



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

**April 5, 2012; 2:00 pm Eastern
Meeting Notes**

On the Call

- Courtney Roman
- Eric Carlson
- Gail MacInnes
- Sherry Culp
- Robyn Grant
- Jessica Brill Ortiz
- Alia Murphy

1. Initiative update

- Meeting notes are posted on the initiative website
- Brief update on state work, Consumer Perspective on Quality Care report and March 28, 2012 national conference call

2. Survey of national council

- Conducted at the end of 2011/early 2012
- Brief summary of results
- Council members on call indicate they wouldn't mind more communication from the Consumer Voice, but recognize "ask" emails are sometimes more important and less-time consuming to write than informational "updates"

3. Next national conference call/webinar

- Planned for June 2012
- Proposed topic: Assessment and selecting a provider (advocacy around assessment)
- Feedback/suggestions for speakers, specific content, etc.?
 - May be helpful to do some education on long-term care insurance, switching insurance, etc., especially around dual eligibles and the integration of Medicare and Medicaid
 - Campaign for Better Care can help with information about patient and family-centered care (i.e. what patients can look for in a provider)
- Advisory council role to help promote the call/webinar

4. Wrap up

- Next call: Scheduled for July 5, 2012 at 2:00 pm Eastern, but given the proximity to the holiday, we will assess council availability for a different date