

## Consumer Advisory Board Meeting Minutes May 24, 2019

Meeting Date	Meeting Time	Location
May 24, 2019	1:30 – 3:00 p.m.	The Lyceum, 227 Lawrence St., Conference Room A, Hartford CT

### Participant Name and Attendance

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Jeffrey G. Beadle	X	Nanfi Lubogo		Jason Prignoli	X
Linda Guzzo	X	Velandy Manohar	X	Kelly Ray	
Robert Krzys	X	Terry Nowakowski	X	Ann R. Smith	x
Theanvy Kuoch	X	Christiane Pimentel		Denise O. Smith	X
Others Present					
Laura Morris (OHS)		Claudine Fox (HES)			
Leslie Greer (OHS)		Kim Martone (OHS)			
Quyen Truong (NCRMHB)		Terry Gerratana			

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>Bob Krzys</b>
	<p><b>Call to Order</b> The special meeting of the Consumer Advisory Board (CAB) was held on Friday, May 24, 2019 at The Lyceum, 227 Lawrence St., Hartford CT. The meeting convened at 1:33 p.m. Members and other participants introduced themselves. Since the Co-Chairs resigned, Linda Guzzo made motion for Bob Krzys to run CAB meeting, Velandy Manohar seconded. Motion passed.</p>	
2.	<b>Public Comment</b>	<b>Bob Krzys</b>
	There was no public comment.	
3.	<b>Discussion of the Consumer Advisory Board and OHS</b>	<b>Bob Krzys</b>
	<ul style="list-style-type: none"> <li>• Discussion prompted after the resignation of the two co-chairs and 3 other CAB members. OHS sent a response to the pending questions regarding the PCM to the CAB, and an email was received on behalf of Vicki Veltri regarding the next steps with the CAB. Bob Krzys handed the discussion over to Kim Martone, Laura Morris, and Terry Gerratana to discuss the CAB and the CAB’s role within OHS.</li> <li>• Ann Smith called a “point of order” for the letter received from Vicki Veltri to be read into the record.</li> <li>• Kim Martone volunteered and read the letter to the CAB members.</li> <li>• Denise Smith asked the following questions and statements:               <ul style="list-style-type: none"> <li>○ Highlighted that there were several questions asked in the lengthy email chains prior to this meeting</li> </ul> </li> </ul>	

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- Would like to have some sense of how the CAB got to the point of the CAB co-chairs needing to resign
- Bob Krzys referenced that CAB had a meeting on Tuesday May 7 and the resignations were received on Thursday May 9 and the governance meeting occurred Thursday afternoon where a decision was made to halt until the emergency meeting could be called. Several emails were received prior to the response to the PCM questions from OHS on Friday.
- **Bob Krzys stated that “some of those points might be addressed in OHS’s upcoming responses. If not, we as the CAB can further discuss them. He also stated that he “was happy to discuss them now, although it was a matter of timing.”**
  - CAB had a meeting on Tuesday, May 7 and resignations were received on Thursday, May 9. It was made clear that there was no announcement of the co-chairs forthcoming resignation. The initial meeting of the Governance Subcommittee took place Thursday afternoon, which resulted in a small bit of action, but essentially a postponement of the meeting until a CAB meeting could be called. A variety of emails came after the May 9<sup>th</sup> meeting with the resignations and pertaining to the resignations. On Friday, May 10<sup>th</sup> the response pertaining to the question that had been propounded previously by Kevin and Arlene, which was one of the things he feels Kevin and Arlene were concerned about was the lack of responses.
  - Bob Krzys made reference to the comments included in the resignation emails that the members transmitted to one another after the resignations. There is a massive amount of responses from OHS to a large series of questions. He’s not sure if everyone’s had time to parch through those answers to the **PTTF** previous questions from November.
- Denise Smith clarified her question to state: did the former CAB co-chairs highlight displeasure with the process that the rest of the CAB members missed?
- Terry Nowakowski agreed with Denise Smith’s point of feeling like she missed something leading up to the resignation. Noted that the last CAB meeting didn’t feel like anything was off.
- Jeff Beadle also agreed with the sentiments raised by Denise and Terry that the resignation was perplexing.
- Theanvy agreed that there are many question marks with moving forward. She is committed to completing the project no matter what but needs to know what happened.
- Linda Guzzo apologized for not being able to be at meetings. Agreed with the group sentiment of wanting to know what happened and that she would like OHS to provide more information as we only have one side of the story.
- Ann Smith shared that she concurs with the sense of “dis”-ease around what the resignations. She has been hesitant to share how she has been feeling because she has been conflicted. She has contemplated resigning as well due to a sense of disrespect for the CAB and the work that it has done and the leadership provided by the former co-chairs. Ann left the Tuesday May 7 meeting very disheartened. Something has changed in the way the CAB is considered. They have asked repeatedly for a sense of how they fit into OHS, especially since many had concerns about CAB going under the wing of OHS. CAB had many questions and they went unanswered since February and they didn’t receive the answers until later and decision making kept going forward.
- **Ann Smith shared that the name cards not identifying the Consumer Advisory Board as an entity. Instead identified as Office of Health Strategy.**

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- Bob Krzys stated that he noticed the angst started to ramp up with PCM and the work groups. Folks from the CAB have been placed on the work groups and the feedback loop had not been closed in that regard. Bob highlighted that there are two sides to every story as well.
- *Laura Morris apologized for the name card and it was not intentional. She also apologized to Ann Smith if she felt disrespected and that was not the intention. OHS has heard what Ann Smith said and agreed this is the Consumer Advisory Board and it should be reflected on the name cards. Referenced that she was also shocked by the resignations, especially since the planning meeting the week before which was great. The CAB meeting was also great. She mentioned that Alan Coker had the group thinking about so many different things and great suggestions were formulated out of that. She could not provide any more insight to the resignations besides for what was provided in the emails.*
- *Kim Martone stated that Vicki Veltri was not aware of the resignations and she was just as shocked as everyone. Laura Morris apologized for the delay in response from OHS because they were trying to figure out what to do. She admitted OHS should have responded sooner to notify CAB that OHS is working on a response or a solution and having a special meeting. She also admits it should have been done immediately and it wasn't. Laura Morris addressed the PCM questions. She has gone through all of the meeting minutes from PTF, PRC and Steering Committee. The minutes go back to at least October and some from February 2018. She apologized that the questions have gone unanswered. Laura noted that she wishes she had been a part of the process at the beginning to have hopefully helped get some of the questions answered. She understands everyone's frustration. Laura Morris apologized for not meeting the deadline of May 1st which was instead met on May 10<sup>th</sup> due to a delay.*
- *Kim Martone shared that OHS heard how concerned the CAB was about PCM and wanting to understand it and simplify it. She explained this is why Laura Morris has been placed in her position as Director of Consumer Engagement mostly because of all the issues that came out of CAB. Kim Martone regrets that OHS was unable to place Laura Morris in her position sooner. Kim Martone pointed out the Laura Morris is the liaison with this effort going forward and to also include herself. Kim Martone addressed that if there were any issues or concerns going forward to feel free to reach out to Laura Morris or herself. She also pointed out that OHS will be growing and adding additional roles and functions. OHS wants CAB to be a part of the process. OHS wants CAB to be the consumer voice over all of OHS activities.*
- Kim Martone recognized that Laura Morris's position was created to address the confusion around PCM and CAB's relationship. Kim Martone stated that OHS will be growing and adding additional positions and wants CAB to be a part of that process. Kim Martone referenced the role of CAB and the certificate of need (CON) process.
- *Kim Martone commended CAB over the excellent work they've done over the Health Innovation polices and informing consumers over the years. Now OHS is moving into health reform and reforming health care in CT and reducing health care costs. Kim Martone stressed that OHS will be unable to achieve this without having a consumer voice and CAB advocating and helping OHS create polices for consumers. Kim Martone mentioned that Vicki Veltri wanted to make sure that CAB was made aware this was the direction OHS is going in with the hope that CAB would continue to go forward. Kim Martone stated that Vicki Veltri very wants a collaborative and a collegial relationship with OHS. Vicki realizes that the resignations were shocking, but does not want to lose all the value the remaining members provide. Kim Martone informed CAB that OHS would not be able to do the job without CAB as part of the process and the significance of what CAB brings.*
- *Kim Martone recognized the members in attendance and them being extremely committed to the role of the CAB and expanding it over all of OHS activities. Kim Martone referenced the Certificate of Need (CON) program and that OHS is looking for CAB to provide assistance to make sure that community needs are met with all the hospital acquisitions that cost doesn't go up. Kim Martone stated that CAB*

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*members all represent different communities and regions of CT and OHS wants CAB members to attend the informational forums that OHS host and to be the liaison with the community and report back to make sure the community needs are being met by the hospitals and providers. There will be two upcoming informational forums in Sharon and Waterbury.*

- Laura Morris highlighted the work that the CAB has done up to the point. She highlighted that the CAB's mission is still the same and that there is broader reach now. *She also stated that CAB's guidance has changed the direction of the design groups. The input that was received from consumers was taken into account on all the different designs. She realizes that everyone does not always come to consensus on everything, but everything was taken in and listened to and included where it was possible. Laura Morris apologized again for the lack of responses on the PCM questions. It should have been sooner and should have been responded to when they were submitted. Laura Morris clarified that going forward when a question comes forth she will respond in a timely fashion and with enough information that CAB members feel that the questions have been responded to completely and in a way that CAB can understand.*
- *Laura Morris stated that the State Innovation Model (SIM) which is part of OHS, grant funding runs out and OHS is still unclear going forward, however the CAB will continue under OHS. With so much changing in healthcare and in OHS, it's important to continue to have CAB with members that can go out to the communities with their knowledge, experience and subject matter expertise. The CAB is trusted by its community and that is the value of the CAB. We need to hear from the community and hear what's happening on the ground and CAB is the voice of the community. CAB will continue to bring forth the barriers that they witness, hearing and bring forth solutions. Laura Morris stated that in order to continue, there needs to be some structure. OHS is leaving the governing structure up to CAB. It can be called a policy or procedure, but it must include basic fundamentals in order not to find CAB in the same position again.*
- *Kim Martone stated that OHS has asked all of the advisory committees to setup some type of governing structures. The advisory committees have set the governing structures up themselves. The direction to set up governance structures was not given because there needs to be a change; it's because there needs to be structure moving forward with the great activities CAB is doing.*
- Laura Morris stated that healthcare is changing so rapidly and the CAB is critical to maintaining connection to the communities. She highlighted that OHS will provide education to the CAB about who they are and what they do. She addressed that structure is needed to move forward and that it is up to the CAB to determine the structure and leadership. OHS is asking all of the advisory committees to set up a governance structure. Terry Gerratana is working on developing bylaws for the advisory committees, especially to address the role of the volunteer committees within the overall OHS agency. Three new staff recently added to OHS to help with structure of the relatively new organization.
- Velandy Manohar referenced a shift in the roadmap. Requested a section in the proposal for the CAB's role in making the HEC community.
- Ann Smith reminded the group to identify themselves prior to speaking.
- Terry Nowakowski highlighted that she is involved in many of the SIM committees because of the integration of health and housing and that after being involved in this work for many years, people are still falling through the cracks and providers are also just as frustrated in this process of reforming healthcare. She stated that we haven't made it as far down the road.
- Kim Martone highlighted the proposed public option healthcare bill will also require the input of OHS and the CAB.

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- Linda Guzzo asked if an exit interview will occur on the side of OHS with the people that have resigned to ensure that the same mistake aren't made again. Reminded the group to take advantage of this opportunity to stop and level set to ensure that everyone understands what has happened with OHS, the state, and even the CAB. Doing that will be helpful to moving forward.
- Kim Martone agrees and she will speak to Vicki Veltri about the exit interview idea. Is curious to learn more from the people that were considering resigning as well.
- ***Kim Martone agreed with Linda Guzzo's comment that now is a good time to take a step back. There is a new bill coming forth with new responsibilities for OHS. In the past, OHS has been unable to do a strategic plan, however OHS would like to do a five year strategic plan. OHS has only been in existence for one year. Kim Martone explained OHS's role is to develop health policies that improve health outcomes which is the cost. It is time for OHS to move forward with that, but we have not because OHS is trying to get their feet wet and figure out what steps to take. Kim Martone mentioned that OHS has moved forward with SIM initiatives by looking at demonstration models for the state of CT, working with CMII trying to get approval through the administration, which has still not been done yet. OHS is still at a point where they're trying to understand how SIM is moving forward in what way and what model. On the Health Information Technology (HIT) side, HIT is creating a health information entity which has to be approved through many layers. OHS is still in the process of getting all of the approvals done in order for the health information entity to be created. OHS is hoping in the next month that at the end of the legislative session to have confirmation from CMII and the health information entity to be able to move forward with the strategic plan. This is why the CAB's role with OHS needs to be clearly laid out.***
- Ann Smith made a motion that OHS and CAB coordinate an independent exit interview opportunity for the individuals that resigned and any other CAB members that would like to participate to address the concerns of people that have considered resigning. Velandy Manohar seconded.
  - Jeff Beadle asked for clarification regarding the intent of the motion. Ann Smith stated that the intent of the motion is to gather the concerns from former CAB members and others that have considered resigning. Stressed that the interviewer should be an independent entity selected by both CAB and OHS. Jeff Beadle not only wanted to hear the negatives from the interviewees but also the positive experiences.
  - Bob Krzys asked who is going to pay for the interviews. Stated that the exit interviews may not get to the meat of the reasons.
  - Denise Smith stated that she is not agreeing or disagreeing with the motion because the quality assurance of piece of the work is necessary. Stated again that the CAB should review the questions proposed by members in the emails. Denise highlighted a conversation had with Community Catalyst and the question raised around the expectations for value of the CAB and the process of the CAB.
  - Bob Krzys asked for further clarification around OHS's statement that the CAB's reach is broader and the integration of HEC and the lack of understanding on the side of the CAB for what those roles are. Agreed with Linda Guzzo's statement that there needs to be a point of education about the role of CAB. The process of advisory for OHS also needs to be clearly defined. Asked if there was any further discussion.
  - Linda Guzzo asked about the consultants and who can be independent in this process.
  - Laura Morris highlighted the NCRMHB and HES are contracted to facilitate governance and the strategic plan and that there isn't another consultant on retainer.



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- Ann Smith asked about the strategic planning session scheduled for June 11 and how it is being paid for. And if there is capacity to modify the scope of work under the contract.
- Laura Morris highlighted that that could be done, but the June 11 meeting might have to be postponed.
- Ann Smith highlighted that that's okay given the unclear ground the CAB stands on. Highlighted the concern that there was not a discussion around the willingness or interest to assume the broader scope of work that was being given to the CAB to let them know in advance where things were going. There is no clarity on what the CAB is, where the CAB is going, and who their related to, and that information is important to know so people can accurately assess their capacity to participate in this volunteer position.
- Kim Martone stated that OHS is working on providing that information to the CAB members.
- Laura Morris thanked Ann Smith for highlighting the lack of discussion around the transition.
- Ann Smith expressed that there is an opportunity to examine how the tiny oversights can add up and the message that has been sent overtime. Wants to understand how they can get to the point where consulting with the CAB is not an after thought and more of a fundamental and authentic part of decision making. CAB should not be a box to check and as things are going, this has not been a meaningful participation on her part.
- Velandy Manohar asked if the June 11 is going forward as planned, if the governance committee is going forward, and if an assessment of the 6 members will be reviewed.
- Bob Krzys re-routed to remind the group that there is a motion on the floor.
- Jeff Beadle stated that he is more concerned with the feedback from current CAB members.
- Bob Krzys suggested a timeline around determining the major questions around the process and work of the CAB. Returned to the motion on the floor.
- 6 people voted in favor of the motion. 2 voted nay. 1 non-vote. The motion carries.
- Motion made to call the roll on the vote by Ann Smith. Linda Guzzo, Ann Smith, Denise Smith, Velandy Manohar, Theanvy Kuoch, Terry Nowakowski vote yes. Bob Krzys and Jeff Beadle vote no.
- Bob Krzys motioned to make Ann Smith an intermediary between OHS and the CAB regarding the discussions on this process. OHS stated that they need to review and modify potential contracts on the floor. Ann Smith stated that there is an opportunity to restructure the contract with Community Catalyst. Conversation ensued around the logistics of this process.
- Laura Morris asked for a CAB member to volunteer to be the connection between doing the work if the Community Catalyst meeting on June 11 will go forward, as the CAB co-chairs were handling the logistics. Denise Smith volunteered.
- Bob Krzys made a motion for Ann Smith to engage with the OHS to determine logistics around the motion that just passed and to authorize Denise Smith to continue further with the work with Community Catalyst on June 11. Velandy Manohar seconded. Ann Smith moved to amend the original motion to include Denise Smith in both aspects of the

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	<p>endeavor. Velandy Manohar seconded; amended motion passed. Original motion passed unanimously.</p> <ul style="list-style-type: none"> <li>○ Ann Smith made motion to discuss Item #5 on agenda, Denise Smith seconded. Motion carried unanimously.</li> </ul>	
<b>4.</b>	<b>Discussion of the Governance Sub-Committee Scheduling Additional Meetings</b>	<b>Bob Krzys</b>
	<ul style="list-style-type: none"> <li>● Ann Smith moved to postpone governance sub-committee meetings until relationship between CAB and OHS is clarified. Linda Guzzo seconded. Motion carried unanimously.</li> </ul>	
<b>5.</b>	<b>Discussion of the June 11<sup>th</sup> CAB Convening</b>	<b>Bob Krzys</b>
	<ul style="list-style-type: none"> <li>● Bob Krzys posed the question regarding the steps that would need to happen if Community Catalyst does not get back to the CAB on the contract in a timely fashion.</li> <li>● Denise Smith shared who Community Catalyst is with the group and the possibilities around how the convening could go. Stated that the retreat objectives should be reworked considering where the CAB is right now and the discussion that have been had. Denise Smith is concerned about the level of power CAB has around how decisions are made. Asked CAB members to share their thoughts and feelings on the objectives of the CAB Convening either in person or via email.</li> <li>● Bob Krzys asked if CAB members are prepared to move forward with June 11 meeting. Terry Nowakowski asked for clarification on who Community Catalyst is and if they can carry this kind of conversation forward. Resounding yes from the group. Bob Krzys asked follow-up question about if Community Catalyst would have the time to readjust their agenda. If possible, should they all move forward.</li> <li>● Ann Smith highlighted that OHS previously stated that Community Catalyst had some feedback around the original agenda and scope of work and stated that with that information maybe June 11 should be postponed. Motion made to postpone June 11 meeting. Velandy Manohar seconded. Discussion ensued around the clarification of the motion and why the motion is supported. Motion carried unanimously.</li> <li>● Bob Krzys asked if the regularly scheduled CAB meeting for June 11 should occur in place of the strategic planning session.</li> <li>● Laura Morris asked if the planning meeting on June 4<sup>th</sup> should continue.</li> <li>● Ann Smith raised the motion that the June 4<sup>th</sup> CAB meeting should also be postponed due to the public option bill that is currently on the floor that could impact how OHS moves forward. Made motion to postpone June 4<sup>th</sup> meeting. Velandy Manohar seconded with the amendment to include postponement of June 4<sup>th</sup> planning meeting. Amendment carried. Original motion on the floor carried.</li> </ul>	
<b>6.</b>	<b>Other Business</b>	<b>Laura Morris</b>
	<ul style="list-style-type: none"> <li>● Ann Smith asked the CAB to consider designating an individual with the authority to convene a CAB meeting as may be required – specifically Bob Krzys. Terry Nowakowski seconded. Bob Krzys asked for clarification about what this means. It was clarified that someone needs to chair and there needs to be a person that has the opportunity to call for emergency meetings. Ann Smith withdrew original motion.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Ann Smith moved to have Bob Krzys be authorized by the CAB to convene an emergency meeting should one be necessary in the interim period. Terry Nowakowski seconded. Motion carried unanimously.</li> <li>• Velandy Manohar asked if a motion should be required to ask Bob Krzys to chair interim meetings until new chairs are appointed. Laura Morris agreed with that question.</li> <li>• Terry Nowakowski moved to have Bob Krzys serves as temporary chair until new chairs are appointed. Velandy Manohar seconded. Motion passed with one abstention from Bob Krzys.</li> <li>• Denise Smith asked if Bob Krzys will be involved in the strategic planning process of OHS. OHS clarified that it will not start until the fall but it is something to consider.</li> <li>• Ann Smith moved that formal letters of appreciation should be sent to the 6 members that have resigned to acknowledge the work done. Terry Nowakowski seconded. Point of clarification that it should be an official citation. Motion carried.</li> </ul>	
<b>7.</b>	<b>Adjourn</b>	Meeting adjourned at 3:46 p.m.
	Velandy Manohar motioned to adjourn and Ann Smith seconded. <b>Motion carried.</b>	

DRAFT