

I. Update on Contacts

Humana – pilot project to create online training modules for nurse case managers who connect with clients by phone

- Jenny Otto introduced WISE to Humana Executive
- 1<sup>st</sup> phone call was with leadership, 2<sup>nd</sup> phone call was with nurse case managers
- Need small workgroup for this. Please let Sue know if you are interested in joining Barbara Moser and Dawn Zak on this workgroup.

Rogers Admissions Department – stigma and compassion fatigue (start with survey)

- MSW Intern who works in admission at Rogers suggested that the Healthcare Action Team look specifically at the impact compassion fatigue of the people on the phones in admissions has on stigma.
- This might also be project to develop online modules (could coordinate with Humana and be one workgroup)
- Start with survey – do work with admissions to figure out where they're at and where their needs are

Dawn & Sue have both created online training modules that could be a model for Humana and Rogers projects

- Dawn's example of MH in the workplace
  - Slides, videos, reflections and pretests & posttest built within various modules
- Have to decide how much content in each part, whether evaluation is built in, how many modules (2-3), and how long (~15-20 minute modules)
  - These are possible questions for survey (one for employees and one for supervisors) – how long would you be willing to train on this AND for supervisors – how long will you allow employees to work on this?
  - Certificate at the end? Would they mandate the modules?
- How do we pay for it?
  - Create something first and implement then go for funding for evaluation

MC3 – Change Agents Meeting, January 27<sup>th</sup> 1-3:30 Italian Community Center

- Interested in WISE Basics HC

WUMH/St Agnes in Fond Du Lac – ED Summit Nov 6<sup>th</sup> 8:30-12

- ½ St Agnes people and ½ people with lived experience
- Get together and talk about stigma
- Very focused on ED

UWM – Barbara Moser

- Barb will be meeting with someone from College of Nursing to talk about different nursing classes where WISE HC could be incorporated

- Hoping to have this for next semester
- Having the professor integrate it into their lectures
- Try to work with professional student organizations

MCW (Jon Wertz) & VA (Kayt Havens) – Mark Flower & Sue McKenzie

- Nothing has been done here yet

Columbia St. Mary's – Barbara Moser

- Meeting planned related to Zero Suicide
- Agenda being made

Zero Suicide – Dawn

- Systems approach
- Set of tools that help people put it into practice
- Not just giving someone a training, rather looking at a systems shift
- Approach to care that identifies gaps and works with systems to fill them
- Based on idea of a just environment
  - Not blaming or stigmatizing anyone, but rather supporting each other
- Continuous quality improvement approach
- Gives you support for using EBP screening tools
- Not just for clinicians, for the entire workforce and community
- Follow-up and engagement very important because this is usually where we lose people – holding people through each transition
- Stigma builds up because we work so hard at caring and don't have systems in place

Aurora – Mary Maroney

Managed Health Services – Peter Hoeffel

Cornerstone – Suzette

## II. Filming

Mary Neubauer

Dana Wilson ?

Julie Braun

Others for diversity?

- Filming people with lived experience
- Want positive and negative experiences
- Have a mini HOP to do further training in how to shape the stories for this

## III. Healthcare Coordinators

- Training ~9 people to be HC Coordinators throughout the state with focus on engaging healthcare partners.
- How to take it from just a training to strategic planning within their system
- MOU agreement
  - Want coordinators who are from an organization

- o Need these organizations to support these people so they aren't on their own
  - o Goal is for each HCC to have 2 healthcare organizations over the next year  
Work with them and implement TLC4
- Application – “Please complete this profile to assist as we plan for the training and ongoing support of the HCC’s work”
  - o Demographics
  - o Education
  - o Pertinent work experience
  - o Current position and relationship to the HCC position
  - o HC experience both professionally and personally that you’re willing to share that would support you’re ability to do this job
  - o If you’re comfortable sharing, what experience do you/ or a loved one have with lived experience?
  - o Experience with diverse populations?
  - o Beyond your professional work, what other community affiliations do you have?
  - o Why are you interested in this position in particular?
    - What skills and past experience do you have that would enhance your ability to do this position?
    - What strengths do you bring to this position?
- Do we want to include supervisors at the training?

Training Design - Training is planned for Dec 15 & 16 in Oconomowoc.

- WISE Basics HC
- Approach is definitely a part of training (Barb – has wisdom regarding approach within universities and Sue and Dawn with other healthcare organizations)
- Clearly stating our offer is part of a successful approach
- Consultation; how to create a plan with the organization
- Role plays
  - o Practice approaching organizations
- Co-planning as part of consultation -
  - o “We will walk alongside of you as your organization addresses stigma”
- Assist coordinator to pair together to ensure strengths are there
- Evaluation once project gets started
  - o Want the organization to know it made a difference
- Meeting on training design – 10/20 11:30-1:00 in Oconomowoc after the Advisory Board

IV. **Next Meeting** – November 18<sup>th</sup>, 9-11am  
 Advisory Board Meeting – October 20<sup>th</sup>, 9-11am  
 HCC Training Design Workgroup – October 20<sup>th</sup>, 11:30-1 in Oconomowoc

**Staff To Do:**

Training Design Draft - Sue & Niki

Application Draft - Sue & Niki – run by Exec Committee for input

Follow-up with Humana and Rogers to see if they will have one staff person on the project team