



Delaware Center for Health Innovation

patient/consumer advisory

MEETING INFORMATION

- Date: Nov. 18, 2019
- Location: Zoom Meeting
- Next Meeting: Dec. 16, 2019; 10:00 AM

Attendees: Julane Armbrister-Miller, Emily Coggin-Vera, Noel Duckworth, Joann Hasse, Claudia Kane, Rita Landgraf, George Meldrum, Tim Rodden

SUMMARY OF DISCUSSION

DCHI Updates

- Rita introduced Claudia Kane, DCHI's new Operations Manager. Claudia shared that one place she will be focused early on is helping DCHI develop/refine their value proposition.
- Rita shared the Nominating Committees report out of present candidates:
 - Officers: Chairperson – Matthew Swanson; Vice Chairperson – Rita Landgraf; Secretary – Lolita Lopez; Treasurer – TBD (nominating committee continuing to explore candidates after Tom Brown from Nanticoke retired)
 - All Board Renewals – Traci Bolandar, Stephen Kushner, and Kathy Janvier
 - New Board Member Nominations: Cydney Teal – Hospital/health System Administration; Isaias Irgau – Practicing Physician
 - Committee Chairs
 - Patient and Consumer: Chair – Rita Landgraf, Co-Chair- TBD;
 - Clinical Committee: Co-Chair - Nancy Fan; Co-Chair - TBD
 - Payment Committee: Co-Chair – Traci Bolander, Co-Chair- Emmilyn Lawson
 - Rita shared that she was pleased to report that Tim Rodden has agreed to be nominated as PAC co-chair. A motion was made to approve and was seconded. All were in favor.
 - The DCHI Board will vote on all nominations at their December meeting.
- Approved TAPP Communication Strategy – Rita shared that TAPP has been supporting DCHI for some time now, especially with website development and staff support for meetings. Moving forward the emphasis will be on facilitating learning and communicating across committees and initiatives. A website enhancement is planned to go beyond disseminating info about DCHI and engage stakeholders. This will include more strategic education, outreach and building a repository of info to help all stakeholders share their work in real time with others. This will also incorporate a focus on articulating and sharing DCHI's Value proposition with stakeholders in the overall new communications plan. Julane said that feedback is welcome as we develop the message and content for the website. Claudia shared that DCHI will be working on getting feedback from committees and leadership and will have a draft for us to review in a few weeks

- Policy Discussion
 - Rita shared that more work has to be done in this area as no level of agreement has been reached just yet. Some people would tell you that they would hope DCHI would be seen as a trusted partner (i.e. transparent and objective), but continue to struggle because it is a board with a variety of broad stakeholders and it is difficult to come up with a unified approach.
 - Rita shared that this is something for us to think about as a committee (ex. discuss how policy impacts patients and consumers). This should be unified from PAC lens and could be brought to the board to decide if they'd take it on as a DCHI initiative.
 - Tim asked if there would be a role for PAC to assess federal regulations impact on patients and consumers. Rita shared that historically, most of the focus has been on DE policy but aligning on federal policy may be easier and she will bring this recommendation forward.
 - Joann asked if the Board members are representing their institutions or their point of view. Julane shared that the by-laws only specify representation on Board from public entities like HCC and DHSS. Other slots are designated as areas of expertise, not specific organizations. When DCHI was established, they weren't looking at policy necessarily, but fulfilling SIM deliverables. The conflict started to emerge under the primary care collaborative work with struggles around members working with primary care vs payers and not being able to come up with a unified response. This led to this discussion and exploring policy role options. Joann shared that, for many years she attended committee meetings, and a lot of times she was the only person who didn't work for a state agency or vendor to a state agency, and therefore could ask questions that they couldn't ask due to employment limitations. Do their organizations think they are speaking for the organization? Julane shared that there has been a real effort to try to maintain a broader view and people have been very conscious of that over the years. Tim stated that it is not unexpected that people would not go against a policy perspective that their own employer holds.

- Proposed Innovation Forum – Claudia shared that the Board talked about convening a planning committee to work on an outline. The Board is asking committee chairs and co-chairs to recommend someone to be on the planning committee to support the forum. Please let Rita or Claudia know if you're interested.
- Employer based Committee- Initially DCHI had this committee focusing on education, workforce development, and employers to ensure a diverse voice, but stakeholders provided feedback, especially as part of the cross-committee meeting last spring, that we should separate employers from education and workforce development. Employer side could have higher level of concentration, including state, self-employed, small, mid and large employers. The board is still getting clear about the committee's focus and develops a charter. Committee feedback:
 - Could focus include change across multiple channels (i.e. Insurance side of marketplace but also employee wellness)
 - Potentially could explore barriers to offering and accessing care. Some are small employers (physician practices) – both the one providing and purchasing and using care.
- Stakeholder Innovations and Initiatives in Healthcare Reform - Kathy and Lolita reported out at the Board meeting that they are still trying to decide if we reconstitute the Workforce

Committee, and what next steps would look like. Don't want to duplicate. Agree that workforce development is important issue relative to transformation work

- PAC Committee Update- We shared with the Board that PAC had co-hosted the Healthy Literacy Round Table in October along with the UD Partnership for Healthy Communities, Division of Public Health and ChristianaCare, the lead catalyst and organizer. Drew Wilson from the DCHI Board, along with Joann from PAC and Noel representing UD PHC, attended the event at the Ammons Center. Approx. 30 people attended. Joann shared that she was pleased to see the state librarians there and involved. Noel shared that all organizations represented were asked to reflect and discuss your organizational perspective related to health literacy work and complete a "Ten Attributes of a Health Literate Organization" Questionnaire Link and a "Major Areas of Focus for the Delaware Health Literacy Roundtable" Questionnaire Link. Rita suggested we review this at a future meeting.
- Clinical Committee Update - November meeting will be cancelled and planning to start in December for larger committee meeting. Will be focusing on advancing primary care and updating composition of Steering Committee (i.e. addition of pharmacist and new co-chair).
- Payment Work Group – Finalizing provider data collection and initiating payer data collection

Consumer Survey Update

- Tim Rodden shared that he had met with ChristianaCare's Patient and Family Advisory and spoke to them briefly about DCHI, PAC and the survey. Approx. 30 people were in attendance. Following the meeting, he disseminated the survey via a newsletter that include the minutes and information from our draft script.
- Noel shared that after Tim's initial dissemination, we had received approx. 9 responses. May need to re-circulate after Thanksgiving holiday. Claudia will

Discussion - Representation on other committees and Policy

- Rita reminded everyone that in the past we have had members take on representation at other committees as well. Clinical and Payment Committees are active now, with perhaps employer at some point. Let Rita know if you're interested in being a part of those committees. Payment meets from 4:15 – 6 after DCHI Board meeting monthly. Clinical meets every other month.

Public Comment

- Noel shared that the 2019 Delaware State Health Improvement Plan (SHIP) Statewide Stakeholder Meeting was held in October that brought together over 200 health care, public health and social determinants of health-related policy makers and practitioners. The 2019 Annual SHIP Report and stakeholder presentations are now available on the www.DelawareSHIP.org.

Next Meeting: Monday, Dec. 16th