



The WIPHL Word

Wisconsin Initiative to Promote Healthy Lifestyles

August 2008

www.wiphl.org

Volume 2 No. 8

Summer Retreat 2008



Down on the Wipperfurth farm: For the more adventurous, the fun included milking cows.

Health Educator Update

By Laura A. Saunders

Eighteen WIPHL health educators gathered in Madison at the Doubletree Hotel for a retreat on July 31-August 1. The intent of our quarterly retreats is to cover such areas as motivational interviewing, cultural competence, QI, tablet updates, and treatment updates, and to allow time for networking.

The retreat opened with an excellent cultural competence session on using interpreters. The UW's Shiva Bidar Sielaff reviewed 20 tips for using a language line. Although easy to use, following these guidelines will greatly enhance health educator-patient interactions. The session concluded with small group work on calling Pacific Interpreters and having them translate short mock interviews.

I presented a prototype for a possible change to the protocol, putting a little MI before the full screen. Although most HEs thought this was a good idea, everyone thought they'd like try it out with patients and if it feels comfortable, we will then move forward with programming the tablet. Excellent suggestion!

To sharpen MI skills, we reviewed and coded a manuscript of an actual HE-patient session, discussing the strengths of this particular interaction and giving a few suggestions for improvement. For MI practice, small groups formulated responses to a case of an at-risk patient—the patient's receptivity to the recommendation that he cut down on his drinking varied from case to case. We discussed how to handle each case as a large group.

We had updates on treatment referrals and six-month follow-up. The HEs continue to garner agreement from almost all patients who are eligible for the six-month follow-up. Moving forward, if patients are missed, the HE will be contacted and asked to contact the patient within three days.

WIPHL QI coordinator Jessica Wipperfurth's family provided us with fun social time at their picturesque dairy farm in Lodi. We all enjoyed healthy, fresh food and time to talk. Those who were more adventurous mixed food for and fed calves and milked cows.

Our next retreat will be in conjunction with October's statewide meeting in Milwaukee. Evaluations from this retreat will be taken into account as we plan for that event.

Note: Rich Brown's "Director's Desk" column returns next month.

Mark Your Calendars for Statewide Meeting (Oct. 2-3)

What: WIPHL Statewide Meeting

Where: Milwaukee

When: October 2nd & October 3rd

Who: Health Educators, Clinic Champions, Clinic Managers, Clinic QI Coordinators and Implementation Team Members
WIPHL will pay for four people from each clinic team to attend the statewide meeting.

Highlights: Topics for plenary sessions and workshops include best practices for SBIRT in primary care and public health settings; introduction to protocols and service implementation for adolescents; and ways to keep engagement and buy-in high. Confirmed speakers include Dr. Dean Krahn, a nationally renowned expert on addiction and the brain, and District Attorney John T. Chisholm on the value of SBIRT for Milwaukee (as part of our dinner program on Oct. 2).

Registration will open within the next few days via www.wiphl.org.

Referrals to Treatment More than Doubled

Treatment Liaison Update

By Mia Croyle

Along with sunshine, the month of July brought an increase in referrals to treatment—12 this month compared with five last month. With our Wave V health educators up and running, more patients seem to be accepting referrals to the treatment liaison. Kudos to all the health educators for the excellent work that they continue to do with patients!

There have still been barriers to patients entering treatment, which have been displayed as patients missing assessment appointments and deciding not to enter treatment. The good news is that scheduling appointments with treatment providers has often been more streamlined. I am finding

that in many locations we are reaching a point where, due to previous positive experiences with our program and its patients, treatment providers are willing to give our patients scheduling priority. That is very good news and a testimonial to our success.

In the month of July we had:

12 new referrals to treatment (bringing our current total to 135)

3 patients enter treatment (bringing our current total to 42)



Inspiration for Cultural Competence

By Harold Gates

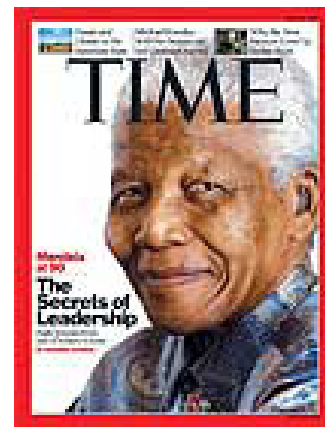
This month I would like to dedicate this column to H.H. The Dalai Lama, who was in Madison July 19-24 (more on his visit at www.deerparkcenter.org), and to Nelson Mandela, who recently celebrated his 90th birthday. Both of these dynamic leaders can offer much to the work that we do here at WIPHL. For example, the Dalai Lama's message from his teachings was for us to continue to become more compassionate in our daily lives and the work that we do. This is the key to true happiness. Meanwhile, *Time* magazine (www.time.com) featured Nelson Mandela on its July 21 cover with his "secrets of leadership" as he approaches a great milestone in his life.

Both of these leaders have much to offer and encourage us with as WIPHL moves into the end of our second year of service. I was inspired by what both of them had to say and how their messages coincide with what our project is all about and the impact that we can have on the health and well-being of patients around the state. Finally, these observations also bring to mind the ever-growing diversity of our patient populations. As I looked around the Dalai Lama's audience at the Alliant Energy Center, I noticed a great number of Tibetans. I wondered how many of them were from Wisconsin and how we can be of service to them in

our clinics. This might be a point for further discussion in the Cultural Competency Committee and upcoming trainings.

On another topic, we are pleased to announce a formal process for offering technical assistance to our clinics. The document on the following page (and on our website under About Us/Cultural Competence/Toolbox and under Health Educators/Forms) will serve as the means for requesting help. We aim to respond to your request within five working days.

Finally, the SCAODA Diversity Committee continues to work on a number of issues as it relates to their mission within the SCAODA Council. Work is being done on finalizing the committee's work plan as part of the overall revamping of the SCAODA vision put forth at its June meeting. That work plan includes assessing where organizations are in terms of their ability to service the needs of the deaf and hard of hearing community. There is also work being done by its cultural competence work group, which will provide assistance to organizations as they implement the adoption of the CLAS Standards into service delivery around the state. You can access minutes of the subcommittee at www.scaoda.state.wi.us/.





Cultural Competence Technical Assistance Request Form

This form is devised as way for our clinics and partners to request the kind of technical assistance that helps them deliver quality, culturally competent SBIRT services to their patients. Often requests fall into one of five categories. They include:

1. Finding a community leader or expert on a topic related to cultural competence
2. Identifying a community resource
3. Facilitating a technical assistance meeting with clinic team about cultural competence
4. Design, deliver, and collaborate on a cultural competence workshop or training.
5. Provide assistance in identifying culturally competent written materials

Please identify the category of technical assistance you are seeking by circling one of the categories above and provide a description of your technical assistance need by addressing the following questions:

1) What is your clinic’s need regarding culturally competent services at this time?

2) How will this technical assistance relate to providing the best possible WIPHL services as an organization?

3) What immediate outcomes are being sought?

4) What final outcomes are being sought?

Timeframe for technical assistance _____

Date of request _____

Please submit request forms to Harold Gates at Harold.Gates@fammed.wisc.edu, fax (608) 263-8529.



July 2008

Month End Data

Clinics	Eligible for BS*	Completed BS	% BS Completed	Positive BS	% Positive BS	Completed FS	% FS Completed
Wave 1							
Augusta	63	44	70%	9	20%	0	0%
Eau Claire	366	292	80%	119	41%	11	9%
Northeast	331	258	78%	126	49%	86	68%
Polk County	79	72	91%	34	47%	20	59%
St. Joseph's	133	107	80%	33	31%	34	103%
Totals	972	773	80%	321	42%	151	47%
Wave 2							
Amery	154	133	86%	46	35%	27	59%
FamHlt/LaCl. (0.5 FTE)	127	127	100%	33	26%	30	91%
Menominee	340	233	69%	47	20%	37	79%
Totals	621	493	79%	126	26%	94	75%
Wave 3							
Mercy Clinic South	209	186	89%	55	30%	23	42%
Waukesha	307	171	56%	58	34%	44	76%
Totals	516	357	69%	113	32%	67	59%
Wave 4							
Minocqua	149	116	78%	38	33%	22	58%
St. Luke's	165	115	70%	32	28%	31	97%
Totals	314	231	74%	70	30%	53	76%
Wave 5							
Family Care Center	152	139	91%	47	34%	45	96%
Mayfair	654	498	76%	105	21%	30	31%
Milwaukee Health Services	68	38	56%	16	42%	6	38%
Scenic Bluffs	14	14	100%	4	29%	5	125%
St Croix Regional Medical Center	139	85	61%	24	28%	14	58%
St Croix Tribal Clinic	74	31	42%	22	71%	21	95%
Totals	1,101	805	73%	218	27%	121	56%
Grand Totals	3,524	2,659	75%	848	32%	486	57%

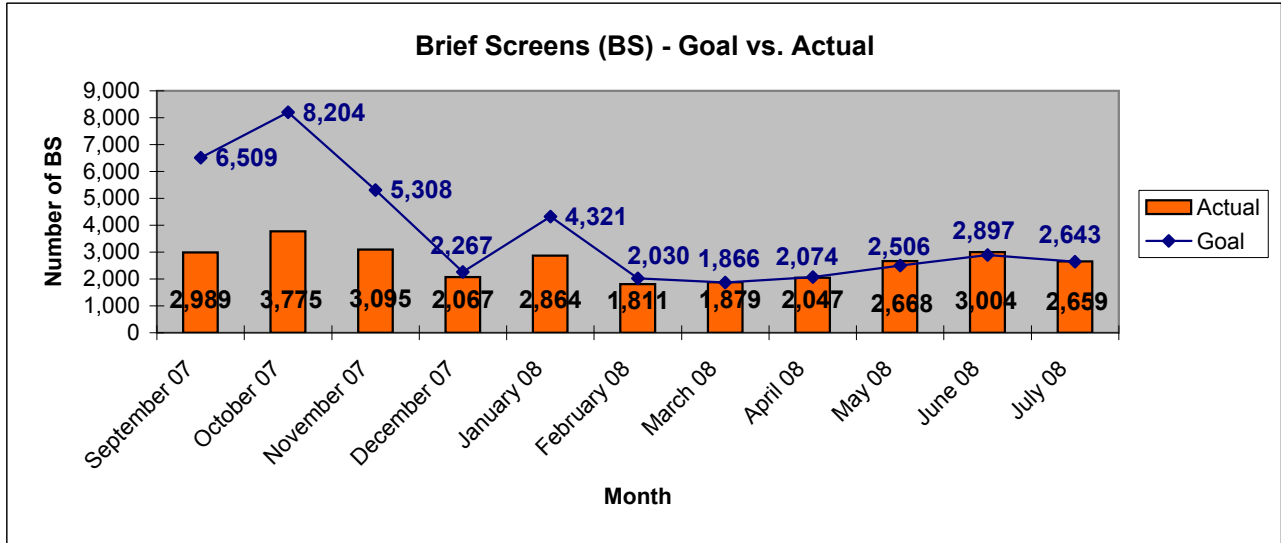
*Eligibility varies by clinic

Data in this and accompanying charts compiled by Jessica Wipperfurth

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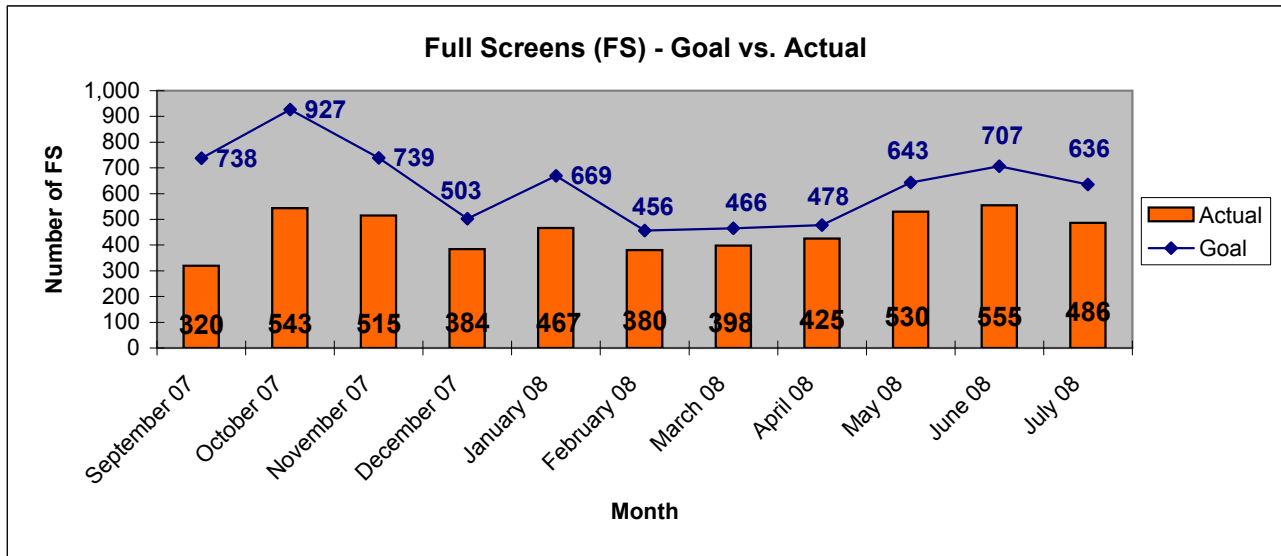
July 2008

Month End Data (continued)



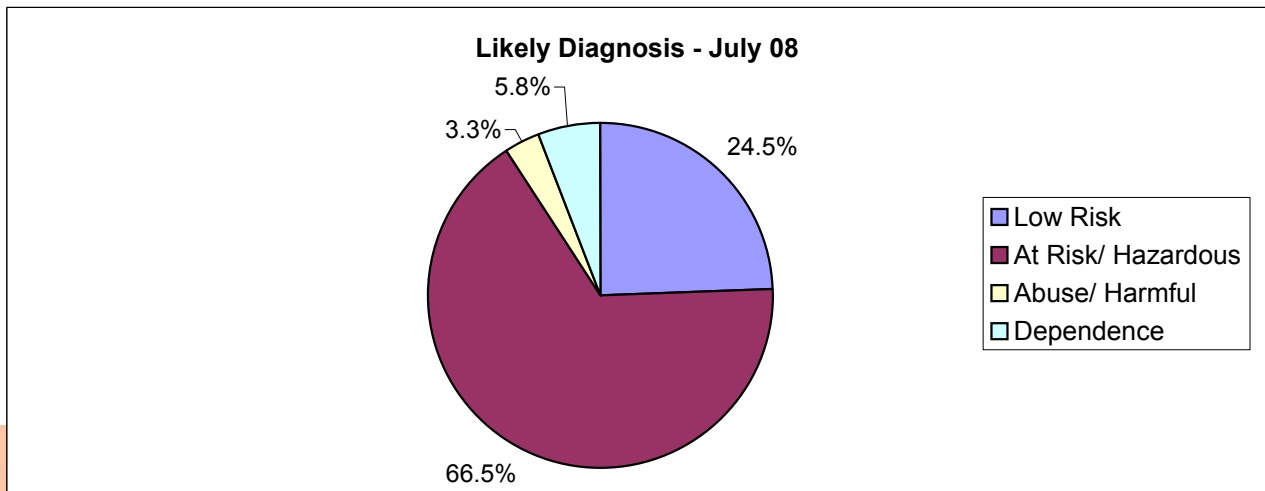
Actual = Number of brief screens completed

Goal = Brief screen 75% of eligible patients



Actual = Number of full screens completed

Goal = Year 2 (September 07 - August 08): Full screen 75% of patients who brief screen positive



The Tale of a Snail

Enjoy this cartoon from Polk County that ran in local newspapers with the following text: "Summer's here in Northwestern Wisconsin. Sometimes, the fun includes alcohol. It's nice to know that drinking in moderation can be part of a healthy lifestyle for adults over 21. Research has shown, though, that drinking more than the moderate guidelines shown by the snails puts people at higher risk of experiencing negative health, social, family, or legal consequences. Not so much fun then. Stop by the Health Department Booth in the Crops Building to learn more, take a brief survey, and get a chance to win one of five \$50 gas cards." Thanks to Mike Rust for sharing!

WIPHL People

WIPHL welcomes a special guest—Sudhakar Gandikota, from Symphony Corporation's office in India. As most of our readers know, Symphony is the software development company that has helped us bring our protocols to computer tablets. During his three-month stay, Sudhakar will work particularly closely with Holly Prince, manager of clinical protocols, as we continue to refine our tablets to bring the very best service to patients. The WIPHL Coordinating Center also welcomes a familiar face. Health educator Julia Yates is assisting health education manager Laura Saunders and treatment liaison Mia Croyle with various projects during the next few months.

More on WIPHL for Teens

Sign Up Now for August 28 Talk on WIPHL for Adolescents (Part II)

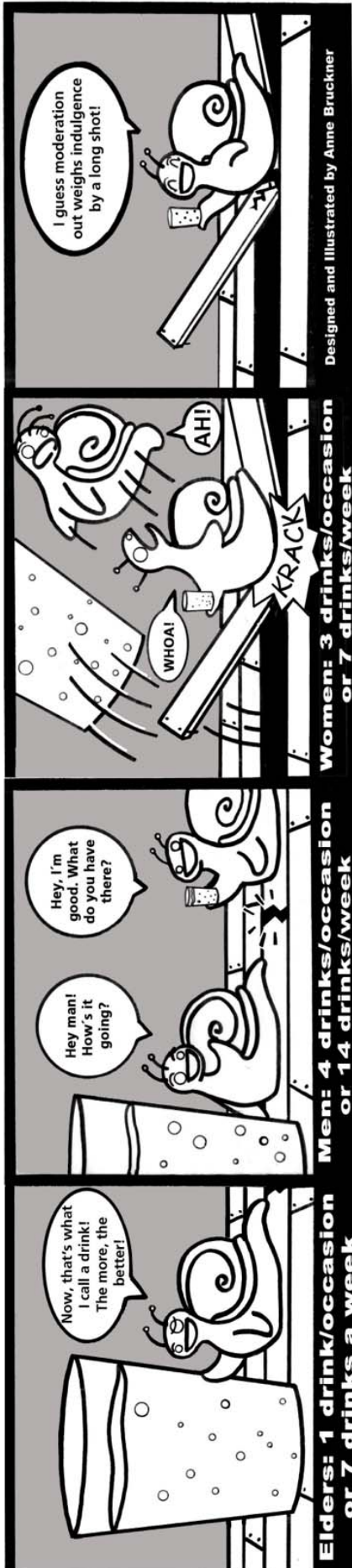
The *WIPHL Speaker Series* continues its presentations on WIPHL and adolescents with a talk by Shelly Dutch, director of the Connections Counseling Clinic. Dutch will focus on how SBIRT services can improve the link between general health care settings and treatment for adolescents. As always, we welcome your questions and comments.

When: Thursday, August 28, noon to 1 p.m.

Where: At your desk! (Free teleconference, with PowerPoint slides and other materials to be made available beforehand.)

How to register: Go to Wisline registration: <http://www.uwex.edu/ics/wlreg/wlwelcome.cfm>. If you do not already have an account, you will be guided through steps to create one. If you have any registration questions or problems, please contact Wisline at 608/262-0753 or e-mail wislineaudio@ics.uwex.edu. For any other questions, please e-mail info@wiphl.org.

Please sign up at your earliest convenience—waiting until the last minute can result in event cancellation or unnecessary charges to us.



Cartoon and message sponsored by the Polk County Alcohol and Drug Outreach and Training Project (PolkaDOT) with funding provided by the UW School of Medicine and Public Health from the Wisconsin Partnership for a Healthy Future

Calendar

August 14

Governor's Policy Subcommittee Meeting, Access for Adolescents, 11 a.m.–1 p.m.

August 19

Governor's Policy Subcommittee Meeting, Co-Occurring Conditions, 11 a.m.–1 p.m.

August 28

WIPHL Speaker Series free teleconference, "Adolescents and WIPHL: From General Health Care to Treatment," noon–1 p.m.

For Health Educator meetings and additional information about events, see www.wiphl.org

The Last Word

Drinking Away a House

From a clinic in southeastern Wisconsin

I have a patient who didn't know about the harmful effects of drugs and alcohol although he had experienced the negative consequences many times. He put it all together sitting here in my office during our second appointment, and he was shocked and dismayed at his discovery. Along with making sense of the ways in which drinking and drugs have affected his health, his job, his mind, and his relationships, we figured out that he spent \$16,000 in one year on drugs and alcohol. He made his third appointment immediately. Over the course of 20 years he has spent approximately \$320,000. This news was upsetting to him because he lives in a compromised financial state, even though he holds a decent job. I tried to focus on what he'll have when he makes changes, not on what he's lost. He thanked me repeatedly for taking the time to talk with him and left in a hopeful state, with a smile.

The WIPHL Word is the monthly newsletter of WIPHL, the Wisconsin Initiative to Promote Healthy Lifestyles, an SBIRT program funded by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA), administered by the Wisconsin Department of Health Services (DHS), and coordinated by the University of Wisconsin School of Medicine and Public Health's Department of Family Medicine. Readers are encouraged to send suggestions and submissions to editor Joan Fischer at Joan.Fischer@fammed.wisc.edu.