

CareNews :: News for CareOregon's Clinical and Provider Communities - Windows Internet Explorer

http://www.careoregon.org/carenews/2010/Fall-2010/MAC.html

careNEWS
Fall 2010
NEWS FOR CAREOREGON'S CLINICAL AND PROVIDER COMMUNITIES

in the news | features | on the move | clinics' corner | updates | subscribe | send us your news

Advisory group

CareOregon Member Advisory Council takes shape



Member Advisory Council members (clockwise from top): Diane Myers, Maria Morrow, Michael Morgan and Nancy Judkins. Not shown: Jay Lance and Santiago Gomez.

Photos by Eleanor Gorman

Since last summer, a team of CareOregon members have been working with CareOregon staff to set up a Member Advisory Council. This council of volunteers will give members a way to help CareOregon improve service and communication.

"MAC members are committed to participating," says Martin Taylor, CareOregon's director of Public Policy and Member Centricity (see related story about this department). "They learn about CareOregon functions, decisions and operations and are giving input to us. Their help is invaluable for CareOregon to improve quality, access and service that all CareOregon members receive."

The MAC meets monthly and focuses on a topic that is relevant both to the members of the MAC and to CareOregon. Topic suggestions are generated by the MAC members and come from CareOregon departments, particularly CareSupport, Customer Service, Communications, Government Relations, Community Benefit, Pharmaceutical Management, Quality Improvement & Appeals, Medicare Marketing and Medical Management.

"The MAC members are developing their leadership skills so that they can take an active role in shaping our functions, decisions and operations," Martin says. "In addition, we hope to help with the community leadership skills, such as public speaking, so they can share their stories, and those of other CareOregon members, with the community and policymakers."

Right now the six active MAC members are from the Portland metro area. High on the group's agenda, however, is recruitment of additional members, and exploration of ways to bring in the thoughts, ideas and participation of members from different communities, both geographically and culturally.

Members have been recruited through *CareLink*, CareOregon's member newsletter. We would also welcome suggestions from our network of providers about members they believe would make a solid contribution to this group's important work.

- If you would like to suggest a member, please contact *CareLink* at carelink@careoregon.org. Please be sure to provide your name and phone number so that we may call you and discuss further.

"The possibilities are inspiring"

By Maria Morrow
Member Advisory Council member

CareOregon's Member Advisory Council is shaping up to be an exciting opportunity to participate, as

CareOregon's MAC and five other health care advisory groups given boost from grant

CareOregon is one of six health care groups in Oregon to receive grants to start patient advisory councils.

The Patient Engagement Technical Assistance grants were founded by the Robert Wood Johnson Foundation and administered by the Oregon Health Care Quality Corporation.

The six organizations that have received technical assistance and start-up funding include:

- CareOregon
- Cascade Medical Clinic, Redmond
- Klamath Health Care Partnership
- Northwest Primary Care, Portland
- Oregon Medical Group, Eugene
- Providence Medical Group

Quality Corp has partnered with national patient engagement experts at PeaceHealth Medical Group in Eugene to help these medical groups and health plans engage patients and families in leadership roles in their organizations.

Conference helps give kickstart to advisory group

As part of the Patient Engagement Technical Assistance grant, two members of CareOregon's Member Advisory Council (MAC) traveled in early November to North Carolina for the four-day Institute for Patient and Family-Centered Care. The institute helps health care organizations develop their patient involvement

CareLink newsletter :: Summer 2010 :: CareOregon - Windows Internet Explorer

http://www.careoregon.org/carelink/2010/Fall/MAC.html

CareLink

A newsletter for CareOregon members and friends

Fall 2010


January 19, 2012

home
inexpensive fun
your health plan
protect your health
healthy eating
staying well: flu season
getting the most from health care
making a difference
contact us
subscribe
careoregon.org


Making a Difference

Members sought for advisory group, video project

CareOregon is asking members for help. Two projects are under way to set the course for CareOregon services and to tell the story of health care in Oregon.



This summer, a group of members have been working with CareOregon staff to set up a Member Advisory Council (MAC). This voluntary council will give members a way to help CareOregon improve service and communication. More members are needed.



CareOregon has also been asking members to talk on video about how health care has affected their lives or their children's lives. The project is to make these videos, telling members' own stories. That way, people who cannot testify in Salem can have their stories told and their voices heard when the state government works on new health care legislation. Members from across the state are needed.

If you would like to help with either of these projects, please contact *CareLink* at carelink@careoregon.org. Please be sure to provide your name and phone number.

English (printer-friendly PDF)
Español (PDF para imprimir)
Tiếng Việt (file đính kèm PDF)

CareOregon - Care News - windows internet explorer
 http://www.careoregon.org/Providers/CareNews.aspx?articleId=d3e3e9ec-dbc8-4533-a392-e0c539c25dac&newsLetterId=64d58b49-f5af-4c3a-b7af-90437f320f11&action=prin



Print



CareOregon MAC members speak with legislators

This spring, CareOregon members were among 150 Oregonians who traveled to the State Capitol in Salem April 18 for Health Care Action Day. The overall message of participants: Don't cut Medicaid any further.

The rally offered a chance for Oregon citizens to speak directly with their legislators about health care, in particular legislation designed to strengthen the health care system and make it more accountable to people receiving health care.



Ed Pulanco, a member of CareOregon's Member Advisory Council (MAC), says the experience was an opportunity to make a difference.

"Oregon Health Plan members should partake of events like Health Care Action Day so they can be heard by politicians first hand," Ed says. "Your presence makes a big difference and when more individuals act together, it's so much the better because the impact is stronger. As the saying goes, 'In unity, there is strength.'



"It was a great experience," Ed says. "Not only for me, but also for my fellow OHP members in attaining better health care, hopefully in the near future."

The CareOregon Member Advisory Council is offering help to members or providers who want to contact their legislators in Salem. Call the MAC at 503-416-5758 or e-mail mac@careoregon.org.

Done, but with errors on page.
 Done, but with errors on page.

start | 1483 - ShoreTel Com... | Inbox - Mailbox - Man... | RE: Do we have an u... | Better Together2 - Mi... | Document2

178-0b120866a282&newsLetterId=444967bd-2164-4170-91f0-bd0aa62360bc

Search | Share | Check | Translate | AutoFill

Home | Find a Provider | Contact Us | Select a Language | Provider Login | AA



Jump To... Search

For Members | For Providers | Our Health Plans | Health & Wellness | Transforming Health Care | About Us

For Providers
 Provider Portal login
 Provider Forms and Policies
 Pharmacy Help Desk
 Provider Manual
 MMIS/DHS
 CareNews >
 CareNews Archive
 Accessing Resources
 Primary Care Renewal Guidelines, Best Practices and Health Promotion
 Provider Updates
 Provider Support
 Glossaries

Top Articles
 Exceeding limitations is expected for innovative CEO and the DME company he founded
 Formulary updates are now posted
 CareOregon members tell health care story on video



CareOregon Provider Manual
 Learn about CareOregon's work in Transforming Health Care.



CareOregon CareNews
 News for CareOregon's Clinical and Provider Communities

Go Back | Print | Email



New members' questions are the focus of MAC project

This fall, CareOregon's Member Advisory Council (MAC) took on the task of answering new members' questions about CareOregon and the Oregon Health Plan on video.

CareOregon has a text Question and Answer page. But as the internet becomes a more universal medium for providing information, there is greater demand for video. The MAC project is intended to fulfill that demand. And it's the first time that support and input from the MAC has been such a large part of developing the member Q&A.

MAC members worked with staff to select the questions to be answered first. They considered the questions new members most often ask Customer Service, as well as questions that have the most impact on members immediate health needs. They worked with staff to find the answers. And they teamed up with staff for the on-camera work.

"It was a little nerve wracking at first," says MAC member Judy McClenny. "But in the end, we had a really good video to help new members."

The video Q&A series will be located at www.careoregon.org/Members/CommonQuestions. One video, answering the question of how to make an appointment, is online now, and additional video Q&As will be added when filming and editing is complete.

Tags: [Jenny McClenny](#) [CareOregon](#) [Member Advisory Council](#) [MAC](#)

RE: Do we have an u... | Better Together2 - Mi... | macinnews - Microsof... | CareOregon - Care N... | CareOregon - Care N...

- [Transforming Health Care](#)
- [CSSI](#)
- [PCR](#)
- [CHCO CO-OP](#)
- [Learning Opportunities](#)
- [Program / Event Opportunities](#)
- [Presentations](#)
- [Global Partnerships](#)
- [Releasing Time to Care](#)
- [Members](#)
 - [Member Advisory Council >](#)
 - [Issues](#)
 - [How to Get Involved](#)
- [Health Policy](#)

Learn about CareOregon's involvement in health policy initiatives.

Your wellness is important to us!

Read one MAC member's road to advocacy



The Member Advisory Council (MAC) works to improve the CareOregon member experience.

Thirteen CareOregon members are volunteering to serve as our Member Advisory Council. This group reflects the diversity of our membership, and they meet as a group monthly to talk about issues affecting CareOregon members. They also participate in additional activities such as focus group meetings, legislative visits and project work.

Issues the Member Advisory Council Addresses

- Promoting health and wellness through preventive care, exercise and good nutrition
- Advocating for equitable, high quality health care for all Oregon Health Plan members
- Supporting CareOregon members' needs through peer to peer assistance
- Working with the State on Health System Transformation

Interested in Sharing Your Opinion or Joining the MAC?

The advice from MAC participants comes from the personal experiences of individual members, though the MAC's goal is to reflect the views of the broad membership. To share your thoughts with the Member Advisory Council or get information about how to become more involved, **contact the MAC by e-mail at mac@careoregon.org or call us at 503-416-5758.**

As a CareOregon member you have something very valuable to contribute to improving our health care system. Your Member Advisory Council is helping to improve the services of CareOregon and our provider network. Your opinions and volunteer time can both be important contributions to our efforts.



Meet Diane, a member of the MAC.

Related Links

- E-mail Ellen Pinney, the State Medicaid Ombudsman at ellen.pinney@state.or.us.