

October 8, 2019

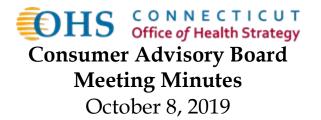
Meeting Date	Meeting Time	Location
October 8, 2019	1:00 – 3:00 p.m.	Office of Health Strategy, 450 Capitol Avenue,
		Conference Room 1A, Hartford, CT 06134

## **Participant Name and Attendance**

Jeffrey G. Beadle (phone)	Х	Christiane Pimentel (phone)	Х	
Robert Krzys	Х	Jason Prignoli (phone)	Х	
Theanvy Kuoch		Kelly Ray		
Nanfi Lubogo		Ann R. Smith (phone)	Х	
Velandy Manohar	Х	Denise O. Smith (phone)	Х	
Terry Nowakowski	Х			
Others Present				
Laura Morris (OHS) Quyen Truong (Consultant, Amplify, Inc.)		, 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		
	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.			
2.	Public Comment	Robert Krzys		
	There was no public comment.			
3.	Approve September 10, 2019 Meeting Minutes	Robert Krzys		
	The motion was made by Velandy Manohar and seconded by Ann Sm	ith to approve the minutes of		
	the Consumer Advisory Board meeting of September 10, 2019. Motion carried.			
	Denise Smith said that on page 5 of summary – comment to clarify pr	oblem of being informed after		
	the fact, rather than not being informed after the fact. This speaks to	issues with the feedback loop.		
4.	Further OHS responses to CAB questions referred to in September	Robert Krzys & Laura Morris		
	10, 2019 minutes			
	Laura Morris wants to go through each item, starting with wh	at 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 a	nyone.		

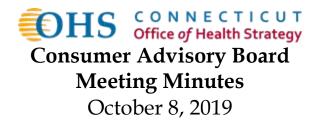


- Robert Krzys thinks this is an important topic, but in the interim, by putting on every monthly agenda of OHS, to have item for "OHS update." Also, once we have the meeting with Vicki Veltri – OHS Director, and Community Catalyst, we can have a revisit the communication system set up. For now, let's 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

CONNECTICUT Office of Health Strategy Consumer Advisory Board Meeting Minutes October 8, 2019

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.



<ul> <li>Robert Krzys asked about consultant contracts that ar Morris said HMA Associates and Debra Zahn is the cor between DPH and OHS.</li> </ul>	
• Regarding the question about consumers in the PCM process	Laura Morris said that her
personal opinion is that consumers and consumer advocates	
the beginning of PCM process, and wasn't sure if that was do	ne. Consumer feedback was
considered in the design of PCM – and she wanted to show u	s how this was included. This ties
into how CAB adds value to PCM – the CAB appointed member	ers to PCM are still there, but
PCM is currently not meeting.	
Regarding how CAB added value to PCM – Laura Morris refer	
questions sent out in May (a document that will be circulated	
<ul> <li>Laura Morris also clicked on a link in the document an added value to PCM by highlighting consumer needs a</li> </ul>	
<ul> <li>She acknowledged that not all consumer input was included.</li> </ul>	
input shared was included.	sidded, but that much of the
<ul> <li>Robert Krzys said that in the compendium that memb</li> </ul>	ers of the CAB will receive after
the meeting – CAB will see 9 skeleton drafts, and CAB	
their contributions were included in these documents	
recommendations are not all in the PCM straw model	
Jason Prignoli has seen this skeleton draft since he wa	
<ul> <li>Laura Morris agreed that there should have been a following the second state of the second st</li></ul>	<b>u</b> .
and there wasn't for all of them. Terry Nowakowski ta	
hearing updates from the Payment Reform Council th	
<ul> <li>Vinayak Sinha clarified that the demonstration project demonstration focused on Medicare population. He sa</li> </ul>	-
referred to Medicare. The idea was to create consiste	
an eye towards the commercial population to see what	
	-
<ul> <li>Robert Krzys said that physician practices would not h practice to have the health care team to operate in th</li> </ul>	-
many different kinds of insurance they accept. Payme	
resolve.	int is all issue that is unnount to
	we to go out into the community
<ul> <li>Laura Morris said that while PCM is on hold, we conting to understand people's health error people</li> </ul>	ide to go out into the community
to understand people's health care needs.	
<ul> <li>Robert Krzys acknowledged the helpful presentation by Laura</li> </ul>	
representative, and that CAB members still have homework t	o do to discern what
recommendations were incorporated.	
Special CAB meeting of October 23, 2019 with Director Vicki Veltri	nation will be cost out by OUC
<ul> <li>Robert Krzys announced that the meeting will be in Room 2A to confirm location and time of the meeting</li> </ul>	– notice will be sent out by OHS
Sub-Committee on Governance Status Report	Ann Smith & Velandy Manohar
The Governance Sub-Committee consists of Ann Smith, Nanfi	-
Manohar, Robert Krzys	
Manonal, Nobert Nizys	

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6.



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Afforda	ability Standard – November 14 - Iaurich at Le	gisialive Office building of the self-				
	<ul> <li>Affordability Standard – November 14<sup>th</sup> launch at Legislative Office Building of the self-</li> </ul>					
0	for the year.	e, alsoals then community benefits issues				
Ο	on convenient dates and times for the public Robert Krzys asked whether this is where the					
0	OHS wants to make sure the forums are prop					
	early December.					
0	Sharon Hospital, Norwalk acquired by Nuvan	nce – they will have forums scheduled for				
0	Charlotte Hungerford is organizing forum on	10/17 5:00 pm at Torrington City Hall.				
	put on by hospitals.	· ,				
0	CON Compliance – hospitals are required to	have public forums twice a year. Held and				
	with Jeff Beadle.					
0	prenatal services – hospital never pursued C					
Ο	12/12 event at Generations in Willimantic re					
0	Consumer engagement for CON in New Long 5:30 pm at the Occupational Industrial Center	•				
	cate of Need					
o	of care issues when there's lack of transport	ation.				
	transportation – public transportation, issue					
0	Tekisha Everette is contracted to do this wor					
	mer Engagement Primary Care					
	wards will be announced soon – maybe next v	week. This is in the pre-planning process				
OHS Initiative	es Update – HEC	Laura Morris				
areas f	for the CAB to seriously consider as Listening s hittee to complete the doodle poll to have a fo	Session ideas; encouraged the Sub-				
		Sub-Committee Members				
r .						
Nc	Comm are a f be son ork Plan Su • Robert	<ul> <li>Robert Krzys wanted Quyen Truong to report out to Committee progress. Ann Smith confirmed Quyen T are a few items left to discuss. Robert Krzys confirm be some recommendations for the full CAB to consi ork Plan Sub-Committee Status Report</li> <li>Robert Krzys stated that Laura Morris has done som areas for the CAB to consider as historia.</li> </ul>				



	<ul> <li>Robert Krzys announced the meeting on December 5<sup>th</sup> – this will be a half day meeting at the Chrysalis Conference Center in Hartford, from 10am-2pm.</li> <li>Also, he talked about how Ann Smith, Denise Smith, and Laura Morris talked to organize this meeting</li> <li>Ann Smith said we are working on scheduling the planning meetings</li> <li>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.</li> </ul>
10.	AdjournMeeting adjourned at 2:37 p.m.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.
	Velandy Manohar motioned to adjourn, and Ann Smith seconded. Motion carried.