

# Member Advisory Council

## MEETING MINUTES

**Date:** November 16, 2023

**Time:** 11:00 – 01:00 PM

**Location:** LHCC Community Wellness Center

144 New Camellia Blvd., Covington, LA 70433

### Internal Attendance Record

Quorum, if applicable = *NA*

Present (In Person)	Present (Phone)	Absent
Brandon Sibley, Sr. Manager Community Engagement, PHCO Brooke Wyatt, Healthcare Informatics Program Manager, PHCO Connie Garcia, Project Coordinator, Quality Jason Fontenelle, Community Health Services Representative, PHCO Joseph St. Mary, Director, Community Partnerships, PHCO Julia Bolden, Project Manager, PHCO Kialeigha Cook, Community Health Services Representative, PHCO Leslie Istre, Manager, Quality Lora Bonnet, Peer Support Liaison, PHCO Pamela White, Clinical Innovations Specialist, PHCO Rachel Johnson, Project Manager, PHCO Troy Miller, Quality Improvement Coordinator, Quality	NA	NA

+Informational or Old Business

\*Action Required

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## External Attendance Record

<b>Present (In Person)</b> <i>Name &amp; Title</i>	<b>Present (Phone)</b> <i>Name &amp; Title</i>	<b>Absent</b> <i>Name &amp; Title</i>
2 members 3 non-members representing members. 7 members represented by attendees.  Kenisha Dickey, Community Partner, Via Link Susan Jacob, Community Partner, Quad Area Weatherization Cherell Lee, Community Partner, Quad Area Weatherization Missy Epperson, Community Partner, Northshore Food Bank Terrance Collins, Community Partner, Second Harvest Elizabeth Garland, Community Partner, START Corporation	NA	NA

<b>Agenda Item</b>	<b>Discussion</b>	<b>Decision</b> (Approved/Denied)	<b>Follow-up Action</b> Needed (Date)	<b>Responsible</b> Party
<b>I. Call to Order</b>	Members arrived starting at 11:00 for Care Gap checks, Community Partner table visits and lunch. Agenda officially started at 11:51 AM by Julia Bolden.			
<b>II. Announcements*</b>	Julia Bolden reviewed the objective of the meeting and let the members and community partners know that we want to know how we are doing. Nothing about me without me. Julia Bolden gave a brief review of some of LHCC benefits: PCP – we want to make sure everyone has one. Case Management – nurses to assist you schedule and coordinate your appointments. Transportation – to medical appointments and for anyone enrolled in CM, you can go to food banks and other places			

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Agenda Item	Discussion	Decision (Approved/Denied)	Follow-up Action Needed (Date)	Responsible Party
III. Review/Approval of the Minutes*	NA			
IV. Old Business+	NA			
<b>V. New Business*</b> <b>A. Community Health Services</b>  <b>Documents:</b>	<p><b><u>Community Partners</u></b>  Jason Fontenelle thanked members and partners for attending and then introduced each partner for a brief description of what they do:</p> <p><b>START Community Health:</b> Organization based out of Houma that services individuals with mental disabilities. There are 2 clinics in St. Tammany. The Mandeville location has double the staff, so it is easy to get appointments. The Covington location has a WIC office. Both St. Tammany and Tangipahoa locations have an ACT team – Home Health for severe BH diagnosis. Goal is to keep members out of mental hospitals.</p> <p><b>Via Link:</b> Runs the 211 database in the area with 1000s of resources. We link communities to resources such as shelter, food, etc. They have a 988 Crisis Line, grief counseling for organizations and care givers.</p> <p><b>Quad:</b> Income based, Government Grant Program that air seals homes with a goal to bring down utility bills by 40%.</p> <p><b>Northshore Foodbank:</b> Operates in St. Tammany and is based on income. Recently gave out turkeys.</p> <p><b>Second Harvest Food Bank:</b> Nutrition education, distribution of food to those in need, food demos.</p>			

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	<p><b><u>Grief/Stress Support</u></b> Pamela White encouraged and motivated to stress less. You get to decide how you grieve. Be honest with yourself and those around you. Recognize your triggers that bring on stress. Follow ACT to take action/do something: <u>A</u>dmit something isn't right. <u>C</u>onsider you – set boundaries by thinking about “what do you have to do right now”. <u>T</u>alk about it – suppressing feelings leads to frustration.</p> <p><b><u>Peer Support</u></b> Lora Bonnet explained that a Peer Support Specialist is someone with lived experience. She is an advocate on mental health. Depression is about the person. Advocating is helping to change someone's life. Lora meets the members where they are comfortable, such as a McDonalds, following a person-centered approach. Lora is not medical but will go to doctors' appointments with someone as an advocate if that is what they need.</p>			
<p><b>B. Did you know?</b></p> <p><b>Documents:</b></p>	<p><b><u>CLAS</u></b> Julia Bolden explained that for culture, we work with our providers to understand and respect your medical conditions and your culture. Linguistic, or language, is interpreter services via phone or at doctors' appointments as well as providers speaking to our members in a way that they can understand.</p> <p><b><u>PIPs</u></b> Julia Bolden explained about some of our PIPs, such as fluoride varnish, cervical cancer screenings and sexual transmitted infections. Our goal is to improve the rates.</p>			

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<b>C. Open discussion</b>	<p>Julia Bolden began the discussion that we want to hear feedback from our members and our community partners.</p> <ul style="list-style-type: none"> <li>• Member said that there was a time where she didn't have transportation and we were able to help her. She was very satisfied with the transportation services and really liked that they offered to wait for her, or she could call, and they would come back to get her.</li> <li>• Member representative explained her frustration with going back and forth with Walgreens on prescriptions. We assisted her to switch companies for her prescription and now has her medications delivered to her house. She is very happy about this service. Community Partner, START Corp asked if she goes to their clinics and she confirmed that she does and that is who delivers.</li> <li>• Member said we are informative, and she appreciates our hospitality and the way we approach people. We are not judgmental.</li> <li>• A community partner had to switch her child from LHCC to UHC because the counselor was not in network. She suggested that speech therapy and counseling be in the schools, even the private schools.</li> <li>• A community partner said it would help to invite everyone because she learned so much today. Julia responded that we invited over 3,000 members.</li> <li>• A community partner mentioned that we offer so many more services than years ago.</li> <li>• Leslie Istre asked what the communication preferences of the members are.</li> <li>• A community partner said she feels it is generational with</li> </ul>			

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	<p>their business.</p> <ul style="list-style-type: none"> <li>One member preferred text and another suggested signs or billboards at places they will see it, even at McDonalds.</li> <li>Community Partner, Via Link, said it is difficult to work with LHCC due to our 2-month requirement to show improvement. The other MCO's require 6 months and it is sometimes impossible to show improvements in 2 months, so they are denied. The partner that switched her child said the counselor was not in our network due to billing nightmares with us.</li> <li>Leslie Istre reminded members that when they get screenings, they get money added to their My Health Pays card. Members were uncertain about the My Health Pays Card.</li> <li>Via Link would like a brochure on My Health Pays card to bring to office for other staff to reference.</li> </ul>		<p>Follow up with members on Healthy Pays card.</p> <p>Bring information on My Health Pay to Kenisha with Via Link.</p>	<p>Kialeigha Cook</p> <p>Jason Fontenelle</p>
<b>VI. Next Meeting Date*</b>	2024			
<b>VII. Adjournment*</b>	Door prizes were raffled, and meeting was adjourned at 12:56 PM			

*Respectfully submitted,*

<b>Minutes prepared by (name &amp; title):</b> Rachel Johnson, Project Manager III	<b>Signature:</b> <i>Rachel Johnson</i>	<b>Date:</b> 11/17/2023
<b>Minutes approved by (name &amp; title):</b> Joseph St. Mary, Director, Community Partnerships	<b>Signature:</b> <i>Joseph St. Mary</i>	<b>Date:</b> 12.13.2023

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