mark Schaefer; Shiu-Yu Schiller

**Call to Order**

The meeting was called to order at 1:07 p.m. Arlene Murphy and Kevin Galvin co-chaired the meeting.

- Members and other participants introduced themselves.
- It was determined that a quorum was not present.
- It was mentioned that the CAB search for new members is on hold. The solicitation will be extended to allow for a robust outreach.

**Public Comment**

SB Chatterjee provided a public comment. He said CAB's role in healthcare in the state has become very crucial. He suggested for CAB to have bylaws, a set of rules, term limits, and succession planning so representation is formalized. Mr. Chatterjee said he will put his comments in writing if discussion is needed.

**Health Enhancement Communities (HEC) Presentation**

Rob Buchanan, from Health Management Associates (HMA), presented on the HEC initiative. The Board discussed the HEC initiative.

- There was a question regarding how the reference communities were selected. It was noted that the reference communities were chosen based on a few factors. Diversity and experience are 2 key factors.
- There was a question regarding the feedback loop between CAB and HMA. It was mentioned that one feedback loop is today's meeting. CAB can help to provide guidance and feedback. It was mentioned that HMA could also share their email addresses for feedback.
- Consumer engagement activities will be starting in the next few weeks or so.
- It was suggested that it would be helpful to engage partners and enhance the reference communities.
- It was mentioned that people will need to know what the reference communities are doing so there won't be duplicative work.

### **Follow Up to the June 12<sup>th</sup> CAB Strategy Meeting**

- It was mentioned that Freedman HealthCare will be sending draft Primary Care Modernization (PCM) advisory process documents for review and comments. The emails will be coming from Mary Jo Condon, who will be CAB's primary contact for Freedman HC.
- Recommendations of Consumer Engagement Activities
  - Ms. Everette circulated and spoke about the summary of the June 12 CAB strategy meeting. The Board discussed the recommendations on consumer engagement.
- Recommendations on how to put consumer engagement into action.
  - It was suggested that technology such as Zoom for office hours, could be used as a way for people to come together and share ideas.
- Strategies to ensure consumer representation in the advisory process.
  - It was mentioned consumer representation is needed for the design groups. The design groups will meet at the end of July and they will meet one to three times for ninety minutes each meeting.
  - Members will be asked to respond by email.
  - They are looking for people to volunteer and make recommendations for participation.
- There was a suggestion to have a map of the workgroups and who is on them. A "cheat sheet" for representation.

### **Consumer Engagement Update**

- The consumer group videos will be shared at the next CAB meeting.
  - The goal is to come up with a series of vignettes, overcoming obstacles in the healthcare path and to use in the communities as a tool.
  - Rough cuts of the videos will be sent out for feedback but should not be shared.

### **Communications**

- The Board discussed the communication approaches to ensure participation.
  - It was suggested that the subject line in emails could be have a "catch phrase" to obtain a response.
- CAB's webpage has the charter and mission on it. It was mentioned that it might be a good idea to review CAB's mission, objectives, and communication plan.

### **Next Steps**

- Members agreed that the next CAB meeting scheduled for August 7, 2018 will be held via webinar.
  - Logistics of the webinar will need to be figured out.

***Motion: to adjourn the meeting – Velandy Manohar; seconded by Alice Ferguson.***

**Discussion:** There was no discussion.

***Vote: All in favor.***

The meeting adjourned at 2:57 p.m.