

Consumer Advisory Board Meeting Summary
January 12, 2015

Members Present: Gisele Carbonneau, Amy Cooper, Holly Lane, Dr. Anita Licata, Donald Sheldon
Members participating by phone: Dr. Paul Reiss, David Sterrett

Agenda Items	Discussion	Next Steps
Welcome	Ms. Cooper called the meeting to order at 6:10 p.m.	
Public Comment	No public comment.	
New board member	Ms. Cooper welcomed new board member David Sterrett. Mr. Sterrett is a lawyer, health policy advocate, and grassroots organizer. He recently moved to Vermont from Washington, D.C. He is an exchange insurance customer and is pleased to be a part of this consumer-oriented board.	
Patient Centered Medical Home / Primary Care Experience	<p>Dr. Reiss gave an overview of Blueprint and the medical home model. This model is designed to provide patients with cross-care discipline (physical health and wellness, mental health, resources) to promote overall better health and quality of life for patients while reducing acute care needs for and hospital/ER admissions/readmissions for chronic health issues and helping prevent development of chronic health conditions.</p> <p>He outlined the “medical home” certification process for practices, the costs associated with this model of care, the value of the model for delivering high-quality patient care, and the financial and administrative challenges practices face in establishing and maintaining the model.</p>	
Feedback on Healthfirst Patient/Consumer Engagement Ideas	<p>Dr. Reiss introduced the idea of patient/provider “contracts” that would outline the responsibilities of each as a means of promoting mutually beneficial physician/patient relationships. Patients and physicians would both sign these. Goals would be to nurture a partnership approach to support patients in managing their healthcare and making informed healthcare decisions. Dr. Reiss suggested creating a focus group to discuss this idea and allow for broader consumer feedback.</p> <p>Dr. Licata raised the idea of creating a regular patient newsletter for HF member offices, which could include information about what independent practices are, healthcare tips, medical research, and healthcare policy that affects healthcare consumers.</p>	<p>HF will explore the possibility of convening a focus group to evaluate this idea and address questions raised by board members and members of the focus group.</p> <p>Dr. Licata will share an example newsletter with HF staff as a model</p>
ACO Activities Update	<ul style="list-style-type: none"> <i>Quality Measures:</i> Ms. Cooper gave a brief overview of the types of quality measures VCP practices are being asked to report on, how the measures were determined, and the value of the measures. Data collection for commercial insurance quality measures for 2014 begins in February. 	

	<ul style="list-style-type: none"> • <i>PCP Assignment:</i> Dr. Reiss explained how patients are assigned to primary care practices through patient selection under the exchange, based on insurance coverage, and through “rostering.” He noted the challenges practices face when being evaluated for their care of patients they may have never, or only rarely, seen, which can happen for exchange patients and those assigned through rostering. 	
Next Steps/Adjournment	The next meeting is scheduled for Monday, April 13, 2015, at 6 p.m. at HF’s office. The meeting adjourned at 7:35 p.m.	