

**Waukesha County Mental Health Center  
Mental Health Advisory Committee Meeting (MHAC)  
August 17, 2015**

**Present MHAC Committee:** Joan Sternweis, Helen Prozeller, Brad Haas, Danielle Birdeau, Mary Madden, John Kettler, Mary Lodes

**Excused:** Linda Cole, Karen McCue, Kathy Mack, Shannon Hammer, Diane Bazylewicz

**Guests:** Charlotte Wrzesinski, Matt Berry, Katy Adler, Angela Hook

**1. Call to Order**

Introductions were exchanged amongst the committee members present.

- 2. Educational Segment** – Behavioral Health Pharmacy Update and Tour, Genoa Healthcare. Matt Berry, Regional Operations Director for Southeastern Wisconsin, Illinois, and Northwestern Indiana presented along with new Pharmacy Manager Charlotte Wrzesinski.

Genoa Healthcare was founded in 2002 and is headquartered in Seattle, Washington. Genoa is the largest provider of mental health pharmacy services in the nation, 265 pharmacies in 37 states, and the 11<sup>th</sup> largest chain pharmacy in the nation specifically in mental health services. Servicing over 400,000 consumers annually, and over 8 million in prescriptions per year. Through the Waukesha County affiliation, Genoa will be opening up an onsite pharmacy at Washington County in the next two to three months.

The Genoa pharmacy, located within the Health and Human Services facility, has been up and running for almost six months. The pharmacy is moving forward and progressing rapidly from the standpoint of who we are servicing with a customized and flexible approach to meet the needs of the facility. Genoa is one month into servicing the Mental Health Center inpatient clients, and is in discussions about servicing the Mental Health Center Outpatient clients. Genoa is incorporating unit packaging for the inpatient area in order to reduce costs, product waste, but also to increase the availability of other medications onsite as well.

Genoa Healthcare is a full service pharmacy and encourage clients to obtain all their prescriptions with them so they can interact with the client for possible drug interactions, dosing, transferring of prescriptions, and refill of medications. Genoa Health attracts pharmacists to their organization and the turnaround time to address issues is very rapid when compared to a normal retail setting.

Another component of Genoa Healthcare is the availability of management reporting tools. This is an online component where a variety of information can be analyzed, for example, medication possession ratio. Medication possession ratio refers to the monitoring of a patient's medication to see if they are taking the medication consistently and as prescribed. Feedback is then provided to the practitioner prescribing the medication and depending on the client's medication adherence, Genoa could increase counseling and/or provide different types of packaging interventions. Genoa's medication possession ratio is 93. Additionally, Genoa provides patient assisted medication as well as sample medications which are inventoried and entered into the system as a sample. The on line

component of the medication analyzer allows the practitioner to see the inventory of those samples and how much is in stock. In-service lunch and learns, and clinical trainings can be scheduled through Genoa. Genoa Healthcare has a call center that will call patients directly to see if they are ready for a refill on their medication, etc. Berry shared copies of the various generated reports available, and noted that at least six months of data is required in order to generate a report. Berry commented that clients are appreciative of the convenience with the onsite pharmacy, and the relationships they have developed with the Genoa staff and technicians. A question and answer period followed. A tour of the Genoa onsite pharmacy took place after the meeting.

**3. Review and Approval of Minutes**

The minutes of June 15, 2015 were deferred to the next meeting due to no quorum present.

**4. Sub-Committee Reports**

**a. Board Report – Mary Lodes**

Lodes reported on the two day HHS Board budget meetings held on July 15-16, 2015. Lodes commended the Clinical Services Division Management team on the compelling presentation of the mental health needs.

**b. CCS (Comprehensive Community Services) Coordinating Committee – Danielle Birdeau**

Birdeau reported the Comprehensive Community Services (CCS) Coordinating committee met in the month of July. In coordination with representatives from NAMI, the group developed a plan for the annual consumer survey that will be kicked off on Wednesday, August 19<sup>th</sup>. NAMII will compile the data and forward to the State of Wisconsin.

The first two quarters of 2015 have been busy with the enrollment of eight children and adolescents under the age of 18 in the CCS program. The group continues to partner on those admissions and referrals. A Request for Information (RFI) will be mailed to community providers to seek interest in working with Waukesha County as a vendor specifically for child and adolescent services.

**c. COP (Community Options Program) Report – Danielle Birdeau**

No Report.

**d. Peer Specialist Committee of Waukesha County – Terry Findley**

Birdeau reported the Peer Specialist Committee redesigned the format of their meetings for 2015. The group is alternating between meetings, training opportunities, and informal informational gatherings amongst their peers. The Peer Specialists applied and were accepted to present at the October 2015 State Mental Health and Substance Abuse Services Conference. Prior to their formal presentation in October, the group will provide a mock presentation here at the Mental Health Center. The next meeting of the committee will be held on August 28, 2015. Further details will be forthcoming.

**e. CHIPP (Community Health Improvement Progress Programs) Report – Mary Madden**

No Report.

f. **Partnerships for Children's Mental Health – Laurie Kohler**

Birdeau reported the Center for Suicide Assessment will present at the next Partnership's meeting on September 9, 2015. They will discuss the hope and text support line that began in October of 2014. Meeting is 4:00-5:30 p.m. in Room 114 of the Human Services Center.

Madden reported on a couple of items that have come out from the partnership meetings.

1. In fall 2015, a program called "Ending with Silence" will be rolled out in the Oconomowoc High School District. This NAMI signature program specifically addresses juniors during their health class about mental health issues to include early warning signs, information about bullying, and suicide prevention.
2. Additionally, in fall 2015, the NAMI Basics six-week course will be offered to parents/guardians in the Oconomowoc School District. NAMI Basics specifically targets families with a child, loved one, or family member, under the age of 18, educational information and support services.
3. Develop programming for teens and youth at the transitioning age. Two young peer specialists, one from Friendships, and one from NAMI, will become certified in Wellness Recovery Action Plan (WRAP), and attend the national WRAP conference in Washington DC, August 24-26, 2015. We are proud and excited to implement youth WRAP in Waukesha County.

On October 1-2, 2015, Laurie Kohler and other representatives from the partnership will be presenting at the Crisis Conference; topic is lower emergency detention rates for juveniles.

5. **Old Business**

Birdeau shared her thoughts about the Mental Health Advisory Committee membership and review of the COP criteria. In order to meet the standards for the Community Options Program (COP), representation of one AODA community representative, and one county elected official need to be on this committee. Madden will follow up with Chair Paulson and see if one person could serve both functions, and reach out to the ProHealth care representative. The committee will also entertain the possibility of having a Judge or Sheriff serve on this committee.

6. **New Business**

Haas reported on the Consumer Recovery Committee. The group has been meeting more frequently. The Community Support Program (CSP) has some new psychiatry providers. Dr. Rutherford is now doing two days of outpatient coverage, and a contracted psychiatrist is working throughout September 2015. Prozeller shared agency updates and materials on the various consumer groups and programs that are offered at Friendships.

7. **Adjourn**

The meeting concluded at 2:55 p.m. with a tour of the Behavioral Health Pharmacy. Next meeting will be on Monday, September 21, 2015.

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Respectfully submitted by:  
Linda Johnson

Minutes were approved Linda Cole Date 9-20-15