

**STATE OF CONNECTICUT**  
**State Innovation Model**  
**Consumer Advisory Board**  
**Planning Sub-Committee**

**Meeting Summary**  
**October 4, 2016**

**Meeting Location:** Office of the Healthcare Advocate, 450 Capitol Avenue, Hartford

**Members Present:** Alice Ferguson; Theanvy Kuoch; Fernando Morales; Arlene Murphy

**Members Absent:** Jeffrey G. Beadle; Patricia Checko; Michaela Fissel; Kevin Galvin; Stephen Karp; Nanfi Lubogo

Other Participants: Deanna Chaparro; Christine Nguyen-Matos

**1. Call to Order**

Arlene Murphy called the meeting to order at 1:02 p.m.

**2. Public Comment**

There was no public comment.

**3. Approve Meeting Summary**

***Motion: to approve the summary of the September 9, 2016 Planning Committee meeting – Alice Ferguson; seconded by Fernando Morales.***

There was no discussion.

***Vote: all in favor.***

**4. Announcement and Application for Consumer Representative**

The members discussed whether to have a combined fact sheet and announcement or to have two separate documents. They decided it would be an announcement with a fact sheet. "What is the CAB" would be listed first, followed by the vacancies announcement with everything else placed under "For More Information" at the bottom. They decided to change part of the announcement to read: "Most of all, serving as a Consumer Advisory Board member provides an opportunity to learn about healthcare in Connecticut, to advocate for change, and to be the voice of the consumer."

The PMO would provide an online mock up that could be shown to the CAB at their meeting that would have a button with a link to the application. The committee made further refinements to the application. Ms. Murphy noted that they need to make sure it is clear within the announcement that these are volunteer positions.

Ms. Murphy said that Quality Council is supposed to have six consumer members. Tiffany Donelson, of the CT Health Foundation, has agreed to attend meetings in Elizabeth Krause's place but she would need to apply if she wanted to be a permanent member. There are a total of four vacancies. Ms. Murphy asked if they should solicit for the Quality Council vacancies at the same time as the CAB. She noted it would require a different kind of outreach with a different criteria for selection. They could work on the Quality Council solicitation at the November Planning Committee meeting. The Council meets every other

month on Wednesdays in either Rocky Hill or North Haven. Ms. Ferguson said she felt drawn to that area based on her experience with Ryan White. Ms. Murphy said that the consumer reps meet or have a conference call before every meeting.

The committee decided that that application period would last one month and the announcement would link to the Consumer Advisory Board page with meetings and activities. PMO staff is preparing a brochure with an application that can be mailed to the PMO. Applicants will be asked about holding their application for consideration for other openings for one year.

## **5. Criteria for Reviewing Applications**

The committee discussed the scoring system. They agreed the process should be weighted less towards expertise and qualifications and more towards those with experience with the healthcare system. They could continue to score on a one to five basis and it should be clear that they place a priority on consumer experience. Mr. Morales said weighting might be confusing. They decided upon defining search criteria for each of the groups that would be used to justify scoring. Ms. Murphy noted that while they provide instructions, they never discuss what they are trying to achieve. That can be added to the instructions. CAB members sometimes don't come to scoring on the same page. Mr. Morales said he came across an instrument used to hire workers in medical case management that talked about the ability to understand the community. He said that in hiring, he always has a list of criteria that he is looking for. He said he would draft a bullet list set of objectives and share them with the group.

## **6. Possible Changes in Selection Process**

The group discussed potential options. Past practice has been that everyone scores in advance of meeting and turns the scores in. They have discussions about the applications but there has been a tendency not to change scores. Potential options include interviewing candidates. Ms. Murphy said she had concerns about doing that. Ms. Ferguson said they should go back to reviewing applications as a group and select based on the discussion. Ms. Murphy said that may require scheduling a special meeting to score applications and asked if that would be a problem for people. She also said they could put off all other business. Ms. Ferguson said that discussing the applications as a group was necessary to promote a more equitable selection process.

The group decided to recommend reviewing and scoring applications ahead of time, discussing the applications, potentially rescoring based on the discussion and tallying scores. They should also do an additional review for balance. Ms. Murphy noted they need to include conflict of interest as part of the review criteria.

## **7. Next Steps and Other Business**

Ms. Murphy said they would aim to get the CAB meeting agenda out on Thursday, October 6. Items for discussion include a new member guide for December, and guiding principles for member selection in November.

The Consumer Advisory Board will next meet October 11, 2016 at 1 p.m. The next CAB Planning Committee meeting is scheduled for November 1, 2016 at 1 p.m.

The meeting adjourned at 2:37 p.m.