

**Washington Health Alliance
Consumer Engagement Committee Meeting
March 11, 2015**

SUMMARY NOTES

Location: Alliance office

Committee Members Attending:

Marissa Brooks, *SEIU Healthcare NW*
Susan Callahan, *Washington State Medical Association*
Michelle George, *Washington State Health Care Authority*
(via phone)
Sarah Greene, *PCORI (via phone)*
Ellen Jensen, *retired, UW Computing & Communications*
Cherish Hart, *American Heart Association (via phone)*
Gail Kouame, *National Network of Libraries of Medicine*
Briana Ledesma, *Regence BlueShield*

Committee Members Absent:

Brooke Bascom, *King County*
Vazaskia Caldwell, *Washington State Health Care Authority*
Shelley Cooper-Ashford, *Center for MultiCultural Health*
Ron Hart, *Aon Hewitt*
Stephanie Magill, *CMS*
Helen Nilon, *Behavioral Health*
Sherry Reynolds
Stan Sorscher, *SPEEA*
Michael Wood, *Towers Watson*

Staff and Guests Present:

Megan Aukema, *Aukema and Associates*
Michelle Brown, *Pfizer*
John Gallagher, *Washington Health Alliance*
Emily Inlow-Hood, *Washington Health Alliance*
Carolyn Martin, *National Network of Libraries of Medicine*
Jenny Rose Ryan, *Aukema and Associates*
Nancy Tan, *Astellas*

Welcome & Introductions

Emily Inlow-Hood welcomed the group and facilitated introductions.

Expanding Own Your Health

The CEC provided feedback and suggestions on a proposed plan to expand the topics for the Own Your Health campaign. Suggestions included adding end-of-life care to the mix and to expanding definition of “health care team” to include pharmacist, social worker, hospice worker, complementary medicine, neighbors and family. It was also suggested to focus on preventive care, obesity and tobacco.

Supplemental Patient Experience Questions

The CEC provided feedback on supplemental questions to be added to the next Patient Experience survey.

Access to Care questions

Group voted question 1 for inclusion.

Discussion points:

- Questions don't capture the reason why someone would NOT call their provider.
- Doesn't address other access issues like: transportation, lack of paid time off, hours of operation, etc.
- Doesn't address mental health.
- Doesn't address whether people made it back for follow-ups.
- Suggestion that a question be added – If you had to wait more than 7 days, did you go to urgent care or ER instead?
- Would like to see more questions about the preventive care visit to measure how effective those visits are. For example, are people forced to come back for multiple follow-ups (which they have to pay for, vs. the free preventive visit covered under ACA?)

Substance Abuse

Committee voted to cut this question.

Discussion points:

All felt strongly that: 1) too hodge-podge, badly worded, and substance abuse category wasn't the right category.

Health Promotion

Committee voted for question 3 for inclusion.

Discussion points:

- Question 4 – people don't always identify as sad or depressed, even when they are.
- Healthy habits questions – these should be covered in questions around preventive care visits.

Shared decision-making

Committee voted for questions 5, 6, 8 and 10. Strong support especially for question 10.

Discussion points:

- Having hard conversations with patients is hard for providers

- Question 7 is duplicative of question 6
- Patients might feel concern that their answers will get back to their providers

Coordination of Care

Committee voted for question 1 for inclusion.

Discussion points:

- What about urgent care and ER use, and how that affects coordination of care?
- Message to QIC: Coordination of care would vary greatly depending on whether specialist is in same system as PCP. In other words, structural issues will affect response to this question.

Self-Management Support

Committee voted for questions 1 and 2 for inclusion.

Discussion points:

- Questions 1 and 3 more oriented toward wellness.
- Questions 2 and 4 more oriented toward illness.

Grant Updates

John Gallagher provided updates on three grant opportunities:

- A second grant opportunity from the ABIM Foundation to continue the work around Choosing Wisely
- A grant opportunity from the Robert Wood Johnson Foundation to explore how consumers make decisions about choosing an ACO
- A grant opportunity from AHRQ around consumer activation related to information about population based procedures

Wrap Up

The next scheduled CEC meeting will be via teleconference, April 8 from 10 am to noon.