

**Washington Health Alliance
Consumer Education Committee Meeting
March 28, 2019**

SUMMARY NOTES

Location: Teleconference

Committee Members in Attendance: Joe Babani, *Boeing*
Michael Garrett, *Mercer*
Michelle George, *Washington State Health Care Authority*
Sarah Greene, *Health Care Systems Research Network, Committee Chair*
Leah Hole-Marshall, *Washington Health Benefit Exchange*
Andrew Radolf, *Retired, UNESCO*
Rebecca Snyders

Committee Members Not in Attendance: Gloria Brigham, *Washington State Nurses Association*
Julie Brown, *Harmony Biosciences*
Nancy Kokenge, *Gallagher Benefit Services*
Carolyn Martin, *National Libraries of Medicine*
Milana McLead, *Washington State Medical Association*
Cameron Pelly, *Gallagher Benefit Services*
Sherry Reynolds, *Alliance4Health*
Janna Wilson, *King County*
Tammy Wild, *American Cancer Society*

Staff and Guests Participating: Megan Aukema, *Aukema & Associates*
Leslie Bennett, *Washington Health Alliance*
Susie Dade, *Washington Health Alliance*

Approval of Meeting Notes

The meeting was opened, agenda reviewed, January 19 meeting summary proposed for approval. There were no changes and the January summary was approved.

Own Your Health Review

We reviewed the two sections of Own Your Health that focus on shared decision making, *Talking with Your Doctor* and *Making Decisions About Treatment* and outlined some changes to the site that had been made since the last CEC meeting.

Shared Decision Making Online Survey

The committee reviewed the results from an extensive survey of current online resources devoted to shared decision making to give the group some context for discussing next steps. Starting off with provider-focused resources, we also looked at more patient-centered, and then disease/treatment-focused information.

Sarah said the online review teed up the fact there is a lot of information available regarding shared decision making online, and suggested the committee take a step back. During the January meeting, there was agreement on the basic idea of shared decision making and why it matters and suggested a broader approach, to look at why shared decision matters in a tactical, practical way. So while the Alliance has done the legwork and located material from sound, reputable, sources, the suggestion is to step back to tell consumers why it matters. It was pointed out that the OYH site supports shared decision making in a general way. But, Sarah said how to talk to your doctor is still a skill most people don't have and we could provide some guidance in that area.

Some supported the idea of using people's experiences as a way to illustrate these patient advocacy skills on the OYH website, to provide some background, a description of what shared decision making is and why it's important, creating a sub-heading of shared decision making on the website to guide people better. The group also discussed sharing links to other sites. But there was general consensus that this may not be a good path, given their unpredictable nature. Also, it was agreed that it would be best not for the Alliance to create its own shared decision making guides for a variety of reasons, including liability, resources, and the current OYH content. It was agreed to include shared decision making on the OYH website, with a high level explanation of what is it and reinforce the idea with patients.

A suggestion was made to review National Transitions of Care Coalition website, as that has patient specific resources that are very helpful to empower patients, such as moving from hospital to home, etc.

Alliance Reports

We reviewed the release of Alliance reports this month including the inpatient price variation analysis by treatment and by facility, spending trends, and eValue8. Several commented that the Alliance is doing valuable work, and would like to see it aid future conversations about health care.

Additional Comments

Sarah shared an experience from the conference she's attending, noting that communicating with doctors effectively is the wave of the future. She also added that pricing is a big topic, getting national attention.

We discussed the latest edition of Health Affairs and that it would be helpful for the group to review it. A link will be sent out.

Wrap up

Leslie will follow up with a proposed road map for shared decision making for the committee to consider at the next meeting.

The next CEC meeting is scheduled as an in-person on April 18th at 10am-11am at the Alliance's office on the 8th floor at 600 Stewart Street.