

# MHQP's Consumer Health Council

Join and Make a Difference in Elevating the Patient's Voice



## What is Massachusetts Health Quality Partners (MHQP)?

Massachusetts Health Quality Partners (MHQP) is a trusted, non-profit organization that brings together patients, providers, payers, and policymakers to improve the quality and equity of patient experiences in Massachusetts through data-driven insights and collaboration. MHQP believes that patients and families are essential partners in driving meaningful change.

## What is the MHQP Consumer Health Council?

The MHQP Consumer Health Council is one of three advisory groups (along with the Clinician Council and the Health Plan Council) that give strategic input to MHQP's leadership. The Council is comprised of patients and family caregivers, many of whom have been active in and have advocated for patient- and family-centered care and improvements in health care quality and affordability. Council members help identify challenges and co-create solutions to improve care for all Massachusetts residents.

## Why Join MHQP's Consumer Health Council?

As a Council member, you will:

- Share your voice to help improve healthcare quality, affordability, and equity
- Collaborate with peers and professionals who care about patient-centered care
- Represent your community's needs and experiences
- Help shape real-world projects and events

## What's Involved?

- The Council meets virtually four times per year (two hours each meeting, typically from 6:00 pm–8:00 pm). Members are expected to attend at least three meetings each year.
- Once per year, there is an in-person meeting that brings together members from all MHQP's councils and Board.
- There are occasional opportunities to engage in additional projects and meetings.

## Who Should Join?

Council members bring a wide range of experience—some as patients and caregivers, others with backgrounds in healthcare, public health, or community work. If you're passionate about improving healthcare, we encourage you to apply!

The Council includes 14–16 members to support meaningful dialogue. While we may not be able to accept everyone into the Council right away, we often have other opportunities for engagement and participation.

# Testimonials

“One of the most rewarding things about being on the Consumer Health Council is feeling, in our conversations with MHQP staff, that the work plans that they have are really shaped by the contributions that consumers and patients on the Council are making.”

***Bonnie Thompson***

Family-Centered Child Health Care Advocate

“Here my experience and what I've learned matters, not only because people want to be compassionate and kind, but because it can be used to do something that actually helps others.”

***Rosalind Joffe***

President, CiCoach.com

“... Being on the Council has given me a voice... I'm able to speak my mind... You can't take me off this Council.”

***Denice Garrett***

Family Planning Program Manager  
Action for Boston Community Development, Inc.