Healing through art and caring support: Carrie's story

"If I see someone who needs help, I will always be there for them. There are so many resources out there, and I want to help others the way Molina helped me."

Carrie has faced a few difficult years. After struggling with chronic leg pain, she learned in 2023 that knee surgery was necessary. Unfortunately, the procedure did not go as planned, and at 44, Carrie discovered she had a significant number of life-threatening blood clots. She was rushed to the hospital

for emergency treatment, which took a severe physical and emotional toll on her. Having already lost her father to COVID, Carrie felt isolated without a strong support network. However, she was fortunate to have some angels by her side: close friends who encouraged her to seek medical help and Becky, her RN/Case Manager with Molina.

Becky, who had worked with Molina for eight years, was a constant source of support. She regularly checked on Carrie, not only in terms of her physical health but also her mental well-being. Carrie reflects, **"Becky went above and beyond her job description. She didn't just support me physically but also monitored my diabetes, checked in on my emotional state, and did so much more."**

After Carrie was discharged from the hospital, she was unable to return to work due to the ongoing complications from her knee and the blood clots. Fearful of losing her apartment, she confided in Becky, who quickly took action. Becky connected Carrie to Meesha, a Molina Housing Navigator, and she helped with resources to cover Carrie's rent and prevent her from losing her home.

Becky continued to check in, ensuring that Carrie's blood sugar levels remained stable. **"It was so comforting to have someone who genuinely cared and stayed involved,"** Carrie says. She was finally seeing that light at the end of the tunnel.

With her beloved pets, Blanche, an 8-year-old terrier, and Henry, a 2-year-old black and white cat, Carrie's life began to return to some sense of normalcy. She now enjoys walking with Blanche, while using a cane for support. Along the way, she collects discarded items and upcycles them into creative art pieces, complete with cute details and sparkling lights. Art has become a therapeutic outlet and part of her healing process.

As Carrie continues her recovery and regains her energy, she regularly visits the Gerald L. Ignace Indian Health Center in Milwaukee, located just around the corner from her home. The center welcomed her with open arms, offering a supportive community for women to socialize, craft, exercise, and learn about healthy eating.

During one of the health talks at the center, volunteers shared local resources with the group. Carrie, drawing from her own experience, enthusiastically talked about the help she had received from Molina. Her positive words caught the attention of the staff, who were eager to learn more.

This experience made Carrie realize the power of her own knowledge and experience. She now advocates for her neighbors, helping them navigate the healthcare system and access the resources they need.

Some may say that Becky was simply doing her job, but it was more than that. She helped Carrie during her healing process and most importantly, inspired her to pay it forward and become a health advocate in her own community.

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