

MEAB PROCESS IMPROVEMENT SUGGESTIONS 10/18/2012

Based on input from 18 members, small group synthesis (Chairs Bram Kleppner and Kay Van Woert, Trinkia Kerr, Donna Sutton Fay, Joan Lavoie), and follow up meeting with Mark Larson and Lindsey Tucker

Recommended Key Principles:

- Official MEAB recommendations should develop from group discussion and formal decision making at meetings (e.g. not by individual vote between meetings or Chairs speaking for the MEAB).
- DVHA should support member learning and participation (e.g. a fully equipped office and time for "homework" should not be presumed or required of members).

Recommended Operations Manual Changes:

- Hand out and support documents should be in the form preferred by each member, not just online (see below re survey)
- Should we require abstentions be explained?
- Alternate voting needs statutory change—should we seek it?

Meeting Logistics:

- Schedule meetings well in advance (see survey)
- Arrange meeting tables to a "stop sign" shape
- Turn off noisy machine
- Reserve the adjoining room to minimize noise and for small breakout
- Mike quiet speakers?
- Start phone conferencing timely
- 2 sided name placards
- Sit in same space each time so members can find places easily (rotate occasionally)
- Consider other space if sound doesn't improve

DVHA Communications:

- Meet member preferences for hard vs. e-copies of materials
- Minimize communication to MEAB between meetings--should be limited and predictable (e.g. after meeting follow up, minutes, call for agenda items, meeting reminder/agenda a week ahead and e-materials in prep for meeting three days ahead)
- Additional notices only when unavoidable
- Clarify DVHA staff roles
- Limit communications of official MEAB notices to be from one or two (consistent) DVHA people
- Cover emails should provide clear context for any attachments

Agenda Building:

- Email to members for agenda items
- Chairs and DVHA to set agenda based on member request/priorities as well as DVHA process/approval requirements

- Use small breakout groups where appropriate for more focused discussion
- Integrate work between Exchange and Medicaid where we can

Suggested Protocols for Facilitators and Members

- Start on time
- Stick to agenda
- Use Robert's Rules for voting procedures
- No public participation other than public comment
- Defer questions and comments to the end of presentations
- Go around room for comments after presentation so all can speak
- If time is limited, look for people who haven't spoken before
- Be aware of and include member participants on the phone
- "Parking lot" items for later when not on the main topic
- Motions that are not related to scheduled presentations seeking decision should be presented and processed at the end of the meeting
- Try to find a way to collect comments when we run out of time (in writing?)

Suggestions for Presenters:

- Provide higher level context
- Supply background on process
- State the decisions or input needed and timetable
- Focus on key information
- More summarizing and less Power Point reading
- DVHA should provide /clarify other possible venues for public comment