

# **MEDI-CAL MEMBER ADVISORY COMMITTEE MEETING**

**MAY 16, 2023**

**5:30 - 7:30 p.m.**

# Language Justice Orientation

Zoom Interpretation/Logistics

Meeting Information

# Purpose

- » Welcome Medi-Cal Member Advisory Committee (MMAC) members.
- » Introduce Medi-Cal Member Advisory Committee members, Department of Health Care Services (DHCS) staff, and Everyday Impact Consulting teams.
- » Provide a high-level overview of the MMAC and review roles for all stakeholders.
- » Create a safe and healing space to share thoughts and ideas while meeting the advisory committee's goals.

# Agenda

1. Grounding Activity/Welcome/Land Acknowledgement (10 min)
2. Introductions (35 min)
3. Breakout Room Conversations (20 min)
4. Agenda Development & Discussion (35 min)
5. Next Steps (5 min)
6. Closing Poem (10 min)

# Meeting Information

- » Electronic notes will be taken throughout the meeting. Meeting summaries will be sent to members (once they are available to the public).
- » We will **NOT** put any identifiers on our notes (e.g., names) for any public meeting summaries or documents.

# Meeting Information (Continued)

- » We ask that everyone remain muted unless invited to participate in the dialogue, ask questions, and/or share insights.
- » **Questions or concerns about using Zoom features?**
- » We also seek to promote healing through the MMAC and intend to integrate art in various forms throughout the process.

# Grounding Activity



**Welcome!**



# Background and Processes

The MMAC will provide a dedicated space for Medi-Cal members to provide input directly to DHCS' Director and leadership. It will also bolster member representation in DHCS' stakeholder engagement efforts.

The Committee will include Medi-Cal members and family caregivers and operate alongside existing DHCS advisory groups, such as the Stakeholder Advisory Committee (SAC).

# Land Acknowledgement



# Introductions

As part of our introductions, we invite you to share the following:

- » **Your Name and Pronouns**
- » **One WORD to describe your vision of health**

At the end of our gathering, **des jackson** (spoken word artist) will weave our words together to create a poem which will be shared at the closing of the meeting.

# Community Norms and Agreements

- » We acknowledge and respect differing views, opinions, and experiences.
- » This is an honest, brave, and kind space.
- » It's okay not to understand or know everything. We will ask for what we need to feel good about being here, support each other, and learn together as we go.
- » We choose collaboration.
- » What happens here stays here. What's learned here leaves here.

## **Questions for Members:**

***What do you need in order to show up as your best self?***

***What other norms and/or agreements would you like to add?***

# **“Get to Know You” Break Out Rooms**



# Instructions for Break Out Rooms

- 1) We will have three breakout sessions.
- 2) Each breakout room will have 20 minutes to respond to ONE of the questions below and connect with each other.
- 3) Go as far and deep as you are comfortable!
- 4) Here are the questions:
  - **Talk about someone who has been important in leading you to where you are today. If they were standing next to you, what would you say to them?**
  - **Share 2 or 3 personal values you hold dear, and how do you live into those values?**

# **Agenda Development & Discussion**



# Agenda Development

- » DHCS and Everyday Consulting Impact (EIC) will work closely with all teams, advisors, and members to set the agendas for MMAC meetings.
- » The one-on-one onboarding sessions were a pre-opportunity to collect initial meeting topics and priority areas for members.
- » Following each meeting:
  - EIC will note any topics or priorities that surface from conversations to ensure that future meetings will build upon one another.
  - DHCS will post meeting summaries online and report key findings from the MMAC in stakeholder forums, including but not limited to the Stakeholder Advisory Committee.

# **Shared Important Themes and Reflections from MMAC Members During One-On-One Onboarding Sessions**



# Discussion: Themes and Highlights from Onboarding

- » Access to care – specifically, more timely access to care, services, and referrals
- » More specialty care services available to Medi-Cal families
- » Eligibility and enrollment improvements - streamlining processes, assistance in completing the application
- » Communication improvements - how members receive or access information about Medi-Cal programs and services
- » Health workforce challenges - increasing capacity and shortage of providers
- » Improve coordination of care providers
- » Importance of accountability from DHCS to help bring about solutions to improve Medi-Cal programs and services

# Next Steps

The image features the text "Next Steps" in a bold, dark blue font, centered in the upper half of the frame. Below the text, there are two thick, wavy lines that span the width of the image. The top line is a teal color, and the bottom line is a darker blue. Both lines have a slight curve, creating a decorative horizontal separator.

# High-Level Roles & Timeline

## High-Level Roles:

- » MMAC Members
- » Funders and Community Partners:
  - California Health Care Foundation
  - Lucile Packard for Children's Health
  - California Pan-Ethnic Health Network
- » California Department of Health Care Services
- » Consultant: Everyday Impact Consulting

## Timeline:

The first 8 meetings have been scheduled (a calendar has been provided)

# Post-Meeting Surveys

- » Following each meeting, EIC and DHCS will send out: meeting summaries and a post-meeting survey.
  - » Each post-meeting survey will have questions for members to provide feedback and input on the process and facilitation of meetings.
- » To provide ongoing support to members, EIC will also schedule one-on-one check-ins with members in between MMAC meetings to help troubleshoot or answer any questions and discuss potential meeting topic suggestions for future discussions. DHCS staff will be part of this process, too.



# Any Other Medi-Cal Related Items

- » For any DHCS Medi-Cal specific program questions, contact the DHCS team via email:

[Medi-CalMemberAdvisoryCommittee@dhcs.ca.gov](mailto:Medi-CalMemberAdvisoryCommittee@dhcs.ca.gov)

- » For meeting information visit:

[DHCS Medi-Cal Member Advisory Committee](#)

# Questions?



# Closing Poem

*Created by des jackson*