

**Recovery Stories:
Power of Voice**

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**The Wisconsin Collaborative for
Healthcare Quality**

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WCHQ




Mission

- Bring meaning to performance measurement data by creating information that drives improvement in healthcare quality and affordability.

Vision

- Improve health and increase the value of health care for all.



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Our Work

- Data-Driven Insights
- Collaborative Community
- Education and Best Practices



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Why Do We Measure?



Shine a light on the opportunity



Wholistic view of the patient population



Focus on solutions

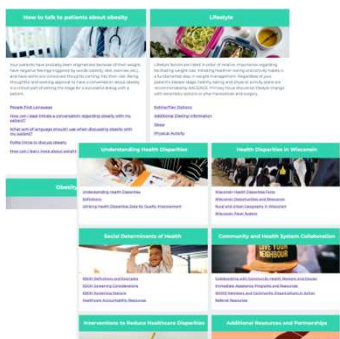


Identify strategies that work

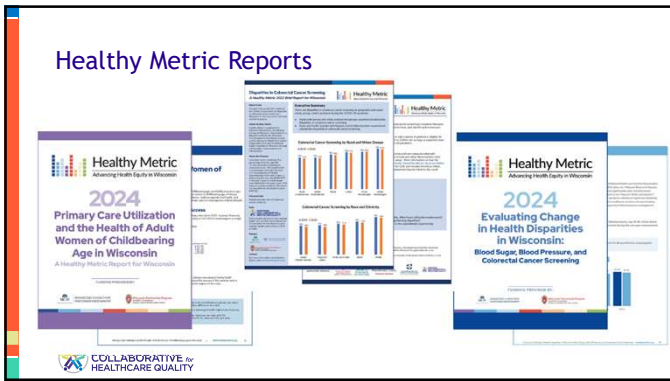
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Toolkits

- Virtual rolodex of tried and trust resources
- Bookmark this page instead of many resources
- Showcases WCHQ members in action, impact of interventions, and community/health system collaborations



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Past WCHQ Health Disparity Reports

- Urgent Need to reduce health disparities
- Increasing efforts to improve quality can leave behind patients who aren't connected to primary care
- WI Ranks 40th out of 50 states in Premature Death due to health disparities
- Substantial disparities exist by:
 - Race/Ethnicity
 - Payer
 - Geography

WISCONSIN COLLABORATIVE for HEALTHCARE QUALITY

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Patient Voice to Reduce Stigma

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Recovery Stories: Why?

Stories enable people who have been oppressed 'to name and reclaim, over and over, the connections we are taught to ignore, the dynamics we are told do not exist'



Morales, A.L. (1998) *Medicine Stories: history, culture and the politics of integrity*. Cambridge, MA, Sound End Press, P.S.



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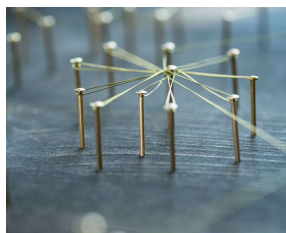
Structure

- Recruited 5 Medicaid patients - 1 year
- Identifying parts of story - coaching - editing
- Fully collaborative - shared ownership
- Disseminating these stories as a team





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Identifying and Developing Stories




- What are the stories we want to tell?
- Why is it important to tell?
- What challenge or inspiration to healthcare might your story offer?



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Recovery Stories: Impactful Themes

- One person mattered
 - In this terrible cycle, they made the difference for me: provided hope, dignity, respect, and "treated me like a human being."
- Victim Blaming
 - Stigmatizing can lead to low self esteem/isolation internalizing stereotypes
- Stigma
 - "I wish they would just talk to me first and look at my file after. I am in pain and their attitude totally changes when they see I am on methadone, and they think I'm drug seeking."
- Listening
 - "How providers framed my story was really harmful to me."



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Mini-Documentary Series

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Abbie: Undiagnosed

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Abbie: Problem Patient



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Discussion

- How can peer support specialists and community health workers support people seeking substance use treatment in rural areas?
- How can we support decreasing stigma for behavioral health treatment in rural areas?
- What are opportunities to obtain opiate use disorder treatment and medication assisted therapy in your communities?

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Rene: No Light/Light



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Rene: You were Born to be Real



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Discussion

- Can emergency detention and patient choice find a balance? What creative methods of treatment are you offering in the counties you serve?
- How do you help to train and support peer specialists with lived experience related to emergency detention? How do they use their experience to support others?

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Imani: Noncompliance



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Imani: Beyond Validation



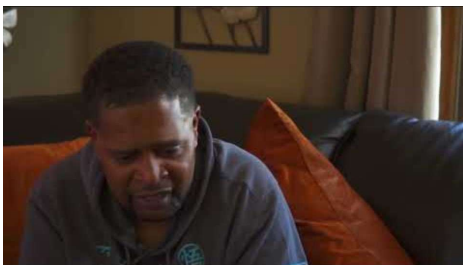
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Discussion

- Are there opportunities in your organizations to be creative with how care is structured?
- Are there opportunities for recovery to be fostered without thinking about “compliance” and “non-compliance”?
- How do your organizations support patient-choice and autonomy?

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Richard: Trust Us



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Richard: Teach Me



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Discussion

- How is shared decision making used in your organizations?
- How are social needs a priority for the people you serve?
- What is important when creating a care plan for people who have a violent record? How do you approach this collaboratively with the people you are serving while ensuring clinicians are safe?

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Peggy: Power of Diagnosis



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Peggy: Words Matter



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Discussion

- As people have more access to their medical records, how does this impact diagnosis?
- Do you use collaborative documentation in your work?
- Is collaborative documentation a tool for stigma reduction and health literacy?

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Resources

Training Series
<https://www.youtube.com/@wisconsincollaborativeforh4628>

Patient Voice Videos
<https://www.wchq.org/patient-voices>

WCHQ Education Events
<https://www.wchq.org/education-events>

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