

NATIONAL QUALITY FORUM

**Moderator: Sheila Crawford
June 14, 2019
3:25 pm CT**

(Kate Buchanan): We're going to put everyone on mute initially until we open for the discussion. So, just a FYI, we're putting everyone on mute.

Woman 1: Can I ask you a quick question? Is there a webinar link?

(Kate Buchanan): I'm sorry? Is there a webinar link? Yes, there is.

Woman 2: I can.

(Kate Buchanan): It's in the agenda, so where the dial-in information was.

((Crosstalk))

Operator: The conference has been muted.

(Kate Buchanan): Hello. This is (Kate Buchanan) from NQS. Thank you all for joining us. We have put the lines on mute just in the beginning. When we open up for discussion, we will be unmuting the lines. We'll be in a couple of minutes but if you have any questions, please feel free to type it into the Chat function.

And if you have any questions that you would like email us, our email address is pcplanning@nationalqualityforum.org. So, we'll begin in just a couple minutes.

Okay. We've been having a bunch of people join us, that's what the beeps you are hearing. So, as people are able to join us the beeps will level out, but we will begin in just one minute. So, thank you all so much.

(Kate Buchanan): Hi all. This is (Kate Buchanan) with the National Quality Forum. Thank you all for joining us this afternoon. So, I am joined here by the colleagues from NQF, we have (Stan unintelligible), Senior Director, myself, (Kate Buchanan), my colleague, (Yvonne Kaleubonda), who is Project Manager, my colleague, (Lynn Hirsch), who is a Project Analyst.

So, as you may notice, the lines are on mute right now. We will be opening up the lines when we open up for public questions at 2:30. We just want to minimize the background noise and so we wanted to make sure that everyone has an opportunity to, to hear it clearly.

So, the point of this, this goal of this web meeting is to really provide an orientation to our CenturyLink platform. Our CenturyLink platform is the method to which we be holding our web meeting for the Person Center Planning Project. We have a total of eight web meetings. And so, we really wanted to give members of the public as well City members an opportunity to walk through and see the functions of committee so that they feel comfortable participating.

We will not be discussing any of the press, the committee goals, or any of the committee work during this web meeting. We will have another web meeting June 24th which is where the committee will meet again. This is not a web

meeting to discuss the committee's work. This is really a web meeting focused on utilizing our CenturyLink platform to make sure that all members of public as well as our (unintelligible) and committee members feel very comfortable engaging with us.

I also want to tell you that the meeting materials are on our website as is the agenda. We will be posting an audio recording of this web meeting about a week afterwards. So that if you are, if you are unable to join us, once you think other people would be interested in learning about, since this really platform-specific and employee engaged. Then we will have all of that information available on our website and we'll have links to that within this slide deck. And with that introduction, I do want to turn it over to my colleague, (Yvonne) so she can start her, introduce everyone to the web platform.

(Yvonne Kaleubonda): Thank you very much, (Kate). (Unintelligible) that is what we're going to be doing today. So, as she mentioned, this is just a general introduction to CenturyLink just so that you're aware. This is the web platform that is used across NQS, so this is where we host all of our webinars. And as participants you have option to attend either through the phone or your computer.

We sometimes do recommend that you follow along using your computer so that you can see the slide deck and (unintelligible) through your telephone or via the computer, whichever is convenient to you. And just also wanted to mention that CenturyLink is capable with screen readers. For example, digital screen read is something that is compatible with the operations of CenturyLink.

So, next is (unintelligible) for a web meeting. The preferred web browser for CenturyLink is Google Chrome. If you do attempt to use other web browsers, you might run into some challenges of it closing up on you. So, we strongly recommend that you use Google Chrome for registering and accessing the online features of the webinar. So, when you receive the invitation or sign up for the project alerts, it will give you the date of the webinar.

And from there, (unintelligible) go the page that we're actually seeing on the screen whereby you input your information. And then click on "Register Now" and it will work through the system to get you to the page where we are hosting the web meeting. So, that will appear as is on the screen and then it'll move you further along into the meeting as we are doing today.

If we can move to the next slide, please? So, there are three options for hosting a web meeting. You have the dial-in option, so for that you will only have audio. You will need to listen and speak when it's time for public commenting or if you are a committee member. Then that does not include any visuals so you will not be able to see anything. Then we do have the web option that is a visual option whereby you will be able to access the Chat function and listen in. But that does not allow for any speaking capabilities. And then third we have the dial-in and web so that is a combination of both. You will be able to access the visuals and have the Chat function as well as the audio and listening capabilities.

Next slide, please? So, on the next slide as you can see you will be joining the conference. It has the options to say, "Call me and join web meetings". So, that will give you the ability to register and get in and access the audio only. And during web meetings, will allow you to have a listening, a view of listening to the web online platform.

Next slide, please? So, for virtual participation once you get in online on this screen, that is the screen that you will be able to see. It has the ability for you to do that Chat function, that's the last button that you see. And then there is also the raised hand feature if you would like to be acknowledged by the co-chair that you have something to say or would like to speak. Usually we recommend that you use the Chat function only because it might take time for the co-chair to recognize you and offer you the opportunity to speak. While if you use the Chat function, you will be able to chat with some staff members and the might able to alert the co-chair of whatever concerns or questions that you might have.

Next slide, please? The next page just shows you what the Chat Page would look like once you enter text into it. It would have your details, you would send over the Chat, as with most Chat functions, and you would click the "Send". It would show that it has been sent by the second image, whereby you see the text that you have sent over to the co-chair or presenter to view.

Next slide, please? So, we're now going to focus on the raised, the Hand Raising feature. So, for that feature once you click on it, it will change from white to blue. That's to indicate, once it changes to blue, that's to indicate that the message has been transmitted to the presenters and they're able to see your Raised Hand and just to expect to be acknowledged. Once whatever it is that perhaps you were trying to get the attention of the presenters for and that hand is raised down. Then again, it will change the description from Hand Raised to Lower Hand and the color will change from blue to white.

Next slide, please? So, that is just an image to give you an idea of what it would look like on our end. That is the presenter's point of view of what happens when the hand is raised. We're able to see whatever name that you

registered under and then, we will acknowledge you, and have you pass over whatever comments that you want to discuss.

Next slide, please? I will hand over to my colleague, (Jordan), who will then speak on the web meeting materials.

(Jordan): Hello everyone. This is (Jordan). So, we'll be going quickly over some of the web meeting materials that get posted to the Project Page.

So, everything that we post onto the Project Page is 508 compliant. This means that it's standardized information and content and designed to be understandable and readable for persons with disabilities, perceivable to all users including those with vision, hearing, or cognitive disabilities. It is screen-reader assessable, operable navigation, and interfaced for all users including those who rely on keyboard-only navigation or assisted technology. And all materials are made 508 compliant. Again, which will be posted onto the web Page.

As far as the meeting materials themselves and when they get posted, the meeting materials such as agendas and PowerPoint slides are posted five business days prior to a web meeting. And if you subscribe to the Project Alerts which you will be able to see how to do later on in the next Chat session. You will receive an email letting you know that project materials have been posted. After webinars, meeting materials are posted within 14 business days and some of these are transcripts or recordings. And then meeting summaries are additional items that get posted after a meeting. And you'll be able to access all the materials at the link provided.

Now we're going to open it up to public comment and if you give me one moment, I will unmute all the lines.

Operator: The conference has been unmuted.

(Kate Buchanan): I'm hearing a lot of background so we're going to ask for public comments.

We're going to need people to mute their lines if they're not speaking because we're getting a lot of feedback. If we can just get that. Okay. We're getting the feedback so we're asking everyone to please mute their lines if they're not speaking.

So, we're hearing still, a lot of background noise. A lot of talking, is there any way people can mute their lines? So, we're going to have to, in the interest of making sure that we're able to answer questions. What we're going to have to do is we're going to have to mute the lines again and we're going to have to ask people to type their questions. We'll try unmuting the lines later but we're right now receiving too much feedback from the open lines in order to have verbal question and answer. So, we're requesting everyone to type in the Q&A box, use that function, for any questions you have.

So, we're going to re-mute the lines and then we're going to read the questions aloud in Project (unintelligible). So, we are.

Operator: The conference has been muted.

(Kate Buchanan): And so, we're asking everyone to type in their question in the Chat function and we'll be able to answer them. So, we're going to give people just a couple minutes.

So, it looks like we don't have any questions yet. So, if you have any questions about materials or about the CenturyLink web meetings. So, so we did get a question about how to use dashboard. So, that's something that we

actually won't be utilizing, the interest of dashboard, within this project. But we are happy to reach out to people individually if they would like to get some more information about it. But the dashboard is actually a resource that we won't need to use for these for this project.

So, we're getting a couple of other questions here. Are the materials designed for cognitive accessibility? So, yes, one of the things that we are doing is we're making sure that all of our materials are in language that is easy to understand for everyone. It's one of the things that's written into our contract, it's one of the things that we value very heavily. So, the materials are written in a language that is accessible for most people.

And then, let's see. We did receive a question. We have been muting the beeps, so we have been able to do that. So, another question. So, we also received a question from a committee member of assignments that was provided by them in advance. We don't have any assignment right now for this project. We do provide materials five days in advance for committee members to review but there are no assignments at this moment.

And one of the things that we can try to do is we can unmuting again and trying to, you'll have to bear with us for a second or too. We have a lot of people on the lines and we're going to need maybe individually mute some lines. So, we're going to ask people, we're going to unmute everyone. We're going to ask people to give us just a couple of minutes so that we can mute some of the lines that is more distracting noise. But we are asking for everyone's help and assistance in making this, making this possible.

So, we're going to unmute the lines again and see if we can have, have a Q&A.

Operator: The conference has been unmuted.

(Kate Buchanan): There's a lot of noise, so please give us a minute to try and mute some of these lines.

I'm trying to see if of them, but it appears that we have less (unintelligible) from unmuting. But if people have any questions they would like to ask, please do that now.

Woman 1: Hello?

(Kate Buchanan): Hi. Yes.

(Amber Jacker): Oh, okay. Sorry. This is (Amber Jacker) and I, forgive me for being kind of zealous about trying to participate and get this work done. I was just, the question I had, I know that the dashboard and the projects and the wonderful interactive and UF system, you know, maybe I understand that we're using it to work on anything. But I, I guess I had used it already and I'm hoping that that's not going to cause issues. So, so it's good to know that I don't have because it's kind of a complicated database.

So, I mean, just I'm sorry to be sort of multi-questioned here. I'm trying to figure out if, if five days in advance is when meeting materials will be provided which is fine. But if you're asking for feedback on anything, is there any opportunity for, is it possible that the notifications are more active than the five-day notice?

(Kate Buchanan): Hi (Amber). This is (Kate). I just want to make sure that I'm understanding the inquiry. So, is there concern that, since we do request committee member

feedback for each of our web meetings? Is the concern that five days is not enough time for the feedback. Just want to make sure I'm understanding it.

(Amber): Yes. Well, that was concern, if it's something that is sort of specific or detailed and the feedback is more than just like one question. I was just wondering if the, I'm sorry, the subscription. I already subscribe to our person center planning activities. I was trying to figure out of that's, if that, if the subscription gives anyone in advance or an advantage to subscribing to that versus the five-day notice? Or, are the both at the same time?

(Kate Buchanan): Oh, thank you for clarifying. So, they are same time. So, when we post five days in advance, if you subscribe to our project alerts, we do sent that information to the listener. So, it's a notification but there's no, the information is not provided sooner than five days. It's just a way that we notify those interested.

(Amber): Okay. And there's no, if five days isn't enough and individuals want to submit, and they can't finish whatever they're working on prior to the five days. I'm hopeful that it will still be considered or reviewed or looked at if five days passes.

(Kate Buchanan): Yes.

(Amber): Okay.

(Kate Buchanan): So, yes. Yes.

(Amber): Great. Thank you.

(Kate Buchanan): Are there additional questions? So, we don't hear any additional questions right now but as always, if you have questions please, we'll provide our contact information at the end of the webinar which has our email as well as our phone numbers. So, please feel free to contact us either via phone or by email and we'll happily respond. And I am going not turn it over to my colleagues for the next steps.

But we are probably going to quickly re-mute the lines again just to avoid some of the background noise and we'll go onto the next steps. And prior to ending we'll reopen the lines to see if in the meantime if there are any other questions that people have. So, I will turn it over for the next steps.

Operator: The conference has been muted.

(Yvonne Kaleubonda): Thanks (Kate). So, on this slide we have more opportunities for you to engage. We have the web meeting schedule. Our next web meeting is, the second web meeting which will take place on the 24th of June from 2:00 to 4:30 pm Eastern Standard time.

And during that web meeting we're going to present the initial environmental scan findings and we are going to obtain input from the environmental scope and approach. So, that is what we will be doing in our next web meeting. Once you get the notice via the project alert that the materials are available where you can login, review the materials. So that you can be able to come forward with whatever comments or thoughts and give us a reaction to whatever it is that we will present on that day.

Next slide, please? So, for those of you who have not yet subscribed to the project alerts, we strong recommend that you do that. That is the web link where you can find the subscription information for the project alerts and

other ways that you can engage in this work as part of the committee as well as the general public. We will have a draft report that will be made available sometime between early November and early December. And for that it will be posted on our website.

You will be able to provide your public comments on that work. And our final report is expected to be finalized around mid-April and mid-May 2020. And again, that will also provide future opportunity for the public to react to whatever it is that we're going to put together. So, as my colleague (Kate) mentioned, that is our contact information. If you have any questions or concerns, please feel free to email us at pcplanning@qualityforum.org or give us a call at the number listed below. We would recommend that you visit our Project Page to review the materials that have been posted.

We do have materials from meeting one which includes the agenda, the slides that was presented, the recording, as well as this transcript. Have all been posted there for those of you who perhaps did not participate in the first one to bring up to speed for the next meeting that is going to take place in about a week's time. And again, we encourage you to subscribe to the project alerts so that you can be aware once information has been updated on the page. So, that you're keeping track with the project.

(Kate Buchanan): Great. Thank you so much (Yvonne). And so, prior to ending we are going to unmute all the lines again to see if there any additional questions. So, my colleague will be unmuting the lines.

Operator: The conference has been unmuted.

(Kate Buchanan): And we do get, we are still getting a lot of feedback.

(Yvonne Kaleubonda): Somebody has us on hold here.

(Kate Buchanan): Oh, that's what it is.

(Yvonne Kaleubonda): It's hold music, it sounds like.

(Kate Buchanan): Okay.

(Yvonne Kaleubonda): To me, anyway.

(Kate Buchanan): So...

(Yvonne Kaleubonda): It's weird.

(Kate Buchanan): Oh, I'm sorry about that. So, I'm sorry that we'll have to re-mute. That's one of the challenging things. But we are getting a couple questions that we have in the Chat Box, so we'll be replying to those. As always if there are questions please call or email.

Operator: The conference has been muted.

(Kate Buchanan): And I think with that, we thank you all for your participation. The audio of this meeting and the transcript will be posted on our website to assist other people. If they would either like to re-listen or re-read or if they haven't been able, not been able to participate. So, we do want people to know about that. And we are replying to the comments within the box right now. We have a couple of outstanding questions that we are addressing so we'll do that now.

But I think, I think that is about all that we have for today. So, we really appreciate everyone taking the time on this Friday. And as always, please do

reach out to us with any questions. So, we are either going to follow-up via email or through the Chat for the questions that we have, and we thank you all so much.

(Yvonne Kaleubonda): Bye everyone.

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