

## Consumer Advisory Group

### Agenda

May 16, 2014, 9am-12pm

Conference Room, Maine Quality Counts, 16 Association Drive, Manchester

#### About the Meeting

This is the first meeting of the MHDO Consumer Advisory Group. Our charge is to give input and guidance to the Maine Health Data Organization on its efforts to provide and integrate comprehensive and useful health care cost and quality data through its publically accessible venue for Maine people. Over the course of several months we will focus primarily on providing input for an updated version of MHDO's HealthCost website.

In this first meeting we will develop a shared understanding of our work together and give some initial feedback on the website.

To ensure an effective and efficient process that respects participants' time and offers opportunities for everyone's perspective to be heard, our meetings will be professionally facilitated by Craig Freshley and Kerri Sands of Good Group Decisions in Brunswick.

Please arrive early for light breakfast and then a prompt 9:00 am start.

#### Agenda

8:40 **Coffee, tea, bagels, muffins**

9:00 **Opening**

Welcome and About the Meeting – Craig Freshley, facilitator  
Craig and group members will introduce themselves and we will hear an explanation of the agenda and ground rules.

9:10 **Operating Guidelines**

Craig will present the Operating Guidelines for this Consumer Advisory Council. Let's make sure we all understand how things will work.

9:20 **Road Map**

Karynlee Harrington, Acting Executive Director of MHDO, will explain our "road map" - what input is needed from the group, by when, in order to meet the Summer 2015 deadline for a revised HealthCost website.

There will be an opportunity for clarifying questions. We will also discuss and approve our schedule and meeting location.

- 9:35      **Price Transparency for Patients**  
We will discuss two recent updates from Poppy Arford on health care cost price transparency: The September 2013 Consumer Information Subcommittee Report to the MHDO Board, and an overview of “Transparency from the Patient Perspective.”
- 9:45      **Break**
- 10:00     **HealthCost Interim Website Review**  
Karynlee will review the HealthCost interim website and survey responses to date. We will have a discussion about the website, in particular offering feedback on:
- The **Cost Compare** tool  
Accessibility  
List of procedures  
Usefulness
- Individual pages:**  
Maine HealthCost  
Definitions  
Methodology  
Facilities  
Procedures
- The **website as a whole**
- 11:35     **A Quick Look Back and Ahead**  
We will briefly evaluate this meeting and the advance preparation process. How did this work for you? What might work better for next time?
- We will also note the topics for the next meeting and give a “heads up” about potential advance reading.
- 11:50     **Making This Meaningful**  
We will take a few moments for a quiet individual written exercise to help us each consider what perspective and contribution we will bring to this process.
- 12:00     **Adjourn**
- 12:05     **Lunch**