

## Consumer Advisory Board Meeting Minutes November 6, 2018

Meeting Date	Meeting Time	Location
November 6, 2018	1:00 – 3:00 p.m.	The Legislative Office Building, 300 Capitol Avenue, Hartford, CT 06106

### Participant Name and Attendance

Consumer Advisory Board Members					
Jeffrey G. Beadle		Robert Krzys	X	Jason Prignoli	
Alan Coker (via phone)	X	Theanvy Kuoch, MA, LPC (via phone)	X	Kelly Ray	
Alice Ferguson (via phone)	X	Nanfi Lubogo	X	Ann R. Smith, JD, MBA	
Kevin Galvin	X	Velandy Manohar, MD	X	Denise O. Smith (via phone)	X
Rev. Bonita Grubbs		Arlene Murphy (via phone)	X	Stephen Wanczyk-Karp, MSW	
Linda Guzzo		Terry Nowakowski	X		
Others Present					
Laura Morris (OHS)		Leslie Greer (OHS)			
Deborah Zahn (HMA)		Mark Schaefer (OHS)			
Quyen Truong (NCRMHB)		Shiu-Yu Schiller (OHS)			
Vinayak Sinha (FHC)					

Meeting Information is located at: <https://portal.ct.gov/OHS/SIM-Work-Groups/Consumer-Advisory-Board>

	Agenda	Responsible Person(s)
1.	<b>Welcome</b>	<b>Kevin Galvin</b>
	<p><b>Call to Order</b> The regularly scheduled meeting of the Consumer Advisory Board was held on Tuesday, November 6, 2018 at The Legislative Office Building, Room 1B, and Hartford, CT. The meeting convened at 1:05 p.m. Kevin Galvin chaired the meeting. Members and other participants introduced themselves.</p>	
2.	<b>Public Comment</b>	<b>Kevin Galvin</b>
	There was no public comment.	
3.	<b>Approve October 9<sup>th</sup> Meeting Summary</b>	<b>Kevin Galvin</b>
	It was determined that a quorum was not present. The approval of the minutes was postponed.	
4.	<b>Health Enhancement Community (HEC) Consumer Engagement Update</b>	<b>Deborah Zahn, Health Management Associates</b>
	<ul style="list-style-type: none"> <li>• Ms. Zahn provided the Health Enhancement Community Consumer Engagement Update. HEC is a collaborative that includes various stakeholders that are involved in the health of the community for a specific geographies. The stakeholders would work together on strategies to improve community health and to prevent poor health by addressing social determinants of health (SDOH).               <ul style="list-style-type: none"> <li>○ HEC Initiative is still in the design process. They are looking to put out a report for public comment that presents the framework of what the HEC initiative will be.</li> <li>○ They are working on long term sustainable financing strategies.</li> </ul> </li> <li>• CAB members discussed the HEC consumer engagement process.</li> </ul>	

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	<ul style="list-style-type: none"> <li>○ There was a suggestion to interact with 211, the statewide response system, because it is where so many issues are funneled. It was mentioned that 211 could help provide information to efforts about what relationships are working.</li> <li>○ There was a question regarding the geographic communities. It was mentioned that geographies were not picked and the HECs have not been formed.</li> <li>○ There was a question about the ethic inclusion of those informing the process.</li> <li>○ There was a question about sustainability and how funding can bolster the consumer feedback loop.</li> <li>○ It was noted that the Population Health Council has been providing feedback but it is still a work in progress.</li> </ul>	
<b>5.</b>	<b>Planning of Annual Consumer Representative Convening</b>	<b>Arlene Murphy/Kevin Galvin</b>
	<ul style="list-style-type: none"> <li>● Kevin Galvin provided an overview of the Consumer Representative convening. He said they wanted to discuss what this year’s event should be like and what are they are looking to accomplish. The convening will be held in early spring. CAB members talked about the upcoming annual consumer representative convening. <ul style="list-style-type: none"> <li>○ It was commented that it is a good idea to bring everyone together to provide updates about engagement.</li> <li>○ It was mentioned that the convening shows that CAB is hopeful that other consumer representatives are involved in the process.</li> <li>○ There was a suggestion to consider “homework” for those that will attend so they answer a series of questions about their experiences. It can be used as a platform for a discussion regarding what things went right and things that went wrong. A survey structure such as Survey Monkey was suggested for the series of questions.</li> </ul> </li> </ul>	
<b>6.</b>	<b>Primary Care Modernization Update</b>	<b>Arlene Murphy/ Kevin Galvin</b>
	<ul style="list-style-type: none"> <li>● An update was provided on Primary Care Modernization. Arlene Murphy, Terry Nowakowski, Bob Krzys, Velandy Manohar, Nanfi Lubogo, and Denise Smith presented on the Primary Care Modernization (PCM) design group updates. Updates were presented on the following PCM design groups: <ul style="list-style-type: none"> <li>▪ Diverse Care Teams Design Group</li> <li>▪ Community Integration Design Group</li> <li>▪ Adult Behavioral Health Integration Design Group</li> <li>▪ Pediatrics Design Group</li> <li>▪ Genomics Design Group</li> </ul> </li> <li>● The Committee discussed each of the PCM design group updates. <ul style="list-style-type: none"> <li>○ There was a suggestion to put together a paper on experiences of the consumer representatives to share with the Steering Committee. The paper would include questions and concerns on the PCM design groups.</li> </ul> </li> </ul>	
<b>7.</b>	<b>Consumer Engagement Update</b>	
	<ul style="list-style-type: none"> <li>● Quyen Truong provided an update on the upcoming consumer engagement events. An update was provided on the following events: <ul style="list-style-type: none"> <li>▪ Young Adults Event</li> <li>▪ The Latino Community Event</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>▪ A 2<sup>nd</sup> Muslim Community Event</li> <li>▪ Caregiver Event</li> <li>• Videos – Kevin Galvin provided an update regarding the videos. They are in the process of reviewing and providing feedback on the videos.</li> <li>• Recruitment for CAB – Kevin Galvin will check on the status and provide an update.</li> </ul>	
8.	<b>Next Steps</b>	<b>Arlene Murphy/Kevin Galvin</b>
	<ul style="list-style-type: none"> <li>• The next CAB Planning is scheduled for December 4, 2018.</li> <li>• The next Consumer Advisory Board meeting is scheduled for December 11, 2018.</li> </ul>	
9.	<b>Adjourn</b>	Meeting adjourned at 2:32 p.m.
	Velandy Manohar motioned to adjourn and Nanfi Lubogo seconded. <b>Motion carried.</b>	