

Consumer Advisory Board Meeting Minutes October 8, 2019

Meeting Date	Meeting Time	Location
October 8, 2019	1:00 – 3:00 p.m.	Office of Health Strategy, 450 Capitol Avenue, Conference Room 1A, Hartford, CT 06134

Participant Name and Attendance

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Jeffrey G. Beadle (phone)	X	Christiane Pimentel (phone)	X		
Robert Krzys	X	Jason Prignoli (phone)	X		
Theanvy Kuoch		Kelly Ray			
Nanfi Lubogo		Ann R. Smith (phone)	X		
Velandy Manohar	X	Denise O. Smith (phone)	X		
Terry Nowakowski	X				
Others Present					
Laura Morris (OHS)		Quyên Truong (Consultant, Amplify, Inc.)			
Leslie Greer (OHS)		Vinayak Sinha (PCM Consultant, Freedman Group)			

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

	Agenda	Responsible Person(s)
1.	Welcome	Robert Krzys
	<p>Call to Order The regularly scheduled meeting of the Consumer Advisory Board (CAB) was held on Tuesday, October 8, 2019 at Office of Health Strategy, 450 Capitol Avenue, Conference Room 1A, Hartford, CT 06134. The meeting convened at 1:03 p.m. Robert Krzys chaired the meeting. Members and other participants introduced themselves and reviewed the agenda.</p>	
2.	Public Comment	Robert Krzys
	There was no public comment.	
3.	Approve September 10, 2019 Meeting Minutes	Robert Krzys
	<p>The motion was made by Velandy Manohar and seconded by Ann Smith to approve the minutes of the Consumer Advisory Board meeting of September 10, 2019. Motion carried.</p> <p>Denise Smith said that on page 5 of summary – comment to clarify problem of being informed after the fact, rather than not being informed after the fact. This speaks to issues with the feedback loop.</p>	
4.	Further OHS responses to CAB questions referred to in September 10, 2019 minutes	Robert Krzys & Laura Morris
	<ul style="list-style-type: none"> Laura Morris wants to go through each item, starting with what should CAB know about OHS. She said that there is a lot happening at OHS. Part of the question is what CAB should know about and be prepared to speak about. A bigger question is how does CAB want to get information from Laura? Does CAB want a weekly, bi-weekly, or monthly email? Terry Nowakowski said that’s onerous – that would be a lot to ask anyone. 	

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- Robert Krzys thinks this is an important topic, but in the interim, by putting on every monthly agenda of OHS, to have item for “OHS update.” Also, once we have the meeting with Vicki Veltri – OHS Director, and Community Catalyst, we can have a revisit the communication system set up. For now, let’s just touch base once a month at meetings
- Laura Morris said that there are currently no PCM engagements, but OHS will share events that are happening. Laura Morris talked about listening sessions that are happening, including those organized by Office of Early Childhood, Health Equity Solutions, etc.
 - Velandy Manohar said there is a vocabulary gap – that there is a 30,000 word gap by pre-K. Thinks that thousands of families have no books in their homes. So, we have to make a massive effort on the literacy gap. Otherwise we will never help children catch up. If the books aren’t there, the vocabulary won’t catch up.
 - Leslie Greer said she shared a newsletter link – and all events are updated weekly. If CAB wants her to send out the link again. Jason Prignoli subscribes to newsletter and said it is helpful information.
 - Denise Smith agreed that the newsletter is useful and timely. But she said that getting the information in advance is helpful for her to draw community members and more voices into the discussion.
 - Robert Krzys said this issue is a function of the feedback loop.
- Laura said that there are no scheduled PCM engagements – and the role of CAB is to disseminate information, but we also want to hear from each CAB member their thoughts on that specific consumer engagement or in general.
 - Robert Krzys asked whether Freedman consultant Vinayak Sinha is on the phone – and asked him about reports generated, that might be available to CAB.
 - Vinayak Sinha said there is no final report. Just put together information gathered at that point into a compendium for the design groups. This was compiled in response to CAB questions. Robert Krzys thinks it would be useful to get these reports and this information.
 - Velandy Manohar said that some conclusions were made in some groups. There was some consensus on those groups. Vinayak Sinha agreed and said this information was considered and incorporated into the PCM model – which was organized in the compendium referred to.
 - Denise Smith wanted to confirm that we are discussing 30+ documents on the OHS website. Vinayak Sinha said this compendium is one document, 30+ pages. We are also discussing the two-pager for each design group and some other documents, like the concept map.
- Laura Morris said in reference to whether CAB added value – Laura wanted to address this question by sharing those documents.
 - Vinayak Sinha said he has not gone back to practice transformation task force with more discussions. Velandy Manohar said he would be delighted to help out.
- Laura Morris said in response to the question about CTN and whether there is a way to engage them more, she asked Leslie Greer to look into this. Leslie Greer said we’d have to ask the producer to tape CAB meetings, and she would have to give them a date (a month in

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advance to get on the calendar to have meetings recorded). Robert Krzys said Leslie Greer should do this for future CAB meetings since we have the dates set for 2020 (just not the time or location).

- Laura Morris addressed the question of whether CAB is OHS or something else. She said she would defer to Executive Director Veltri to answer this question on 10/23
- Going to July questions: Laura Morris said that the organizational chart is completed and is being reviewed. Executive Director Veltri will share this at the special meeting on 10/23
- Laura Morris said the process for communicating with OHS involves Robert Krzys and encouraged CAB members to reach out directly to her. She also said she reaches out periodically to CAB members, and it's good to have an open door policy.
- Robert Krzys said that he has not sent out the survey and wants to connect with Amplify consultant to do this anonymously and to share the survey information.
- Laura Morris said that the healthcare cabinet was established to inform the Governor and Lt. Governor, and continues to do so under the new administration. Depending on what they are working on – they will look at a lot of different administrative initiatives, increase transparency, and promote consumer engagement and education. Today's meeting involved CT Insurance Department giving a presentation on increases in the plan premiums, and Access Health gave a presentation on their open enrollment, starting next month. Now that we have the APCD (All Payers Claim Database) – this will be reported out to healthcare cabinet and they will drill it down even further to help them further address health access, equity, etc. And hopefully health affordability.
 - Robert Krzys said we have not filled our slot on the healthcare cabinet, so if anyone wants to be involved – this is a heavy lift. There is a tremendous amount of issues that come into and go from that place. But if there's a member interested in being appointed, please come forward.
 - Laura Morris showed the group links to the healthcare cabinet – she said that on the OHS website, all the documents are posted, and cost containment studies are all there. As well as reports from last month and APCD too. She will send the links out to everyone.
 - Terry Nowakowski said OHS has two new things: expenditures compared, and also satisfaction of consumers. Laura Morris said today, OHS launched the cost estimator tool.
- Laura Morris discussed what councils and workgroups are doing by sharing an excel spreadsheet and lists of all the consumer representatives, work groups, etc. She will also share these lists with everyone.
 - Terry Nowakowski said that CHW committee is actively looking for CHWs as new members. Laura Morris will send out this information, so people know what that committee is looking for in terms of membership.
 - Velandy Manohar is making a plea that an older adult join a committee.
- Laura Morris addressed the last question – saying this will be discussed by Executive Director Veltri at the special meeting.
- Laura Morris said it would be difficult to co-locate CAB in HEC. This is a joint collaboration with OHS and the Department of Public Health.

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	<ul style="list-style-type: none"> ○ Robert Krzys asked about consultant contracts that are assisting agencies? Laura Morris said HMA Associates and Debra Zahn is the consultant doing HEC work between DPH and OHS. ● Regarding the question about consumers in the PCM process, Laura Morris said that her personal opinion is that consumers and consumer advocates should have been involved from the beginning of PCM process, and wasn't sure if that was done. Consumer feedback was considered in the design of PCM – and she wanted to show us how this was included. This ties into how CAB adds value to PCM – the CAB appointed members to PCM are still there, but PCM is currently not meeting. ● Regarding how CAB added value to PCM – Laura Morris referred to her responses to the questions sent out in May (a document that will be circulated after the meeting) <ul style="list-style-type: none"> ○ Laura Morris also clicked on a link in the document and pointed out ways in which CAB added value to PCM by highlighting consumer needs and health equity lens ○ She acknowledged that not all consumer input was included, but that much of the input shared was included. ○ Robert Krzys said that in the compendium that members of the CAB will receive after the meeting – CAB will see 9 skeleton drafts, and CAB members will be able to see how their contributions were included in these documents. He wanted to reflect that the recommendations are not all in the PCM straw model; he also wondered whether Jason Prignoli has seen this skeleton draft since he was on the Genomics group. ○ Laura Morris agreed that there should have been a follow up for all the design groups, and there wasn't for all of them. Terry Nowakowski talked about how she stopped hearing updates from the Payment Reform Council that she was on. ○ Vinayak Sinha clarified that the demonstration project was a multi-layered demonstration focused on Medicare population. He said some of the terms discussed referred to Medicare. The idea was to create consistency around plans across CT, with an eye towards the commercial population to see what would be acceptable there. ○ Robert Krzys said that physician practices would not have the ability to fund their practice to have the health care team to operate in the way that we want, given the many different kinds of insurance they accept. Payment is an issue that is difficult to resolve. ○ Laura Morris said that while PCM is on hold, we continue to go out into the community to understand people's health care needs. ● Robert Krzys acknowledged the helpful presentation by Laura Morris and Freedman Group representative, and that CAB members still have homework to do to discern what recommendations were incorporated. 	
5.	Special CAB meeting of October 23, 2019 with Director Vicki Veltri	
	<ul style="list-style-type: none"> ● Robert Krzys announced that the meeting will be in Room 2A – notice will be sent out by OHS to confirm location and time of the meeting 	
6.	Sub-Committee on Governance Status Report	Ann Smith & Velandy Manohar
	<ul style="list-style-type: none"> ● The Governance Sub-Committee consists of Ann Smith, Nanfi Lubogo, Jason Prignoli, Velandy Manohar, Robert Krzys 	

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	<ul style="list-style-type: none"> Robert Krzys wanted Quyen Truong to report out to the CAB, and she shared the Sub-Committee progress. Ann Smith confirmed Quyen Truong’s comments and agreed that there are a few items left to discuss. Robert Krzys confirmed that by November, hopefully there will be some recommendations for the full CAB to consider. 	
7.	Work Plan Sub-Committee Status Report	Sub-Committee Members
	<ul style="list-style-type: none"> Robert Krzys stated that Laura Morris has done some research to identify and recommend 2-3 areas for the CAB to seriously consider as Listening Session ideas; encouraged the Sub-Committee to complete the doodle poll to have a follow up meeting. 	
8.	OHS Initiatives Update – HEC	Laura Morris
	<ul style="list-style-type: none"> HEC Awards will be announced soon – maybe next week. This is in the pre-planning process Consumer Engagement Primary Care <ul style="list-style-type: none"> Tekisha Everette is contracted to do this work. There are a lot of concerns about transportation – public transportation, issues with multiple providers and coordination of care issues when there’s lack of transportation. Certificate of Need <ul style="list-style-type: none"> Consumer engagement for CON in New London – with Yale acquisition on 10/24 at 5:30 pm at the Occupational Industrial Center in New London 12/12 event at Generations in Willimantic regarding termination of outpatient prenatal services – hospital never pursued CON approval. Laura Morris will follow up with Jeff Beadle. CON Compliance – hospitals are required to have public forums twice a year. Held and put on by hospitals. Charlotte Hungerford is organizing forum on 10/17 5:00 pm at Torrington City Hall. Sharon Hospital, Norwalk acquired by Nuvance – they will have forums scheduled for early December. OHS wants to make sure the forums are properly advertised, easily accessible and held on convenient dates and times for the public. Robert Krzys asked whether this is where they discuss their community benefits issues for the year. Affordability Standard – November 14th launch at Legislative Office Building of the self-sufficiency standard (whether you have enough money in your house to pay for basic needs, including health care). Dr. Diana Pierce from U. of Washington will be at OHS for launch. Healthcare affordability standard will also be addressed – thanks to CAB members for your work on that. HealthScore CT – cost estimator launched today <ul style="list-style-type: none"> Laura Morris shared that Leslie Greer helps people with their hospital bills – she will reach out to CEO of hospital to discuss the complaint and work with the hospital to reduce or dismiss the charge Office of Early Childhood Public Forums: OHS is helping OEC in getting word out about their Listening Sessions. 	
9.	Community Catalyst Meeting	Laura Morris

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	<ul style="list-style-type: none"> • Robert Krzys announced the meeting on December 5th – this will be a half day meeting at the Chrysalis Conference Center in Hartford, from 10am-2pm. • Also, he talked about how Ann Smith, Denise Smith, and Laura Morris talked to organize this meeting • Ann Smith said we are working on scheduling the planning meetings • Laura Morris said all the CAB members, OHS, Consumer Reps, Work Group Committees, will all be invited. If there are additional invites needed, please let her know. 	
10.	Adjourn	Meeting adjourned at 2:37 p.m.
	<p>Velandy Manohar asked about new members – when will we see new members? Robert Krzys said that issue of membership is addressed by sub-committee, and we will need to conduct an asset map. We can perhaps start adding to our membership in November, but we will have more information after we meet with Executive Director Veltri.</p> <p>Velandy Manohar motioned to adjourn, and Ann Smith seconded. Motion carried.</p>	