

Meeting Minutes  
**Consumer Engagement Task Force**  
April 10, 2015 \* 9:30 a.m. to 12 p.m. \* HSCRC

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**Scribe:** Tiffany Tate

**In Attendance:**

Linda Aldoory (p), Tammy Bresnehan, Kim Burton, Michelle Clark, Dianne Feeney, Michelle Larue (p), Theresa Lee, Karen Ann Lichtenstein, Susan Markely, Steve Ports, Hillery Tsumba, Gary Vogan, Suzanne Schlattman, and Tiffany Tate.

Guest – Dorothy Fox, Sharon Sanders, Barbara Rogers

**I. Welcome**

Leni welcomed the members and guests.

**II. Review of Minutes**

The minutes from the March 6 meeting were accepted with no changes.

**III. Presentation: “Patient Engagement in Global Budget Environment”**

*Sharon Sanders, Carroll Hospital Center and Sharon Sanders & Barbara Rogers, Carroll County Health Department*

The presenters discussed their programs, services, and experiences working on population health issues in a total patient revenue (TPR) environment. The TPR concept is very similar to the new all-payer model. Carroll County has been operating under this system for about ten years. The presenters shared details about various vehicles they employ to engage patients, including a patient advisory council, the local health improvement coalition, Population Health Governance Group, and the Partnership for a Healthy Carroll County. Details about the programs are available in the presentation, which is posted on the Taskforce’s website.

**IV. Taskforce, Workgroup, and Subgroup Updates**

**Consumer Outreach Taskforce Update**

Suzanne Schlattman provided an update on the NAPM forums that are being held around the state. There have been five forums so far. The next one is scheduled for April 20, at which DHMH Secretary Van Mitchell will be speaking. Additional forums will be held in Baltimore County, Baltimore City, and Montgomery County. The Consumer Outreach Taskforce will be submitting their report to the Commission in July. Suzanne thanked the Consumer Outreach and Engagement Subgroup for their additions to the forum evaluation.

## **Consumer Outreach and Engagement Subgroup Update**

Tiffany provided an update on the subgroup. The group began an ongoing discussion on ways to engage providers, in light of responses on the forum evaluations which suggest that people might like to learn about the NAPM from their provider. Vinny already has begun discussions with MedChi. He and Tiffany will be meeting to discuss a coordinated provider outreach effort.

Tiffany shared that she feels that there may be a knowledge gap between what hospitals and local health departments know about how the other operations. There was discussion about possibly working with Advanced Health Collaborative to host sessions or a program to bridge the gaps. Tiffany will reach out to Robb Cohen about this.

## **CETF Charge 1-2 Subgroup Update**

Leni reviewed the taskforce's Charge #2 and discussed the key activities related to communication with consumers. They include:

- Engage with decision-makers, regulators, etc. on the impact on individual and/or community health issues of the design and implementation of the reform initiatives and principally the NAPM
- Ensure an appropriate and consumer-friendly communications process for those directly impacted by the NAPM's goals.

Theresa provided an update on the research her team at the Maryland Health Care Commission conducted to various efforts at Maryland's hospitals related to securing consumer feedback, patients' rights councils, and the processes for accepting and responding to complaints. She provided a detailed review at the taskforce's subgroup meeting.

There was discussion about existing and emerging metrics that can help measure patient engagement. It was noted that there are metrics related to patient activation in an article Theresa shared with the taskforce.

Hillery Tumba reviewed a document she prepared that offered recommendations on prioritizing communication and outreach by geography. There was discussion about an expanded approach to hot-spotting. Dianne shared that the HSCRC soon will be releasing an analytics tool: an area deprivation index that might be useful in this effort.

## **Care Coordination Workgroup**

Steve Ports provided an update on the Care Coordination Workgroup's final report. He said it highlighted the need to prioritize data, use care plans, and share data. It was noted that the final plan should mention consumer engagement. Leni provided input on the report related to consumer engagement. Steve reported that Leni's comments are being considered and some already have been incorporated.

It was agreed that the report should have a more consumer focus since it will require patient buy-in. Mental health and advanced directives were suggested as possible

inclusion to the report. The next step for the Care Coordination Workgroup is to have CRISP present about when it might be able to incorporate or enhance their system to support the workgroup recommendations.

**V. Updated Taskforce Timeline and Proposed Meeting Schedule**

Leni reviewed the taskforce’s updated Communication Strategy Table and Operation Plan. Leni will be proposing a schedule for full taskforce and subgroup meetings through the end of the year. Tiffany will circulate the dates when they are finalized.

**VI. Action Items and Next Steps**

There was discussion about who should present at future meetings. Representatives from local health departments, and the Primary Care Coalition were mentioned as options. Leni and Tiffany will discuss further and invite them to future meetings.

**VII. Meeting Action Items**

<b>Date</b>	<b>Action</b>	<b>Responsible</b>	<b>Due Date</b>	<b>Status</b>
1-30-15	Provide feedback to Health Care for All on NAPM handout	Charge #1 Subgroup	2/10/15	Closed
1-30-15	Share breakdown of consumer complaints	Theressa, Barbara, and Susan	3/6/15	Closed
1-30-15	Share various resources discussed during meeting.	Leni and Tiffany	2/16/15	Open
3-6-14	Provide feedback communications strategy table	Members	3/11/15	Open
3-6-15	Provide feedback on the operations plan and forum evaluation questions	Members	3/13/15	Open