

**Consumer Engagement Leadership Consortium
Affinity Group Meeting
August 22, 2013**

Executive Summary:

The Consumer Engagement Leadership Consortium (CELC) met Thursday, August 22, with approximately 13 consumers participating. Consumers shared information about their communities' efforts to help patient get "appropriate care"—the care they need, without care they don't need. Members of the planning committee provided an update regarding the upcoming National Meeting taking place in November. Additionally, another call was put out for anyone interested in joining the Sustainability sub-committee, which will explore ways to continue the work each community has done throughout the course of the project once the RWJF grant is concluded. The full CELC will meet again Thurs., Dec. 5, 2013, 3-4 PM.

Participants:

Poppy Arford, Maine	Kerry Loeffler, Cincinnati
Summer Boslaugh, Oregon staff	Margie Turner, Oregon
Mike Chilcoat, SCPA	Juanita White, Memphis
Dudley Cornell, New Mexico	Dennise Whitley, Maine
Cathy Davis, Kansas City staff	Angelia Bowman, NPO
Kathy Day, Maine	Deborah Roseman, NPO
Hester Dusick, Kansas City	Cody Barnett, NPO
Kathy Hutcheson, SCPA staff	Thalia Sirjue, NPO

Agenda

Item	Discussion	Action/Responsible Person
Welcome, Introductions	Deborah Roseman (NPO) introduced participants. CELC Planning Committee member Juanita White welcomed participants and introduced meeting topic "Appropriate Care."	
Choosing Wisely (Maine)	Kathy Day (Maine) presented information about the Choosing Wisely campaign and its goal to help people obtain "just right care." There are 21 Choosing Wisely grantees across the US. Kathy shared a document with useful web links and showed a sample Consumer Reports handout in support of providing more information to have educated consumers. Other AF4Q alliances are among the Choosing Wisely grantees. South Central PA is in the very early planning stages of its initiative.	
Make the Right Call (Cincinnati)	Kerry Loeffler introduced " Make the Right Call " initiative which aims to reduce emergency department (ED) usage. More information and the toolkit Kerry showed can be found online at yourhealthmatters.org . Make the Right Call initiative aligned with United Way "bold	

	<p>goals,” Council on Aging’s case manager training, and other participating organizations.</p> <p>Similar initiatives to reduce ED usage are occurring in the New Mexico and South Central Pennsylvania AF4Q communities.</p>	
November National Meeting update & feedback	<p>The AF4Q National Meeting is November 6-8, 2013.</p> <p>Mike Chilcoat gave an overview of what the planning committee has discussed. The November meeting theme is: “The Power of Influence in a Changing World.”</p> <p>Deborah shared more regarding the pre-meeting agenda including a planned consumer panel and a hands-on training to maximize influence once meeting attendants return home to their communities.</p> <p>The meeting engagement form will be used again, as will a more structured “buddy system.” Meeting sessions will also be repeated this year so there are multiple opportunities to attend.</p>	Deborah sent out link to agenda for National Meeting (also found below)
Sustainability Sub-committee	<p>Deborah discussed Sustainability sub-committee and Poppy encouraged everyone to participate if they can.</p> <p>A brief survey will be sent out to all those who express interest.</p>	Anyone interested in serving on the Sustainability sub-committee, please email celc@forces4quality.org
Updates/Comments/Next Steps	<p>Poppy shared desire to highlight or emphasize importance of attending the post-meeting. Many group members agreed this should be done.</p> <p>Cody reminded everyone about the online forum. All are welcome!</p> <p>The next CELC meeting will take place Thursday, December 5, 3:00-4:00 PM ET</p>	Planning committee will discuss plans for post-meeting agenda and marketing.

Meeting Materials:

- [Flyer with instructions to join the CELC and participate in the online Forum](#)
- [August 22 meeting slides](#)
- [Choosing Wisely Web Links](#)
- [Make the Right Call Initiative](#)
- [National Meeting Agenda](#)
- [Online Forum](#)