

Consumer Advisory Board

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Our Mission

The mission of Connecticut's Office of Health Strategy is to implement comprehensive, data driven strategies that promote equal access to high-quality health care, control costs, and ensure better health outcomes for the people of Connecticut.



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Our Values

Collaboration

We engage, listen, learn, and build partnerships with consumers, providers, payers, and policy-makers.

Professional & Ethical Conduct

We are public servants dedicated to supporting the people of Connecticut with courtesy and compassion. Every day we bring our talents and ideas to work on behalf of better health for all residents. We maintain the highest levels of integrity in our work.

Passion & Vision

We are committed to ensuring that Connecticut remains one of the top-ranked states in healthcare and continues to improve, modernize, and challenge itself to deliver high-quality, sustainable, and affordable healthcare to all residents and the business community.

Transparency & Evidence

We share what we know and what we are doing, and we reach out to consumers and all other stakeholders for their feedback. We rely on consumer experience, scientific evidence, and clinical data to guide our work.

Real Goals & Accountability

We hold ourselves accountable to achieving our goals to ensure that high-quality, affordable healthcare is available to every resident.

“Consumers have a strong voice in health reform initiatives. At the Office of Health Strategy, encouraging and supporting consumer engagement is a priority.”

Questions from Advisory Board

What is the value/reason of the advisory board?

- The advisory board brings together consumer views that might not otherwise be heard and provides the consumer perspective on health innovation and reform. The advisory board brings forth feedback on the way current services are experienced by consumers, identifies new issues of concern or barriers consumers are facing and recommends solutions.
- The advisory board helps connect OHS with communities and community organizations to inform and listen to what communities are facing.
- The advisory board supports and advocates for consumers and ensures that the public has input on health reform policies in Connecticut. The advisory board supports significant consumer participation in OHS planning and implementation processes by:
 - Providing advice and guidance on healthcare innovation strategies;
 - Establishing and supporting consumer members on taskforces and councils;
 - Planning and executing consumer engagement activities; and
 - Reviewing and considering consumer and advocate input.

Questions from Advisory Board

What is the Authority, Level of Power of the advisory board?

- The advisory board has the authority to manage its meetings and events, and to provide feedback and input to OHS expressing the opinions and expertise of its members – whether that input is in the form of information, questions, critique of policy proposals, or support and affirmation of them.*
- Activities and consumer engagement of the advisory board are related back to the mission and values of OHS. The advisory board does not have authority or legal responsibilities to govern OHS. The advisory board gives advice and recommendations to OHS.*

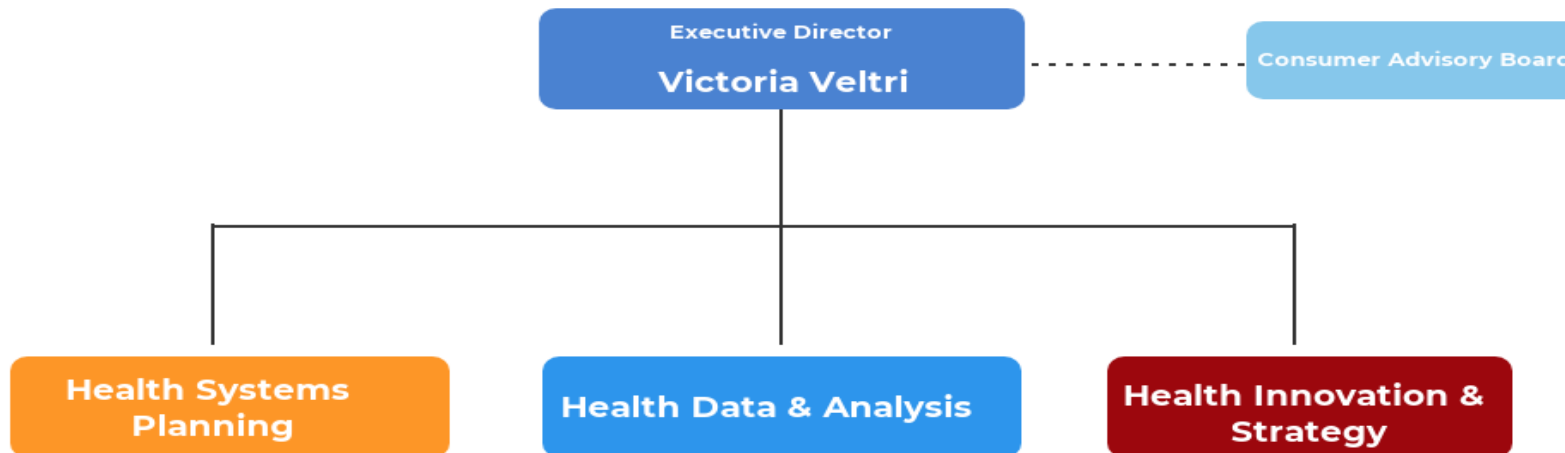
Questions from Advisory Board

Relationship of OHS staff to the advisory board

- OHS has dedicated the Director of Consumer Engagement to act as the Liaison between the advisory board and the agency. An additional OHS staff person - the Consumer Information Representative - assists the advisory board as directed by the Director of Consumer Engagement.*

Consumer Advisory Board

ORGANIZATIONAL CHART



Questions from Advisory Board

Relationship of Consultants and Contractors to the advisory board

- *Consultants and contractors are paid by OHS funds and/or grant funding. They are dedicated to fulfilling the requirements of the contract and the work of the advisory board by providing assistance and support.*

Questions from Advisory Board

How will OHS interact/notify the advisory board

- Will need to determine a process with the advisory board on how OHS brings forth specific consumer engagement requests and how the advisory board brings forth consumer issues, concerns, barriers.*

Consumer Advisory Board Mission & Vision

- *Mission: To advocate for consumers and provide for significant public and consumer input in Connecticut health reform policies.*
- *Vision: The overarching vision of the Consumer Advisory Board (CAB) is to ensure that Connecticut healthcare innovations lead to positive health outcomes and health equity for consumers across Connecticut.*

Consumer Advisory Board Background

- In March 2013, Connecticut received a Federal State Innovation Model (SIM) Phase 1 grant to improve the quality and reduce the cost of health care through changes in how health care is delivered, paid for and how quality of care is measured. The Consumer Advisory Board was established under this grant to promote consumer involvement in this process. Under the SIM Phase 2 grant awarded December 2014, the Consumer Advisory Board membership was increased and its activities expanded.*
- The OHS was created in 2017 and formally established in February 2018 by a strong bipartisan effort of the Connecticut General Assembly. The legislation re-organized existing state resources into one centralized healthcare policymaking body to advance health reform initiatives that will drive down consumer costs and undertake modernization efforts made possible by advancements in technology and communication. The SIM project is now part of the Office of Health Strategy.*
- The CAB was initially interested in strengthening the positive impact of SIM innovations on consumers, particularly those who are at-risk and underserved; in strengthening the communication between the SIM and consumers of health services; and in ensuring statewide engagement and input of consumers into the activities of the SIM initiative. With the creation of the OHS, the CAB, while continuing its work with consumer engagement and input on SIM, will now have a broader reach to include Health Information Technology (HIT) and Health Systems Planning (HSP) and other healthcare policy efforts within the OHS, including the Health Care Cabinet (HCC).*

Consumer Advisory Board: What does the CAB do?



Provides advice and guidance on healthcare innovation policies

Recommends consumer representatives to OHS Advisory Groups

Ensures meaningful consumer participation in healthcare policy decisions

Engages consumers and promotes community input in health care innovation planning and implementation

Consumer Advisory Board : Member Responsibilities

Contribute valuable information and expertise to the Office of Health Strategy based on your experience as a healthcare consumer.

Attend meetings consistently to ensure active participation and quorum

- Contact staff if you will be absent from a meeting
- Contact staff prior to meeting if circumstances prevent you from attending in person and you require participation via conference call.

Prepare for meetings by:

- Reviewing materials distributed prior to meeting
- Prepare to raise questions and comments about issues being discussed

Participate in meeting discussions by raising questions and comments, and making recommendations

Listen Respectfully and Speak Respectfully to others

Assist in planning and implementation of CAB consumer engagement activities and efforts to promote healthcare policies important to consumers

Uphold Consumer Advisory Board Values

Comply with OHS Conflict of Interest policies.

In the event that a Consumer Advisory Board member is unable or unwilling to fulfill the above responsibilities, Consumer Advisory Board may recommend their replacement.

Consumer Advisory Board Values

The mission of the Consumer Advisory Board is to advocate for consumers and provide for significant public and consumer input in Connecticut health reform policies. To accomplish this mission, Consumer Advisory Board meetings and activities are open to the public and strive to uphold such values as:

- Respect*
- Diversity*
- Accountability for meeting CAB goals and objectives*
- Commitment to overcoming language and other barriers to meeting participation*
- Understanding there are many different “consumer” perspectives.*
- Listening to and learning from other points of view*
- Appreciation of CAB member time and effort*
- Dedication to healthcare innovation efforts that improve healthcare for Connecticut consumers*

Consumer Advisory Board Conflict of Interest Policies

- *All Consumer Advisory Board (CAB) Members are required to disclose in advance if they, their employer or any member of their immediate family could possibly benefit financially from the outcome of a CAB decision process. A Conflict of Interest Disclosure Form is completed by each Consumer Advisory Board Member and submitted to the Office of Health Strategy (OHS). Once disclosed, the individual can choose to abstain from a vote or be recused from a discussion*

Consumer Advisory Board Representative Recruitment Process

- Composition of the advisory board will be representative of Connecticut's geographic, age, gender, race and ethnicity, and cultural diversity.*
- The Advisory Board will conduct an asset mapping of its membership to assess its strengths and resources, knowledge, skills and how to build upon these resources and interconnections. Asset mapping will help identify and increase the capacity of the advisory board.*
- The advisory board has an established open solicitation process which includes an application form, review process by the advisory board and scoring guidelines.*

Consumer Advisory Board: Policy and Procedure

- *The advisory board has a Governance Sub-Committee to work on the policy and procedures and governance structure.*

Consumer Advisory Board: Evaluation & Monitoring

- The Advisory Board currently does not have an evaluation or monitoring process. The advisory board will develop an evaluation or monitoring process through the Governance Sub-Committee or another sub-committee as determined by the advisory board members.*

Consumer Advisory Board: Dedicated Resources

Effective consumer engagement cannot exist without agency commitment and support.

- OHS has staff dedicated to the work of the advisory board (please see above).*
- OHS has allotted \$100,000 for consultant to assist with administrative support, consumer engagement, governance facilitation and strategic planning facilitation.*
- SIM Federal funding available for outreach, listening sessions, convening, etc. dependent upon available grant funding.*

Consumer Advisory Board: Education & Information on OHS work

□ Health Systems Planning

- Certificate of Need
 - CON Hearings
 - Public Forums Compliance
 - Consumer Engagement
 - Statewide Health Care Facilities and Services Plan
 - Facility Fees
 - Hospital Financial Data
 - Notices and Filings

□ State Innovation Model

- Health Enhancement Communities
- Prevention Services Initiative
- VBID
- CCIP
- Payment and Service Delivery Reforms - PCM

□ Health Information Technology

1. HIE
2. Core Data Analytics Solution (CDAS)
3. All-Payer Claims Database (APDC)
4. Consumer Health Information Website
 - a. Health Information Technology Plan (HIT Plan)
 - b. Electronic Health Information Standards

□ Ad Hoc Special Projects

1. Healthcare Affordability Standard
2. Community Health Needs Assessment and Community Benefits
3. Health Equity Data (Race, Ethnicity, Language)
4. States of Solutions

Consumer Advisory Board: Work Plan of Activities

OHS in collaboration with the advisory board, utilizing multiple methods to engage consumers, will set forth a Work Plan of Activities. The following is a draft list and will be coordinated in collaboration with the advisory board.

Consumer Advisory Board: Work Plan of Activities

- *Consumer Representatives on Committees and Design Groups:*
 - *Consumer Advisory Board*
 - *Healthcare Cabinet*
 - *HIT Advisory Council*
 - *Quality Council*
- *Advisory board members bring forth ideas, issues, etc. for consumer engagement activities*

Consumer Advisory Board: Work Plan of Activities

- *Go back to groups from past Listening Sessions to provide update on how their comments, suggestions, input, etc. were incorporated into health reform activities. Obtain additional feedback and determine a continuous communication plan*
 - *Muslim – Berlin Mosque*
 - *Asthma – Middlesex Community College*
 - *Kids As Self Advocates*
 - *Diabetes – Spottswood AME Zion Church*
 - *Black Faith Community – Cross Street AME Zion Church*
 - *Young Adult – Manchester Community College*
 - *Northwest Rural Health – Winsted*
 - *Behavioral Health – Bridgeport*
 - *Southeast Asian American Community – Hartford*
 - *Northeast Rural Health – Willimantic*
 - *Tweetchats and Community Conversations Report*

Consumer Advisory Board: Work Plan of Activities

- *Advisory board convening – Current convening plan – will need to be revised and updated:*
 - *Onboarding of new advisory board members and consumer representatives. Ensure ongoing support to be successful in their roles*
 - *Effective consumer feedback loop between advisory board, communities and OHS on health care issues*
 - *Work together with fellow consumer representatives and with health care organizations to address health equity and other health care issues important to CT consumer*