

**Washington Health Alliance
Board of Directors Meeting, February 23, 2016**

**MINUTES
February 23, 2016**

Board members present: *Lisa Brown, Leanne Bough, Tandy Kooch-Cleaver, Dr. Peter McGough, Larry McNutt, Charissa Raynor (David Coe), Dorothy Teeter, Caroline Whalen*

Board members present by phone: *Dr. John Espinola*

Board members absent: *Don Antonucci, Dr. Jeff Collins, Dr. Al Fisk, Tom Hunt, Fred Jarrett, Greg Marchand, Steve Mullin, Yvonne Peters, Dr. Paul Sherman; Ron Sims, Nancy Steiger*

Staff present: *Susie Dade, John Gallagher, Nancy Giunto, Emily Inlow-Hood, Teresa Litton, Adria Moskowitz-McNamara, Mark Pregler, Aaron Starr*

Call to Order

Larry McNutt called the meeting to order at 2:35 p.m. Chairman McNutt introduced new Board member Lisa Brown from Washington State University. Mr. McNutt also welcomed David Coe from SEIU 775 Benefits Group and sitting in for Charissa Raynor.

Consent Calendar

A quorum was not present so items on the Consent Calendar were tabled for approval at the March Board Meeting.

Executive Director Report

The Executive Director of the Alliance, Nancy Giunto, presented an overview of the Executive Director report. Ms. Giunto reported that Alliance staff reviewed the 2016 Annual Plan in light of the feedback from the Board that it may be difficult to accomplish everything outlined given current resources. The staff recommends dropping production of Track A, Resource Use and Value Portfolio reports in 2016 given other major priorities. The Board supported this decision.

Ms. Giunto also mentioned there is full registration for the Value-Based Health Care Purchaser Conference to be held on March 1. Teresa Litton was recognized for her work in successfully organizing two AHRQ sponsored Shared Decision Making train-the-trainer workshops for organizations from all over Washington state. The February 25 All-Alliance meeting, focused on the Patient Experience results, has a record 168 registrants. There is still room to register.

Member Recruiting Update

John Gallagher represented a detailed overview of recruiting efforts, target dates for contacting potential members and the Board members accountable to help with the request to consider membership. Mr. Gallagher then led a conversation with the Board regarding strategy and approach to engage six large employers in Washington. The Board offered insight into how to approach these major employers, drawing on past experience and knowledge of specific leaders. Board Members affirmed their commitment to assisting with new member recruitment, recognizing that it will take their very active involvement to achieve the 2016 goal of \$400,000 in new members.

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Patient Experience Update

Susie Dade presented highlights from the third patient experience survey and report. Patient experience has become one of the top priorities of the healthcare industry along with total cost of care, quality and safety. Ms. Dade explained the difference between patient experience and patient satisfaction. Patient experience surveys ask patients about whether or not certain interactions have happened, and how frequently. The 2015 survey sample included 181,000 patients in 14 counties. The patient sample was provided by seven health plans included, WA State Medicaid, Aetna, Cigna, Group Health, Premera, Regence and UnitedHealthcare. The Alliance intends to expand the next patient experience survey to include providers with four or more providers in every county in Washington, likely to be implemented in 2017. The Alliance's survey was based on the CG-CAHPS 3.0 survey and included 53 questions including CAHPS core questions and supplemental questions. The Alliance will be publicly reporting results on five measures: four are composite measures and one is based on a single satisfaction question. The Alliance publicly reports "Top Box scores." All results will be released at the All Alliance meeting on February 25.

Chairman McNutt acknowledged Ms. Dade's role in leading and implementing the patient experience surveys. The Alliance receives national attention for this work.

The Meeting Adjourned to Executive Session at 3:30 p.m.

Nominating Committee's Recommendations for Board and Officer Positions

On behalf of the Nominating Committee, Dorothy Teeter presented the recommendations for the 2016 Board and Officer positions. She invited comment on the proposed new Board members. The Board will take action on the recommendations at the March Board meeting.

Potential Strategy to License Alliance Intellectual Property (IP) to Other Entities

Larry McNutt and Nancy Giunto led a discussion about the potential to license Washington Health Alliance IP including an overview of a specific licensing opportunity. Ms. Giunto shared highlights from the background paper included in the Board packet and said that the overall goal is to reach Board agreement on guidelines that address strategic and operational considerations when thinking about licensure or other contractual arrangements to use Alliance IP by interested parties. She mentioned that prior to the meeting she had an individual conversation with each Board Member who represents a health plan to get their initial read on the issue and to avoid surprises.

Mr. McNutt briefly recapped past Board conversations about licensure of Alliance IP that occurred several years ago. Board Members who served at that time offered perspective as well.

Considering whether and under what conditions the Alliance would license IP is timely. It is consistent with Strategy #3 of the 2016 Annual Plan that reads: "Diversify revenue and grow Alliance membership to ensure the resources and stakeholder support are in place to accomplish the work of the Alliance." The discussion is also important as we await information on the next steps for the state's RFP process for the WA-APCD and consider our potential role as lead organization.

The Board engaged in a very robust conversation about this topic, asking many probing questions and clarifying sections of the working paper. Leaders from the health plans who were present shared their thoughts and other Board Members presented their viewpoints, generally agreeing that this topic is timely and merits additional conversation. Ms. Giunto will incorporate feedback from this discussion into a draft set of guidelines for consideration at the March Board Meeting.

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The Executive Session adjourned at 4:29 p.m.

Respectfully submitted by Adria Moskowitz-McNamara and Nancy A. Giunto

Larry McNutt
Chairman