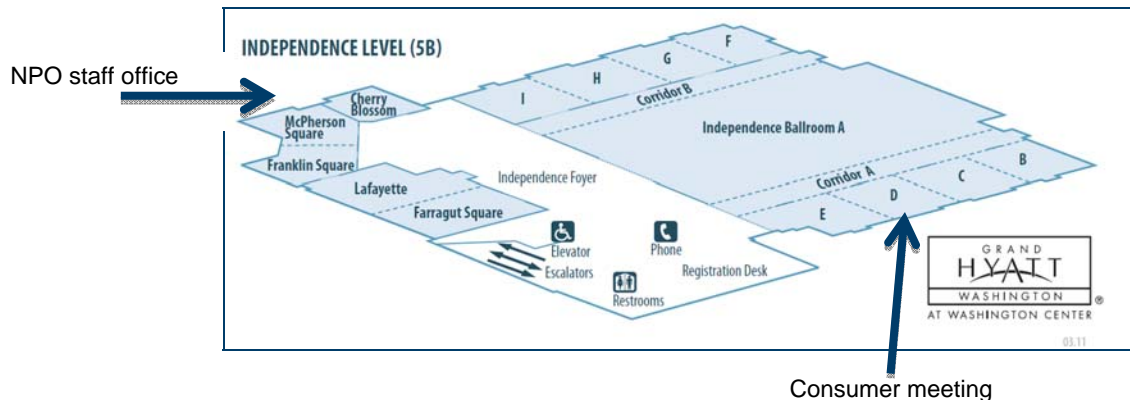


consumer representative meeting

wednesday, november 9

Welcome to Washington DC!

The consumer representative meeting will be held in Independence D, on the Independence Level – the networking coffee will be right next door in Independence E. If you need anything, please ask an NPO staff member – we are here to make both this premeeting and the national meeting engaging and enjoyable for you.



10:30 – 11:30 am

networking coffee break

Informal time for consumers and Alliance consumer engagement staff to meet and chat with staff from the Aligning Forces for Quality National Program Office (including Director Dr. Bob Graham) and staff from the Robert Wood Johnson Foundation.

11:30 – 12:30 pm

lunch

Lunch will be available beginning at 11:30 am. Please feel free to enjoy your meal as the session begins.

consumer representative meeting

12:00 – 12:30 pm welcome and introductions
Susan Mende, Robert Wood Johnson Foundation (RWJF) • Bob Graham, AF4Q • Deborah Roseman, AF4Q

12:30 – 1:05 pm **empower:** consumer engagement bright spots in AF4Q
Andrea Curry and Karen Thornton, Memphis • Avery Bates, Western New York • Kait Roe, Maine

Hear from your peers about how consumers are making a difference in their AF4Q communities; and about the consumer engagement spotlight on the new AF4Q website.

1:05 – 1:15 pm Break

1:15 – 2:45 pm **educate:** making the most of the AF4Q national meeting
Kathy Hutcheson, South Central Pennsylvania, and Mark Zocchi, NPO (cost) • Barbara Lambiaso, Greater Boston, and Dylan Nelson, NPO (payment/incentives) • Betsy Stapleton, Humboldt County, and Christal Ramos, NPO (care across settings)

The national meeting, which begins tomorrow, is structured in three tracks – cost, payment/incentives, and care across settings. Get the basics from your peers and NPO staff and participate in an activity that will help you make the most of your time here at the national meeting.

2:45 – 3:00 pm break

Empower | Educate | Engage

consumer representative meeting

3:00 – 4:20 pm

engage: maximizing your effectiveness as a consumer

Jennifer Sweeney, National Partnership for Women and Families • Jerry Cohen, Oregon • Johnny Simpson, Kansas City • Janina Shayne, Humboldt County • Lily Bevy-Holt, Cleveland

In this last session, led by staff from the National Partnership for Women and Families, you will discuss how to effectively advocate the consumer perspective and hear from peers on how to leverage leadership opportunities and work effectively in a multi-stakeholder setting. Be prepared for an engaging group activity and some lively conversation.

4:20– 4:30 pm

wrap-up and closing

Deborah Roseman, AF4Q

Thanks to the National Partnership for Women and Families for partnering with the NPO to plan this meeting!