

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

**Meeting Summary
July 6, 2016**

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

Members Present: Patricia Checko; Michaela Fissel; Kevin Galvin; Theanvy Kuoch; Arlene Murphy

Members Absent: Jeffrey G. Beadle; Alice Ferguson; Stephen Karp; Nanfi Lubogo; Fernando Morales

Others: Quyen Truong

Arlene Murphy called the meeting to order at 1:03 pm.

1. Public Comment

There was no public comment.

2. Acceptance of the Minutes of the June 7th Meeting

Acceptance of the minutes were tabled due to a lack of quorum.

Quyen Truong of the North Central Regional Mental Health Board introduced herself and the team that will be supporting consumer engagement for the SIM. Kevin Galvin noted their God work and great reputation. Ms. Murphy said there is a lot of synergy between what they do and what the Consumer Advisory Board is hoping to accomplish.

Ms. Murphy noted they had a small group at the meeting and that there may be agenda items they put off to a future meeting when more members are present.

3. Develop Priorities and Strategies for Responding to CAB Member Survey Responses

Committee members discussed the survey results and how to best convey the responses. Members discussed whether they should engage “boots on the ground” consumers or advocates for participation in the SIM process. While there is a mixture of both involved in SIM, the information can be difficult to digest. Suggestions for engagement have included a CAB portal, a membership manual, and a mentorship program to onboard new members. They also discussed ways to engage those with direct consumer experience. Patricia Checko suggested they look at the information they request of applicants to find ways to make it friendlier. Mr. Galvin noted that if they want a different person to apply, they will

need to do further outreach and broaden the pond. Members decided that needed to be a whole group discussion.

Members discussed ways to engage consumers. There are plans for a webinar on July 13th to discuss the Quality Council Report. Dr. Checko said that was one way they could build communication with all the SIM consumer representatives.

Theanvy Kuoch said that they need a different format that includes culture. She said that it will take people varying amounts of time to understand the work being done. Michaela Fissel noted that they tend to be reactive which leads to a feeling that decisions are being made without them. They can target that by strengthening internal communication. Mr Galvin noted that the CAB may be perceived as a group that appoints people to work groups. He said we need to demonstrate that we are something different. He suggested CAB members offer public comment at Steering Committee meetings. Dr. Checko said they had made a difference on some SIM initiatives but that difference is not always visible.

The group assembled a listing of priorities and issues identified from the surveys for the planning committee and CAB to consider.

Jenna Lupi explained the SIM Operational Plan to the committee and that the CAB will make a short presentation to the Steering Committee on July 14th. The committee discussed what they should discuss in that presentation. Ms. Kuoch expressed concern that there was a disconnect in communication between all of the SIM work groups. She suggested having the leadership of each initiative come and listen to their concerns and connect with them.

Ms. Fissel suggested hosting a monthly consumer representative meeting. Ms. Murphy said the Quality Report webinar could serve as a trial run. She noted it may be difficult to get people to participate without a topical discussion.

The committee discussed developing a list serve. Ms. Fissel noted that they should remind participants about the Freedom of Information Act in order to avoid potential complaints.

4. Review and Discussion of SIM Consumer Engagement Operations Plan

Ms. Murphy explained that a draft of the plan was sent to CMMI and that members should be made aware of what went out. Dr. Checko noted that the plan contains potential risks for consumer engagement. One risk is that consumer voices are not meaningfully included across SIM initiatives. Another is that not all consumer groups will be reached. A third is that the scope of work is too large for the staff available. Ms. Murphy noted that the challenge is to make sure they marry the CAB process for consumer engagement with the goals and objectives of the consumer engagement coordinator. Ms. Fissel said she was glad to see a lot of the language has remained consistent.

Ms. Truong asked for feedback on preparation for the July 12th CAB meeting. They should introduce themselves to the CAB and start to work on a mutual understanding on how they will work together. It was suggested they talk about the community conversations they

host. It was noted they are in a position to help the CAB advance behavioral health integration and to use their experience with the faith-based community. Ms. Truong also asked who their point person would be. Ms. Murphy noted that was up for discussion.

Shiu-Yu Kettering noted that CMMI is coming for a site visit the next week. She asked members what they would like to discuss with the staff from CMMI. Dr. Checko noted that the PMO had reached out to CMMI about other consumer groups are doing in other states. Ms. Lupi said that they had asked for information on how to build new leaders within the consumer community. Based on feedback from CMMI, it appears that Connecticut is leading on that effort.

Mr. Galvin said they should talk about the successes they've had, areas they could improve on, and their frustrations. Ms. Murphy suggested they compile a bullet list of successes. She noted that she recently participated in a webinar on recruiting and retaining members for engagement in advisory boards. She said they can do better with outreach and noted that many people have applied to serve on work groups that they need to engage. She asked what sources of support they could provide, particularly for those with caregiver experience. She noted that food is provided for work group meetings but not consumer meetings. She asked if they could provide stipends for participation. They need to find ways to sustain participation. Ms. Fissel asked about looking at alternative funding sources.

5. Strategies for Consumer Representative Outreach and Support

Discussion of strategies was tabled until other Sub-committee members could be in attendance.

Members present discussed who on the CAB should take the lead for being the point person with the new Consumer Engagement Coordinator. The group decided it should be one point of contact with the CAB and recommended Kevin Galvin as the liaison for the contractors, along with the PMO office.

6. Next Steps and Other Business

The Subcommittee discussed when their next meeting will take place. The group typically meets the week before the regular CAB meeting. The PMO will send out a poll to determine the next meeting date.

Dr. Checko asked about planning a social event. Ms. Murphy suggested putting the request out in email.

The meeting adjourned at 2:47 p.m.