PRESENT:

Community Members of Governance Board:
Sue Davis – Board Co-Chair,
Vice President, Emerita, NAMI - Family Member at Large
Representative
Kathryn Ayotte,
Adult Recipient Representative
Joe Prawdzik - CIT Consultants LLC - Community
Member at Large Representative
Michael Hughes,
CEO, A New Leaf - CEO Children Provider
Representative
Dr. Frank Scarpati,
CEO, Community Bridges, CEO Adult Provider
Representative
Kim Pollins,
Family Member of Child Recipient Representative

Magellan Members of Governance Board:
Dale Villani,
Chief Operations Officer, Maricopa County RBHA
Dr. Shareh Ghani,
Chief Medical Officer, Maricopa County RBHA
David Covington,
Chief of Adult Services System, Maricopa RBHA

Staff to Governance Board
Lynette Tolliver,
Governance Board Administrator

ABSENT:
Richard Clarke Ph.D. (Board Chair), Chief Executive Officer, Maricopa County RBHA
Open, Deputy Chief Executive Officer, Maricopa County RBHA
Shawn Thiele, Chief of Child Youth Services

IN SESSION: The meeting was called to order at 05:00 p.m.

Board Minutes submitted for July 20, 2011:
Sue Davis moved that the minutes be approved. Frank Scarpati seconded the motion.
The Board unanimously approved the minutes as presented.

Board Announcements
• None

MAGELLAN UPDATES

Magellan of AZ Updates
Dale Villani, Chief Operations Officer, Magellan of AZ provided an update to the Board:

• Introduction of New Chief Medical Officer:
  Magellan announced Dr. Shareh Ghani had been promoted to Chief Medical Officer from Adult Medical
  Director. Dr. Karen Chaney is now the new Adult Medical Director. Dr Robert Sack has been promoted to
  Associate Medical Director for Public Sector.

• Magellan Health Services of Arizona Shared Governance Board Updates:
  o The Governance Board announced that Kim Pollins had been selected as the Board’s new Family Member of
    Child Recipient Representative.
  o The Board also thanked Karen McLaughlin, the previous Family Member of Child Recipient Representative,
    for her dedication and the valuable information she had provided for the Board. The Board awarded Karen
    with a scripted plaque.
Community Relations Update – Andrea Smiley, Chief Community Relations Officer, Magellan of AZ provided an update to the Board:

- Magellan was celebrating September Recovery Month with a multitude of activities throughout September to raise awareness of the fact that people find and maintain recovery and make a positive impact in their communities.
  - On September 7, Magellan hosted a webinar titled, Driving Suicide to Zero. Dr. Justin Coffey, Physician Champion of Perfect Depression Care and Chronic Disease for the Henry Ford Health Care System led the webinar. This webinar would be posted on Magellan’s website and available to watch.
  - Magellan and the Adult Clinics worked together and formed Walls of Recovery on which recipients write and share their stories to be posted on the clinic walls. Judges will visit the sites, and the winning clinic will receive a lunch party. The big win is sharing recovery stories to inspire people that recovery is possible.
  - Magellan’s Ramiro Camarillo talked about Suicide Prevention Week on KNUV 1190 AM and on KPHE-TV Ch. 44.
  - Magellan received the International Association of Suicide Prevention’s Lee Award for the Central Arizona Suicide Deterrent System Project. Forty-five countries were represented, and around 500 individuals were up for the award. Magellan has received national and local media coverage for winning this award.
  - Magellan partnered with the Fresh Start Women’s Foundation where women who have been facing a variety of challenges receive makeovers and coaching to help them gain employment. The recovery makeover had media coverage on Univision, CBS 5, and Telemundo. Magellan plans to partner with Fresh Start for future projects.
  - Magellan has been promoting the OneinFour.info site with two new Extraordinary People, Marie Paterno and Rebecca Martinez.
  - Mental Health First Aid (MHFA) has grown since the initial train-the-trainer session. Multiple 12-hour trainings were completed during the summer. For September, 144 additional residents will be trained by the end of this month alone.
  - Magellan has conducted Healthy Food Demos at the adult clinics to provide tips to help recipients make small changes in cooking and eating habits for health and wellness.

- Media Coverage:
  - In July 2011, Magellan’s Ramiro Camarillo hosted several Spanish radio segments in observance of National Minority Mental Health Awareness Month on 1190 AM, Radio Campesina 88.3 FM, and 1150 AM Radio Globo.
  - In August 2011, Magellan’s Ramiro Camarillo hosted several Spanish radio segments on the integrated Health Home Project launch, how to cope with back to school stress, support groups, child abuse linked to economic woes and promoting Magellan 101 presentations at Fresh Start Women’s Center on 1190 AM.
  - On August 2, 2011, The Arizona Republic and Tucson Citizen published: “Medical home program to provide physical-, behavioral-health care,” in which Gov. Jan Brewer announced an agreement between Maricopa County’s safety net healthcare system and Magellan Health Services, the county’s behavioral health administrator, that would put traditional doctors in mental health clinics to tackle the chronic physical health problems of people with serious mental illness.
  - Ch. 3, Good Morning AZ; CBS Ch. 5 News; and Telemundo News aired: “Integrated Health Home Announcement,” Governor Jan Brewer announces a project to integrate mental and physical healthcare for the 14,000 Medicaid-eligible individuals on August 2, 2011.
  - In September 2011, Magellan’s Ramiro Camarillo hosted several Spanish radio segments promoting National Suicide Prevention Week, National Recovery Month and Magellan’s fifth annual Computer Giveaway Program.
  - On September 12, The Arizona Republic printed the article: “Avondale center aids police with afflicted non-offenders,” highlighting that on Wednesday, Community Bridges opened the West Valley Access Point and Transition Point Center at 824 N. 99th Ave.
On September 15, Univision, CBS 5, and Telemundo aired: Recovery Makeover hosted by Magellan of Arizona and the Fresh Start Women’s Foundation.

On September 16, Magellan received the International Association of Suicide Prevention’s Lee Award for the Central Arizona Suicide Deterrent System Project.

NBC Ch. 12 aired: “Health center opens in West Valley,” announcing the opening on September 20, 2011, of the Community Bridges behavioral health treatment center in Avondale to serve the West Valley.

**MYLIFE Presentation** – Greg Dicharry, Youth Empowerment Director, Magellan Health Services of Arizona, provided a presentation to the Board.

  o My Fest ’11 was the 4th MY Fest organized by MYLIFE. Seven thousand people attended the event. Spokesperson Daniel Hernandez, one of the people who saved Senator Giffords, shared his story about being a youth leader. Eight different organizations presented exhibits and formed a partnership to have five local TV stations promote My Fest ’11.

  o MYLIFE AZ members gave a presentation at the Louisiana Forum in Baton Rouge to help secure the Louisiana contract bid. Seventy representatives from many of Louisiana’s care systems attended.

  o MYLIFE AZ members traveled to Jacksonville, Florida, and partnered with the System of Care Group to present MYLIFE in order to expand the program. One hundred and thirty people attended.

  o MYLIFE members also presented in Tallahassee, Florida.

  o MYLIFE partnered up with A New Leaf to create MYLIFE Discovery. Meetings are conducted in the West Valley after school. Older MYLIFE members come weekly to talk to younger kids on different topics.

  o Norristown, Pennsylvania (PA) held their first MY Fest PA. Seven hundred people attended. The Fest was organized by three of the MYLIFE groups in PA.

  o MYLIFE’s next steps are: to continue meeting twice a month; hold more Discovery monthly meetings; plan a MYLIFE AZ Got Talent Show; and prepare for the Alternatives Conference Presentation and Plenary session with other national youth groups.

  o The Board gave kudos to MYLIFE for their leadership skills and confidence.

**Integrated Health Home Update** – David Covington, Chief of Adult Services, Magellan Health Services of Arizona, and Dr. Shareh Ghani, Chief Medical Officer, Magellan Health Services of Arizona, provided an update to the Board.

  o Integrated Health Home for SMI (IHH) history and Magellan:

    - In May 2007, USA Today publishes, “Mentally ill die 25 years earlier, on average.” The article discusses the fact that individuals with SMI have high accident and suicide rates and about three of five die from mostly preventable diseases.

    - In September 1, 2007, Magellan is awarded a five-year RBHA contract to manage services for adult recipients and children; transition the urgent care center, 23 outpatient clinics and the crisis line to community ownership and operation; and introduce recovery-oriented culture and services.

    - In September 2007, NASMHPD publishes a state hospital smoke-free toolkit. People with psychiatric or addictive disorders consume nearly half of cigarettes smoked.

    - In May 2009, Magellan launches Programmatic Suicide Deterrent System Project. The project targeted specialized training for 2,000 physicians, nurses, clinicians and case managers through ASIST.

    - In July 2009, Magellan introduced a clinical excellence and innovation best practice logic map.

    - In October 2009, Magellan joined forces for tobacco-free campaign, supporting SMI and employees.

    - In January 2010, Magellan introduced: Whole Health Peer Support groups. Funding for wellness support groups in SMI clinics was provided by the SAMHSA grant.

    - In May 2010, Milbank introduced a collaboration continuum from minimal to fully integrated with their Four Quadrant model. However, they did not address the complex and multivariable needs of individuals with SMI.

    - In July 2010, the Social Relationships & Mortality Risk Study: A Meta-analytic Review was conducted. The study showed out of 148 studies surveyed, there was a 50% increased likelihood of survival with stronger social relationships.

    - In September 2010, the Magellan Governance Board developed 14 essential elements.

    - In November 2010, CMS sent a letter to the State Medical Directors regarding Chronic Condition Health Homes.
In December 2010, DHHS encouraged individualized care for those with multiple chronic conditions.

In February 2011, the Robert Wood Johnson Foundation published “Mental Disorders & Medical Comorbidity”: only 5% of the population accounts for half of all healthcare spending.

In March 2011, Magellan introduced SMI logic map for addressing whole person needs, adapted from the RWJF Dr. Druss model.


In August 2011, Governor Brewer launched Magellan’s Integrated Health Home program (IHH).

What Magellan is learning from the new IHH program:

- Magellan shared assumptions in late 2010 with ADHS and AHCCCS that individuals with SMI:
  - Die more than 30 years younger
  - Almost 75% smoke tobacco
  - 40-60% of those with Schizophrenia are overweight
  - 15% have diabetes
  - Have an unemployment rate of 78%
  - Are six to 12 times more likely to commit suicide than the general population
  - 12 million visits annually to ERs by people with MH/SUD
  - 70% with significant MH/SUD had at least one chronic health condition, 45% have two, and almost 30% have three or more.
  - Have a 50% decreased likelihood of survival without strong social relationships.

- Magellan created a unique Health Risk Assessment for SMI and has completed 3,000+ assessments to date.

- Magellan received 101 death reports for individuals enrolled in the SMI system in 2010. The average age of death was 46, approximately 32 years younger than the general population.

- Magellan found a percentage of SMI individuals have Chronic Comorbid Medical Conditions.

- Magellan showed that out of 2,254 individuals with SMI studied with Multiple Chronic Conditions (MCC), 12% had zero MCC, 63% have one to two MCC, and 25% have three plus MCC.

- Magellan discovered there are 32 unique combinations of six chronic medical conditions, including SMI and general distribution across all permutations.

- Magellan’s studies showed that 25% of the general population in Arizona is obese, but individuals with SMI experience this challenge at nearly twice the rate at 48%.

- Sixteen percent of the general population in Arizona smokes. Individuals with SMI experience this challenge at an estimated 3.5 times the rate, 57%.

- Magellan studied Social Connectedness. The HRA includes three measures that reflect social supports: frequency of invites, supports to talk with someone about problems, and living situation. Percentages of studied participants receiving invitations to go out and do something: 41% rarely/never, 37% sometimes, 22% frequently.

- Suicide Intervention & Care. While the suicide rate for SMIs enrolled in Maricopa County is down 50% since FY2007, it is still the leading cause for reported deaths where cause is known. Twenty-one percent of persons with SMI die by suicide.

- Primary Care Physician vs. ER. In the past year, how many times has the individual visited his/her PCP for physical health care or the ER for any reason? The national assumption had been that persons with SMI go to the ER and to their MH clinic but not to their doctor.

- Rating your overall health: Considering their age, less than one in four rate their overall health as below average, which may suggest poor health literacy, low expectations, or rejection of a negative self-image. Out of the individuals asked the question to rate their own health, 38% answered good or excellent, 39% answered average, and 23% answered below.

- When Magellan asked participants if they would like additional services or information or if they would be interested in participating in a new program designed to improve overall health, approximately 50% said yes with another 20 to 30% unsure.

OPEN DISCUSSION

- The National Action Alliance for Suicide Prevention Around Clinical Care published a report titled: Suicide Care in Systems Framework. Multiple people in Maricopa County, both within Magellan and the provider community, provided information for this document. It will be available on the Nation Action Alliance website. Dr Ghani, Dr. Ketchmark,
and David Covington were part of the task force with National Action Alliance. Dr. Ghani and Dr. Ketchmark led one of the work groups under the task force and wrote the content of the report and were principals in developing the product.

Action: The Board will receive a web link to the National Action Alliance website from Magellan Health.

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| The next Governance Board Meeting will be held on **Wednesday, November 16, 2011, from 5:00 to 7:00 p.m.**  
All Board Meetings will take place at Magellan Health Services of Arizona, Turquoise Room.  
Locations for the Development Sessions will be communicated to Board members directly.  

Meeting adjourned at 7:00 p.m. |