

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

**Meeting Summary
November 29, 2016**

Meeting held via webinar and in-person.

Members Present: Patricia Checko; Alice Ferguson; Theanvy Kuoch; Fernando Morales via conference line; Arlene Murphy via conference line

Members Absent: Jeffrey G. Beadle; Michaela Fissel; Nanfi Lubogo

Other Participants: Christine Nguyen-Matos; Shiu-Yu Schiller

1. Call to Order

Patricia Checko called the meeting to order at 1:21 p.m. It was determined a quorum was present.

2. Public Comment

There was no public comment.

3. Approve Meeting Summary

Motion: *to approve the summary of the November 1, 2016 Planning Sub-Committee meeting – Alice Ferguson; seconded by Theanvy Kuoch.*

Discussion: There was no discussion.

Vote: *All in favor.*

Abstain: *Patricia Checko*

4. Draft Consumer Advisory Board Member Guide

Arlene Murphy and Fernando Morales presented on the draft Consumer Advisory Board Member Guide. Ms. Murphy expressed thanks to Mr. Morales for helpful information shared from the Connecticut HIV Planning Consortium. She said the purpose of today's discussion is to receive feedback and suggestions. She mentioned it would be great to present the draft with changes to the Consumer Advisory Board (CAB) for approval at the next meeting.

Ms. Murphy said they will not be discussing the draft CAB Mentoring Program other than at CAB. She said it is so much to digest in a short period of time. She said there is framework for the mentoring program but maybe it could be discussed after they are through with orientation. Planning Committee members discussed the draft Consumer Advisory Board Member Guide ([see draft here](#)).

Welcome Letter

The first part of the new member guide is a draft welcome letter. Ms. Murphy said the letter contains some things that were never communicated with CAB members before such as a welcome, a term beginning date, and an invite to attend a CAB information session

prior to their first CAB meeting. Ms. Murphy mentioned having all CAB members attend the information session so that they can meet the new members and engage in a discussion. Mr. Morales said the draft letter is concise and explains what this is about. Ms. Ferguson expressed concern regarding the frequency of the orientations and CAB members' attendance for them. She said it could be a stretch because they cannot get members to come to the Planning Committee meetings. Ms. Murphy suggested asking and expecting people to step up because this will be a new group of people. Dr. Checko said they have talked in the past, followed up on asking individuals who are not attending meetings to step down, and voted to remove them. She said they have not done this to a CAB member but there is no reason why they could not.

Dr. Checko said she thinks it is appropriate to have an orientation meeting and ask as many CAB members as possible to attend. She said there are three new members and several other members who never went through an orientation. Dr. Checko raised the issues of whether this would only be for Consumer Advisory Board members and would they do an orientation every time. She said the mentoring program goes hand and glove with the new member orientation. Ms. Murphy said she agrees. She suggested starting with the orientation and CAB members. She said they have agreed on trying a CAB information session prior to the new members' first meeting.

Mr. Morales said when he was co-chair of the CT HIV Planning Consortium, they had a member orientation session. This included a mock agenda, introduction, and meeting so new members would know what the expectations would be and what it was going to be like on the consortium. Mr. Morales said he has seen a decline in members coming to the CAB meetings. He asked how they could get members motivated. He said these are some of the things to consider as they develop the orientation to meet the needs for CAB.

Dr. Checko said the Steering Committee meeting for December has been cancelled and the new members will not be appointed until January. She said it is clear to her when reading the applications that the applicants do not know what SIM is. Dr. Checko suggested talking about what SIM is when talking about what CAB is. She said there is a didactic part that they can't escape. She said PMO has created a consumer friendly SIM presentation that they may need to see regarding how CAB fits into it. Ms. Murphy suggested for the next Planning Committee meeting agenda item be regarding what to include in the orientation and how to do it. Members agreed for this to be on the next agenda.

Dr. Checko suggested additions to the welcome letter. The first suggestion was to add "the" at the beginning of the third paragraph. The second suggestion is to add "and initiatives" to the end of the same sentence. Members agreed with the suggestions.

Meeting Information, Member Listing, and Contact Information

The group discussed page 4 of the member guide regarding meeting information, member listing, and contact information. Dr. Checko raised the issue of what information should be made public in the public document verses one that the program management office has. She expressed concern regarding contact information. Members agreed that there could be a public member listing but contact information should be shared privately.

CAB Member Responsibilities

The group discussed adding information to the CAB member responsibility section. Dr. Checko suggested adding a “c” to number one, attend section. She said “c” should added to say they must have a quorum of x people. It was noted that there is an attendance policy and by agreeing to be a member you are expected to attend monthly meetings. Ms. Murphy said there will be times that people will have extenuating circumstances. She suggested adding a specific note to the end of the section to say if you miss a number of meetings, it will be explored for a recommendation of replacement.

CAB Values

Dr. Checko said there is a common value of commitment to the success of the SIM and CAB endeavors. There are individuals who are not committed to the process and its success. Ms. Kuoch suggested using the word commitment. She said commitment is the core of success. Ms. Murphy suggested using the principals and goals of SIM. Ms. Checko suggested committed to the process of healthcare transformation. Another suggestion was to add a bullet saying commitment to the goals of healthcare innovation and staying the course. Members agreed to add a bullet to say “commitment to the goals of healthcare transformation in the state of Connecticut”.

Conflict of Interest Policies

It was noted that all members of SIM Committees are required to sign a Conflict of Interest Policy. Members agreed to include the Conflict of Interest Policy document in the guide for new members to sign.

Overview of Draft CAB Member Mentoring Program

Ms. Murphy asked whether they should ask CAB members who would be willing to participate and commit to mentoring new members. She said the mentoring program would require work from CAB members. Dr. Checko suggested adding it to the CAB’s agenda to ask members to consider this. Mr. Morales noted mentoring does not require a lot of time. He volunteered to be a CAB mentor.

SIM Organization Chart

Members discussed the SIM organization chart. Dr. Checko said they could ask the PMO office for a copy of the latest organization chart to see if it works. There was a question of whether there needed to be a CAB specific organization chart. It was mentioned that currently CAB only has two organizational bodies, CAB and Planning Committee, so it would not be needed.

Glossary of Terms and Acronyms

Dr. Checko suggested adding a page towards the back of the member guide that includes a list of websites of interest for new members to learn and read more about SIM. She said it could go along with the glossary of terms and acronyms. She also suggested that all the SIM Newsletters that high-lighted CAB events should be part of the new member guide and/or posted on the PMO CAB website for easy access. Members agreed.

5. SIM Test Grant Funds for Consumer Advisory Board

Dr. Checko provided an overview of the funds used this past year. Ms. Nguyen-Matos presented on the performance year one budget. Members discussed the SIM CAB test grant funds for consumer engagement activities. It was noted all funds that CAB did not spend have already been reallocated to other SIM initiatives. Dr. Checko noted that the Year 1 budget took effect October 1, 2016 and we are already three months into the new grant year. All of the other work streams have determined the activities and amounts they will be spending on their various initiatives and they are in the process of receiving CMMI approval to move forward. CAB has yet to develop a plan for upcoming CAB and consumer engagement activities for the new grant year. She suggested forming a group (e.g. planning committee and the contractor) for a long term planning schedule. She said that all funds to be used will need to be approved ahead of time by CMMI.

Dr. Checko said SIM is involved in aligning all of the initiatives. She said there is a new alignment grid that will be sent out to everyone. She said the alignment grid looks at all the pieces within the context of the priority conditions such as complex health needs, diabetes, asthma, and depression and how the various initiatives can begin to integrate them into their priorities. She said they may want to think about what roles consumer representatives and consumers play in this integration. Dr. Checko said the huge elephant in the room is the lack of a communication system for internal and external consumer communication. She mentioned the existing PMO website is not adaptable for a two way communication system. Dr. Checko suggested considering utilizing some funds to look at this issue as well creating documents that could be used for consumer engagement.

There was a discussion regarding whether decision making of funds should be for a small committee or the entire CAB. Ms. Murphy felt it should be a discussion for the entire CAB. The co-chairs decided to schedule a meeting with Mark Schaefer to discuss.

6. Next Steps and Other Business

The committee discussed when the Planning Committee should start working on having a new member orientation and informational session. The new member orientation will probably be held after the January 12, 2017 Steering Committee meeting and before the February 7, 2017 CAB meeting. The next CAB meeting is scheduled for December 6, 2016. There is a CAB Faith Community Listening Session being held on December 12, 2016 in Middletown.

Dr. Checko said Alice Ferguson will be participating as a panelist in the SIM Advanced Medical Home event on December 8, 2016.

The meeting adjourned at 2:47 p.m.