

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

**Meeting Summary
July 27, 2016**

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

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

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

Arlene Murphy called the meeting to order at 1:13 pm.

1. Public Comment

There was no public comment.

2. Acceptance of the Minutes of the July 6th and June 7th Meeting

Motion: to approve the minutes of the July 6th and June 7th meetings – Michaela Fissel; seconded by Kevin Galvin.

There was no discussion.

Vote: all in favor.

3. Update and Discussion of SIM Consumer Engagement Activities

Kevin Galvin provided an update on consumer engagement activities. He and the PMO have met with the consumer engagement coordinators twice. Among the items they have discussed are:

- Past CAB forums: how they were produced and strengths and weaknesses
- A charge to produce two events a month of varying scale
- The start of a stakeholder list
- Event toolboxes with forms to be completed that reference available resources, goals, and objectives
- Survey results on how people wish to receive communication, including young adults
- A forum with Syrian refugees in New Haven
- Ways to leverage social media including Facebook

Mr. Galvin said the New Haven event would duplicate the Asian American Listening Session Theanvy Kuoch organized. They are still in the preliminary stages with a meeting planned for Yale on August 8th. While the refugees receive services for 90 days, one of the discussions they can have is what happens after that window is over.

The group discussed the stakeholder list and a consumer survey. Mr. Galvin noted that the list was a starting point and could be expanded upon. He said they would employ multiple methods to reach it to people. Their charge is to reach out to people. Ms. Murphy said the CAB's charge would be what to engage those people in. The survey would serve as the engagement point. It would be up to the CAB to determine what to do with the information. Michaela Fissel suggested adding a means to stay in contact with the SIM. Ms. Kuoch suggested using simple language and inputting it into a video or using an iPad to put it into people's native languages. Mr. Galvin noted that the engagement coordinators were seeking CAB feedback.

They also discussed developing a Facebook presence. Quyen Truong offered to serve as an administrator. There were concerns about creating a separate Facebook page for the CAB. Ms. Fissel said she thought the messaging should come through the CAB. Mr. Galvin said that was something the CAB would need to consider. Mr. Galvin expressed concern that no one would read the information if it was presented through SIM. If it is put out as a consumer group, there may be a bump. Ms. Fissel said that when you put information out on social media, it's like inviting people into your living room. They would need to be prepared to reply immediately. While the group did not reach a conclusion on the social media strategy, Ms. Murphy suggested it would be presented as a possibility.

4. Review and Discussion of SIM Consumer Engagement Operations Plan

Dr. Checko reviewed the CMMI site visit. The CMMI team spent an hour with CAB representatives. They asked CMMI to reach out to other states for their consumer engagement strategies. They also brought up the issue of providing food for meetings. The CMMI team said they would look into it. Dr. Checko noted that one of the things Steve Cha, the director of the State Innovation Group, said was that he didn't care if people didn't know what SIM was as it is a financing mechanism to drive the state's plan to reform. Mr. Galvin noted that the CMMI team said they were ahead of other states.

The next day, Dr. Checko and Ms. Murphy presented to the Healthcare Innovation Steering Committee on CAB activities. Their goal was to make sure Steering Committee members knew the CAB did more than just make members to committees. Alta Lash applauded the CAB for their rural health forum. They noted it was beneficial to have that time with the Steering Committee and provided the chance for the two groups to work together.

5. Planning Committee Strategies

Dr. Checko clarified that item 6 on the agenda actually fell under item 5. Ms. Murphy said she would like Alice Ferguson to be present for the outreach and application discussion. Members discussed working on the orientation guide offline. Ms. Fissel asked for additional information so she could decide whether to participate. Dr. Checko said that outreach for consumer representatives is a priority. The group decided to schedule a phone conference to try to answer questions.

6. Next Steps and Other Business

Dr. Checko said they have asked Bailit Health to provide a consumer oriented version of the presentation they made to the Healthcare Cabinet (HCC) on July 12th. Bailit has been charged with performing a legislatively mandated healthcare cost containment study. At the July 12th HCC meeting, the presented a straw model that would transform health and human services in the state. Dr. Checko noted the response to the model was jaw dropping. The Bailit presentation will take the place of the next CAB meeting on August 9th at 1 p.m., likely at the CT Behavioral Health Partnership. In addition to the CAB, other consumer representatives will be invited to participate.

Dr. Checko also said they had scheduled a hotwash session on August 2nd from 10 to noon to discuss the strengths and weaknesses of the recent CAB forums. Dr. Checko expressed hope that Mr. Galvin and the consumer engagement coordinators would participate.

Ms. Murphy said the Planning Sub-committee should schedule regular standing meetings and follow a routine of meeting the week before the full CAB meeting. The group agreed.

The meeting adjourned at 2:43 p.m.