



## Consumer Advisory Committee Meeting Minutes

September 23, 2014

**Attendee Members:** Poppy Arford, Lanie Abbot (phone), Ann Sullivan, David Pied, William Sullivan

**Guests:** Burgess Advertising, Todd Goodwin (nominated for membership, awaiting board vote)

**Excused:** Kathleen Brogan, Megan Hannan, Beverly Soule

**Staff:** Dev Culver, Amy Landry, Katie Sendze, Melanie Smith (minutes)

Topic	Discussion/Decision	Action	Person Responsible
Agenda and Minutes	<ul style="list-style-type: none"><li>The committee previously approved the minutes from the May meeting via email.</li><li>Introductions were made and the committee welcomed Todd Goodwin, CEO at Community Partners. Todd has been nominated to join the committee, and will be formally voted in at the next HealthInfoNet board of directors meeting.</li></ul>		
Burgess Advertising	<ul style="list-style-type: none"><li>Representatives from Burgess Advertising provided an overview of the consumer research conducted from April through August. Their research included a statewide telephone poll, focus groups, phone interviews and an online survey.</li><li>Key findings:<ul style="list-style-type: none"><li>Consumers generally understand the need for EMRs and can see the benefits of seamless EMR sharing between providers;</li><li>Overall there is a high level of awareness of EMRs and a general understanding of health information exchange (HIE), but not necessarily the company HealthInfoNet.</li><li>Consumers have diverse opinions about the use of EMRs and HIE, but understand the concept and seem interested in</li></ul></li></ul>	After the Board completes their strategic plan work, HIN staff will discuss how to move forward with engaging consumers.	HIN Staff

Topic	Discussion/Decision	Action	Person Responsible
	learning more.		
SIM Patient Access Project	<ul style="list-style-type: none"> <li>Amy Landry described the pilot project at EMHS where a select group of their patients will be given access to a Continuity of Care Document (CCD), or care summary of their HealthInfoNet record through the EMHS patient portal.</li> <li>Amy asked the group what kind of questions HIN and EMHS could anticipate from patients about their CCD as well as why in their opinion would a portal user be interested in downloading their CCD and what they would do with it.</li> <li>The group discussion centered mostly on communicating how a patient would bring forward suspected errors and how these errors would get corrected. Several members also felt that patients could be confused between the care summary provided by EMHS vs. the CCD provided by HealthInfoNet.</li> </ul>	Incorporate concerns brought forward by CAC into communications materials created for the project.	Amy
Future Meeting Planning and committee engagement	<ul style="list-style-type: none"> <li>Members expressed frustration that the meeting ran over and did not allow time to discuss questions related to the topic of revising committee meeting structure and ways to better engage members between meetings.</li> <li>It was agreed that Bill Sullivan, Ann Sullivan and Amy Landry would have an offline discussion to bring forward proposals to the group at the next meeting.</li> </ul>	Meet to discuss proposal for next meeting	Amy, Bill and Ann
Forms	<ul style="list-style-type: none"> <li>Amy reported that HIN opt-in and opt-out forms are currently being translated in Arabic, Mandarin, Somali, Spanish and French. These languages were chosen based on the number of citizens in the state that speak these languages. HIN plans to distribute the forms at the beginning of 2015 to its participants.</li> </ul>		

The meeting adjourned at 12:10pm. The next Consumer Advisory Committee Meeting will be November 25, 2014, 10-12 pm.