

Consumer Advisory Council

Consumer Engagement and Outreach Standing Committee

Meeting Minutes

May 7th, 2020

Meeting Date	Meeting Time	Location
May 7 th , 2020	2:00 – 3:00 p.m.	GoToMeeting

Participant Name and Attendance

Participant Name and Attendance					
Alan Coker	X	Velandy Manohar	X		
Taylor Edelman	X	Robert Krzys	X		
Others Present					
Terry Gerratana (OHS)		Quyen Truong (Amplify, Inc.)		Ormand Clarke (OHS)	
Dashni Sathasivam (HES)					

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

	Agenda	Responsible Person(s)
1.	Welcome	Velandy Manohar
	<p>Call to Order The meeting of the Consumer Advisory Council (CAC) Consumer Engagement and Outreach Standing Committee was held on Thursday, May 7th on Zoom. The meeting convened at 2:02 p.m. Velandy Manohar chaired the meeting. Velandy Manohar motioned to start the meeting; Alan Coker seconded.</p>	
2.	Share history of past OHS CAC Listening Sessions	Velandy Manohar
	<ul style="list-style-type: none"> • Velandy Manohar reviewed the OHS CAC by-laws related to the Consumer Engagement and Outreach Committee work. • Quyen Truong gave a brief history of the CAC from its beginning as the Consumer Advisory Board (CAB) under the State Innovation Model (SIM). She then showed the members the publications tab under the CAC’s webpage on the OHS website and highlighted several of the key takeaways from previous sessions. She stated that the purpose of these engagement events were to uplift consumer stories, narratives and needs to OHS and policy makers to help ensure policies are being centered in health equity and align with the communities being impacted. • Velandy Manohar noted that data on these communities gathered from these engagement events is critical to the community engagement and outreach committee. This is also relevant to future planning as it relates to the pandemic • Quyen Truong noted that moving forward, the organization that will work with the CAC in the future should consider past OHS CAC Listening Sessions as a template of what has been done in the past to inform future engagement efforts. 	
3.	OHS priorities for the next 12 months	Terry Gerratana

Consumer Advisory Council

Consumer Engagement and Outreach Standing Committee

Meeting Minutes

May 7th, 2020

	<ul style="list-style-type: none"> • Terry Gerratana shared OHS priorities to center work in health equity. She also highlighted 4 key areas: <ul style="list-style-type: none"> ○ Health Information Alliance, the state of Connecticut’s health information exchange that is currently in development and includes data from the all-payer claims database. ○ Community Health Needs Assessment, making these align with the needs of the communities that hospitals are serving. ○ Health in all Policies, a framework and approach that considers impacts on health and related implications . ○ Supporting the work of Bailit, a consultant working with OHS ○ Focus groups for initiatives that OHS are leading as well as on topics that the CAC are interested in pursuing. • Robert Krzys noted that the bylaws require the committee to set a yearly agenda of the activities of the CAC. He referenced Article V. which states that the activities of the Council would support the priorities of OHS. At the June meet, Vicki Veltri will be speaking with the Council. He felt that he did not have a good grasp of what initiatives OHS were working on and how they advanced health equity. He noted that he would like to know more about their plans as they related to the collection of race/ethnicity and language collection and reporting; modernization of primary care and use of community health workers; and reforms of community benefit to align with community needs. He felt that it would be crucial for CAC members to have an understand the OHS initiatives related to equity as this is central to the CAC’s work. • Velandy Manohar affirmed Robert Krzys comments and the importance of hearing what Vicki Veltri would share with the CAC as that would inform future CAC engagements. 	
<p>4.</p>	<p>Consumer Outreach Discussion</p>	<p>Velandy Manohar</p>
	<ul style="list-style-type: none"> • Quyen Truong provided an overview of a SMART Goal. Specific, Measurable, Achievable, Relevant, Time-limited. She asked how frequently the CAC should host events. • Alan Coker noted that he was in favor of an event every other month. He felt that the event in New Britain was compelling. He also noted that the CAC must adapt to the realities of COVID-19, which necessitate virtual platform for engagement. He wondered how the CAC would execute these events in a meaningful way and urged the CAC to develop a plan knowing that plans are tentative given the rapidly changing circumstances of the pandemic. • Ormand Clarke suggested starting with electronic engagement. • Quyen Truong agreed with both members, but also mentioned that each community has different capacities related to technology. • Alan Coker asked the CAC if they should focus on events with communities that the CAC has existing relationships and with communities that have existing meetings, like townhall or church meeting or a community organization or to providers. • Taylor Edelmann suggested the groups first focus on identifying the community that they wanted to engage, consider any limitations, and plan from there. He also noted that it would be okay to try an engagement format even if it is not perfect. He noted that there has been no LGBTQ representation and engagement to date. Because the LGBTQ community traverses all 	

Consumer Advisory Council

Consumer Engagement and Outreach Standing Committee

Meeting Minutes

May 7th, 2020

	<p>communities, it would be possible to engage broadly across groups. He also suggested engaging LGBTQ youth as they would have a greater adeptness with technology.</p> <ul style="list-style-type: none"> • Velandy Manohar, Alan Coker, and Terry Gerratana agreed with Taylor Edelmann’s proposal of focusing on consumer events engaging the LGBTQ communities. • Taylor Edelmann also suggested these events focus on a few specific objectives in order to have focused discussions. Also, that the CAC is clear about what they are able to do with this information and how it will be impactful. • Robert Krzys suggested having 3 events in the first 6 months and 3 events in the last 6 months. • Robert Krzys proposed the following communities and topics for engagement: LGBTQ, Mental health as a result of COVID-19, nursing homes, primary care and telehealth. He suggested identifying 5 or 6 specific areas of inquiry. After setting these as priorities the CAC could flesh out why it would be important to focus on these priority areas and commence planning. • Velandy Manohar also put forward Department of Corrections including staff and inmates; the importance of data collection for equity; the mental health impacts on health care providers treating COVID-19 patients and the family members that have experienced a loss as a result of COVID-19 as other potential areas. • Alan Coker agreed with these and he felt that all of these areas should be put on the table for consideration. He also was in favor of Robert Krzys approach on frequency of events. • Taylor Edelmann also mentioned that he wants the CAC to set themselves up for success so that events are executed well. He suggested piloting a virtual event. Also, he noted that attempting an in-person event among social distancing environment would also need to be tested as this is new territory. • Robert Krzys suggested that the next committee meeting include a discussion on prioritizing the areas that the CAC would like to pursue and how they would be executed. For example, for telehealth he suggested having a forum of community stakeholders having a moderated discussion rather than a meeting. Participants could listen in and ask questions. He felt that there are ways to move engagement events forward. • Velandy Manohar asked Taylor Edelmann to provide the committee with some health disparities data on the LGBTQ community for the next meeting. • Alan Coker volunteered to provide data on nursing home disparities and impacts with COVID-19. 	
<p>5.</p>	<p>Next Steps</p> <ul style="list-style-type: none"> • Quyen Truong shared that Thursday afternoons between 2:00- 4:00 was the best time for committee members to meet. • Robert Krzys reminded everyone that June 9th is the annual meeting and will include remarks from Vicki Veltri. • Velandy Manohar asked if the committee should meet before or after the June meeting. • Terry Gerratana felt that the group should reconvene in 2 weeks. Some agenda items would include the presentation of Taylor Edelmann and Alan Coker’s different areas of research and a deeper discussion on priority areas. 	<p>Velandy Manohar</p>

Consumer Advisory Council

Consumer Engagement and Outreach Standing Committee

Meeting Minutes

May 7th, 2020

	<ul style="list-style-type: none"> • Velandy Manohar asked for the information being researched by Alan Coker and Taylor Edelmann be to be sent out prior to the meeting on the 21st. He suggested by the 16th or so. • Quyen Truong also reminded the members that though she is leaving, at the next meeting she is able to discuss more about how some of these events might be executed. She stated that part of the consultant’s role is determining the means or the how of an event. This includes recruitment strategy, marketing materials, etc. and it is the Council’s role to decide on the vision and ideas of an event. • Robert Krzys was in support of meeting in 2 weeks in order to focus on the planning stage of the events. • Terry Gerratana also shared that she appreciated the SMART goals approach and felt that this would help the committee with planning. She also referenced a previous report that Quyen Truong produced that included a plan for engagement. She felt that this could serve as a template. • Terry Gerratana affirmed that the next meeting would be on May 21st from 2pm – 3pm. 	
6.	Adjourned	Meeting adjourned at 3:04 p.m.
	Alan Cocker motioned to adjourn and Taylor Edelmann seconded. Motion carried.	