



**TASK FORCE ON PATIENT AND FAMILY ENGAGEMENT  
FOCUS ON COMMUNITY LEVEL INTERVENTIONS**

**North Carolina Institute of Medicine  
630 Davis Drive, Suite 100  
Morrisville, NC 27560  
10:00 – 3:00  
October 23, 2014  
Annotated Agenda**

**Goals for the Meeting: To identify evidence-based and best practices for engaging patients more actively in their own care at the policy level and to discuss the draft report and potential recommendations**

**10:00 – 10:15 WELCOME, INTRODUCTIONS, INPUT & OVERVIEW OF DAY'S SESSION**

**Kimly Blanton**

Patient Advocate  
Vidant Health  
*Co-chair*

**Melanie Bush, MPAff**

Assistant Director, Policy and Regulatory Affairs  
Division of Medical Assistance  
North Carolina Department of Health and Human  
Services  
*Co-Chair*

**Warren Newton, MD, MPH**

Director, North Carolina AHEC Program  
William B. Aycock Professor and Chair  
Department of Family Medicine  
University of North Carolina School of Medicine  
*Co-chair*

**Kimberly Alexander-Bratcher, MPH**

Project Director and Research Associate  
North Carolina Institute of Medicine

*(Note: Ms. Alexander-Bratcher will remind the Task Force about what we covered in prior meetings, give a brief overview of the day's meeting, and remind the group what we will be covering in future meetings)*

**10:15 – 11:30 PATIENT AND FAMILY ENGAGEMENT POLICIES PANEL –**

**Melanie Bush, MPAff (confirmed)**

Assistant Director, Policy and Regulatory Affairs  
Division of Medical Assistance  
North Carolina Department of Health and Human  
Services

**Brian Caveney, MD, JD, MPH (confirmed)**

Vice President & Medical Director  
Healthcare Division  
Blue Cross and Blue Shield of North Carolina

**Peter W. Chauncey, FACHE (confirmed)**

President, Carolinas Market  
Aetna

**Nidu Menon, PhD (confirmed)**

Director, Integrated Health Management  
North Carolina State Health Plan

*(Note: Ms. Bush is Assistant Director at the NC Department of Health Human Services, Division of Medical Assistance, where she oversees Policy and Regulatory Affairs. Her primary areas of responsibility include managing the Division's relationship with the Centers for Medicare and Medicaid Services (CMS), directing the Division's legislative actions with the NC General Assembly, and organizing implementation of program and policy changes and special projects. Previously, Ms. Bush was legislative Fiscal Analyst covering Medicaid and Health and Human Services for the NC General Assembly and a Senior Policy Analyst at the Texas Health and Human Services Commission, Texas Medicaid Program. She holds a B.S.F.S. from Georgetown University and a M.P. Aff. from the LBJ School of Public Affairs, University of Texas at Austin.*

*Dr. Caveney is Vice President and Medical Director of Healthcare Consulting at Blue Cross and Blue Shield of North Carolina. He is responsible for the wellness and disease management programs, development of new member engagement strategies, and consultation with customers to optimize benefit designs for medical cost containment.*

*Peter Chauncey currently holds the position of President, Carolinas Market for Aetna. Immediately prior to the acquisition in May of 2013 by Aetna, he served as the Executive Vice President and Chief Operating Officer for the Coventry Health Plans serving North Carolina, South Carolina and Virginia. He received a Bachelor's degree in Business Administration and subsequently a Master's degree in Health Administration from the School of Public Health at UNC-Chapel Hill. He has spent more than thirty years in health care and health plan administration in various roles with organizations with wide-ranging responsibilities. Prior to his experience with Aetna and Coventry, Mr. Chauncey spent seventeen years with Kaiser Permanente in various roles and geographic areas. Mr. Chauncey currently also serves as the Vice President of the North Carolina Association of Health Plans. He has been a Fellow in the American College of Health Care Executives since 1993.*

*Nidu Menon is director of Integrated Health Management (IHM) for the State Health Plan for Teachers and State Employees. She joined the State Health Plan in September 2013. Before joining the State Health Plan, Dr. Menon worked with Community Care of North Carolina (CCNC) on the Federal Dual Medicare-Medicaid Integration Demonstration. In addition she has held various public health positions in both North Carolina and Massachusetts. She oversees the management, development and enhancement of all aspects of the State Health Plan's Population Health Management initiatives. Her responsibilities include: strategic planning and implementation of the Plan's healthy living initiative, NC HealthSmart; oversight of service utilization and evaluation of progress towards established program goals; communicating the Plan's population management agenda with a variety of audiences including the Board of Trustees, the General Assembly, the media and other partners; and the development and management of the IHM budget. Dr. Menon completed her Master's degree from Colorado State University, Ft. Collins, CO and her doctoral work at Friedman School of Nutrition Science and Policy, Tufts University, Massachusetts.*

*Panelists will respond to questions about incentives to patients and providers, health risk assessments, methods to improve population health, engagement tools, affordability, and value-based benefit design.)*

**11:30 – 12:30**

**PATIENT AND FAMILY PREPARATION: CAREGIVERS**

**Suzanne Mintz (invited)**

Founder  
Family Caregiver Advocacy

**RESPONDERS PANEL**

**Magaret Toman (confirmed)**

Family Caregiver

**Brent Anthony (confirmed)**

Family Caregiver

*(Note" Social entrepreneur, family caregiver thought leader, author, speaker, advocate, 20 years ago Suzanne Mintz put a face on the issues of family caregiving when they were not recognized outside the aging community. She co-founded the National Family Caregivers Association (now Caregiver Action Network) and led the charge for recognition of family caregivers across the lifespan and as critical players in the delivery of chronic illness care. Ms. Mintz retired from the organization in June 2013 and now run her own consultancy: Family Caregiver Advocacy, where she focuess on issues of national importance that affect the health and wellbeing of family caregivers and their loved ones.*

*There are more than 65 million family caregivers in America. Forty six percent of family caregivers provide medical and nursing care. For these reasons, and others, family caregivers need to be included as members of their loved ones' care team, given the education, training, and on-going support to ensure better outcomes and their own health and wellbeing. Her current work focuses on the identification of family caregivers on medical records as the first step in developing a team-based chronic care model that includes family caregivers as members of that team.*

*Margaret Toman is a long time caregiver and advocate for her nearly 101 year old mother, who has advanced Alzheimer's Disease. In 2010 Ms. Toman and her mother played a key role in persuading the legislature to restore funding to the adult daycare program in North Carolina provided by the Home and Community Care Block Grant. She is a 2012 graduate of UNC's Senior Leadership Enhancement Initiative; Raleigh Neighborhood College; an AARP Legislative Advocate; Caregiver Representative on the GOLD Coalition; and serves on the board of Friends of Residents in Long Term Care. She is a contributing writer to several caregiving and Alzheimer's related publications, advocates on behalf of the elderly and the imprisoned and strongly supports the role of adult daycare services in long term care. Ms. Toman spent the majority of her working years in the non-profit sector and was included in a News and Observer feature on "Working Women in Raleigh."*

*Brent Anthony, Founder of BDA Health Solutions, is advising health companies on market solutions and business functions to maintain, expand and scale efficiently. He is a business consultant with over 10 years of health care experience, applying health strategies, digital technology and innovation to support shared decision making with health teams. He has proven to be an instrumental leader in health care strategy, patient engagement, customer user experience, program management, quality reporting, marketing and integrating health IT tech applications. He graduated from the University of North Carolina's Kenan-Flagler Business School with an MBA in 2011. Mr. Anthony serves as the organizer for Health 2.0 NC Triangle and on the Board of Directors for the Me Fine Foundation. From his own family's medical journeys, caregiving and professional experiences, he continues to seed creative health IT solutions, business collaborations and partnership engagements with a focus on health innovation, strategy, consumer and patient empowerment solutions. He is actively working to impact his community by fostering health innovation ecosystems, open data projects, advising health entrepreneurs and inspire other e-patient advocacy efforts.*

*Ms. Mintz is invited to speak about support for caregivers, what her organization offers, her personal story, and potential policy recommendations. Ms. Toman and Mr. Anthony will respond to the recommendations from their caregiving perspective and offer other potential solutions and recommendations).*

**12:30 – 1:00**

**LUNCH**

**1:00 – 3:00**

**DISCUSSION OF DRAFT REPORT CHAPTERS AND POTENTIAL RECOMMENDATIONS**

**Adam Zolotor, MD, DrPH**  
Interim President & CEO  
North Carolina Institute of Medicine

*(Note: Dr. Zolotor will lead a discussion to respond to draft recommendations and the first two chapters of the report including an introduction and overview.)*