

**Member Advisory Task Force**

**Members Present: Total Members: 11**

**Steering Committee and Support Staff Present:  Other Total: 5**

**Notes:** MATF members were welcomed by the co-chairs. The agenda was reviewed for the day. A pre-test for the Telling your Story Training was provided and future dates were discussed. December 2, 2017 and February 3, 2018 were determined to be the next two dates unless leadership at OHCA prefers differently. The co-chair asked Members to provide quotes and/or videos that answered:

- What SoonerCare means to me and my children
- What people should know about people who utilize SoonerCare
- What services have you used and how have they affected your family
- Photo releases were provided to each member and support staff members

**A group discussion of member perspectives of successes during the time they have been a part of the MATF:**

1. Website Family Section that has family-friendly information MATF felt useful
2. SoonerRide member knowledge has increased significantly due to meetings. MATF members learned and general members learned because information was added to website, member handbook, Facebook and the member newsletter
3. Improved access to urgent care facilities due to implementation of after-hours app, information shared in newsletter, Facebook, member handbook
4. Prescription knowledge, including over the counter medications awareness has improved
5. Improved knowledge of OHCA staff regarding family access to information and why they do not show for appointments and why they use the ER
6. Increased access to SoonerRide for siblings of sick child and children of sick pregnant mom
7. Reduction in number of letters sent each family (received multiple if had multiple children) and moved to electronic communication, attention brought to blank pages in letters sent
8. Member Handbook: more pertinent information, reduced number of pages, reduced costs for OHCA, available electronically and on the website
9. Family publications have been reviewed by MATF to ensure family-friendly language and to ensure the message intended is received
10. Newsletter topics more pertinent to members because MATF recommended many topics
11. Strategic Planning Conferences now include members and members' voices are valued and shown respect.

A training was provided on how to tell your story. Slides are attached at the end of the notes. A concern was shared by a member: one member was required to pay a co-pay for her daughter under 18 years when she saw an optometrist and another for her glasses. Her son was as well. Co-chair

agreed to check and get information back to the member and all MATF members. **Golden Nugget: Encourage Members to use providers who have a one year guarantee to assist with cost savings for OHCA.**

**Golden Nugget: If glasses are broken, swap out frames only. Save lenses to save funding. Children may have 2 pair of glasses per year (in case of broken or loss). If medically necessary, vendor may ask for prior approval. Should be covered in newsletter annually, posted on FB and other social media.**

Members answered what SoonerCare means to them in small groups. Co-chair role played how they might not want to answer. The group reviewed topics they may want to discuss. Below is a list of possibilities MATF members provided in group discussion:



- Post-partum depression
- Prescription meds covered primary insurance may not: improved health
- No co-pay, so access to care is improved
- Reduction of stress on family when don't have funds for medical care
- Child would not have his epi-pen because family cannot afford otherwise
- Foster parent perspective: services available and they don't have to worry with all the paperwork. They deal with workers, lawyers, birth families, all docs, etc. One less stress because children tend to have many appointments
- Adoptive parent: kids exposed to substances, domestic violence, but they don't worry as much since they will have healthcare concerns met via SoonerCare
- Procedures, scopes, scans, SC paid co-pays and deductibles
- SoonerRide reimbursement for rural families
- If medically necessary, they have not said no yet. Child had seizures, finally go care needed. Member can focus on family not financial burden
- Knee surgery covered for child when needed and timely
- Member would not have had maternity care. Would have just shown up at ER to have baby.
- Lactation consulting services after delivery helped mother breastfeed long-term when provider suggested stopping
- Perspective of grandparent raising grandchildren, had no way of paying insurance or care
- Bedrest in hospital before 26 week premie was born
- Access to pediatric specialists in rural area not available
- Family planning access, would have used higher risk option and may have had unplanned pregnancies
- Insure OK is such a great resource, could not have insurance otherwise even though working
- Behavioral Health Care, showed up and was able to get counseling for children and parent; inpatient services, outpatient services, medications as needed have been provided
- HALO therapy available for child that was foster/adopt, has been life changing
- Eyeglasses for children so they can be successful in life
- Braces and pediatric dental care, oral surgery, pre-orthodontics when medically necessary

Members had individual photos taken, a group photo taken and all but two provided a video. Two members shared videos following the departure of the OKHCA photographer so we have two

videos available for OKHCA use. Co-chair received quotes from each member, some provided more than one as they hold more than one perspective or had more than one story to share.

Post-Test and paperwork was completed. Agenda for December should include A and D portal review and report out by member and OHCA staff who will be presenting at a NASHP conference. Strategic Planning Meeting report out should happen in December or February as well. Adjournment at 1:15pm.


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## Telling Your Story

Member Advisory Task Force  
September 16, 2017

Presented by:  
Joni Bruce, Oklahoma Family Network  
Wanda Felty, Center for Learning and Leadership



*This training was adapted from "Telling Your Story," originally developed by The Redlands Partners and Community Leadership Solutions, Center for Learning and Leadership, "Word Power Training Module"*

### What Can Happen Because You Share Your Story?

- Siblings can ride with an ill child to their appointment
- OHCA Member Advisory Handbook is less than half it's original size
- MATF Members attend Strategic Planning Conferences
- OHCA received needed funding during 2016 legislative session
- OHCA publications are more member-friendly

### Let's think about Word Power

**The Way We Speak About Ourselves and Others**

**Respectful Language**

### Accuracy Matters

- Don't exaggerate or under-represent
- When someone makes the story bigger than it really is, the rest of their story may be discounted
- You never know who is in the room, they may have first hand knowledge of the story you are telling

### Your Story is Important

### You may already be a storyteller

You share

- Your personal experiences with your family
- Your expertise and personal experiences with your child's teacher
- Information about how a therapy is or is not working with health professionals
- With community members in the grocery store, the mall, waiting rooms, school activities, at work, etc.

### Why Tell Your Story?

It promotes sensitivity and awareness

- Our communities need to know
  - Children and adults that have SoonerCare are their neighbors and family members -- they may not be aware
  - Funding community health services often prevents individuals from being hospitalized
  - Access to after-hours health care services will reduce the use of more expensive services like the emergency room

### Advocate for Quality Programs

Your story and your helpful suggestions will assist service providers in **improving their programs**, so they are more child and family friendly.



### Targeting Your Audience What questions should you ask?

- Who is the audience?
- Is it your child's health care provider, a new teacher, your legislator, case manager, etc.?
- What information do you want to share?
- Is there a specific topic or issue you want to discuss?
- How much time do you have?



### Why organize your story and information?

- Being organized helps you feel more confident and assures you get the most out of your time.
- Your audience will learn what you intend
- A thoughtful and organized story is more credible



### Keys to Success

- Spend time thinking about what you will say
- Prepare notes or an outline with key points
- Think about using a three point theme template

### Don't Forget

- Introduce yourself
- Keep track of your time
- Thank them for their time



### Use Real Stories

#### Stories that you are comfortable telling

- It is very important that you speak to your family before sharing private information
- Use examples that reveal to the audience that the situation is real for you and your family

### Presentation Style

- Be comfortable and be yourself
- Consider your audience -- use examples that relate to them
- Connect and interact with your audience

### Most Everyone Gets Nervous

- Have water available so it appears natural to take a pause and get a drink.
- Take a few deep breaths, and know you will be great!
- Don't forget that some nervous energy can add momentum and strength.
- Your story is important.

### Handling Questions

- It is ok to defer until after your presentation for a one-on-one answer, or just state that you would rather not answer that question at this time.
- If you don't know the answer, simply say so. If possible, put the person in touch with someone who might help.
- If you consider a question too personal, state your boundary.



### Telling Your Story Example Presentations:

- A short history of my child and what my goals are for him this year -- could use at parent-teacher conference
- What having maternity insurance meant to me and my child
- What having lactation services meant to me and my child

### What SoonerCare Means to Me and My Family

Group Activity

### Role Play

### Quick Video Topics Who Does What?

- Maternity Coverage
- Well Child Check-ups
  - Specialty Care
- Behavioral Health Coverage
  - Lactation Services
    - SoonerRide
- DDS Waiver Services
  - Other Services?



### Story Sheet, 10 minutes

SoonerCare Saves!

Team Practice, Listen Only  
7 minutes  
Share Quick Story Twice

### Practice in 2's!

- Share your 2 minute story
- Reflection: tell them what you heard or give suggestions
- Switch
- Share 2 minute story
- Reflection: tell them what you heard or give suggestions

**Time to record!**

- What is your topic?
- More than 30 seconds, less than 2 minutes

**Evaluations**  
**Next Meeting: Dec. 2, 2017**