

Meeting Minutes  
**Consumer Engagement Task Force**  
May 29, 2015 \* 9:30 a.m. to 12 p.m. \* HSCRC

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**Scribe:** Tiffany Tate

**In Attendance:**

Tammy Bresnehan (p), Barbara Brookmeyer, Kim Burton, Teressa Lee, Dianne Feeney, Shannon Hines (p), Michelle Larue (p), Donna Jacobs, Steve Ports, Leni Preston, Suzanne Schlattman, Tiffany Tate, Hillery Tumba, Gary Vogan

Guests: Becky Jones, Mary Jane Joseph

**I. Welcome and Introductions**

Leni welcomed the members and guests.

**II. Review of Minutes**

The minutes from the April 10 taskforce meeting were approved.

**III. Presentations: Successes and Lessons Learned in Patient Engagement**

Becky Jones, Nurse Program Manager from the Worcester County Health Department, presented about their Community Integrated Diabetes Care Management Program and how patients are engaged to have an active role in their care through this three-hospital, multidisciplinary initiative.

Mary Jane Joseph from the Primary Care Coalition of Montgomery County presented about their HEALTH Partners program, a multi-stakeholder collaborative that aims to improve care transition for dual-eligibles.

Shannon Hines from Kaiser Permanente discussed their use of Health Navigators and shared decision-making as resources to engage patients.

There was discussion about the scope, sources of funding, and outcomes for the various projects. There were questions about the extent to which the presenters use CRISP and employ health literacy principles in their work.

**IV. Taskforce and Subgroup Updates**

**Consumer Outreach Taskforce**

Suzanne Schlattman reported that they had two forums in late April that were very successful. There are four remaining forums.

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

Leni reported on the recent activities of the subgroup. She shared that the most recent meeting featured several presentations about the how the consumer complaint process is handled in various healthcare settings. She noted that these presentations introduced several tools that may be helpful in the work of the taskforce.

Hillery led the group in a review and discussion of a refined version of the communication strategy. The group appreciated the more focused approach. Feedback is due to Hillery by June 3.

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

Tiffany reported that at the last meeting, the group noted that the following trends are emerging from the forum evaluations:

- Consumers want to hear about the New All-Payer Model from the healthcare providers and community leaders
- Consumers like the idea of various types of providers working together to keep them healthy
- Consumers desire information about how they can be more engaged in their own healthcare

## **V. Update on Regional Health System Transformation Grants**

Steve Ports delivered a presentation on the planning grant initiative and the grant recipients. He stated that the purpose of the initiative is to encourage collaboration between hospitals and community-based organizations. Steve mentioned that \$40M might be made available early next year to support implementation of projects striving for the triple aim of the NAPM. He noted that the opportunity would be available to all hospitals and collaborations, not just those funded for the planning grants.

The group discussed how the taskforce might support the grantees in their work. It was suggested that the taskforce might provide consumer engagement guidance for the RFP that will be released for the implementation projects.

## **VI. Miscellaneous Discussion**

- There was discussion about the possible use of the term “No wrong door” (a single entry point for both health and social services) in promotion of the philosophy of the NAPM. The group decided that it should not be used if the NAPM is not fully implemented and hospitals and community providers are not fully integrated.
- Suzanne shared insights from the focus groups conducted by Health Care for All regarding consumers’ desires to control their own health records.