



**Consumers for Quality Care, No Matter Where Initiative**

**National Advisory Council Meeting**

**December 1, 2011 2:00pm ET**

**Meeting Notes**

**On the call:**

Deb Holtz

Gail MacInnis

Robyn Grant

Jessica Brill Ortiz

Alia Murphy

Charlene Harrington

Courtney Roman

Bev Laubert

**Agenda:**

1. Welcome and roll call
2. Status of work in pilot states from October and November update
  - No questions – we will be sending the November update soon
3. Consumer Perspectives on Quality Care report
  - a. Need for consumers for interviews and volunteers to conduct interviews and/or focus groups
  - b. Council members as volunteers?
  - c. Reaching other groups/organizations
    - i. Advisory council members will do outreach using email blurb created by the CV.
      1. Council members agreed to do this.
      2. We will be sending this text to the council next week
4. National consumer advocacy training calls
  - a. Upcoming call: January 2012
    - i. Alia attached a draft agenda – any feedback on the call content?
      1. May be helpful to leave more time for questions



The National  
**CONSUMER VOICE**  
for Quality Long-Term Care  
formerly NCCNHR

2. Some of the topics seemed to be directed at people who aren't already receiving services – who are we trying to reach
  - a. If our goal is to develop advocacy in homecare consumers – we should target people who are already receiving these services and include more on rights, navigating the system, how to advocate ... less on where and how to access services.
  - b. Add some more time to Robyn's piece about advocacy on the state level.
  - c. Think of the longer-term recipients of care for our primary audience on this call
  
- b. Help promote the calls
  - i. We will send out flyers and registration information that you can disseminate in any way that you are able
  
5. Wrap up
  - a. Next meeting: January 5, 2012 from 2-3pm Eastern
  - b. National Advisory Council Survey