



WISE Healthcare Action Team
November 18th, 9-11am

Attendees: Liz Kirby, Stefanie Vitucci, Barb Moser, Sue McKenzie, Suzette Urbashich, Niki Euhardy

1. Discussion with Humana and Rogers representatives (Elizabeth Kirby and Stefanie Vitucci) on content feedback and next steps

Humana – pilot project for nurse case managers who connect with clients by phone

- Feedback from last meeting with Humana
 - We can't listen to recorded calls due to HIPAA violations
 - "We may be able to offer you services that have not yet been offered to you" will likely be incorporated into their script
 - Training module would be helpful for nurse case managers
 - To get content input we will survey some case managers at Humana and admission staff at Rogers. (see below)
 - How to keep person engaged? How to gain trust?
 - How to individualize care when working from a "script"?
 - 20-30 minute module

Rogers Admissions Department – stigma and compassion fatigue

- Greatest challenge – keeping balance between efficiency and empathy due to volume of calls
 - Beneficial in admissions to learn to be empathetic in moments that really count → ACTIVE LISTENING
 - Using script too much rather than tailoring to the person
 - Fact-gathering rather than listening and reflecting what person is saying; authentic vs. methodical
 - When you're led by your list of questions rather than getting what you really need by simply listening
 - Being honest, vulnerable, and direct
 - I have things that I need to get from you
 - I wish I could listen more
 - Inserting humanity into the conversation
 - Knowing that patients can be empathetic as well
 - Discussed problems with starting the call with demographics rather than an intro that begins connection and trust

Module

- Compassion fatigue
- Self-Reflexivity
- Grounding, Getting “back to neutral” between calls
- Cultural awareness
- Not telling the workers they aren’t doing a good enough job, but how empathy can help them
- Rogers Filming → My job is tough... this is what it’s like; will be helpful because those who watch it will realize those people are on the same page
- I know it’s hard to connect with these people, and we just want to help add to your toolkit
- Modules would be used across organizations or organization specific?
- Self-care
- How do you get your job done and feel those moments of authentication?
- **Next Steps?**
 - **Collecting stories** when there was an authentic experience (video/audio/written)
 - **3 question survey**
 - When mental health is involved, what are typical times when you notice yourself pulling back?
 - What do you think is leading to this for you?
 - Typical times when did you notice patients pulling back?
 - Please share an experience in the last 1-2 weeks where you had an authentic connection with a patient, what do you think you did that worked, how did that impact you?
 - This will help determine whether generalized module will work or organization specific is needed
 - Sue will **draft concept summary** for us to review and for Stefanie and Liz to share internally for feedback

2. MC3 – Change Agents Meeting, January 27th 1-3:30 Italian Community Center

- MC3:
 - Has 800+ change agents throughout the community
 - Person-centered care and what it means in their interactions
 - Mental health & substance abuse and how systems interact
- The stigma focus for Jan 27th will Integrate WISE Basics Health Care
- Martina & Addy (WISE/MHA and Healthcare Coordinator) will be leading this session

- Goal is to get providers working together to reduce stigma within themselves and healthcare
3. WUMH/St Agnes in Fond Du Lac – ED Summit Nov 6th 8:30-12
- Lead organization is Wisconsin United for Mental Health
 - Idea of ED Summits: get people who work in EDs together with those with lived experience who have received care in ED to share perspectives and suggest improvement strategies
 - Want health care coordinators to know about these summits because of the potential for them to host a summit like this in their areas
 - Ideas were brainstormed and prioritized at the summit → how do we share these and through what networks? (talk to Shel Gross about this)
4. Filming in December and January

Mary Neubauer – still working on it
Dana Wilson – still working on it
Julie Braun – hoping for December
Ellie Jarvie – scheduled for January with her provider

6. Coordinators
- Reviewed training plan for Dec 15 & 16
 - Coordinators need to build at least 2 connections with organizations within 6 months and the connection needs to go beyond just WISE Basics HC to consultation around organizational change
5. Honest, Open, Proud for Professionals
- Barbara Moser is interested in assisting with this initiative
 - Offer this at MC3 Meeting January 27
 - Flyer
 - Should the HC Coordinators be a part of this?

Next Healthcare Action Team Meeting – January 20, 9-11am
Advisory Board Meeting – December 15, 9-11am