



Consumers for Quality Care, No Matter Where Initiative

National Advisory Council Meeting Notes

October 6, 2011 2:00pm

On the Call:

- Eric Carlson, NSCLC
- Linda Muckway, Systems Change Advocate
- Aaron Tax – SAGE
- Deb Merrill, NASUAD
- Gordon Peters, Consumer
- Gail MacInnes, PHI
- Sherry Culp, Ombudsman
- Robyn Grant, Consumer Voice
- Jessica Brill Ortiz, Consumer Voice
- Alia Murphy, Consumer Voice

Agenda:

1. Welcome and roll call
2. Status of work in pilot states from August and September update
- Jessica gave brief update of each state and answered questions
3. Home care & services survey
 - a. Continued dissemination (available in English and Spanish online and in hard copy)
4. Consumer Perspectives on Quality Care report
 - a. We discussed the timeline and that we are asking council members to provide us with the names and contact information for consumers and volunteers for interviews.
 - i. Members were told they would receive draft interview/focus group questions to review and comment on. Each interview will be 30 minutes max with the goal of reaching 50 interviews in each state.
 - b. Reaching other groups/organizations
 - i. Advisory council members will be asked to reach out to national organizations they know. We will provide council members with the information they need for outreach. .
5. Project website
 - a. We have developed a webpage specifically for this project and would like to post the list of advisory council members (name and affiliation only) and council meeting notes. Members gave their consent for this information to be posted.



6. Council composition
 - a. Council members were again urged to help find consumers and representatives from both the veteran and Hispanic communities to serve on the council.

7. National consumer advocacy training calls
 - a. Upcoming call: November 2011
 - i. It was suggested we might want to incorporate the upcoming “super-committee” implications as an advocacy component on the call.
 - b. The role of the advisory council will be to help identify topics and speakers for the calls and to assist in promoting the calls.

8. Council call schedule, wrap up and next call
 - a. Next call is December 1, 2011
 - i. The proposed meeting schedule works for council members