

**Consumer Advisory Council**

**Consumer Engagement and Outreach Standing Committee**

**Meeting Minutes**

May 21<sup>th</sup>, 2020

Meeting Date	Meeting Time	Location
May 21 <sup>th</sup> , 2020	2:00 – 3:00 p.m.	GoToMeeting

**Participant Name and Attendance**

Participant Name and Attendance					
Alan Coker	X	Velandy Manohar	X		
Taylor Edelmann	X				
Robert Krzys	X				
Others Present					
Ormand Clarke (OHS)		Quyen Truong (Amplify, Inc.)			
Dashni Sathasivam (HES)		Tyler Anderson (Robinson & Cole)			

Meeting Information is located at: <https://portal.ct.gov/OHS/SIM-Work-Groups/Consumer-Advisory-Board>

Agenda	Responsible Person(s)
<b>1. Welcome</b>	<b>Velandy Manohar</b>
<p><b>Call to Order</b> The meeting of the Consumer Advisory Council (CAC) Consumer Engagement and Outreach Standing Committee was held on Thursday, May 21<sup>st</sup> on GoToMeeting. Velandy Manohar chaired the meeting and called the meeting to order at 2:02 p.m.</p>	
<b>2. Public Comment</b>	<b>Members of the Public</b>
There was no public comment.	
<b>3. Share data and relevant information on LGBTQ population</b>	<b>Velandy Manohar</b>
<ul style="list-style-type: none"> <li>Taylor Edelmann expressed that the data shared by Velandy Manohar affords the opportunity for everyone to become familiar with information and context about the needs of the LGBTQ communities and disparities. He hopes to see the common themes. If any members are not familiar with needs, access to care, specialty providers, insurance, he would like people to make themselves familiar.</li> <li>Velandy Manohar shared some of his observations on the data on health disparities that he shared with the committee.</li> <li>Robert Krzys stated the need for the committee to map out the road ahead and there are multiple areas of interest that will presented and discussed on the June 9<sup>th</sup> meeting. The main questions that the committee needs to consider are: what is in the program, what are we going to achieve, how is it relevant to OHS; and what is our timeline for execution.</li> <li>Alan Coker agreed with Robert Krzys that the committee must start planning.</li> </ul>	
<b>4. Share data and relevant information on nursing homes and COVID-19</b>	<b>Terry Gerratana</b>
<ul style="list-style-type: none"> <li>Alan Coker briefly presented information about nursing homes and COVID-19 and referred to the information on nursing homes that Sarah Howroyd shared at the most recent CAC meeting. He felt that discussion rather than a lecture would have a greater engagement and promote more information sharing and learning. He hopes that nursing homes is part of OHS’s priorities as COVID-19 has shown it is sorely needed. He envisions and event would engage several</li> </ul>	

*Consumer Advisory Council*

*Consumer Engagement and Outreach Standing Committee*

**Meeting Minutes**

May 21<sup>th</sup>, 2020

	<p>people from the nursing home sector to have a robust panel. This could include kitchen and cleaning staff, families that cannot visit their loved ones, in addition to providers. Also, the lack of being able to grieve in traditional ways is another topic merits consideration.</p> <ul style="list-style-type: none"> <li>• Velandy Manohar noted that there could be several events related to nursing homes.</li> <li>• Robert Krzys agreed suggesting other areas of focus could include financing in the current system and the way residents are able to advocate. He would like to broaden the scope to include both nursing homes and assisted living facilities. Assisted living facilities are not regulated or held accountable in the same way and there is less robust data collection. People from the Center for Patient Safety, Quinnipiac School of Medicine, CT Association of Assisted Living are other potential partners to engage. He is happy to map out a panel discussion that includes general data, how these facilities are financed and a facilitator that would engender dialogue between different stakeholders and include what they see or don't see as needed in this area for equity. The State increased the reimbursement rates and a has significantly increased the amount they have spent on these issues. Therefore, the topic would likely be of interest to them.</li> </ul>
<p><b>5.</b></p>	<p><b>Consumer Outreach Discussion SMART Goals: create annual plan that is Specific, Measurable, Achievable, Relevant, Time-Limited (SMART)</b> <span style="float: right;"><b>Velandy Manohar</b></span></p>
	<ul style="list-style-type: none"> <li>• Velandy Manohar opened the floor for discussion.</li> <li>• Taylor Edelmann reminded everyone that two priority areas have been chosen. He felt that the group can start off with these and make these timely. He does not want the CAC to over commit to an unrealistic number of events.</li> <li>• Taylor Edelmann shared that he too was envisioning a panel discussion for an LGBTQ focused event. He had organized such an event through his work. The panel consisted of community members and clients at his clinic highlighting the voices of those with lived experiences and hardest hit by health disparities. He would like to see panelists that are from agencies and providers as well as community members that are accessing care for example through an FQHC. He felicitated a discussion to have people share their stories about their health care conditions or chronic disease to give the community a sense of the needs of LGBTQ needs and give voice to community members. There was significant attendance by youth, which was valuable in allowing youth to identify with older people in the LGBTQ community. Qualitative data was collected. Themes of discussion included family, faith etc. Around 55 participants attended. He did the marketing and flyers and secured food and space. Beyond his organization, there was not much dissemination of findings to the wider community. Taylor Edelmann is creating provider training workshops for his organization informed by his work and this event.</li> <li>• Robert Krzys agreed with Taylor Edelmann's concern about not overfilling their plate. He suggested creating a working group for each priority area. This group would be responsible for planning that event. He also reminded everyone that 5 new people will be coming on to the CAC and some people can be appointed to the committee. He suggested that the committee reconvene later in June to engage these new members and continue to work on planning.</li> </ul>

*Consumer Advisory Council*

*Consumer Engagement and Outreach Standing Committee*

**Meeting Minutes**

May 21<sup>th</sup>, 2020

- Robert Krzys reflected back to the fishbowl format from the listening sessions conducted by Dr. Wizdom Powell and felt it was effective way to peel back and intersect and dialogue between perspectives. He suggested that each sub-committee meet prior to the June 9<sup>th</sup> meeting.
- Velandy Manohar liked Taylor Edelmann’s suggestion on having a series and different focus of each meeting under one priority areas as this humanizes the experience. Also, related to nursing homes, people that provide licensing and funding to nursing homes would be another important perspective to include.
- Robert Krzys shared that in areas of for-profit care, the level of care is less than what would be experienced in a non-profit nursing facility so it is important to understand the financing structure and determine if this is the best system to address. He also agreed that humanizing the experience in a nursing home or assisted living facility is important aspect to determine the best way to address needs. Particularly since people in these facilities are often forgotten.
- Alan Coker also resonated with the aspect of humanizing these topics. He felt that the group should come from an approach of showing that the CAC cares about these communities, that they matter and the CAC are interested to hear what they have to say.
- Taylor Edelmann stated that when considering collaboration opportunities, this will be discussion that can initially happen in work groups. Also, new members will also have networks and perspective and he is interested on their thoughts. He feels that it is important to have a diverse representation, and within the subcommittee see how they envision an event. For example, engendering greater understanding and visibility of the spectrum of expression of transgender identity and of various sexualities and presenting these issues and dialogues in a way that is neither condescending nor a curiosity.
- Quyen Truong reminded everyone that in a previous meeting Ann Smith brought up the idea of doing a virtual townhall as was done by the Ministerial Health Fellowship. She also asked the group the extent that they would like to see events be virtual versus in-person.
- Robert Krzys was in favor of virtual meetings for the near future.
- Taylor Edelmann agreed that virtual is most likely for the moment. He also acknowledged that many of the people that the CAC may want to attend these events may not have technology or WIFI access. Alternatively, he acknowledged that the logistics for a virtual event would be more streamlined.
- Quyen Truong offered to be a part of any sub-committee meetings while she is still supporting the CAC so that she can share the expertise in organizing such events or thinking through event logistics.
- Ormand Clarke offered to provide his support and shared that he lives in Strathmore.
- Velandy Manohar concluded that the group was in consensus to begin with virtual events.

<b>6.</b>	<b>Next Steps</b>	<b>Velandy Manohar</b>
-----------	-------------------	------------------------

- Robert Krzys wanted to finalize a meeting date in June. Members agreed to reconvene on Thursday, June 25<sup>th</sup> at 2pm.
- Robert Krzys outlined the committee’s action steps. He and Alan Coker will convene to outline a virtual event on nursing homes. They will send out their proposal prior to the meeting. Taylor Edelmann will send any resources and his ideas on the structure of an LGBTQ event.

*Consumer Advisory Council*  
*Consumer Engagement and Outreach Standing Committee*  
**Meeting Minutes**  
May 21<sup>th</sup>, 2020

	<ul style="list-style-type: none"> <li>Taylor Edelman noted that making sure the right questions are asked will be pivotal to the execution to the events.</li> </ul>	
<b>7.</b>	<b>Adjourned</b>	Meeting adjourned at 3:00 p.m.
	Robert Krzys motioned to adjourn and Velandy Manohar seconded. <b>Motion carried.</b>	

DRAFT