

Consumer Standing Advisory Committee (CSAC) Focus Areas

Last updated 6/24/16

Inaugural Projects

As outlined in the charge document, the CSAC will adapt to the evolving circumstances of the HSCRC, but will always strive to bring the unique perspective of consumers to the forefront of policy-making at HSCRC.

Some topics that the CSAC hopes to discuss in earlier meetings include:

1. Recently awarded **HSCRC Transformation Implementation Grants**
2. Current **HSCRC Initiatives and Policies**
3. **MHCC Consumer-facing Dashboards** and the creation of a **Consumer Gold Star system**
4. Member efforts to create a **public education campaigns**

We also hope to leverage the CSAC as a space to discuss **patient stories** from member organizations related to the consumer experience in Maryland RE: the following topics:

- **Behavioral health** (measures of quality, Access to treatment, Insurance Parity, PDMP and emergency medications)
- **Consumer Engagement**
- **Health Insurance Literacy** (public and private insurance, as well as hybrid public-private such as Medicaid Managed Care)
- **Health Literacy** (chronic disease management, nutrition, etc.)
- **Patient Experience** at Hospitals (ED wait times, HCAHPS and other Patient Satisfaction Measures, Billing/Collection, etc.)

We are hopeful that utilizing the expertise of a diverse set of consumer advocates and interested parties will enable the CSAC to better inform HSCRC on how to best enact *patient-focused* delivery system improvement. We look forward to working with you this year!