

# Meeting Minutes

## Member Advisory Council (MAC)

### Shreveport



**Tuesday, June 11, 2019 • 11:30 a.m. – 1:00 p.m.**  
**AmeriHealth Caritas Louisiana Community Wellness Center**  
**3709 Jewella Avenue, Shreveport, LA**

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#### **Attendees:**

- Lori Payne** — AmeriHealth Caritas Louisiana Culturally and Linguistically Appropriate Services (CLAS) Coordinator
- Audrey Flournoy** — AmeriHealth Caritas Louisiana Community Wellness Center Manager
- Ann Morell** — AmeriHealth Caritas Louisiana, Care Manager II
- Rena Taylor** — Region 7, Nurse Family Partnership and Parents as Teachers
- Iberia Watley** — Region 7 Office of Public Health (OPH)
- Dr. Dennis Wissing** — Louisiana State University Shreveport (LSUS)
- Willie C. White III** — CEO, David Raines Community Health Centers
- Comeka King** — Families Helping Families, Region 7
- Jequita Wicker** — Southeastrans
- LaRhonda Coleman** — Office of Public Health, Sexually Transmitted Diseases/HIV (STD/HIV)
- Rene Taylor** — Parents as Teachers (PAT) and Nurse-Family Partnership (NFP)
- Anika Johnson** — Shreve Memorial Library, Atkins Meeting Room
- Sherry Hunter** — Shreve Memorial Library, Atkins Meeting Room
- Marshae McNeal** — Louisiana State University Shreveport (LSUS)
- Steven Jackson** — David Raines Community Health Centers

## **1. Welcome and Introductions**

Lori Payne, AmeriHealth Caritas Louisiana CLAS Coordinator, called the meeting to order and introduced Audrey Flournoy, AmeriHealth Caritas Louisiana Wellness Center Manager.

## **2. Prior Meeting Minutes Distribution and Overview**

Lori Payne instructed the attendees to review the minutes from the previous meeting and give feedback or approve. The council approved the minutes with no objections.

## **3. CLAS Program Evaluation, Disparity Interventions**

Lori Payne reviewed the 2018 CLAS program evaluation, providing insight into the five CLAS goals and how ACLA reached these goals in 2018. Payne solicited feedback from the group on the best way to present the information in a way that can quickly be absorbed and discussed, as this was the first time the evaluation was included for MAC review. Iberia Watley suggested summarizing the Program Evaluation in a PowerPoint format or Excel spreadsheet to categorize information setting out goals and achievements. Rena Taylor suggested color coding. Payne agreed to make the changes going forward.

Payne discussed the diabetes intervention and prior activities related to the program "Control Your Diabetes. Control Your Destiny." Payne polled the group on who had attended previous diabetes activities at the Wellness Center. Payne then discussed how health outcomes are measured and compared between groups in order to identify those in need



of help reaching their health goals and getting examinations completed.

Willie White asked how providers were alerted regarding cultural competency incidents. Payne explained that comprehensive provider cultural competency materials are made available on the AmeriHealth Caritas Louisiana website, plus regional cultural competency trainings are held annually. In addition, AmeriHealth Caritas Louisiana Provider Account Executives offer cultural competency training during provider onboarding. In regard to directly contacting providers about a cultural issue, Payne stated that a general outreach and education is done for providers in an effort to avoid singling out providers. White suggested contacting the provider's executive board or leadership team when a cultural competency issue arises with a provider.

Dr. Dennis Wissing stated that he is looking to continue relations with Shreveport Wellness Center providing support of interns from the Masters of Public Health program at LSUS. Audrey and Lori thanked him for his continued support.

#### **4. AmeriHealth Caritas Louisiana's Cancer Initiative**

Flournoy presented information on AmeriHealth Caritas Louisiana's monthly mobile cancer screenings at the Wellness Center. Mobile Screenings for breast and colon cancer are provided at AmeriHealth Caritas Louisiana's Shreveport Community Wellness Center every third Friday of the month from 10 a.m. – 1 p.m. Services are available to any recipients of Medicaid, those privately insured, and to the uninsured. Requirements for service include photo ID, proof of insurance if applicable, or proof of income if uninsured. Women must be 40 years or older to get breast cancer screenings. The unit is capable of providing male prostate screenings, but the unit must be specifically scheduled to provide that and other screening services.

Payne discussed AmeriHealth Caritas Louisiana's statewide cancer initiative and gave an overview of the development process. Payne encouraged feedback and testimonials for inclusion in messaging and outreach styles.

(TESTIMONIAL) An AmeriHealth Caritas Louisiana member, a first time Wellness Center visitor, and a first time MAC participant discussed his experience with having a mammogram and suggested that this be a part of cancer outreach and education to let everyone know that breast cancer also affects men. He noted that being a male and being screened for breast cancer is nothing to be ashamed of because breast cancer happens in men more than people realize.

Payne thanked the group for their feedback and informed them that this is an ongoing development and would be included on the MAC agenda going forward.

#### **5. Upcoming Events at the AmeriHealth Caritas Louisiana Community Wellness Center**

Audrey Flournoy discussed upcoming events at the Wellness Center and reviewed the current calendar with the group.

(TESTIMONIAL) An AmeriHealth Caritas Louisiana member in attendance discussed her journey as a severe asthmatic member of the Plan. She told the group of how she was once homebound to an oxygen machine, but with the help of services from AmeriHealth Caritas Louisiana, she can now create crafts and present them at community events with no problem.

#### **6. Discussion with Members and Community Partners about ACLA programs, Social Determinants of Health, "tell us about the services at your PCP," and other topics**

Ann Morell, Integrated Health Care Management (IHCM) Care Manager II, discussed gestational diabetes, new treatment for mothers addicted to opioids, and her availability to counsel expecting moms every Tuesday.

#### **7. Adjournment**

Lori Payne thanked the group for attending and adjourned the meeting.