

Consumer Advisory Board Meeting Minutes September 10, 2019

Meeting Date	Meeting Time	Location
September 10, 2019	1:00 – 3:00 p.m.	151 New Park Ave., Hartford CT – The Hartford Room

Participant Name and Attendance

Participant Name and Attendance					
Jeffrey G. Beadle		Christiane Pimentel (phone)	X		
Robert Krzys	X	Jason Prignoli			
Theanvy Kuoch		Kelly Ray			
Nanfi Lubogo		Ann R. Smith	X		
Velandy Manohar	X	Denise O. Smith (phone)	X		
Terry Nowakowski	X				
Others Present					
Laura Morris (OHS)		Quyên Truong (Consultant, Amplify, Inc.)			
Leslie Greer (OHS)		Dashni Sathasivam (Consultant, HES)			

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

	Agenda	Responsible Person(s)
1.	Welcome	Robert Krzys
	<p>Call to Order The regularly scheduled meeting of the Consumer Advisory Board (CAB) was held on Tuesday, September 10, 2019 at 151 New Park Ave. in Hartford CT. The meeting convened at 1:03 p.m. Robert Krzys chaired the meeting. Members and other participants introduced themselves and reviewed the agenda.</p>	
2.	Public Comment	Robert Krzys
	There was no public comment.	
3.	Approve July 9, 2019 and August 15, 2019 Meeting Minutes	Robert Krzys
	<p>The motion was made by Laura Morris and seconded by Robert Krzys to approve the minutes of the Consumer Advisory Board meeting of July 9, 2019. One abstention by Ann Smith. Motion carried.</p> <p>The motion was made by Denise Smith and seconded by Velandy Manohar to approve the minutes of the Consumer Advisory Board meeting of August 15, 2019. Laura Morris abstained. Motion carried.</p>	
4.	CAB Member Questions	Robert Krzys & Laura Morris
	<ul style="list-style-type: none"> Robert Krzys brought the CAB’s attention to the Memorandum prepared by consultant, Quyên Truong. He asked Laura Morris how she would like him to proceed with this segment of the meeting. 	

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- Laura Morris noted that the majority of the questions posed at the May and July meetings were answered. There are new questions from the August meeting. She wanted to take the opportunity to review them, replying and providing a cohesive response.
- Robert Krzys suggested that he highlight each question listed in the Memorandum briefly and discuss where the questions have landed with regards to the workplan and the work of the CAB subcommittees.

May 2019 Minutes:

- *What is happening at OHS that CAB should know about and be prepared to speak about? (Denise Smith)*
 - Robert Krzys mentioned that the education of CAB members by OHS would be further discussed later in the meeting. Also, more of it will be provided as the workplan proceeds.
 - Denise Smith asked for clarification where the Memorandum could be found in email.
 - Quyen Truong responded that this document was one of several deliverables that she was asked to do, and this would be a part of a different email.
 - Robert Krzys responded that it is likely an email that is near August 26th.
 - Denise Smith stated that these materials were sent on August 28th.
- *How do we change the meeting time and location to be more accessible to the general public, so that more community input (and public comment) is offered? (Ann Smith)*
 - Robert Krzys said that current participation is not what the CAB would like, even among the CAB and that these concerns were a source of discussion by the governance sub-committee. They are currently working on strategies to address these concerns and will be providing recommendations.
- *Will CAB members be made aware of the dates and are CAB members invited to PCM consumer engagement events? (Kevin Galvin)*
 - Robert Krzys affirmed that yes, this was his understanding. He was not sure if there was a central place that CAB could go to that would have all the dates for future engagements.
 - Laura Morris confirmed that this would be part of OHS's Consumer Engagement Strategy moving forward.
- *What would be the role of CAB at PCM meetings? Are we there as consumers or there to disseminate the information discussed during the meetings? (Denise Smith)*
 - Robert Krzys recounted that there was significant participation from CAB members in the PCM process, but there was not an adequate feedback loop or reporting mechanism. The Community Catalyst meeting will be the place for examining what would be an appropriate feedback loop between CAB and OHS groups.
- *Are there opportunities to access technology that can help us expand reach and participation in our CAB meetings? During off-season, is it worth it to explore having meetings at the LOB or invite CTN? (Ann Smith)*
 - Robert Krzys stated that he would leave it to OHS to answer those questions. He also recognized that the CAB has meet at the LOB when not in session. The main meeting was on CT-N, though he was unsure how that was decided.

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- Laura Morris responded saying that it was her understanding that it depends on what other requests CT-N has for that day.
- Robert Krzys asked Laura Morris to report back on the possibility of engaging CT-N further. He also reminded the CAB that CT-N covered one of the rural health events in the past.
- Laura Morris said that CT-N also covered the Certificate of Need event in Sharon, CT.
- Velandy Manohar asked if the CT-N recordings were linked to the OHS website.
- Laura Morris responded that she was unsure if they were, but they definitely live on the CT-N website.
- Velandy Manohar recommended that the CT-N records live in a singular place because it would be easier to find, even if it is just a list of links to the CT-N recordings.
- *To what extent are we OHS or are we something else? (Ann Smith)*
 - Robert Krzys acknowledged that the question is something that the CAB will explore when they meet with Vicki Veltri. Also, this is related to the work being done by the governance sub-committee. Robert Krzys recognized that the document that Laura Morris provided regarding the CAB member responsibilities etc. touched on this topic.

July 2019 Minutes:

- *Request for a more fleshed out organization chart that explains the Director of Engagement and Leslie Greer's role, and that shows CAB representatives on Steering, Quality, and IT, so CAB members can see where their nominees have gone at a glance. (Robert Krzys)*
 - Laura Morris affirmed that she will provide this to the CAB.
 - Robert Krzys reminded CAB members about the existing consumer openings on the following:
 - Quality Council (2), Pop Health Council (1), CHW Advisory Committee (1)
 - Consumer Advisory Board (7), Health Care Cabinet (1)
 - Laura Morris noted that she is not sure what is happening with the CHW Advisory Committee because of the establishment of a new statutory CHW Advisory body.
 - Laura Morris will follow up to determine the answer.
- *What is the process for interaction between OHS and CAB members? Should it go through a chair, a few members, or should all CAB members be able to call Laura to raise a thought? (Robert Krzys)*
 - Robert Krzys stated that as the interim chair, he is currently the main person from the CAB communicating with Laura Morris, OHS.
 - Robert Krzys asked Laura Morris if she has objections to other CAB members directly talking to her.
 - Laura Morris stated that she welcomes hearing from all CAB members regarding their thoughts and ideas.
- *What is CAB's linkage to the OHS? (Robert Krzys)*
 - Robert Krzys stated that this was similar to a previous question.
- *How do we bring closure to the issue of OHS and CAB coordinating to conduct "an independent exit interview for members that have resigned and for members that have considered resigning"?*

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- Robert Krzys said that this was something that the CAB could address when discussing agenda number 11.

August 2019 Minutes:

- *What is Health Care Cabinet doing? (Terry Nowakowski)*
 - Laura Morris mentioned that they are working on various tasks including polypharmacy and pulling data from the APCD to try to identify specific areas to focus on.
- *Is there a CAB vacancy on Health Care Cabinet? If so, why is this not reflected on the website or on documents that talk about Health Care Cabinet vacancies? (Denise Smith)*
 - Robert Krzys noted that yes there is a vacancy for CAB and it is a priority to fill it so that someone is accountable to be a conduit between the two. Someone who is accountable to the CAB to bring up the topics discussed at the Cabinet and to highlight the issues raised in CAB. There is still work to do with the selection process. This is also something that maybe could be jumpstarted by the governance sub-committee so that they could make a report and recommendations in time for the October CAB meeting.
- *What are the Councils and Work Groups doing? (Robert Krzys)*
 - Robert Krzys responded that those appointed to these councils and groups by the CAB need to be contacted and a formal reporting back mechanism needs to be established. He asked Laura Morris if she has a list of appointees so that the CAB could remember who they are.
 - Laura Morris agreed to share a list of existing appointees.
- *Should there be considerations related to CAB remaining an entity under OHS? Is this still the most efficient, effective, and appropriate place for CAB as the landscape of health care changes and the role of CAB is changing? (Ann Smith)*
 - Robert Krzys noted that the CAB is in the biannual budget and the CAB will become is an ongoing question and the CAB is in the midst of trying to sort themselves out within OHS
- *Should CAB and HEC be connected or co-located? (Velandy Manohar)*
 - Robert Krzys recognized that the HEC is not a freestanding committee, it is an initiative run out of OHS.
 - Laura Morris clarified that it is a co-project between OHS and DPH and run under the health innovation and funding comes out of State Innovation Model funding grant.
 - Velandy Manohar noted that there is significant overlap between HEC and the CAB in terms of work.
 - Laura Morris restated that HEC is a collaboration between OHS and DPH and added that the unit within OHS that HEC is located is in the Health Innovation Strategy, which is what SIM is under and the CAB was originally under SIM.
 - Velandy Manohar expressed that lots of the information gathered in our meetings will be useful to HEC, and the work that they are doing will be useful to CAB and there is a real potential for cross-fertilization. Currently there seems to be an information lag.
 - Robert Krzys noted that some more clarity in terms of understanding HEC would come from the organizational chart that Laura Morris will develop and that might be a pathway to identify cross-fertilization of CABs efforts with other OHS groups.

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- *Why is OHS not demanding the consumer voice in their decision-making process? How is it possible to assemble the consumer voice to inform important health care decisions, if we only hear about after the fact? (Denise Smith)*
 - Robert Krzys expressed that those were questions born out of frustration with our process of PCM. It was important as a part of the CAB's mission statement that the consumer voice be integrated throughout that process and to be forewarned of all of their activities. He hopes that the community catalyst meeting will help to address this, but beyond this did not have more to add and solicited if anyone at the table had anything to add.
 - Laura Morris appreciated Robert Krzys clarification and stated it is important to OHS to have consumer voice and that is why they created the unit of consumer engagement.
 - Laura Morris asked: What is the best way for OHS to communicate what is going on with events and updates? OHS has their website. Laura Morris also noted that she wanted to be mindful not to inundate people with emails.
 - Velandy Manohar noted that this is part of Denise Smith's question of not being informed after the fact.
 - Laura Morris agreed that the CAB being informed before, as far in advance as possible is the goal.
 - Robert Krzys stated that some of this should be addressed at the meeting with Community Catalysts. In the interim the CAB would like to have, at a minimum a line item on the meeting agenda about what other OHS groups are doing related to consumer engagement and vice versa. This should be standard operation procedure.
 - Velandy Manohar noted that there will be two consumer engagement meetings and that the PCM and HEC individuals should be notified to provide their feedback.
 - Laura Morris brought up the fact that there are some things that come up spontaneously or between meetings and again asked what is the best process for letting CAB know.
 - Ann Smith did ask if the OHS website had an updated list of consumer engagements
 - Laura Morris noted that it is, though there is a separate section for this on the website. She thought that it would be possible to list the CAB meetings in the list of calendar events.
 - Robert Krzys summarized that the last three questions were related to PCM work groups.
- *What has happened to those people appointed to the PCM work groups? (Robert Krzys)*
 - Robert Krzys clarified that this question meant to ask who were these people on one of the nine PCM work groups. It would be beneficial to have a reaffirmation of who these people were. He served on the pediatric sub-group, but he could not remember who was with him or on some of the work groups. Nanfi Lubogo had one of the groups.
 - Velandy Manohar also stated that he had two of the work groups.
- *How did CAB add value to PCM? (Velandy Manohar)*
 - Robert Krzys asked what happened to the PCM initiatives?

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- Robert Krzys said that the CAB wanted more about the report that was issued. The CAB has not yet analyzed the report regarding how much of consumer comments or suggestions were internalized in those recommendations and what are the status of those recommendations.
- Laura Morris stated that she is not sure that there is one single document with all of that information. There are specific design group documents which include all consumer input, comments and feedback. That information is on the website. Also, as to where OHS is at the moment, they are waiting to have a meeting with CMMI to look at primary care models. OHS is committed to advancing affordable, accessible and equitable health care and primary care is woven throughout; some has evolved as with HEC, and they are continuing to hold listening sessions about primary care to obtain continued feedback.
- Velandy Manohar noted that he didn't know what had happened to the work groups. Velandy Manohar was interested in looking at those documents and wanted a link
- Laura Morris noted that since they are on the website, she can provide the links
- Denise Smith asked if these final drafts for the said workgroups redistributed to the members on those workgroups? Her last recollection was receiving a lengthy document of comments and responses to comments from the consultant, but she did not remember seeing an actual final version of documents. She was on the Clinical and community integration work group, but she didn't remember for the other groups as well.
- Laura Morris acknowledged that she would have to go back to determine if that had happened, but she thought there had been some follow up. She would pull that communication out and let the CAB know.
- Velandy Manohar noted that some of those data point could be helpful to CAB in future.
- Robert Krzys asked in relation to the future funding being sought from CMMI, if it would be possible for a CAB member to be involved in the discussion with CMMI to continue the primary care investment. Robert Krzys offered the example of Pat Checko, one of the CAB's first co-chairs, whom he recollected was present at meetings with CMMI representatives and met with them for the first year or so of the SIM grant. Would OHS be open to that in upcoming discussion
- Laura Morris said she would have to discuss with OHS Executive Director.
- Robert Krzys asked the CAB if they felt should the CAB be involved in those meetings?
- Velandy Manohar noted that he was not certain of the impact of those meetings but recognized that back then, the CAB had a different impetus and it was indeed important to have a real time connection. Having representation and the voice of CAB on various OHS groups could be impactful.

5.	Governance Sub-Committee Update	Ann Smith & Velandy Manohar
	<ul style="list-style-type: none"> ● The Governance Sub-Committee consists of Ann Smith, Nanfi Lubogo, Jason Prignoli, Velandy Manohar, Robert Krzys ● Robert Krzys stated that he would pass off updates to Ann Smith and Velandy Manohar because he had already done a lot of talking at the meeting. 	

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- Ann Smith thanked Robert Krzys.
- Ann Smith noted that the Governance Sub-committee did meet, and the meeting was facilitated by the consultants, Quyen Truong and Tekisha Everette. There was a robust agenda and started to address the fundamental issues including how the work of the governance subcommittee was going to continue and how the subcommittee was going to make recommendations on the structure of the CAB. The consultants were asked to look into several questions.
- Ann Smith deferred to Quyen Truong to respond to the questions that were being discussed
- Quyen Truong stated the following questions that she was asked to research. She had found some answers already and is working to research others.
 - 1) Advisory board processes for selecting members
 - 2) Is there an Advisory board within state government and how do they handle terms and term limits?
 - 3) How does one officially get designated onto the CAB?
- Quyen Truong noted that after speaking to Laura Morris she confirmed that the CAB is in charge of determining membership and that they can identify and designate members through their own independent recruitment and decision-making process.
- 4) Does it make sense for the CAB to operate under a calendar or fiscal year?
 - Quyen Truong stated that Laura Morris noted that OHS budget runs under a fiscal year. Anything that is related to CAB budgetary decision should be made with the fiscal year in mind. However, the Secretary of State posts meetings on a calendar year basis, so if discussing public meetings, they need to be determined on a calendar year basis.
 - Quyen Truong said that she will be providing answers to the governance subcommittee regarding the first two questions.
- Ann Smith stated that the subcommittee had adjourned until the last week in September to further discuss outstanding items on their agenda. She hoped that they would make further progress on how the governance subcommittee would make recommendations on the operations of the CAB. Ann Smith opened up the floor for any corrections and additional comments from her fellow members.
- Velandy Manohar stated that he was processing questions including what is the CAB's scope and how to not over reach and operate within those bounds. Secondly, at the meeting, members discussed the upcoming retreat and how best to communicate what is stated in the governance committee to the CAB at large in order to solicit their feedback for the subcommittee to process and work with.
- Robert Krzys noted the agenda for the September 3rd meeting included three main areas of analysis
 - Membership – Requirements, onboarding process, term limits
 - Leadership – what type of leaders is the CAB looking for?; Requirements?; Are individuals going to be from varying field of the health care environment to make sure that there is more diverse range of representation?; How is the CAB going to systematize the recruitment to a twice a year event and so there is a pool so there are existing people to pull from.

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- Operations – Will there be standing committees and how will they be run? Who will chair and how often will they convene?
- Ann Smith raised that during the explanation of the Memorandum today there were a couple of items stated that would or could be addressed by the governance subcommittee. She was concerned with the amount of work that is to be added to the subcommittee given the substantial work is still needed to be done, given that the subcommittee was only slated to meet twice. She is concerned with the ability to accomplish the original scope of work and the additional tasks.
- Robert Krzys agreed that this was a heavy lift and to the extent that some of the background materials can be provided to members before would help facilitate accomplishing the work ahead.
- Christiana Pimentel acknowledged that as the newest member she would appreciate the standardization of CAB members and their duties, which she has asked for in the past. In the past she has felt lost and was concerned that she was upholding her duties because she simply did not know what they were. She is greatly in favor of onboarding.
- Robert Krzys said that the CAB will keep accountability of onboarding and knowing responsibilities
- Christiane re-expressed her appreciation for that effort.
- Robert Krzys noted that Terry Nowakowski entered the room.

6.	Work Plan Sub-Committee Update	Sub-Committee Members
	<ul style="list-style-type: none"> ● The Work Plan Sub-Committee consists of Terry Nowakowski, Theanvy Kuoch, Velandy Manohar, Robert Krzys ● Terry Nowakowski noted that the meeting was good, but they have a difficult task ahead. They want to make sure to engage voices that have not or difficult to engage. Could the CAB work with OHS to look at the Community Benefits Needs Assessment reports from hospitals to get some intel on trends and to have a clearer understanding of some underserved groups and their needs. Also, the group discussed caregivers and people from other cross-sections like opioid users and their families. The next meeting can include some ideas given that the \$55,000 is only available January 31st and the plan to spend that money in an impactful way. ● Velandy Manohar also noted that Laura Morris shared a document that was helpful in situating the CAB with the budget. It was a nuts-and-bolts meeting and helped the group think about a longer-term budgetary need of the CAB. He noted that it was necessary to have a subcommittee meeting because that could not have been addressed in a regular CAB. ● Laura Morris noted that in addition to the meeting with Community Catalysts, it would be realistic to organize two consumer engagements prior to January 31st. ● Velandy Manohar noted that the communities that are not even touching the health system are the ones who need to be prioritized for engagement. ● Robert Krzys added that the document that Laura Morris prepared and distributed did lay out the previous targeted events that had been planned by previous co-chairs Arlene Murphy and Kevin Galvin. ● Robert Krzys also reported that a fair amount of time was spent reviewing retreat objectives prepared by Denise Smith and how the CAB needs to get ready for the retreat with the asset mapping and that in conjunction with Community Catalysts to do the asset mapping. He also 	

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	<p>noted that Denise Smith and Ann Smith have been the two members of the CAB really involved with organizing with Community Catalysts and that needs to be worked out soon in order to look at when that event can be held.</p> <ul style="list-style-type: none"> • Denise Smith asked for clarification, due to poor phone quality, regarding the timeline of the two identified community engagements and if those needed to be held prior to the retreat. • Robert Krzys responded that there was an independent timeline for those events driven by the timeline of the SIM funds which sunset January 30th, 2020. These engagements have not been defined, the only consensus is that two will be organized by this date. • Robert Krzys mentioned that the Community Catalyst meeting is meant to address Recruitment, capacity building, retention within CAB and an effective feedback loop. • Denise Smith also asked for confirmation about the on the amount of remaining funds available to CAB inclusive of the funds spent on the retreat. • Laura Morris stated that \$55,679 is remaining after the payment to Community Catalyst and the young adult event. Given the revised objectives, there may be some adjustment to that number. • Denise Smith followed up by asking if the funds needed be spent by January 30th or encumbered. • Laura Morris agreed to clarify this point and get back to the CAB 	
7.	Meeting with OHS Executive Director Vicki Veltri	Laura Morris
	<ul style="list-style-type: none"> • Robert Krzys stated that there was nothing to report due to OHS Executive Director being on vacation. He will get in touch with her once she returns to request a meeting. That meeting will address questions that the CAB has already developed regarding the role of CAB under OHS with the sunset of the SIM funds and if it would be under any new funds that the OHS may receive from CMMI. 	
8.	OHS Preview and Updates	Laura Morris
	<ul style="list-style-type: none"> • Robert Krzys briefly summarized the subpoints for agenda item eight. <p>CT Affordability Standard</p> <ul style="list-style-type: none"> • Laura Morris summarized some key points about the CT Affordability Standard. She went through the OHS website show CAB members where they could find more information. • Laura Morris explained that the affordability standard project is in partnership with the Office of the Comptroller and Dr. Pierson out of the University of Washington with funding from CT Health Foundation and Universal Health Care Foundation. The 2015 self-sufficiency standard was displayed and how that was broken down by region and family types noting that the data was the average salary that one needs to achieve sufficiency. Based on all that information they come up with what is affordable for each family types. For example, in 2015 one person in a family unit and taking into consideration all other monthly cost, would be \$199 per month for health care. • There are 3 different work groups that are looking at different case examples: • Use Case Model working group, Data working group and design and development work group. OHS is still working on this. • Laura Morris will provide notice to the CAB once this has been completed. 	

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- Velandy Manohar asked if the 2015 \$119 per month out of pocket exclusive of health insurance or is that the premium dollars that they can afford?
- Laura Morris stated that she was unsure, since that is part of the methodology, but there will be a preview of it with data and explanations by Dr. Pierson
- Robert Krzys defined that the amount of money that a person would have to spend on various components of their life and what they can afford per month for health care because they have to pay for other things. So, it is not necessarily a reflection of health care costs.
- Ann Smith asked how the work of the health care affordability standards group aligns with the United Way Asset income restraint and employment (ALICE) report to identify what a living wage is in different areas and for family composition in Connecticut? It would be interesting
- Laura Morris made a note of Ann Smith's suggestion.
- Terry Nowakowski noted that Rick was at the meeting and made that comment to Dr. Pierson.

Healthscore CT

- Laura Morris presented the Healthscore CT, an online tool that came out of the Quality Council work group. It takes data from APCD data and consumer satisfaction surveys to look at a national standard of quality measures. The Scorecard can be stratified by various measures;
- Laura Morris noted that the scorecard is online, while the cost estimator is still in process. People can compare costs of services from different providers. The commercial results summary indicates how they rate as it is the score that the Quality Council attributed. It shows both a provider listed scores and the score for each measure and as it compares to the state average.
- Velandy Manohar asked if providers are aware of their profile. He was concerned by some of the low scores related to provider communication and patient experience.
- Laura Morris agreed that this is why the scorecard is important so that patients can make decisions on the priorities that are important to them. She noted that scores can also be stratified by quality measure to compare by health care organization.
- Robert Krzys asked how often scoring takes place of each organization?
- Laura Morris agreed that was a good question and one that she would find out.
- Robert Krzys acknowledged that the idea of the process is to put it up on a screen so that it provides organizations with an impetus to change.
- Quyen Truong stated there were technical difficulties that did not allow for members in the room to view the website, those on the phone would be able to see.
- Denise Smith looked forward to looking more into this. She asked Laura Morris if this Scorecard was made up of data that is shared by the hospital or health system based on the quality measures that they survey and collect or was this research where just a sample of patients from each organized was surveyed and compared. She wanted to know where this data came from because in the aggregate it is difficult to understand that fully.
- Laura Morris responded that this data comes from the APCD database and it uses 465,000 patients and 19 different ACOs in CT.
- Robert Krzys asked if this included the Medicaid population of FQHC?

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- Laura responded that no Medicaid data is included. FQHCs are if they accept commercial insurance. Also, self-insured plans would not be contributed data.
- Terry Nowakowski asked if the ASOs that manage the Medicaid benefit they have to submit for their contracts were a part of it.
- Laura Morris stated that no Medicaid data was yet a part of this project.
- Robert Krzys stated that they would be interest from the CAB to hear from OHS Healthscore team and have a more robust presentation.
- Ann Smith asked for clarification if APCD was meant to refer to the All Payer Claims Database.
- Laura Morris responded yes, and apologized for using the acronym without defining it first.
- Terry Nowakowski asked if Medicare was a part of this
- Laura Morris stated that no, they are not.
- Ann Smith asked for clarification between if Medicare versus Medicaid were included.
- Laura responded saying neither were included nor was data from self-insured plans. The pool is small, specifically 465,000 patients.
- Robert Krzys noted that 225K are the state employees.
- Laura Morris affirmed that she is happy to bring someone in who can answer all of CAB's specific questions and has the background technical expertise.
- Velandy Manohar asked clarification about where to find this
- Laura said it is on healthscorect.com without going to the OHS website.
- Ann Smith asked for Laura Morris to show the consumer engagement pages before going into the Certificate of Needs.
- Laura Morris brought up the Consumer Advisory Board page and the Consumer Video Project section as well as upcoming meetings. She also showed the CAB page highlighted the content from video project lives on that page. Back on the consumer engagement specific page, Laura Morris mentioned an e-newsletter that anyone can sign up for and a speaker request form.
- Laura Morris also showed the public forums page and asked Ann Smith if this is where she was suggesting where the CAB meetings be posted.
- Robert Krzys clarified that this is where the two upcoming CAB consumer engagement events would be posted

CON Community Education and Engagement

- Laura Morris noted that previously Steve Lazarus came to present on this. It was important for OHS to get out to different communities where there has been an acquisition and merger of hospitals and meet with communities. The June 27, 2019 meeting at Sharon, CT CON Public Meeting were concerned about termination of specific services etc. Laura Morris expressed that participants learned how to provide public comment at CON hearings and knowing how they could address further questions to OHS.
- Velandy Manohar asked if this CON process is a part of CAB.
- Laura Morris stated that the way the CAB could support this is if they could help get the word out to people that they may know in the communities where forums are taking place and as well CON Hearings.
- Laura Morris mentioned her team and said that the main objective was to answer questions. OHS would go through the CON order and compliance items, what that means and how they

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	<p>can obtain and be connected when their financials are due. It is really connecting this to people and hearing what the issues and challenges are. She will let the CAB know when those sessions are scheduled.</p> <ul style="list-style-type: none"> • Velandy Manohar asked Laura Morris about the current RFP for HECs. • Laura Morris showed the live Request for Proposals for communities to be a part of the HEC initiative seeking for 13 – 14 communities. It has CBOs partner with health care organization. The CBO gets \$25k and the health care organization \$35K as a way to link to the community. Laura Morris stated that she would really like someone from the HEC team to come talk to the CAB. Currently, HEC RFPs are focused on childhood wellbeing and improving healthy weight and fitness outcome measures for the next round of funding. • Velandy Manohar asked about the possibility of having people from the CAB being on the review of RFPs for HEC. • Laura Morris stated that will look into that and get back to the CAB <p>Consumer Engagement Primary Care</p> <ul style="list-style-type: none"> • Laura Morris explained that her last update regarding PCM consumer outreach. • Dashni Sathasivam stated that there are two listening sessions happening on 9/11/2019 at the New London Housing Authority. • Velandy Manohar spoke about his excited because now there is data from the HEC project and that he wants to see impact from that. • Laura Morris spoke about the the iCan Conference on 9/26 with two breakout session which will be presenting and listening. Health Equity Solutions are the consultant for this and they are working to get more engagements. • Laura Morris stated that information will be posted on the Consumer Engagement page for upcoming engagements. Laura offered to bring a person from a specific initiative or program come and speak to the CAB. OHS is happy to do that at any point. 	
9.	CAB 2020 Calendar Draft	Laura Morris
	<ul style="list-style-type: none"> • Robert Krzys highlighted that the Governance and Working subcommittees will provide reports at the next October CAB meeting. • Robert Krzys suggested the Laura Morris get someone from HEC or another area to come to CAB. With one of the big focuses being capacity building, he asked if 25 minutes could be spent on updating on what OHS is doing as a standard. • Robert Krzys noted that there are no times or place identified but the dates are set. This is a real issue in order to make it easier and more accessible for public to attend meetings 	
10.	Alternate CAB Members	Robert Krzys
	<ul style="list-style-type: none"> • Robert Krzys spoke about the two alternates that were not selected by the CAB outright, but adopted as alternates. Taylor Edelman with Optimus Health Care from Bethel, CT who we are waiting to hear back from. Soneprasith Phrommavanh is with the Laos Association of CT who Robert Krzys spoke with is very much interested to join the CAB. • Robert Krzys asked the CAB for their thoughts on the next steps should be in terms of bringing on the alternates. • Terry Nowakowski stated that the CAB should invite any person who is qualified and interested. 	

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- Velandy Manohar said that each person should be spoken to on the phone
- Robert Krzys affirmed that he had spoken to Soneprasith Phrommavanh, but not Taylor Edelman, but was planning to have that conversation.
- Robert Krzys reframed his question asking if CAB can move forward with the gent from the Laos association since he has expressed interest and could the same be with Mr. Edelman if he expresses interest.
- Christiane Pimentel asked for clarification of why the CAB didn't accept them in the initial round for seeking members.
- Ann Smith described that the reason those individuals were not selected is that there were no vacancies at that time. She also stated that it was based on the process at the time.
- Ann Smith raised her concern with bringing on new members. Her hesitation is because of the ongoing work of revisiting what the CABs structure and requirements will be. She felt that to bring new members onto the CAB at its current level of functioning led to her conflicting feelings. She cited today's meeting, and that she would be embarrassed to invite new people to the CAB if this was their first meeting.
- Robert Krzys noted that he agreed with Ann Smith's concern. He did state that the individual is from the Laotian community which has not been represented on the CAB and the primary care physician would be in alignment with OHS's PCM. That said, he noted that any time may be difficult to bring someone onto the CAB.
- Terry Nowakowski noted that she can go both ways because new people could take the CAB further, though this is also a time when the CAB is having difficulty defining itself in the way needed. It could be good if people come in with new ideas
- Denise Smith agreed with both Ann Smith and Terry Nowakowski. She was not against bringing on new people. First, she wanted to confirm a stronger onboarding process. These two alternates have gone through the screening process that every member has and they have been deemed a valuable addition. Even though the CAB is in flux, she does not want to assume that people would not understand that. One of the benefits is that there is clarity in the initiatives of OHS. She wanted to dig deeper into what the orientation process would be. Also, she brought up the issue of mentoring, to Christine Pimentel's point the CAB would not want to bring on two members who feel lost and uncertain. Also, ideally orientation before the retreat would be great. However, given the uncertainty of the retreat time and meeting with Community Catalysts, this could make the orientation discussion up in the air.
- Robert Krzys stated that he will follow up with both alternates and let them know is in flux and just ask them to stand by until after the October meeting. He also doesn't want to lose them and noted that the current CAB is doing a lot of heavy lifting.
- Denise Smith asked if a decision had been reached.
- Robert Krzys responded that part of the sub-committee on governance meeting is a discussion about onboarding and resources. Maybe a CAB member will agree to be a mentor. So, the CAB did and didn't and ultimately this is tabled until October.
- Christine Pimentel agreed with what Robert Krzys stated.
- Denise Smith asked if the objectives could be shared with Community Catalysts and if a meeting need to be scheduled

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	<ul style="list-style-type: none"> • Robert Krzys responded that a discussion with Laura Morris about contacting Community Catalyst and advising them on the objectives and thoughts on pre-retreat asset mapping. That has been taken offline with OHS and Ann Smith and Denise for them to talk and move forward. • Quyen Truong reminded everyone that the next CAB meeting is October 8th from 1:00- 3:00 p.m. and will continue at that time until the CAB changes it. • Leslie Greer added that the current location on the calendar is at the LOB • Velandy Manohar asked about the next subcommittee meeting. • Leslie Greer clarified that that meeting would take place on September 26th is at OHS from 2:30 – 4:00 pm • Denise Smith asked for clarification on the October meeting due to the meeting invite cancelation. • Laura Morris was concerned with sending reoccurring invites if the time will change. • Robert Krzys stated that it is not likely to change. • Terry Nowakowski asked for there to be a calendar invite for meeting from OHS as that would be helpful. 	
11.	Survey to Former Members	Robert Krzys
	<ul style="list-style-type: none"> • Robert Krzys is still making progress on this. 	
12.	Adjourn	Meeting adjourned at 3:03 p.m.
	Velandy Manohar motioned to adjourn, and Robert Krzys seconded. Motion carried.	