

Board of Directors Meeting Minutes

May 3, 2023

4:00-6:00 pm

Regular Meeting

[Zoom Recording](#)

Directors Present: Sumit Sajnani, Dr. Allen Davis, Pat Charmel, Mark Raymond, Claudio Gualtieri, Commissioner Andrea Barton Reeves. **Absent:** Lisa Stump, Jose Crespo, Stacia Grosso.

Opening

Welcome: Sumit Sajnani welcomed the Board and called the meeting to order at 4:08 pm. Sumit Sajnani welcomed guests from the Connie Account Management and Innsena teams for presentations of the Onboarding and Media Strategy Updates, respectively.

Roll Call: Gwen Reyes called the roll and confirmed quorum.

Meeting Agenda: Sumit Sajnani requested a motion to accept the meeting agenda. Mark Raymond created a motion to accept the agenda. Commissioner Reeves seconded the motion. No further discussion. Motion passed.

Meeting Minutes: Sumit Sajnani requested a motion to approve the January and April board meeting minutes as submitted. Dr. Davis created a motion to approve the minutes. Mark Raymond seconded the motion. No further discussion. Motion passed.

Public Comment: Alyssa Kolesar of Coastal Connecticut Counseling made comments on behalf of mental health providers regarding patient privacy. Sumit Sajnani indicated the Board will consider her comments. The Chair confirmed there were no further requests for public comment and brought the session to close.

Reports

Board Chair Report: Sumit Sajnani indicated that letters were received from multi-disciplinary organizations regarding Connie. OHS met with some of those organizations and presented a plan for Connie to lead community engagement sessions to discuss those letters. Connie conducted the first session yesterday and it's the Chair's understanding that it was a productive discussion. There are more sessions planned and it is anticipated that these collaborative discussions will be beneficial to all involved. Sumit Sajnani also wanted to recognize today, May 3, as the second year since Connie was deemed operational and provided congratulations and recognition to all, including the providers who signed the Commitment to Connect forms. Connie is primarily funded through their contract with OHS and is working towards diversifying revenue with the goal to begin charging service fees in fiscal year 2024. The Chair indicated a special meeting may be conducted to review service fee projections. Sumit Sajnani went on to ask for the Board's thoughts on conducting the annual meeting in person to which several Board members responded in agreement. Sumit Sajnani informed the Board that a communication will be sent to respond with feedback as part of the Executive Director review. Sumit Sajnani also reminded all that the Privacy, Confidentiality, and Security Committee still has an open Board level seat.

Executive Director Report: Jenn Searls indicated the team is excited to be at this stage and that the Account Management team will provide a more in-depth update during their presentation. Jenn Searls echoed the Chair's comments about the behavioral health community forum that occurred and indicated the first meeting was a

cooperative and collaborative session. Connie received feedback that is being taken into consideration, such as clarifying communications to make them more specific. A funding milestone was recently achieved due to the successful demonstration of Connie's Provider Mediated Affirmative Consent Process. As with other implementations, this functionality will be piloted first with a few organizations who will help with refining workflows prior to roll-out to other organizations. Connie has had an exciting opportunity presented by UConn Health for Connie's current Image Share service to start including cardiology images, thereby expanding beyond radiology. It is anticipated that this use case will possibly result in a substantial process improvement for providers who are still sharing these types of images through disks and thumb drives. Lastly, Connie continues to work on Patient Access. Heidi Wilson, our Director of HIE Services, presented a plan for achieving such access to the Health IT Advisory Council. The phased plan will give patients the ability to access their data through a variety of options including allowing for patient mediated affirmative consent. In summary, Connie has a lot of work occurring including the outreach to, and onboarding of, organizations. Board members made inquiries about the updates and Jenn Searls provided responses.

F&AC Report: Claudio Gualtieri indicated that the Finance and Audit Committee met to review the FY23 Q1 financials and receive an update on the insurance policy renewals. A clean FY22 audit report was also presented and approved. The Committee extended the services provided by Marcum for an additional two years.

PC&S Report: Mark Raymond indicated the committee is meeting tomorrow morning during which time several agenda items will be covered including two policies the committee is working on for approval.

Business Agenda

Onboarding Update: Jenn introduced Amanda Crociata, Director of the Account Management team, and Kary Nulisch, Interim Senior Account Manager. Amanda Crociata provided an update on outreach efforts and informed the Board that 70% of the known provider organizations have committed to connect. Amanda Crociata went on to explain that the future focus is to shift from outreach to onboarding. Kary Nulisch presented what the continued outreach efforts will look like as well as Connie's technical onboarding strategy.

Media Strategy Update: Michelle Puhlick introduced Innsena and Kat McDavitt provided a presentation providing a brief overview of Innsena and how they plan to achieve the goal of presenting Connie as an indispensable community resource. Kat McDavitt explained that the engagement objectives are to educate, create awareness, and develop unique and impactful communications. Kat McDavitt provided information as to what has been accomplished to date and what the upcoming next steps are. Kat McDavitt informed the Board they can expect emails to set up time to allow for Innsena to interview each of them to learn what their definition of success is.

Adjournment: Sumit Sajnani requested a motion to adjourn the meeting. Claudio Gualtieri created a motion to approve adjournment. Mark Raymond seconded the motion. No further discussion. Motion passed. The meeting adjourned at 5:21pm.