



# CPAA Consumer Advisory Committee Meeting

## Meeting Summary, 1/16/2019

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**Support and Backbone Staff:** Jennifer Brackeen – *CHOICE*, Madi Tanbara – *CHOICE*

**In Attendance:** Doug Levitt – *Pacific County & Great Rivers*, Erin Oly – *Thurston County*, Samuel Silvestro – *Thurston County*, Kevin Haughton, M.D. – *Physicians of Southwest Washington*, Katie Vroman – *Physicians of Southwest Washington*

### I. Welcome, Introductions, Review of Meeting Objectives

Jennifer Brackeen, Program Director at CHOICE/CPAA, welcomed the group, facilitated the meeting and provided an overview of the day's objectives:

- Organizational Updates
- Review CPAA Projects & Interventions
- Debrief CPAA Council Meeting
- Discuss Lunch Options
- Review Health Equity Dashboard
- Develop CAC Work Plan
- Participation Agreements
- Next Steps & Closing

### II. Organizational Updates

Jennifer provided CPAA updates, which included the following points:

- Jean Clark, new CEO, started in Dec. and was introduced at the CPAA Council Meeting.
  - Spoke with Michelle Richburg for feedback on the CAC.
- Several interviews have been conducted for the Community Outreach Coordinator position; CPAA is currently in the process of extending an offer to an applicant with an educational background in health equity, outreach activities, and engagement. If this individual accepts, they will onboard in February.
- The Community Outreach Coordinator will be providing community engagement, facilitating the CAC, work w/oral health and Navigator programs, and attend local forums throughout the 7-county region.
- Stipend increase of up to \$100 per meeting will begin for those who sign the agreement.
- Some participants may opt out of the increase due to possible impact on other benefits.

### III. Review CPAA Projects & Interventions

Jennifer provided an overview of the different CPAA projects (2A-3D) and specific interventions that each project area is participating in. See [CPAA's website](#) for more information on program areas, interventions, and contacts.

- Project categories include clinical, non-clinical, or combined.
- Partners have submitted Change Plans outlining their work and intended projects.



- Implementation began in January, and the first Quarterly Report is due in April.
- Partners have been tasked with this work and are aware that accessibility is a barrier.

**Consumer Feedback:**

- Concern that improved quality of care would lead to higher demand and limited accessibility.
- Interest in YWCA of Thurston County due to their emphasis on diversity, inclusivity, and community empowerment.
- Shared frustration with inconsistencies between hospitals and have traveled long distances to receive higher quality care.
- Consumers would like a straightforward financial breakdown for each project area.
- Focus on organizations that value equal treatment and provision of services and ensure tribes are receiving adequate support.
- Consumers would like to be more informed about CPAA's work as it is happening.
- Q: What makes the selected partners stand out?
- Partners were selected by an independent assessor; in hindsight CPAA would have involved CAC representation in the selection process.

#### **IV. Debrief CPAA Council Meeting**

Jennifer provided a debrief on the December CPAA Council meeting, which consumers were invited to attend. Consumers were asked to provide feedback on the event.

- Consumers had positive feedback regarding the presentation and topic of food insecurity and liked the concept of a food pharmacy & healthy food prescriptions.
- Partnerships included Peace Health, Lower Colombia CAP, Thurston County Food Bank.
- Providers are working with Managed Care Organizations (MCOs) to connect patients with resources for improving health outcomes.

#### **V. Discuss Lunch Options**

Jennifer facilitated discussion on what lunch options to provide for future meetings, since consumers expressed interest in having a more diverse rotation.

- Create a rotating lunch menu that provides various options to accommodate dietary restrictions.
- Consumers emphasized wanting to support local businesses and include ethnic cuisine.

#### **VI. Health Equity Dashboard**

Jennifer presented the concept of a Health Equity Dashboard to consumers for feedback and future development.

- Health Equity Dashboard would be a platform to gather data annually on CPAA's work to improving health equity.
- Develop a survey for partner distribution to gather measures such as patient wait times, number of students participating in the free and reduced lunch program, etc.
- Bring patient success stories to the CAC, determine if interventions are effective.
- Consumers expressed support for this concept and would like to continue discussion and development of the dashboard in future meetings.



## VII. Develop CAC Work Plan

Jennifer facilitated discussion amongst the consumers to outline a strategic plan, including topics of interest and committee focus for the coming year.

- **January** – Planning, recruiting, sharing flyers, develop meeting schedule & lunch menu.
- **February** –Gather Church, Lewis County Sheriff’s Office, continue active recruitment, review charter.
- **March** –OURR (Opioid Use Reduction & Recovery) Alliance, Chronic Disease Self-Management (CDSM) Program, review chair/co-chair roles and responsibilities.
- **April** – Olympia Pediatrics, YWCA, review CAC webpage, discuss advocacy training.
  - **Milestone:** Achieve full committee membership.

## VIII. Next Steps & Closing

- Consumer Advisory Committee meetings will continue to be held once per month and will now shift to the third Wednesday of the month from 12:00-1:30 PM.
- Meetings will be held in Lewis County, as it is more centrally located in the CPAA region.

### Action Items:

- Recruit consumer representative on the CPAA Board.
- Increase attendance and diversify membership before a chair/co-chair is selected.
- Send consumers a key of abbreviations for each CPAA project area.
- Share CPAA financial reports in future CAC meetings.
- Contact partners and program managers to have guest speakers attend future CAC meetings.
- Share 6-month lunch menu rotation for future meetings.