

## Consumer

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### QC Vision:

Through the active engagement and alignment of people, communities and healthcare partners, every person in Maine will enjoy the best of health and have access to patient centered care that is uniformly high quality, equitable, and efficient.

## Group Charter

**Group Charge:** The Maine Quality Counts (QC) Consumer Advisory Council will advise and shape QC initiatives to help QC meet its organizational mission and vision, and to achieve its strategic objective to “*foster meaningful consumer engagement in transforming health and healthcare in Maine*”.

**Governance Structure:** The QC Consumer Advisory Council serves as a committee of the QC Board, and provides recommendations to QC staff and Board. Decisions within the Council will be made by consensus.

**Membership:** The QC Consumer Advisory Council will include consumers serving on the QC Board, consumers representing a range of consumer experiences and perspectives, and representatives from consumer organizations. Members will be identified with assistance from a spectrum of consumer groups in the state, such as those outlined in the attached Appendix. Members will be expected to demonstrate the following characteristics:

- Has a commitment to improve care and values team goals over individual interests
- Has at least a foundational understanding of health care quality
- Is able to seek out and synthesize information on complex topics
- Is receptive to the views of others
- Is an excellent communicator
- Is able to problem-solve in inclusive manner that addresses issues from myriad of perspectives

**Staff Support/Leader:** TBD

**Meeting dates/times:** TBD

**Roles & Responsibilities:** Members of the QC Consumer Advisory Council will be asked to attend regular meetings of the group (meeting format and frequency TBD), and to provide their input and guidance to ensure that all QC programs and initiatives appropriately reflect the consumer/patient perspective and effectively partner with consumers. Specific issues and tasks to be addressed by the Council include but are not necessarily limited to the following:

- *Support consumer leadership in health system transformation*
  - Provide guidance on ways to ensure/ support consumer representation and engagement in health system improvement initiatives, and to help shape the provider culture to support consumer engagement in improving health and health care
- *Promote quality messaging to Maine consumers to improve health and health care*
  - Provide guidance on development of the planned QC consumer engagement campaign, including development of effective messages and methods for disseminating messages
- *Provide guidance on implementation of Maine PCMH Pilot and spread of the PCMH model*
- *Promote measurement and public reporting of patient experience of care*
  - Provide guidance on development of statewide patient experience surveying of physician practices
- *Promote use of evidence-based self management programs – e.g. Living Well*
  - Provide guidance on best ways to engage consumers in use of these programs

**Appendix:**  
**Organizations Asked to Identify Consumer Representatives for  
QC Consumer Advisory Council**

- Area Agencies on Aging
- Consumers for Affordable Health Care
- Family Planning Association of Maine
- Health Care for ME Coalition
- Health Care Providers
- Health Equity
- Maine AARP
- Maine Community Action Association
- Maine Coalition of Housing and Quality Services
- Maine Disability Rights Center
- Maine Equal Justice
- Maine Health Management Coalition (Employers)
- Maine Patient Centered Medical Home (PCMH) Pilot practices
- Maine Parent Federation / Developmental disabilities groups
- Maine People's Alliance
- Maine Tribes
- MaineCare (Medicaid)
- NAMI – Maine