# Consumer Engagement Leadership Consortium Affinity Group Meeting

**December 4, 2014**

## Executive Summary:

The Consumer Engagement Leadership Consortium (CELC) held its final virtual meeting Thursday, December 4, with approximately 20 consumers participating. The call was focused on sharing information from the final Consumer Meeting and Align Summit in Washington, DC, , an introduction to the Collaborative Health Network being launched by NRHI, and on generating concrete ideas for moving forward and staying connected.

Meeting Participants:

Akilah Banister (Western NY)

Bill Winfrey (HCM)

Bob Graham (NPO)  
Janina Shayne (Humboldt)

Brittany Chase (NPO)

Chris Norton (Minnesota)

Dara Harris (Detroit)

Deborah Roseman (NPO)

Dianne Hasselman (NRHI)

Dudley Cornell (New Mexico)

Hester Duisik (Kansas City)

John Holland (Maine)

John Siggins (Western NY)

Juanita White (Memphis)

Kathy Day (Maine)

Kathy Hutcheson (SCPA)

Kerry Loeffler (Cincinnati)

Patty Black (Oregon)

Poppy Arford (Maine)

Susan Kiedio (Cleveland)

Valerie Mitchell (Humana)

# Agenda

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| Item | Discussion | Notes |
| Welcome, Introductions (Deborah Roseman) | Deborah Roseman (NPO) introduced participants and CELC Planning Committee members, and went over the agenda. |  |
| A Special Thanks  (Bob Graham) | The director of the National Program Office (NPO) shared his thanks for AF4Q consumers’ dedication and perspectives in helping the Alliances grow and develop over the years. He also shared his hope for continued work in all of the AF4Q communities toward bettering quality of patient care, even after the close of the RWJF grant. |  |
| National Meeting Debrief and Key Takeaways (Deborah Roseman) | Consumers shared thoughts, observations, and lessons learned from the Consumer Meeting and National Summit that took place in Washington, D.C. November 12-14. Consumers highlighted their appreciation for the Spotlight talks, the PCORI breakout session, and about how consumer engagement has grown and gained traction over the years. | Resources and materials from the meeting are available online. |
| Staying Connected Post-AF4Q: NRHI and CHN  (Dianne Hasselman) | Dianne Hasselman of the Network for Regional Healthcare Improvement (NRHI) joined the call to introduce a new initiative. NRHI connects different health networks from different communities, aiding them in making contacts and connections with other communities across the nation. NRHI is launching a new initiative and platform for connecting people across the nation interested in similar health topics: The Collaborative Health Network (CHN), supported by RWJF, will help individuals (“health do-ers”) working to improve health care quality in different communities to connect and share information. | Contact Deborah for next steps on how to get involved with CHN: droseman@gwu.edu |
| Staying Connected: Opportunities & Options (John Holland) | Consumers discussed ideas for remaining connected.  The NPO conference is available until April for consumers to use and organize calls of their own. Consumers discussed organizing a call in the next few months.  Dianne suggested creating an affinity group on the NRHI online platform, for communities to keep in touch post-April. | For use of the AF4Q conference line, contact Deborah Roseman. |
| AF4Q Resources (Deborah Roseman) | Deborah highlighted some resources that are available for consumers:   * The conference line will be available for consumers to use to hold their own meetings and discussions. * Consumers can download a list of contacts through the “directory” page of the AF4Q website (the directory will no longer be available on the website after April. Don’t neglect to download contact information while it is still available!) * A how-to page on downloading the directory will be distributed via email to CELC members. * Several other how-to pages will be loaded onto the website to walk consumers through various website functions. |  |

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| Closing  (Patty Black) | Patty closed out the meeting by asking for any last thoughts about the National Summit, the closing of AF4Q’s grant period, or ways to continue working together.  Patty and Kerry agreed to coordinate another conference call for the spring. They also agreed to look at starting a consumer Listserv. |  |

## Recording of the CELC Meeting: <http://forces4quality.org/dashboard/events/show/401>

## Meeting Materials (Session summaries, power points, and more!): <http://forces4quality.org/ALIGN_Summit>