



Louisiana

YOUTH ADVISORY COUNCIL

Virtual Meeting

Date: Monday, December 30, 2024

Meeting Time: 1:00 p.m. to 2:00 p.m.

Zoom Meeting Link:

<https://amerihealthcaritas.zoom.us/j/94306494054?pwd=qMhKmMitHadvybABFlktKFrXHYvF1G.1>

Number of Members in Attendance—2

Number of Community Partners: 1

Number of Meeting Participants—13 virtual

Overall attendance— 14

1) Welcome and Introductions

- a. Lynelle Diolulu, ACLA Member Engagement Manager, welcomed the students and attendees, and gave an overview of the meeting agenda. Diolulu spoke about Medicaid, ACLA, its mission and commitment to youth, and the meeting purpose to have the group become Youth Advisory Council health ambassadors. The focus of the meeting is to introduce them to YAC and gain participant feedback on their healthcare experience and knowledge through discussion questions. Diolulu then introduced Vicki Wilburn, Youth Advisory Council partner and co-facilitator.
- b. Vicki Wilburn introduced herself and gave an overview of her program in which the high school students are enrolled. She described how YAC coupled with her healthcare program helps to prepare the youth for their next steps personally and professionally. She turned the meeting back over to Lynelle Diolulu who introduced DeTrecia Norris, ACLA Community Health Educator Region 2 and YAC liaison.
- c. Norris introduced herself and what she does at ACLA. She outlined how being involved in this group is beneficial for the students and AmeriHealth Caritas. She welcomed the students to the Youth Advisory Council and discussed how being a part of the group could expand on their community involvement commitment.

2) Introduction of Meeting Participants and Community Partners— Participants were ACLA staff, an ACLA community partner, ACLA student-members, and general students. The ACLA team introduced themselves. Throughout the discussion, the students introduced themselves and the schools they represented.

3) “YAC Chat” with Members and Community Partners about insurance, Medicaid, and AmeriHealth Caritas Louisiana’s programs and services—

- a. **Youth Forum—**Diolulu engaged the students and educated them more about ACLA and Medicaid benefits while getting their input on the status of healthcare and their healthcare experiences and needs. Wilburn co-facilitated the discussion with the ACLA

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team chiming in periodically. As the students answered questions, they introduced themselves and schools.

The following discussion questions were asked with answers recorded below:

i. In your experience, what's right about healthcare?

1. Messages in My Chart
2. Accessible doctors
3. Quick appointment availability
4. Positive energy from providers
5. Long term relationships
6. Providers making you feel comfortable
7. Communication with office staff
8. Friendly language
9. Doctors who make you understand
10. Stress free environment
11. Doctors who adapt to change
12. Give referrals according to what my needs are
13. Willing to send me to a specialist

ii. In your experience, what is needed in healthcare?

1. Nurses who would communicate better during the hospital visit
2. Ability to see doctors who are qualified for the special attention needed
3. Solutions for teens moms like having appointments for the mom and baby to be seen by their respective doctors to cut down on days missed at school
4. More translators due to the language barrier between doctor and some patients.
5. Ways to address patient fear at appointment due to language barrier

iii. Why did you decide to pursue a high school program with a focus on healthcare?

1. Love to help people
2. Want to work with pregnant women
3. Most important thing ever
4. Women's health interest
5. Want to be a gynecologist

iv. What would you tell your generation about their health?

1. It's ok not to be ok.
2. Do not shy away from problems.
3. Someone is here for you.
4. Speak up for yourself. No one knows you better than you.
5. Have a good view of yourself. Work on you.
6. Accept what's going on with you and find a solution.
7. Be a lifelong learner about disease and health.
8. Be courageous.
9. Be open minded.
10. It's ok to ask for help.
11. Therapy is ok.
12. Be accepting of therapy and getting help for what's needed.

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13. Be more understanding and come together because when you are there for one another it could make life easier.
 14. People in our age group would like a sense of validation and know they are genuinely being listened to and understood to a certain point.
 15. Validate each other. It goes a long way with building relationships and trying to make your voice heard.
- b. **Communication Preferences**—Attendees were asked for their preferred method of communication. The methods in order of preference are:
- i. Text
 - ii. Phone
 - iii. In person
 - iv. My Chart
 - v. Email
- 4) **Adjournment**—ACLA Team gave students feedback on the meeting. The meeting adjourned at 2:00 p.m.