

Consumer & Provider Engagement Committee – AccessMyHealth.org Committee Charter Comparison

Chair: Wendy Anne Carr

Charter	Consumer & Provider Engagement Committee	AccessMyHealth.org (AMH.org)	Changes
Purpose	<ul style="list-style-type: none"> • Define and enhance communication methods and educational approaches as well as key success goals for activating consumers and providers • Provide consumer-oriented perspective for work of other committees • Define how patients should interact with the HRB and data required for interaction • Define “consumer controlled” and contrast with existing HIPAA policies and industry practices 	<ul style="list-style-type: none"> • Define and enhance communication methods and educational approaches as well as key success goals for activating consumers and providers • Provide consumer-oriented perspective in support of project work • Develop guidelines for key consumer controls (and policies), system designs and product attributes for HRB pilots for use in pilot evaluation • Support pilot marketing/communication efforts via pilot coordination plan and develop strategies for assessing messaging effectiveness • Create informational and promotional mechanisms to facilitate communications for HRB consumer and provider engagement activities 	AMH.org will take a more active role in working with pilots to assess consumer and provider participation in HRB pilots and will support pilot marketing and communication efforts.
Membership	<ul style="list-style-type: none"> • Wendy Anne Carr, Chair • Gil Thurston, Retired Principal • Sandy Rominger, Boeing • Ed Singler, AARP • Chris Thayer, Group Health • George H. Rice, Retired OB/GYN • Maggie Lohnes, Multi-care • Peggy Evans, HISPC/Qualis Health 	<ul style="list-style-type: none"> • Wendy Anne Carr, Chair • Gil Thurston, Retired Principal • Sandy Rominger, Boeing • Ed Singler, AARP • Chris Thayer, Group Health • George H. Rice, Retired OB/GYN • Maggie Lohnes, Multi-care • Peggy Evans, HISPC/Qualis Health • Actual Patient (parent) TBD • Primary Care Provider (CHC or Rural) TBD • Jeff Hummel, Privacy, Security & Confidentiality Committee (ad hoc) 	<p>Privacy, Security and Confidentiality committee members participate routinely at AMH.org meetings.</p> <p>Patient and rural or CHC provider representatives will be added to committee when pilot activity begins.</p>

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Public Relations		<ul style="list-style-type: none"> • Develop strategic communication plan for project and integrate pilot project plans • Develop process to disseminate project information to key stakeholders of HCA/HIIAB • Identify, engage and activate “HRB” champions • Create ombudsman for patients and providers participating in HRB activities 	AMH.org was tasked with the activities outlined to engage and inform key stakeholders and “HRB” champions.
Consumer/Provider Participation	<ul style="list-style-type: none"> • Frame communication issues and create the value proposition 	<ul style="list-style-type: none"> • Define goals for consumer and provider engagement at critical junctures in the pilot projects • Develop and coordinate social marketing strategy for HRB participation with pilot communities • Document information from consumer and provider participation in the pilot projects • Create means to evaluate pilot project functionality for consumers and providers • Plan for pilot project consumer and provider focus group/information solicitation activities 	AMH.org was tasked with further development of the communications required to activate and educate consumers and providers as well as evaluate the experience of providers and consumers participating in the pilots.