



## AGENDA & MEETING NOTES

### MEETING INFORMATION

MEETING TITLE:	<b>AHI PPS Community and Beneficiary Engagement Committee</b>
DATE/TIME:	2/23/16 2p-3p
LOCATION:	AHI, Glens Falls NY, and CVPH, Plattsburgh, NY
NEXT MEETING:	TBD

### ATTENDEES

<b>STANDING:</b> Jocelyn Blanchard Crystal Carter Jessica Chanese Sr. Charla Commins Kim Cook	Melissa Joyce Janet Mann Tracy Mills Marty Mannix Megan Murphy Ashley Patnode	Paul Raino Cyndi Reynolds Joe Riccio Brenda Stiles Mary Thompson	<b>ABSENT:</b> Tess Barker Allison Reynolds Claire Murphy Tammie Pagaeu Katie Strack
--	--	--	---

### AGENDA OVERVIEW

<b>TOPICS:</b> <ul style="list-style-type: none"> <li>▪ <b>ACO Update- Brenda Stiles</b></li> <li>▪ <b>Project 2.d.i: Patient Activation/Patient Engagement - Jessica Chanese</b> <ul style="list-style-type: none"> <li>○ Update</li> <li>○ PAM® survey administration: ideas/suggestions?</li> </ul> </li> <li>▪ <b>Community Engagement Initiatives- Jessica Chanese</b> <ul style="list-style-type: none"> <li>○ Community Engagement Facilitators</li> <li>○ Beneficiary Advisory Council</li> <li>○ Community Forums</li> </ul> </li> <li>▪ <b>Cultural Competency/Health Literacy Update-Jessica Chanese</b> <ul style="list-style-type: none"> <li>○ Update</li> <li>○ CCHL Champions discussion</li> </ul> </li> <li>▪ <b>Workgroups- Crystal Carter</b></li> </ul>
--

### MAIN POINTS / DECISIONS

<ul style="list-style-type: none"> <li>▪ <b><u>ACO Update</u></b>                      The ACO is continuing to gather feedback from their members. Results of focus groups and surveying, including HCAHPS, will be available in the next few months.</li> <li>▪ <b><u>Project 2.d.i: Patient Activation/Patient Engagement</u></b>                      An update was provided on the status of components of DSRIP Project 2.d.i. Speed and scale for provider engagement (training individuals from partner organizations on use of the PAM® survey) has been exceeded. 92 people have been trained to date; our goal was 75 by 3/31/17. The PAM® pilot is expanding to include sites from Planned Parenthood Mohawk Hudson and the Southern Adirondack Independent Living Center (SAIL). Both recently hired Community Engagement Facilitators are currently focusing on CBO outreach and survey administration in identified hot spots. Public response to survey administration has been generally positive, but the locations where the CE Facilitators are administering the survey have only been giving them access to a small amount of the project's target population. They are averaging 5-8</li> </ul>
--



surveys per several hours spent at a given location. 132 PAM® surveys have been administered so far, between the pilot group members and the CE Facilitators. Suggestions for increasing numbers of surveys administered, particularly ideas for additional high traffic hot spots, were sought from Committee members. Recommendations included:

- Walmart- possibly in conjunction with the pharmacy?
- Flu shot clinics/minute clinics at pharmacies
- Food pantries/soup kitchens
- WIC clinics
- College campuses (SUNY Adirondack and SUNY Plattsburgh mentioned specifically)
- Churches
- Check local events calendars on Chamber of Commerce websites and possible work with Chamber to table at events
- See if able to work with Cancer Services Program

The CE Facilitators have already been reaching out to organizations in many of these categories, but will continue to do so, and will follow up on other suggested locations.

▪ **Community Engagement Initiatives**

The CE Facilitators want to move forward with developing two satellite Beneficiary Advisory Councils, one in Glens Falls and one in Plattsburgh. It would be a way to pilot the concept and troubleshoot some of the anticipated logistical issues. Committee members generally expressed agreement with the idea, but the observation was also made that it may still make the most sense to approach existing beneficiary groups for feedback, instead of establishing new groups.

Two community forums have been held so far with existing small groups that potentially already have number of beneficiaries in attendance. A process for disseminating feedback gained from the forums will need to be developed. Ideas for additional locations and groups to approach for forums was sought. It was discussed that the venues/organizations suggested in the earlier discussion of places to administer the PAM® survey may also be good locations to potentially hold community forums.

▪ **Cultural Competency/Health Literacy Update**

The AHI PPS Cultural Competency and Health Literacy Strategy was finalized and approved by the Steering Committee as of 12/31/15, then submitted to DOH as part of the DY1 Q3 submission. We are waiting on feedback from the Independent Assessor. A subject matter expert has been brought on as a consultant for CCHL initiatives and will be providing guidance as we work towards completion of the next CCHL milestone, developing a CCHL training strategy, which is due on 6/30/16. Moving forward with identifying CCHL Champions at individual organizations was discussed briefly and a process for identifying champions will need to be discussed further.

▪ **Workgroups**

It was proposed that creating workgroups- action-oriented groups of individuals, not necessarily Committee members, focused on achieving specific goals- may be useful to further progress on initiatives under the auspices of the Committee. Examples given were establishing a CCCHL Strategy workgroup and a Community Engagement workgroup. Committee members expressed they'd like more clarity on how workgroups would be structured, and some resource concerns were raised. A concern is that partner organizations may not have staff members whose positions correlate directly with suggested workgroup categories, or whose subject matter expertise would be relevant, which would make delegating the responsibility difficult. It was decided that a more definitive concept of workgroups, put into writing and sent to the Committee via e-mail, would be helpful.

## ACTION ITEMS

- A follow up e-mail will be sent to all Committee members with an outline/overview of proposed workgroup structure
- A Doodle poll will be sent out to determine date, time, and location of next meeting