

## Consumer Advisory Council

### Meeting Minutes September 14, 2021

Meeting Date	Meeting Time	Location
September 14th, 2021	3:00 – 5:00 p.m.	Zoom Meeting

#### Participant Name and Attendance

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Adrienne Benjamin	X	Ann R. Smith		Stephanye R. Clarke	X
SB Chatterjee	X	Christiane Pimentel	X	TJ Michalski	X
Taylor Edelmann	X	Peggy Lampkin	X	Marlyn Coriano	X
Terry Nowakowski	X	Andre L. McGuire		Sarah Darer	X
Velandy Manohar	X	Daniel C. Ogbonna			
Soneprasith Phrommavanh		Michele Scott	X		
Others Present					
Ormand Clarke (OHS)		Heidi Wilson (CONNIE)			
Leslie Greer (OHS)		Katherine Gudiksen, (UC Hastings Law)			
Steve Lazarus (OHS)		Tara McGovern, (UC Hastings Law)			
Krista Moore (OHS)					

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>Terry Nowakowski</b>
	Call to Order. The scheduled Annual meeting of the Consumer Advisory Council (CAC) was held on Tuesday, September 14 <sup>th</sup> via zoom. The meeting convened at 3:04 p.m. Terry Nowakowski chaired the meeting. Roll call was taken of the members and guest.	
2.	<b>Public Comment</b>	<b>Terry Nowakowski</b>
	No public comment was raised	
3.	<b>Approval of the June 8<sup>th</sup> &amp; July 13<sup>th</sup> Minutes Meeting Summary</b>	<b>Terry Nowakowski</b>
	<ul style="list-style-type: none"> <li>A correction was noted by Velandy Manohar on the July 13<sup>th</sup> minutes page 4. The minutes should read CONNIE instead of corny.</li> <li>A motion was made by Velandy Manohar and seconded by SB Chatterjee to approve the minutes of the Consumer Advisory Council meeting of June 8<sup>th</sup>, and July 13<sup>th</sup>, 2021, minutes. Motion carried.</li> </ul>	
4.	<b>Standing Committee Reports and Pending Work Ahead Update</b>	<b>Taylor Edelmann &amp; Velandy Manohar</b>
	<ul style="list-style-type: none"> <li>Survey was drafted to help prioritize which topic areas want to discuss. One of the questions on the survey is to find out if anyone is interested in participating in the LBGTQ Ad Hoc Committee. We will need to determine a focus.</li> <li>A large virtual event was held in February to discuss mental health and housing pertaining to LBGTQ youth. The report that came out from the discussion is posted on the OHS website. We</li> </ul>	

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	<p>plan to take a deeper dive to figure out the next steps and determine a plan of action for the next event.</p> <ul style="list-style-type: none"> <li>• Autism and nursing homes are also listed as priorities.</li> <li>• Need to determine via the LBGTQ Ad Hoc committee are we moving forward with training for providers, or housing etc.</li> <li>• Members encouraged to complete the survey this week in preparation of next weeks Outreach and Engagement meeting.</li> <li>• The link to the survey was posted in the chat. Taylor noted there was not a name field on the survey and asked that individuals include their name before submitting.</li> </ul>	
5.	<b>State Efforts to Address Health Care Consolidation and Costs</b>	Katherine Gudiksen, UC Hastings Law
	<ul style="list-style-type: none"> <li>• Katherine Gudiksen of UC Hastings Law provided a presentation on state efforts to address health care consolidation and costs. The presentation is posted on <a href="#">OHS website</a> for further reference.</li> </ul>	
6.	<b>CONNIE Update</b>	Heidi Wilson, CONNIE
	<ul style="list-style-type: none"> <li>• Heidi Wilson provided an update on CONNIE and discussed they are looking to obtain feedback on patient access to electronic health data.</li> <li>• Defined Health Information Exchange (HIE) is a way for providers to share health information electronically in a secure manner across various electronic medical records to help connect the records together.</li> <li>• Working on a policy that looks at what are the different laws CT needs to abide by and make sure we are meeting the expectation of the different rules and meeting the expectation of patients.</li> <li>• Group provided feedback to question posed: When thinking about how to access your electronic medical records, what are some of the things that you would like to be able to do? What are some of the ways in which you may have had challenges in the past accessing your records?             <ul style="list-style-type: none"> <li>○ Concern sharing test results amongst specialist/doctors</li> <li>○ System should have the capability to alert you of lab/test results</li> <li>○ System advises you when changing physicians your records may become unavailable</li> </ul> </li> <li>• Discussed all the components the policy should include and the anticipated limitations.</li> <li>• Looking for feedback from CAC on what ways, do you think this is going to be helpful to access your data and where do you feel like this might fall short?             <ul style="list-style-type: none"> <li>○ <b>Some consumers do not want their information shared with the other providers.</b></li> <li>○ <b>Consumers may not have access to Wi-Fi and would be unable to access electronic records.</b></li> <li>○ <b>Elderly individuals would have difficulty navigating an electronic record.</b></li> </ul> </li> <li>• Hospitals and labs must connect within the first year and providers must connect within two years.</li> <li>• Use the definitions of the groups within the state regulation to prioritize who is getting connected.</li> </ul>	

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### Meeting Minutes September 14, 2021

	<ul style="list-style-type: none"> <li>Working with dentist who is represented by Medicare. Ophthalmologists are currently not included but do not anticipate them being left out.</li> <li>Website provided as a resource for more information: <a href="https://connect.org/frequently-asked-questions/">https://connect.org/frequently-asked-questions/</a></li> <li>Ensures the technology partners to provide the services are certified with the leading standards for privacy and security.</li> <li>Currently unable to print electronic records. Challenging but looking at ways to make it accessible to those with no connectivity</li> <li>Substance abuse treatment facilities data is not shareable; therefore, it is not collected. All other data is shareable. Has the capability to specify which providers data is shared with.</li> <li>Compiling the key recommendations from various outreach groups to submit to the task force for review to determine what can be addressed now and what issues to put down as a goal to reach towards. Will share the feedback with each of the groups.</li> </ul>	
7.	<b>Announcements/New Business</b>	<b>Terry Nowakowski</b>
	<ul style="list-style-type: none"> <li>OHS will begin the interview process soon for an Engagement Contractor.</li> </ul>	
8.	<b>Adjournment</b>	<b>Terry Nowakowski</b>
	<ul style="list-style-type: none"> <li>Terry Nowakowski moved to adjourn the meeting. Velandy Manohar seconded. Motion carried. The meeting adjourned at 5:00 PM.</li> </ul>	

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