

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

Meeting Summary
Tuesday, June 7, 2016

Location: 450 Capitol Avenue, 2nd Floor, Conference Room 2A, Hartford, CT 06106

Members Present: Patricia Checko; Arlene Murphy; Alice Ferguson; Kevin Galvin; Theanvy Kuoch; Fernando Morales

Other Participants: Evan Dantos; Shiu-Yu Kettering; Christine Nguyen-Matos; Mark Schaefer

The meeting was called to order at 10:40 a.m. Members and participants introduced themselves.

1. Public Comment

There was no public comment.

2. Acceptance of Minutes

Motion: to accept the meeting summary of the April 5, 2016 Consumer Advisory Board Planning Subcommittee meeting – Kevin Galvin; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: All in favor.

3. Review and Discuss CAB Member Surveys

The Planning Committee expressed thanks to the SIM program management office (PMO) for time and efforts in handling such a work load for being a small office. Ms. Murphy thanked Mr. Galvin because it was his suggestion for the surveys. Dr. Checko thanked Mr. Galvin and the eleven people that responded to the surveys.

The group took time to review the results of the CAB Member Surveys. Members agreed that additional time may be needed to digest and set up a plan for the surveys. The group discussed the surveys. Dr. Checko said the surveys contain a lot of very good information and many of the things they have talked about.

She noted several themes that emerged in the survey:

- Internal and external communication
- A mentorship model
- The need to look at what other states are doing around Consumer Engagement
- Consumer/consumer advocate roles and SIM education

She said for a long time CAB has wanted to have a separate portal to help with the communication piece. She said after looking into this further, it does not look as though it will be possible. The current SIM website does not conform to a two way communication system and cannot be modified. Whether a separate and additional CAB website would even be allowable on the state

system is questionable. So having a two way communication piece will remain a difficulty and CAB may need to figure out a an alternative solution .

Dr. Checko said she liked the idea of a manual but it would need to be kept up to date. She said the concept of a mentorship is something that CAB should do. Dr. Checko suggested for members to consider being a mentor and taking someone that is just joining. She said this model can be looked at on the various workgroups as well where the senior members can serve as mentors to others coming in.

Jenna Lupi is reaching out to CMMI regarding information from other states regarding Consumer Engagement. Info should be available by the next planning committee meeting.

Dr. Checko also noted that the CAB funds are also available for our own training and education. These can be used to meet some of our goals.

Mr. Galvin suggested having a conversation regarding who is selected for consumer representation and how we bring people in to CAB. He said maybe we need a subcommittee to discuss how to attract, have useful members, and retain them. He said the retention part is huge. Mr. Galvin said they would like for members to be active and their input is needed. We don't need placeholders. He expressed concern with how to attract people into the loop. Mr. Galvin suggested coming up with ways to interact with the consumer engagement coordinator and consider a plan with true expectations.

There was a discussion of whether everyone was referring to the consumer engagement coordinator, CAB coordinator, and outreach coordinator as meaning the same person or group.

Ms. Ferguson expressed concern with the application process for consumer representatives. She said they are denying themselves a lot of good people. She said the consumers' voice and place at the table is important. Dr. Checko said she agrees it is an important topic and one that should be addressed soon, particularly since we will be recommending candidates to replace two CAB members who are stepping down. .

The group talked about the comfort level of being knowledgeable regarding SIM, bringing a consumer prospective, and the need for a process to be set up. Ms. Kuoch suggested having a factsheet with friendly language for anyone that may not understand what is going on with SIM. Mr. Morales said there is outreach but there needs to be another process to connect to consumers. It was noted that the morning portion of the Rural Health forum is available on CT-N. Deanna Chaparro is preparing to send a link of the event.

4. Discuss Strategies for Increasing Outreach for Consumer Representatives and Community Input

Dr. Checko suggested forming a CAB Appointing Committee but Ms. Murphy said there should not be a separate committee for this but the Planning group could narrow down the appointing process. Dr. Checko asked the group to consider getting together to delve into this process. The CAB Planning Committee will meet to set up a continuous recruiting system to add consumers to new committees. Ms. Murphy suggested a conference call to accomplish this. The selection process should be changed to reflect the priorities of specific appointees who have actual consumer experience and define "consumer experience".

Mr. Galvin started a conversation around recruiting “true consumers” vs. “consumer advocates”. The CAB may want the perspective of true consumers because they can be very motivating but true consumers may not be adept to this kind of process though this may not necessarily be a bad thing. Consumer advocates have experience around process and have representatives that can bring different perspectives to the committees. Ms. Murphy said that it is good to have a mix. Mr. Galvin said that there should be a blend and that consumer advocates can put things into action. Dr. Checko said that such a blend/mix should be brought into the appointment process and also that there is no “true consumer”. Mr. Galvin asked are those labels important and if so, how do we navigate through that.

Dr. Checko said there are two issues, getting people to the CAB and the need to set up a continuous recruitment process to address anything that comes up such as a new committee that they did not know about, so as not to start the appointing process all over again, resorting to using other people’s forms, and getting the kind of appointees needed. Ms. Ferguson said that a reference letter was not necessary and Mr. Morales felt that such a letter may have the intent of “muscling in on the process”. Also, resumes should not be required. Candidates should submit a 1 page document that describes their experience as a consumer. Ms. Murphy suggested looking into how other states handle appointee recruitment.

5. Discuss Strategies for Increasing Outreach for Consumer Representatives and Community Input

Dr. Checko stated that Christine Nguyen-Matos has all the registration forms for all the forums. The forms have contact information on attendees. She suggested that they send the SIM newsletter to all the attendees as a beginning dialogue, then follow up with the outreach/recruitment letter.

The group reviewed the letter drafted by Ms. Murphy to community forum leaders as an outreach strategy to recruit consumer representatives and community input. Mr. Galvin thought that the letter was too long, too wordy, confusing, hard to understand what the letter says, and that the flow was not good. Ms. Ferguson agreed even though she helped edit the letter. Mr. Galvin volunteered to edit and send the letter out for more edits. Also, once finalized, that it would need to be translated. The letter will be sent to all people on the forum planning committees as a way for them to help with outreach to potential appointees.

Ms. Kuoch will add information about the forums to the fact sheet along with pictures. She will attach promotions to the forums and the SIM newsletter to the fact sheet.

5. CAB Priorities and Consumer Engagement Coordinator

This topic was not discussed.

6. Other Business and Next Steps

Revise letter to community forum leaders.

Set up conference call to develop application/appointing process.

Review CAB member survey summary to discuss at a future date.

The meeting adjourned at 12:32 p.m.