



## Agenda

Item	Discussion Topics	
1.	Introductions (5 Minutes)	
2.	Summary of Previous Meeting (10 minutes)	
3.	Summary of Task Force and Other Work Group Activities (10 Minutes)	
4.	<b>Discuss Work Group Homework</b>	Aim for Patient Quality <ul style="list-style-type: none"> <li>• Improved ratings as measured by CAHPS               <ul style="list-style-type: none"> <li>○ Hospital</li> <li>○ Clinician and Group Surveys</li> <li>○ Health Plan Surveys</li> <li>○ Supplemental (i.e. Patient Centered Medical Home)</li> </ul> </li> <li>• Measurement               <ul style="list-style-type: none"> <li>○ Identify survey questions in each category directly related to population health</li> </ul> </li> </ul>
5.		Primary Drivers <ul style="list-style-type: none"> <li>• Assess members' understanding of plan benefits and appropriate use of coverage</li> <li>• Inventory of:               <ul style="list-style-type: none"> <li>○ Health plans and other organizations providing call center support and availability</li> <li>○ Cultural and linguistic support</li> <li>○ Health literacy initiatives</li> </ul> </li> </ul>
6.		Action Plans to Achieve Aim
7.	Review Action Items, Discuss Next Steps	

## Action Items

Item	Action Steps/Due Date/Responsible Party
1.	
2.	
3.	
4.	
5.	