

Consumer Advisory Group Draft Operating Guidelines *April 25, 2014*

Group Charge: The MHDO Consumer Advisory Group will provide input and guidance to the Agency on its efforts to provide and integrate comprehensive and useful health care cost and quality data through its publically accessible venue for Maine people. The MHDO Consumer Advisory Group serves in an advisory role and provides recommendation to the MHDO staff and when appropriate the MHDO Board.

Membership: The QC Consumer Advisory Council. Member's travel that allow for in person participation will be reimbursed by the Agency.

Member Roles & Responsibilities: Members of the MHDO Consumer Advisory Group will be asked to attend regular meetings of the group and to provide their input, advice, and guidance. Specific issues and tasks to be addressed and prioritized by the group over the next 18 months may include and are not limited to the following:

- Review and evaluate MHDO's HealthCost tool for functionality, meaningful use, and user friendliness. Make recommendations for improvement including ways to improve user interface and usability of site.
- Review and advise on list of "shopable" procedures and make recommendations for additional procedures.
- Provide feedback on links and integration with other efforts in Maine, and out of state, involving health data and commercial plans' cost calculators and price information
- Evaluate and advise on linking to and/or incorporating prescription drugs pricing information.
- Consider and advise on the inclusion of Medicare and Medicaid data on the HealthCost website.
- Review information on MONAHRQ and make recommendations on the priority of the information, including the top ten indicators.
- Consider other quality indicators, including the Patient Experience of Care Survey Results.
- Explore and develop recommendations on meaningful ways to integrate cost and quality data.
- Develop recommendations for an effective statewide awareness campaign to educate Maine people about the value of information available through MHDO.

Decision Making

Decisions within the Group will be made by consensus which means that:

- The particular question to be answered or problem to be solved is clear
- We understand enough about the issue to make a decision
- Every point of view gets heard, although not necessarily incorporated
- If we can't all agree, than a majority decides
- The decision gets written on the spot

Meeting Format

- Meetings start and end on time and are professionally facilitated by Craig Freshley and Kerri Sands.
- Meetings always start with welcome, explanation of the agenda, review of the ground rules, and introductions.
- Meetings always end with a preview of topics expected for the next meeting and a quick full group evaluation of the meeting and overall process.

Ground Rules

- Understand all views before forming final opinions
- Give input in the best interests of the overall effort
- Accept that all suggestions may not be feasible and that others may have different suggestions
- Honor the schedule and the Operating Guidelines
- Facilitator manages the process and serves the group as a whole from a neutral perspective
- Be on time and be prepared for meetings
- Facilitator calls on people so everyone gets an equal chance to speak
- Phone participation is welcome although not encouraged
- Meetings and related processes are regularly evaluated and improved
- If you share information by e-mail between meetings, share it with the whole group (although it's okay to privately share personal opinions)

Schedule

- 2nd Friday of every other month - Consumer Advisory Group Meetings
- Within a week after – Craig and Poppy meet by phone to debrief the recent Consumer Advisory Group Meeting and look ahead to the next one
- Within two weeks after – Draft Meeting Notes circulated to whole Group and comments encouraged
- Two weeks after (4th Friday of every other Month) – Consultant phone meeting (Karynlee, David, Leanne, Craig, Kerri) to debrief recent Consumer Advisory Group Meeting and identify work to be done to prepare for next meeting.
- Four weeks after - Comments have come in on the Draft Meeting Notes and they are revised accordingly. Craig finalizes the notes and Final Notes are distributed and posted at the website.
- Five Weeks after – Craig drafts agenda and list of briefing materials for the next Consumer Advisory Group Meeting and shares with Poppy for comment. Perhaps Craig and Poppy have a meeting to discuss. The agenda gets revised accordingly.
- Five or Six Weeks after – Craig checks in with David and Leanne about support materials.
- Six or Seven Weeks after – Craig distributes Agenda and Support materials for the next Consumer Advisory Group Meeting

Facilitator Role

- Develop draft agendas and final agendas with input from the Liaison, Group Members, and MHDO staff and consultants.
- Prepare meeting notes with input from the Consumer Advisory Group.
- Distribute and post final Agendas, Meeting Notes, and other relevant documents.
- Coordinate preparation of materials and the overall schedule with David, Leanne, and Karynlee.
- Communicate regularly with Liaison and consider her advice
- Be available to all Consumer Advisory Group Members, MHDO staff, and consultants to address process concerns and facilitate discussions that result in shared understanding and agreement.

Special Liaison Role

- Provide input on meeting agendas and all issues related to group process
- Be available to all Consumer Advisory Group Members to answer questions and provide clarifications on the content of health care cost and quality transparency.