

**Consumer Advisory Council**

**Consumer Engagement and Outreach Standing Committee**

**Meeting Minutes**

September 10<sup>th</sup>, 2020

Meeting Date	Meeting Time	Location
September 10 <sup>th</sup> , 2020	2:00 – 3:30 p.m.	Zoom Conference Call

**Participant Name and Attendance**

Participant Name and Attendance					
Alan Coker	X	Velandy Manohar	X		
Taylor Edelmann	X	Robert Krzys	X		
Adrienne Benjamin	X				
Others Present					
Terry Gerratana (OHS)		Ormand Clarke (OHS)			
Leslie Greer (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.	<b>Welcome</b>	<b>Velandy Manohar</b>
	<b>Call to Order</b> The meeting of the Consumer Advisory Council (CAC) Consumer Engagement and Outreach Standing Committee was held on Thursday, September 10 <sup>th</sup> on Zoom. The meeting convened at 2:04 p.m. Velandy Manohar chaired the meeting.	
2.	<b>Public Comment</b>	<b>Velandy Manohar</b>
	<ul style="list-style-type: none"> <li>There was no public comment.</li> </ul>	
3.	<b>Approval of July 9th, 2020 Meeting Summary</b>	<b>Velandy Manohar</b>
	A motion was made by Alan Coker and seconded by Taylor Edelmann to approve the meeting minutes with minor corrections of the Consumer Advisory Council Outreach and Engagement meeting. <b>Motion Carried</b>	
4.	<b>Updates on LGBTQ Community and Nursing Homes COVID-19</b>	<b>Taylor Edelmann and Alan Coker</b>
	<ul style="list-style-type: none"> <li>Taylor Edelmann provided an update on LBGQT communities and wanting to move forward with a virtual panel event. Taylor recently was a panelist at two large virtual engagements and would like to use some of the tactics for planning. He recommended conducting a panel to offer different perspectives which would be important to increase awareness and engagement from a diverse community and across generations.</li> <li>Taylor will be working to craft an email to entities and stakeholders on what the purpose of the event will be and asked the consultant, Dashni Sathasivam to assist him. It will be critical to get a great facilitator. Taylor asked what the budget is for this event as he wants to have this ironed out before outreaching to potential panelists. Taylor Edelmann would like there to be representation across the state and is asking the CAC members to help with recruitment. He wants to be able to capture youth and people 18 – 24 years old as opposed to just adults.</li> <li>Taylor Edelmann and Dashni Sathasivam will have a meeting to follow up to advance this work. A meeting will be scheduled in October that will focus on planning this event.</li> <li>Velandy Manohar asked to be copied on the list.</li> <li>Adrienne Benjamin asked when the event would occur.</li> <li>Taylor Edelmann suggested early in 2021. He also asked if Adrienne Benjamin could help connect him with providers (Tony Fiorello). He would like to get a facilitator engaged first to help get input on who else should be on the panel. He hopes that the facilitator and panelist are known in their communities and can help create the engagement and community buy-in for the event.</li> <li>Terry Gerratana asked if Taylor wanted a facilitator versus a moderator               <ul style="list-style-type: none"> <li>Taylor felt that a facilitator is needed for this event.</li> </ul> </li> <li>Adrienne Benjamin asked who is the audience for this event.</li> </ul>	

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- Taylor Edelmann responded that he wants to capture LGBTQ youth in addition to older adults and providers. He wants to engage the full age span. He mentioned that in the trans support group that he has started, he has someone who is 18 years old and someone who is in their sixties. Because the CT queer community is so small, he does not want people to be left out and because access can be an issue, but wants to have a broad range
- Adrienne Benjamin mentioned True Colors, an organization that engages with youth. She mentioned that every high school has a GSA with a faculty advisor and some middle schools and colleges. If the group can engage these organizations, it could help increase youth participation
- Taylor Edelmann agreed noting that Bridgeport had 15 schools in their jurisdiction with school-based health centers and that was a great way to get connected into the schools as well as some hospitals. Medical and health centers are a main artery and could be a way to capture youth participation.
- Velandy Manohar mentioned that providers are also seeing individuals across the range of the trans community and providing service.
- Adrienne Benjamin mentioned that the children's hospital has a gender clinic. She also suggested Dr. AJ Eckert, a Family Medicine Specialist in Wethersfield, CT.
- Taylor agreed as Dr. AJ Eckert would be someone that would be good to engage as they have been doing multiple social media events and are known in the community.
- Taylor agreed as Dr. AJ Eckhart would be someone that would be good to engage as they have been doing multiple social media events and are known in the community. Also, Tony is doing education at university hospitals and how providers can be trans-friendly.
- Taylor also wants to engage Black, Indigenous and People of Color (BIPOC) panelists to demonstrate intersectionality given the historical movement was.
- Adrienne Benjamin mentioned Kamora's Cultural Corner.
- Bob Krzys mentioned that the conversation has been about operations and logistics, but wanted to be clear on what the purpose of the event and to have a statement on what we want to accomplish. Is the event highlighting the barriers and gaps to care or are we proposing solutions? He asked everyone to develop that purpose and then operationalize the event so that the panelists and moderate can be selected with that purpose in mind.
- Taylor Edelmann agreed that there needs to be a clear-cut purpose. Discussing an overview of the past, present and future state of LGBTQ care and health outcomes in CT while lifting up the fact that there are still significant unmet needs.
- Bob Krzys also noted that this event could result in something that the CAC can provide to OHS.
- Adrienne Benjamin also mentioned that there were trans support groups in Bloomfield and Hartford and they would be another place to publicize the event.
- Terry Gerratana noted that CAC does have a template checklist for events.
- Dashni Sathasivam will follow up with Taylor Edelman to figure out possible dates and send a doodle poll that will include Adrienne Benjamin, Velandy Manohar, and Terry Gerratana for the week for Oct 5<sup>th</sup>.
  
- Alan Coker provided a brief update on Nursing Homes. He contacted Charles H. Hugh from the Local 1199 Union for information that can be used to inform the listening session. He suggested focusing on the experiences of families, providers and staff, as it would be challenging to engage nursing home residents. He also felt that a 1-hour event would be best. He doesn't think there needs to be a facilitator, but rather a moderator as this event would be focusing on listening. He also wants there to be a focus on mental health.
- Velandy Manohar referenced Bob's analysis of the Mathematica report, (pasted below)
- Bob Krzys's feedback on the Mathematica Report:
  - Findings as to Nursing Homes: Connecticut had the highest death rate per thousand of all the New England states in its nursing homes. p.39;
  - The STAR Rating system used to rate nursing homes showed that the overall Quality Measures utilized in the STAR system were NOT predictors of positive performance by higher rated facilities. In fact, facilities with a 3, or a 4, or a 5, the highest, all performed equally. p.36;
  - For profit nursing homes exist along with Nonprofit nursing homes. For profit nursing homes had 60% higher rates of death and cases than non-profits. p.30;

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- Nursing homes are sometime parts of a chain company while others are independently owned. The chain nursing homes had a 40% higher number of deaths and cases than those independently owned, p.31;
- Nursing homes with higher STAR quality measures on staffing alone all did better in terms of deaths and cases. That is, 5 STAR places were the best, 4, then 3, then 2, then 1. p.35
- Assisted Living facilities--Those with less than 50 residents did very well; those with 50-74 were the worst; larger facilities were better.
- Bob Krzys wanted to highlight the pain of family and residents caused by not being able to see or communicate with family member or friend living in a nursing home. He thinks that there should be an event about why is it that there cannot be a facility that can provide that kind of exchange no matter what the external situation. If that's not possible, then need to highlight what was the level of depression and anxiety that developed and how can that be addressed to prevent this in the future with regulation or staffing or other operations. What was seen with COVID-19 is that there was a lot of pain, so how do we minimize this in the future? All of these residential providers should have provider councils. He doesn't just want to report on what's wrong. Mathematica has documented that the whole system doesn't work, for example the star rating system has no correlation with quality and performance. How do we know as citizens, what goes on in these facilities? What is the transparency mechanism to understand the staffing and nature of the programs offered to residents (activate mind, physical activity) What's missing from these family's point of view that they see as critical? The Mathematica final report will be released at the end of the month. He asked, is there anyone having read the report if anyone wanted to submit comments. He felt that the Mathematica call in August was productive. Is there feasibility to reengage with Mathematica to respond to their interim report? He wants to make sure that certain items are addressed in the final report. For example, including a for-profit versus non-profit nursing homes and related analysis including a more fleshed out section of what happened in for-profit facilities to further support the statistics.
- Adrienne Benjamin was not surprised that a for-profit facility has lower quality than non-profit.
- Bob Krzys asked is there a way to inform some solutions.
- Terry Gerratana interjected that OHS scope does not include nursing homes. She recommended that the focus of OHS is health disparities and health inequities and feels that the event should align with this. She noted maybe there should be universal treatment across for and non-profit and this is something that DPH will need to address and need to respond to after the publishing of the Mathematica report. She wants the CAC to look at health disparities and inequities as is a part of the mission of the CAC and OHS.
- Velandy Manohar noted, nursing homes with 60% or more residents of color had the worst outcomes.
- Terry Gerratana noted that Ormand Clarke has been tasked with looking at disparities within nursing homes. She feels that it is important to listening to what people say and backing it up with evidence. She also mentioned that the difference between for-profit versus non-profit is true and developing policy and law and legislation can come out from a report. Both hearing about the pain and pointing out inequities in care in for-profit and non-profit particularly for minority care
- Adrienne Benjamin wants to know the difference in staffing between non-profit vs. for-profit, and there being no regulation for staffing for for-profit. The staffing issue is massive.
- Velandy Manohar agreed saying that the report noted that facilities with better staffing did better with outcomes. He also mentioned that salary, workers composition issues and hourly wages, and most of the lower-level staff are people of color, highlighting that disparities among staff is a separate, but highly related issue. He also mentioned that many lower-level staff were also let go and he wonders how their health were impacted by COVID-19
- Alan Coker asked the group to confirm his vision of engaging providers and family focus and the union.
- Taylor Edelman agreed with Velandy Manohar as many staff are black and brown staff. He referenced slide 20. He also noted that the level of complaints voiced by family members were warning signs. He suggested engaging a family member that lodged a complaint that wasn't heeded at a facility, to lift up that people were trying to advocate for themselves, but were not heard.
- Bob Krzys stated that the CAC's discussion is why he wants to reconnect with Mathematica to make sure that DPH is getting a report that is very detailed. He noted that these places may have equal number of staffing, but because there are structural inequities, and other factors, such as social determinants of health, there are disparate outcomes.

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	<ul style="list-style-type: none"> <li>• Terry Gerratana assumed that Mathematica will be making recommendations at the end of the report and these will be taken by DPH and the governor’s office. She also mentioned the nursing home ombudsman program; however, it is underfunded which hinders being proactive versus reactive. From the perspective of OHS, she asked if the CAC would want to follow up with an email to the DPH liaison and Mathematica contact. She reminded the committee that OHS does not have any authority over long-term care.</li> <li>• Dashni Sathasivam asked if the Mathematica report have an official public comment period. It was confirmed that there was no comment period.</li> <li>• Robert Krzys agreed that the consumer engagement and outreach should submit a comment based on the initial discussion of the Mathematica meeting and the report. And then using that to inform the listening session to confirm what is in the report or shows things that are missing. He wants to have a session that reflects on the report’s findings to have a discussion with workers and family members.</li> <li>• Alan Coker moved to have the CAC consumer engagement and outreach committee draft a public comment of the Mathematica report on the impact of COVID-19 on long-term care facilities based on the CAC feedback. This would be shared with the CAC at large for their approval and submitted to DPH and Mathematica. Bob Krzys seconded. <b>Motion carried.</b></li> </ul>	
	<b>New Business</b>	<b>Velandy Manohar</b>
	<ul style="list-style-type: none"> <li>• Dashni Sathasivam will sketch a draft public comment and edit it over the next several days and submit. The draft public comment will be shared with the CAC late Monday and ask for the Council’s approval at the CAC meeting on Tuesday.</li> </ul>	
6.	<b>Adjourned</b>	Meeting adjourned at 3:21 p.m.
	Bob Krzys motioned to adjourn, and Taylor Edelman seconded. <b>Motion carried.</b>	