

OneCity Health Stakeholder & Patient Engagement Governance Committee Meeting

Meeting Summary

August 5th, 2015

199 Water Street, 31st Floor, New York NY

5:30 - 7:00pm

In Attendance:

- Christina Jenkins (CEO, OneCity Health Services)
- Anna Flattau (Chief Clinical Officer, OneCity Health Services)
- Jessica Copen (Director of Communications, OneCity Health Services; *Observer*)
- Marie Elivert (Snr. Associate Ex. Director, HHC/QHC)
- Carin Tinney (Director of Program Dev, NYC Department of Aging)
- Karen Benker (Associate Dean, SUNY Downstate Medical Center)
- Anthony Feliciano (Exec Director, Commission on Public's Health System)
- Allison Silvers (Chief Strategy Officer, Village Care)
- Patrick O'Quinn (Snr. Director, CBC IPA)
- Noilyn Abesamis-Mendoza (Health Policy Director, Coalition for Asian American Children & Families)
- Claudia Calhoon (NY Immigration Coalition)
- Laray Brown (SVP Corp Planning, HHC)
- Caroline Jacobs (SVP HR/Workforce Development, HHC)
- Moira Dolan (Snr. Assistant Director, DC 37)
- Joan Altomonte (Corporate Director, People Care)
- Tracey Bowes (Cumberland Diagnostic and Treatment Center)
- Carmina Bernardo (Director, Planned Parenthood of New York City, PC (PPNYC))
- Miriam Vincent (SUNY)
- *Manatt Health (Committee Support)*
 - *David Rosales*
 - *Cate Kennedy*

Seated Members Not In Attendance:

- Ana Taras (Ryan Community Health Network)
- Susan Lehrer (Associate Exec Director, HHC/ House Calls Telehealth)
- Claire Patterson (Sr. Associate Exec Director, HHC/Elmhurst)

Item	Minutes
1. Overview of OneCity	<i>Discussion:</i>

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Health and Stakeholder & Patient Engagement Committee	<ul style="list-style-type: none"> • Reviewed role of the Central Services Organization (CSO) in relation to role of Stakeholder and Patient Engagement Committee, as well as the Executive Committee, Care Models Committee, and Business Operations + IT Committee. <p><i>Role of CSO:</i></p> <ul style="list-style-type: none"> ○ For program implementation, fulfills obligations to enable PPS performance of DSRIP and other milestones ○ For governance committees, does the work of strategy formulation and program development in order to facilitate considered decision-making and recommendations by committee members <p><i>Role of Stakeholder and Patient Engagement Committee:</i></p> <ul style="list-style-type: none"> ○ Helps develop shared vision of transformation ○ Makes considered recommendations in areas of engagement of all partner types, workforce training, and cultural competency ○ Source of advice and expertise ○ Supports the PPS by engaging with others in your organization or stakeholder group about our shared vision for DSRIP <ul style="list-style-type: none"> • Reviewed key areas of Committee focus: Patient Engagement & Outreach strategy; Cultural Competency and Health Literacy Strategy; Practitioner Communication and Engagement Plan; Workforce Training and Development Strategy. • Reviewed role of State Implementation Plan (SIP) in establishing the framework through which the PPS will submit the quarterly reports to the State’s Independent Assessor • Feedback provided by Committee on style/language to present OneCity Health clinical programs to stakeholders • Agreement to explore the formation of local workgroups of PAC members and consumers <p><i>Next Steps:</i></p> <ul style="list-style-type: none"> • Central Services Organization (CSO) to work develop more specific definitions and descriptive detail for the key Committee focus areas for discussion at next Committee meeting
2. Committee Guiding Principles	<p><i>Guiding Principles Discussed:</i></p> <ul style="list-style-type: none"> • Empowerment of patients, individuals, families and workers • Ability to make decisions based on imperfect/incomplete information • Honesty and transparency • Inclusivity, flexibility, collaboration, and respect

Item	Minutes
	<ul style="list-style-type: none"> • Shared decision making, shared power • Commitment to the importance of treating the medical, psychological and social aspects of the whole person • Commitment to using patient-centered criteria to inform recommendations • Aim to generate and foster a willingness on the part of stakeholders to <i>invest</i> in delivery system transformation • Openness to adapting approaches to meet changing needs • Facilitation of bi-directional communication between, and responsiveness to, the community • Accountability to performance based metrics, while also understanding that measuring the success of engagement efforts is difficult • Viewing ourselves not just as representatives or providers but also as stakeholders and members of the community
3. Review of preliminary partner engagement tools	<p><i>Discussion :</i></p> <ul style="list-style-type: none"> • Reviewed draft interview questions/talking points to be used in early partner engagement meetings, presented by Dr. Anna Flattau, OneCity Health Chief Clinical Officer • Feedback provided to Dr. Flattau by Committee members <p><i>Next steps:</i></p> <ul style="list-style-type: none"> • Committee members to send comments to Dr. Flattau on outreach strategies/questions by Monday (8/10)
4. Upcoming agenda topics	<ul style="list-style-type: none"> • Cultural Competency • Health Literacy • Workforce Training