



## Consumer Advisory Committee Meeting Minutes

January 28, 2014

**Attendee Members:** Lanie Abbott (phone), Poppy Arford, David Pied, Lydia Richard (phone), Beverly Soule, Ann Sullivan and William Sullivan

**Staff:** Shaun Alfreds, Dev Culver, Katelyn Michaud, Katie Sendze, Aaron Bentley and Melanie Smith

**Excused:** Amy Landry, Jean Michel Kayumba

**Guests:** Meredith Burgess, Jennifer Diamond and Katelyn Conroy from Burgess Advertising

Topic	Discussion/Decision	Action	Person Responsible
Agenda and Minutes	<ul style="list-style-type: none"><li>• Dev went over the agenda.</li><li>• Beverly Soule introduced herself and was welcomed as a new member of the committee.</li><li>• <b>Minutes from the November 2013 minutes approved</b></li></ul>		Amy
Maine Health Data Organization	<ul style="list-style-type: none"><li>• Shaun reviewed the Maine Health Data Organization (MHDO) and what their Board's strategic plan is going forward as it relates to the CAC.</li><li>• Question presented today is, would there be an opportunity for the MHDO to collaborate with CAC and as the MHDO considers the inception of a consumer advisory committee to support consumer related projects. They are also exploring partnership with the Maine Quality Counts' consumer committee. They are exploring how to make the data that is gathered more usable and accessible to the public via a new website. They are using claims data – so the data is old-generally two years, but they are trying to make the data more current.</li><li>• Supporting this consumer engagement work is a grant (two million) over, two years awarded from CMS this past October-November</li></ul>	The Consumer Advisory Committee agreed to cooperate with MHDO.	

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	<ul style="list-style-type: none"> <li>Shaun entertained questions from the committee.</li> </ul>		
HealthInfoNet (HIN) Strategic Plan	<ul style="list-style-type: none"> <li>Dev gave the committee a brief history of HIN and reported that the HIN management team brought forward a strategic plan to the HIN Board for review.</li> <li>Dev asked the committee for their ideas on HIN's strengths and weaknesses.               <ul style="list-style-type: none"> <li>How to get providers/specialists on HIN's system?</li> <li>Patient portal for patients – full education for all patients and providers (SIM)</li> <li>Providers getting the best care for their patients</li> <li>Need to listen to the users-providers and consumers</li> <li>Crafting a new way to use the data</li> </ul> </li> <li>Meredith Burgess (Burgess Advertising) was introduced and Dev reported that her firm would be helping HIN in education for three audiences, providers, consumers and the general public.</li> </ul>		
SIM Grant Patient Access Project	<ul style="list-style-type: none"> <li>Overview of HIN Continuity of Care Document (CCD)               <ul style="list-style-type: none"> <li>Katie Sendze gave an overview of this project. HIN has a request for information out to several organizations for voluntary participation in this project, with a due date back of February 14<sup>th</sup>. The project is expected to start in the beginning of April-June. The pilot will run for twelve months.</li> </ul> </li> <li>This document must align with the Veteran's Affairs (VA) CCD format and comply with the current HIN, HIE technology.</li> <li>Katie reviewed the CCD document with the committee and asked for their input and comments. She noted that HIN will focus on "Recommended Description" and "Timeline" of data to include (will be added to the description by section). She said that HIN can control the description names.</li> <li>Ideas from the committee:</li> </ul>	The committee was asked to do some edits on the CCD document, send to Katie, she will compile into one document.	Katie Sendze

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	<ul style="list-style-type: none"> <li>○ Include what to do when there is an error in your record</li> <li>○ Allergies/immunizations – we cannot standardize allergies, data gets entered as HIN receives it.</li> <li>○ Add an FAQ page</li> <li>○ Title of the document-“Patient Summary Record”</li> <li>○ What is working in the VA’s document</li> <li>○ We need to explain who is giving HIN data - add a disclaimer because not all locations are giving HIN the same data.</li> <li>○ Katie/Amy will ask Stefanie Trice-Gill (subject matter expert) to look at the template to assist with descriptions once the group has recommendations settled.</li> <li>• Work group on this CCD—the group would meet virtually monthly to refine the document: <ul style="list-style-type: none"> <li>○ Members will include: David, Ann, Lydia, Beverly, and Bill</li> </ul> </li> </ul>	<p>Amy/Katie to follow up with Stephanie once the sub-group has met and completed its 1<sup>st</sup> round of language.</p> <p>Katie asked that there may be a potential sub-group of the large committee to focus on the detailed language needed for the descriptions of the CCD, among other things, and the committee agreed. Melanie will schedule.</p>	<p>Amy/Katie</p> <p>Melanie Smith</p>

The meeting adjourned at 12:00pm.

The next Consumer Advisory Committee Meeting will be March 25, 2014 from 10 a.m.-12:00 pm.