



## **Member Experience Advisory Council (MEAC)**

### **April 23, 2020 Meeting Summary**

#### **Purpose:**

The MEAC meeting is a meeting for members to talk about their experience with Health First Colorado's (Colorado's Medicaid Program) healthcare.

Northeast Health Partners' (NHP) Member Experience Advisory Council (MEAC) met on April 23, 2020 via Zoom on April 23, 2020. NHP postponed their March meeting due to COVID-19 and the Stay-at-Home orders in hopes that members could meet in-person, however, stay-at-home orders were still in place. The meeting lasted one (1) hour.

Four (4) members and two (2) staff attended. The meeting was facilitated by Dawn Claycomb, Member Engagement Specialist.

#### **Check-In:**

The members gave insight on the impact of staying at home during the pandemic. Pandemic can be described as a global spread of a disease to several countries or continents, usually affecting a large number of people. The members felt they were doing well, but admitted that social-distancing, isolation, and the news have caused feelings of depression and anxiety. One member was happy that she found a virtual therapist to meet with. The members said that they had to reduce their exposure to the news and constant information regarding the virus. They felt this was a positive way for them to cope with the stress of the situation.

Frontier House in Greeley, CO has been scheduling daily Zoom meetings for the clubhouse and group interaction. This seems to have had a positive impact on their clubhouse members by providing a feeling of connection to others.

#### **Update by Tammy Arnold, Contract Manager for NHP:**

Tammy gave information on how NHP is working with providers and the community to ensure services are available. She supported the member's comments about using Zoom to feel connected to others by saying it helps her 'see' her co-workers and be able to talk to them.

NHP has met with providers weekly to help them with the transition to telehealth and how to bill for the service. NHP is working to support the providers so that the needs of members can be met as well. NHP has also worked with Weld County to get Personal Protection Equipment (PPE) to providers in the region.

Tammy discussed that the Care Coordinators, Northern Colorado Health Alliance, are still working with members. The care coordinators are taking necessary contact safeguards but are setting up food drop off and helping members to schedule telehealth appointments.

### **Ice Breaker:**

As an ice breaker for each meeting, the council answers one (1) question from the John Wasson “What Matters Index.” For this meeting the question was: “How confident are you that you can control and manage most of your health problems?”

The members were asked to rate how they felt their level of control was using the scale of one (1) to five (5). One (1) is not in control at all and five (5) being in total control. The “take-away” from this conversation was the response to minimize the spread of Covid-19 has made getting healthcare more difficult and the members feel less in control. When they were asked what their rating would be if Covid-19 was not a factor, most of the members said it would be higher. The group also discussed the perception that members cannot be seen in the office. Dawn proposed for the member to ask to be seen in person, as the provider may be able to meet in person.

### **Topic: What is Good Care?**

Members were asked for input about their idea of good care, not-so-good care and what they expect from their provider.

Good Care:

- Not having the money for a co-pay and still being seen.
- Not having a long wait.
- Having a provider that listens to me, not one that just hears. When providers actually listen, they provide better care.
- Having a provider that helps me get better, not just prescribe medications.

Not-so-good Care:

- Not seeing me on time.
- Not listening.
- Just prescribing medication.
- Specialists just line people up. The more people, the more money.

Expectation:

- Expect to be treated like a person and not a number.
- Address health concerns timely.
- Be attentive.

During this discussion regarding healthcare, Dawn asked if anyone knew what integrated care was. She explained that integrated care is taking care of the whole person—physical and behavioral—in one location. One member says that is why he chose his provider. He likes that his medical provider, mental health provider and pharmacist are in one location.

### **The meeting closed with Rose, Thorn and Unicorn:**

**Rose (positive):** The council members were grateful to have the meeting and have the connection to others. One member was glad the meeting was held because it kept MEAC going.

**Thorn (negative):** There were no negative comments from members.

**Unicorn (Surprise):** A member was able to provide another member with the name of a dentist that is taking emergency calls.