

## Consumer Advisory Group

### Agenda

November 7, 2014, 9:00 am - 12:00 pm  
Board Room, MHDO, 151 Capitol Street, Augusta

#### Remote Participation Instructions

We encourage in-person attendance but if necessary, here are instructions to participate remotely.

To join by phone, **dial (605) 477-3000** and then **enter access code 196852#**

To see the screen that is in the meeting room (so you can follow along with slides and notes taken on the screen), **click**

**<https://global.gotomeeting.com/join/440530685>** and follow the simple instructions.

#### About the Meeting

This is the fourth meeting of the MHDO Consumer Advisory Group. Our charge is to give input and guidance to the Maine Health Data Organization on its efforts to provide and integrate comprehensive and useful health care cost and quality data through its publically accessible venue for Maine people. Over the course of several months we are focusing primarily on providing input for an updated version of MHDO's HealthCost website.

To ensure an effective and efficient process that respects participants' time and offers opportunities for everyone's perspective to be heard, our meetings will be professionally facilitated by Craig Freshley and Kerri Sands of Good Group Decisions in Brunswick.

Please arrive early for light breakfast and then a prompt 9:00am start.

#### Agenda

8:40           **Coffee, tea, bagels, muffins**

- 9:00           **Opening**
- Welcome and About the Meeting – Craig Freshley, facilitator
  - Introductions
- 9:15           **Follow Up from Last Meeting**
- We will take a moment to remember our recommendations from the last meeting and Karynlee will explain how some of our ideas are being considered and acted on.
- 9:30           **Purpose and Goals of the HealthCost Website**
- We will have a quick discussion about the purpose and goals of the HealthCost website, including a brief summary of our October 16 Conference Call on the same topic.
- 9:45           **HealthCost Website Personas**
- We will continue our discussion about website personas that began at our September meeting. We may discuss the overall concept, a sixth persona that has been developed based on group feedback, and how MHDO will use personas in website development.
- 10:00          **Break**
- 10:10          **Quality Indicators, Part II**
- We will continue our discussion about healthcare quality indicators. In particular we will discuss:
- Results of the homework assignment about healthcare quality measures
  - Different levels of quality information - physicians, practice groups, hospitals, etc.
  - Different types of quality indicators - process, outcome, etc.
- 11:40          **A Quick Look Back and Ahead**
- We will note the topics for the next meeting and give a “heads up” about potential advance reading.
    - The primary topic for our next meeting will be reviewing and reacting to a new draft website.
  - We will briefly evaluate this meeting and the advance preparation process. How did this work for you? What might work better for next time?
- 12:00          **Adjourn**

**Lunch provided for anyone who wants to stay**