

Consumer Engagement Leadership Consortium Affinity Group Meeting June 6, 2013

Executive Summary:

The Consumer Engagement Leadership Consortium (CELC) met Thursday, June 6, with approximately 12 consumers participating. Consumers currently serving in leadership on the CELC planning committee led a debrief of the consumer experience at the May AF4Q national meeting in Chicago, including the consumer pre-meeting and related materials. Participants discussed ways to maintain the level of commitment and engagement consumer national meeting attendees exhibited, and ideas for continuing to cultivate connections between alliances. Group members have begun to engage with one another via the online forum on the AF4Q website, and agreed to continue to foster conversation there. The initial CELC planning committee has completed its six month term. Members will help transition leadership to a new set of committee members over the next month. The full CELC will meet again Thurs., Aug. 22, 2013, 3-4 PM.

Agenda

Item	Discussion	Action/Responsible Person
Welcome, Introductions, Roll Call	CELC Planning Committee member Robert Albee welcomed participants.	
National Meeting: Key Takeaways	<p>CELC Planning Committee member Dudley Cornell shared some key takeaways from the May 2013 AF4Q national meeting: consumer attendees demonstrated a remarkable level of commitment, and focused intention in creating solutions.</p> <p>Other participants noted the value of making connections through the consumer pre-meeting icebreaker, or via informal interactions in hallways or over breakfast.</p> <p>Cody Barnett of the AF4Q national program office (NPO) reiterated comments from the consumer debrief at the end of the national meeting, in which participants noted that the group of consumers is its own alliance!</p>	
National Meeting Feedback, evaluation	<p>Deborah Roseman (NPO) shared results of the meeting evaluation forms consumer pre-meeting attendees completed.</p> <p>The consumer pre-meeting included a “meeting engagement form” to assist attendees in capturing ideas or contacts at the national meeting to refer to at home. A few members discussed their plans to share take-aways from the meeting at upcoming local meetings.</p> <p>Participants noted that the mentor matches between first-time and returning consumer meeting attendees would be improved by adding some structure for the mentor pairs: a set</p>	

	of questions to use over email or phone before the meeting, and dedicated time to meet onsite.	
Forum/Other ways to connect	<p>CELC Planning Committee member Poppy Arford, along with Cody and Deborah (NPO) shared the Forum on the AF4Q website as a way to have or continue conversations online.</p> <p>Michael Chilcoat suggested starting a blog related to AF4Q, and Poppy suggested the Forum might be able to serve that role.</p> <p>Poppy proposed forming a workgroup in the fall, dedicated to the topic of sustainability.</p>	Staff will email reminders to the CELC.
Next CELC Planning Committee	The five members of the first CELC Planning Committee have done a terrific job, and it's time to transition to the next group of CELC leaders. The Planning Committee helps plan the CELC meetings as well as plans and facilitates consumer-focused activities at the AF4Q national meetings.	Anyone interested in serving on the CELC Planning Committee, please email celc@forces4quality.org
Next Steps	<p>CELC Planning Committee member Kerry Loeffler suggested an upcoming CELC meeting address the topic of how consumers and their alliances are addressing the issue of “appropriate care”—meaning, getting the care you need, without getting care you don’t need and that could pose risk or harm. Kerry recommended the book <i>When Doctors Don’t Listen</i>, and noted efforts in which she and the Cincinnati alliance are engaged in order to ensure patients get appropriate care. Other members expressed interest in the topic and shared ideas to be included.</p> <p>The next CELC meeting will take place Thursday, August 22, 3:00-4:00 PM ET</p>	The Planning Committee will pursue this topic for an upcoming CELC meeting.

Meeting Materials:

- [Flyer with instructions to join the CELC and participate in the online Forum](#)
- [June 6 meeting slides](#)