

Consumer Engagement Workgroup

January 17, 2020 Conference Call

1:30-2:30 p.m. CT

[Webex Link](#)

Meeting number: 968257749

Meeting password: ConsumerJan2020

Dial: 855-282-6330

Passcode: 968257749

Objective

- Review and endorse Consumer Engagement Workgroup Charge
- Review the Access to Health Records Notice of Rights document for plain language changes
- Define next steps for Deliverable 3

Agenda

1. Roll call/introductions
2. Consumer Engagement Workgroup charge
 - a. Review and endorse charge
3. Access to Health Records Notice of Rights document
 - a. Review for plain language changes (Deliverable 1)
 - i. Stacie Christensen, author of documents, is available for insight and discussion
 - b. Discuss where and how to communicate the updated information
4. Patient Journey Map (Deliverable 3)
 - a. Coordinating efforts with Health Care Homes
 - b. Define steps on how to move forward
5. Next steps and wrap-up
6. Adjourn