Maryland
DEPARTMENT OF HEALTH

Meeting Minutes
Learning Advisory Council Meeting 2

Location:	**GoogleMeet**
Date:	**10/20/21**
Time:	**5:00 PM ET**
In Attendance:	**Council Members**: Nkem Okeke, Titus Abraham, Cindy Eiseman, Melanie Cavaliere, Agnes Buanya, Kristina Williamson, Arumani Manisundaram, Zach Rabovsky **Staff**: Alice Sowinski-Rice, Raghavi Anand

Discussion Items

1. Review of tentative 2022 learning events
   a. **(Zach)** Question: Which events are best attended?
      i. **(Alice)** Answer: Staff Training Academy and Provider Leadership Academy training events have great feedback
   b. **(Kristina)** Will the **CTO meetings** still be monthly? Kristina, Arumani, and Cindy all vote for montly CTO meetings.
      i. **Note:** As a quick note, this will not be listed on the public-facing calendar as they are closed meetings for CTOs to attend only.
   c. **(Zach)** Clarification requested about **Focused Regional Care Work Groups**. Will there be a final work product after each meeting? How will this information be disseminated?
      i. **(Raghavi)** Coaches will lead their respective region and send out success strategies/tools after each work group to that specific region.
      ii. **(Melanie)** At the state, work groups have a large report as output and this event does not seem like a work group, more like team-building-- recommends renaming
      iii. **(Raghavi)** Will take back to coaches to discuss renaming the event.
      iv. **(Dr. Okeke)** The event is a mix of both team-building and content. Can disseminate on Connect and could create subgruops on Connect to help focus and disseminate.
      v. **(Cindy)** Agrees with renaming-- recommends "workshop" as there is more hands-on collaboration
      vi. **(Zach)** Will the events be open to everyone or will they be regional only?
         1. **(Raghavi)** The first "pilot" of this event series will be in the Central region and will then open up to the other regions.
         2. **(Zach)** Supports the idea of organizing the events geographically
      vii. Final thoughts:
         1. Agreement among many council members to rename to "Workshop"
         2. Agreement among many council members to organize the event by region

d. **(Melanie)** Recommend renaming **ADI webinar** to be focused more on the payment and not the ADI measure itself, like "ADI Payment Best Practices."
   i. **(Many council members)** Need to build up the understanding of the use of payments
   ii. **(Melanie)** Q3 "Best Practices" webinar will be too late, recommend holding this sooner
      1. **(Kristina)** The "Best Practices" webinar builds off the Q1 "Five Ws" webinar--sequence makes sense
   iii. Landed on: ADI Payment: Five Ws (Q1), ADI Payment Best Practices (Q2), ADI Payment: Lessons Learned (Q3)
e. **(Dr. Okeke)** Should we do recognitions at the **Primary Care Conference**? We could recognize for:
   i. significant improvements in reducing admissions, improvements in outcomes, and measures based on data
   ii. engagement
   iii. could recognize clinical quality
   iv. have high-performers share their secrets/best practices for success
   v. **(Arumani)** Practices could self-nominate what they've done well and we could select top applications
   vi. **(Dr. Abraham)** Would be good to recognize most improved
   vii. **(Melanie)** PTN did
f. **(Melanie)** How are the **Regional Fishbowl** events different from a panel discussion? A panel discussion has a few featured speakers (usually SMEs in the case of our events) share their knowledge on a specific topic and answer questions from attendees directly. The fishbowl event is structured with an inner circle (the fishbowl) and an outer circle. The participants in the fishbowl actively participate in the ongoing discussion while the participants in the outer circle listen to the ideas and take notes (more participant-driven). This event type is helpful for large groups and it allows everyone to participate in the conversation.
   i. **(Melanie)** The difference is not clear. Recommendation to have more peer presenters rather than national experts
   ii. **(Alice)** PMO can put together more detail to make the distinction between panel discussion and fishbowls clearer.
   iii. **(A couple council members)** Local knowledge is very important. Definitely collaborative is better.
   iv. **(Arumani)** If there are experts, should leave behind a cheat sheet. At CMS Learning Collaborative, learned from other ACOs, had clinical and non-clinical speakers. Keep non-clinical in mind since they're doing a lot of the behind-the-scenes work (skeleton behind the flesh).

2. Request for Specific Feedback
   a. **Should we still hold the Staff Training Academy?**
      i. This should be skipped since there are not a lot of new practices this year.
      ii. **(Zach)** Keep in mind that this event is also to help practices be successful, not just orient new ones. These sections should be dedicated to staff who might be intimidated speaking up at an event with providers.
      iii. **(Kristina)** Should augment to make it more broad, not just MDPCP-specific?
      iv. **(Zach)** Have sections dedicated to staff, who might be intii
   b. **Should the Fishbowl be regional or open to all?**
      i. **(Zach, Cindy)** Likely to get more productive conversation if regional, focused on their specific needs
   c. **Should SIHIS events be a series or one-time event?**

        i.   **(Dr. Okeke)** Awareness alone is important

        ii.   **(Melanie)** Recommend quarterly and determine how quality measures tie back to goals

      iii.   **(Kristina)** Could also tie into other meetings to decrease the number of meetings, but important to raise this often

3. Other
   a. **(Dr. Abraham)** Would be curious to see how practices are using non-visit based dollars
   b. **(Arumani)** If we go with self-nominations, we could ask them to disclose their data
   c. **(Kristina)** It would be helpful to have CTOs understand PBIP and other practice questions
      i. Should include CTO education in an upcoming CTO meeting to help them better prepare for answering practice questions

4. Next Meeting: 11/17/2021 (5 - 6 PM)
   a. Review of feedback from council members re: tentative 2022 learning events
      i. Learning Calendar Updates
   b. Discussion of QI Initiatives
      i. Ongoing pilots
      ii. QI Hotline

Action Items	Owner(s)	Deadline	Status
Send out agenda, meeting information, and other relevant documents in advance of the next meeting	**PMO**	**COB 11/15/2021**	**In Progress**
Please send feedback to PMO ([GoogleForms survey](#)) re: 2022 learning calendar	**Council Members**	**COB 11/09/21**	**In Progress**
Clarify the distinction between panel discussion and fishbowl	**PMO**	**At Meeting 3, 11/17/2021**	**In Progress**