



**Consumers for Quality Care, No Matter Where initiative
National advisory council meeting**

**July 24, 2012
2:00 pm Eastern
Agenda**

Dial-in number: 1.866.490.1502

Code: 7909949987

- **On the call:**
 - Gail MacInnes, PHI
 - Courtney Roman, National Partnership for Women and Families
- Robyn Grant, Sara Cirba – Consumer Voice staff

1. Initiative update

- a. *Consumer Perspective on Quality Home Care Report:* Sara discussed that due to the time constraints of the project we have reached the cutoff date in pursuing new consumers to interview. In total, more than 150 individuals were interviewed and participated in the online surveys. Once we have a total number we will give a final breakdown of the numbers. As of now we are working on tying up loose ends and finalizing the interviews that have been taken. Going forward, Sarah Wells, Executive Director of the Consumer Voice, will review the interviews, analyze them and incorporate them into our final report. The report will be released in the beginning of September. We will prepare a draft report and get it out to the National Advisory Council mid-August for input, feedback, and comments.

Robyn thanked the National Advisory Council for the efforts they made to spread the word that we were looking for folks to interview. Robyn commented how big of an undertaking this was, and how difficult it can be to actually reach the consumers themselves.

A council member asked how we're planning on promoting the report. Robyn responded that we were anticipating some type of official roll out, like a press release/press conference. We plan on rolling out the report in conjunction with our Advocacy in Action event and the NASUAD home and community-based services conference. We are also presenting a session at the NASUAD conference on the results

of the report. Robyn concluded by saying that we're open to suggestions from the National Advisory Council on how to bring more attention to it.

b. *Pilot State Updates*

Sara gave an update on each pilot state.

c. *Consumer Input Council*

Sara informed the council that the Consumer Voice is launching a brand new *Consumer Input Council*, which will be a way for consumers who receive services and supports at home to stay involved and informed on long-term care issues. Council members will have the opportunity to regularly provide Consumer Voice staff members with feedback about their experiences with home care. The information they provide will help guide the Consumer Voice in its policy work. In addition, Council members will receive regular policy and advocacy updates and opportunities to take action themselves. First meeting will take place in October of this year.

2. Survey of national council– how we might be able to get people to feel more connected and/or involved?

Council members commented that summer is a tough time of year to stay involved in committees like this. One member mentioned that focusing the calls on discussion and getting input might increase responsiveness. It might make more sense for us to send out written updates to the council, and save the call itself for input/discussion.

3. National conference call: Long-Term Services and Supports: Consumer Input - July 31

- a. The Consumer Voice will be hosting a nationwide conference call on July 31st, from 3-4:15pm ET to garner additional consumer input about the care, services and support they receive in their home. This conference call will be modeled after the individual interviews we conducted for the Consumer Perspective Report in that we will ask a series of 10 questions focused on the care and services consumers receive in their homes. Individuals from all across the country will have the opportunity to participate and provide input in this call. We are hopeful that this conference call will give us an additional opportunity to gather information and reach new consumers. In terms of registrants – 65/70 so far. The feedback from this call will also be incorporated into the report. We will email the promotional flyer to this Advisory Council and encourage them to distribute it amongst their networks.

4. Wrap up

- a. Next call: October 4, 2012 at 2:00 pm Eastern