

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

**Meeting Summary**  
**August 7, 2018**

**Meeting Location:** Webinar

**Members Present:** Kevin Galvin; Linda Guzzo; Stephen Karp; Robert Krzys; Theanvy Kuoch; Velandy Manohar; Arlene Murphy; Jason Prignoli; Kelly Ray; Denise Smith

**Members Absent:** Jeffrey Beadle; Alan Coker; Alice Ferguson; Rev. Bonita Grubbs; Nanfi Lubogo; Terry Nowakowski; Ann Smith

**Other Participants:** Mary Jo Condon; Marcia DuFore; Tekisha Everette; Linda Greene; Shiu-Yu Schiller; Vinayak Sinha

**1. Welcome**

The meeting was called to order at 1:02 p.m. Arlene Murphy and Kevin Galvin co-chaired the meeting.

Members and other participants introduced themselves.

**2. Public Comment**

There was no public comment.

**3. Approval of Minutes**

***Motion: to accept the minutes of the July 10, 2018 Consumer Advisory Board Meetings–Kevin Galvin; seconded by Velandy Manohar.***

**Discussion:** There was no discussion.

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

**4. Update on Primary Care Modernization Advisory Process**

- Mary Jo Condon, a senior consultant of Freedman HealthCare, presented the update on the Primary Care Modernization (PCM) advisory process ([see presentation here](#)). She reviewed what the PCM process is going to look like, what it means, and how they would like to work with CAB to engage consumers and advocates in the process. CAB members discussed the PCM Advisory Process update.
  - It was mentioned that feedback from the work that went into the Listening Sessions was captured and is helpful.
    - An overview of feedback from the consumer listening sessions was circulated to CAB members in July and comments are always welcome.
  - There was a discussion regarding what success looks like.
    - For the affordable care section, there was a suggestion to add that we will be meeting cultural competence (CLAS standards) to avoid access issues.
    - For the better health aspect, there was a suggestion to include that primary care will use screening tools for patients for early detection to eliminate risk.
  - Members discussed the timeline.

- It was mentioned that the timeline is frustrating because sufficient time is needed to secure and address consumer feedback. It was noted that there will need to be flexibility in the timeline to meet the needs and aim for the goal of a model in November.
- It was mentioned that a good level of communication will need to be maintained between Freedman HealthCare and CAB.
- The Committee discussed the list of care needs on slide 6.
  - There was a suggestion to add more affordable and culturally competent & sensitive to language (CLAS Standards) to the list of what care needs to be.
  - There was a suggestion to also add language access to the list.
  - There was a suggestion to change the title of the slide because feedback was already received regarding the role of consumers.
- The Committee discussed new services or capabilities being considered on slide 10.
  - There was a suggestion to emphasize social determinants of health and health equity, the last line on slide 10.
  - There was also a suggestion to change the title of slide 10 for outreach purposes if it will be used elsewhere. It was mentioned that it looks somewhat locked in.
  - There was a suggestion to define terms or include the use definitions such as an explanation between navigators and health coaches.
- Consumer feedback connects at each step in the process on the approach to evaluating possible new services/capabilities.
  - It was noted that the model will be put into a report and then public comment. Members can provide feedback before public comment the process.
  - There was a question of how to measure patient experience. Concern was expressed about how the patient's experience will be collected so it can be evaluated for payment. It was mentioned that this hasn't been determined yet.
- Linda Greene, Dr. Manohar, and Jason Prignoli provided an overview of the Genomic Design Group meeting.
  - It was noted that it was a rich discussion and feedback was provided.

## **5. Young/Emerging Adult Issues in Primary Care Payment Reform**

- Kelly Ray and Jason Prignoli presented on the consideration of young/emerging adult issues in primary care payment reform ([see document here](#)).
  - There is a conference call scheduled for 4 p.m. today with the Young Invincible Organization. Jason and Kelly agreed to report back at the next CAB meeting the results of this call.
  - It was noted that time is precious and waiting 30 minutes to see the provider is considered a bad experience, even if the healthcare delivery was effective.
  - Denise Smith volunteered to share some information on Health Insurance Literacy learnings. There may be some overlap with what Jason and Kelly found.
  - There was a suggestion to use college campuses because they have so many vehicles to push information out.

## **6. Consumer Engagement Update**

- Caregiver Outreach Event – Linda Guzzo provided an update on this event. There will be another update at the next CAB meeting.
- Videos – Kevin Galvin provided an update regarding the videos.
  - It was mentioned that the videos are excellent testimonials.

- There was a question of whether the videos samples could be used for Practice Transformation Task Force (PTTF) and Healthcare Innovation Steering Committee (HISC) to show in 3-D what consumers are looking for.
- It was mentioned that the videos are part of the contract and can be used in whatever way we wish.

## **7. Other Business and Next Steps**

- The Board discussed other business and next steps.
  - Additional volunteers are needed for some of the design groups. An email and list of present volunteers will be sent to CAB members.
  - Additional input is needed in the Feedback Table. This will be sent for review.
  - There is a request of PTTF for a brief description about each CAB member. The description will be put on CAB's webpage. Information on this will be sent in the packet.
- The next CAB Planning meeting is scheduled for September 4, 2018. The next regular CAB meeting is scheduled for September 11, 2018.

***Motion: to adjourn the meeting – Kevin Galvin; seconded by Velandy Manohar.***

**Discussion:** There was no discussion.

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

The meeting adjourned at 2:54 p.m.