Virtual Care Innovation Network

A Community Health Collaborative Founded by Kaiser Permanente

Informational Webinar | **November 10, 2020**

Please use the chat box to ask questions.

This webinar is being recorded and will be posted to careinnovations.org/virtual-care-2020/

Agenda

- Welcome
- Background
- Program Structure
- Key Dates & Timeline
- Questions & Answers

Welcome

Background

Program Structure

Key Dates & Timeline

Questions & Answers

Program Leads

Veenu Aulakh
Senior Innovation Fellow

Bijal Shah
Program Manager

Wes Gabrillo
Program Coordinator

Center for Care Innovations

Strengthening the Health and Well-Being of Underserved Communities

Spark

New ways of working & creative problem solving

Seed

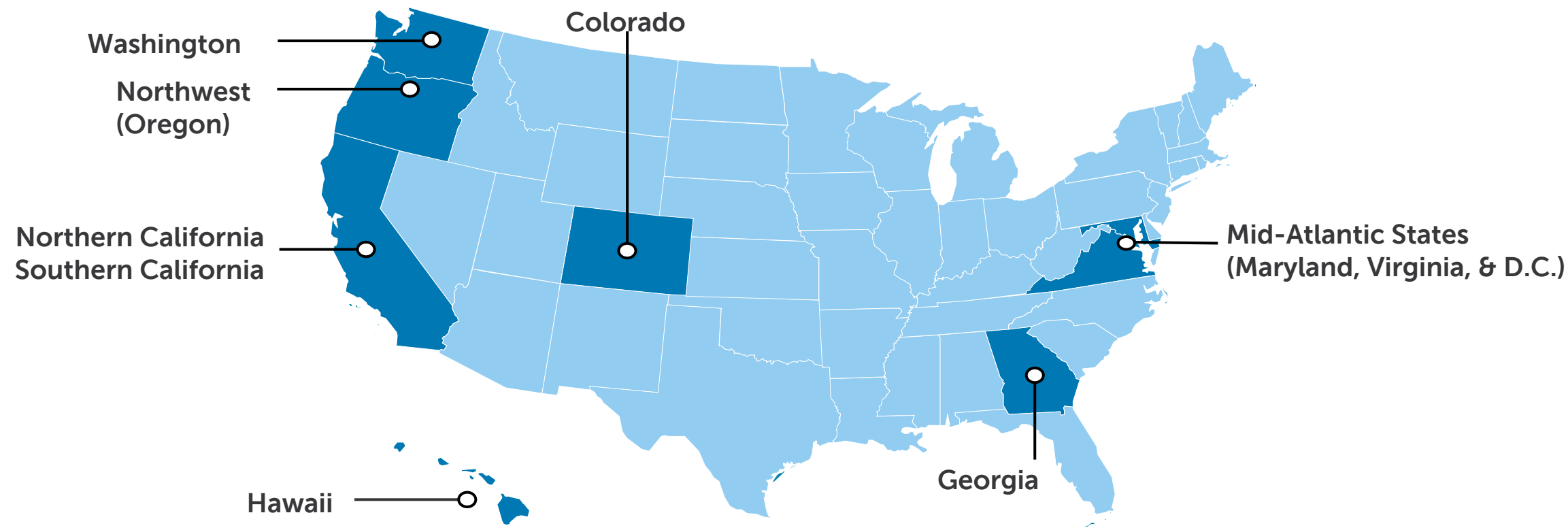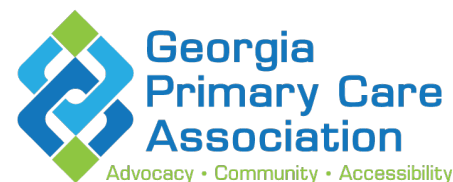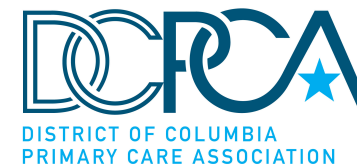The research, testing & implementation of fresh approaches

Spread

Successful innovations, so our network rapidly adopts best practices

National Partners

Washington

Northwest (Oregon)

Colorado

Northern California
Southern California

Mid-Atlantic States
(Maryland, Virginia, & D.C.)

Georgia

Hawaii

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CCI
CENTER FOR CARE INNOVATIONS

NATIONAL HEALTH CARE for the HOMELESS COUNCIL

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Local Partners

Initiative Goals

Expand access to high-quality virtual care, including supporting homeless health care providers to address the complex needs of individuals experiencing homelessness

Support the safety net to rapidly design, test, learn and share virtual care strategies

Support the sustainability of the health care safety net to serve communities impacted by COVID-19 by supporting continued reimbursement for telehealth

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Strategies

- **Training & technical assistance:** Develop and disseminate training & technical assistance to enable safety net providers to effectively institutionalize virtual care capabilities

- **Engagement:** Catalyze wide engagement of safety net health care providers in transformation activities through grants that will enable them to dedicate time and resources to the activities.

- **Advocacy:** Support continued reimbursement for virtual care modalities.

- **KP expertise:** Translate and disseminate KP's virtual care best practices.

- **Health care for the homeless providers:** Support deep practice transformation for providers serving people experiencing homelessness and at risk for COVID-19.

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Program Tracks

Virtual Care Innovation Network

Redesign virtual care to expand and strengthen access to high-quality care enabling all patients to benefit from these services.

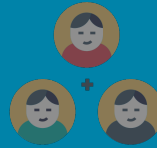1. Applied Project Track

2. Clinic Connection Track

3. Learning Hub Track

Program Tracks
Virtual Care Innovation Network

1. Applied Project Track

2. Clinic Connection Track

3. Learning Hub Track

Advance a specific project to improve virtual care delivery for a population who faces significant barriers accessing care.

Program Offerings

Applied Project Track

- Content webinars that teach tools that support the innovative improvement process

- Content webinars that highlight experts from the field (including Kaiser Permanente)

- Virtual events to learn from peers across the country

- Virtual site visits highlighting exemplars from across the country

- Access to coaching sessions

- Access to online learning and sharing platform and toolkits

- Grant funding: between $20,000 - $75,000 depending on state and focus

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Participant Expectations

Applied Project Track

The goal of this track is to advance a project to develop new approaches to engage patients experiencing barriers to care (i.e., homelessness, limited English proficiency, low technology literacy, etc.)

Identify a core project team (4-6 people) that will design, test, and implement solutions to improve virtual care delivery.

Participate in all program activities (i.e., content webinars, virtual site visits, and best practice sharing sessions).

Participate in required program evaluation activities.

Required Evaluation Activities

Applied Project Track

The purpose of the evaluation is to support teams to understand their progress over the course of the program and to understand how the virtual care efforts are advancing and sustaining across all participating organizations and regions.

Submit virtual care utilization data at 3 points for primary care and behavioral health segmented by modality of care, payer, language.

Participate in no more than 2 phone interviews during the program.

Submit survey responses at 2 points during the program.

Who is Eligible?

Applied Project Track

Safety-net health care organizations that have one, or more, of the following designations:

- Federally qualified health centers (FQHC) 330 program grantees, including 330H grantees
- Federally qualified health center (FQHC) look-alikes
- Primary care providers who serve people experiencing homelessness and are members of National Health Care for the Homeless Council (NHCHC)

Organizations must also meet the following criteria:

- Have providers actively using an electronic medical record system
- Have one clinic site located within a Kaiser Permanente service area
- Have a dedicated team focused on testing & implementing new approaches

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Program Tracks
Virtual Care Innovation Network

1. Applied Project Track

2. Clinic Connection Track

3. Learning Hub Track

Engage with peers to discuss and solve challenges related to providing and sustaining virtual care.

Program Offerings
Clinic Connection Track

- Monthly peer-learning webinars to discuss critical challenges

- Topics discussed will be co-designed with selected organizations

- Access to online resources, tools, and a platform to support peer sharing and learning

- Grant funding: ranges between $7000 - $27,000 depending on region and focus

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Participant Expectations

Clinic Connection Track

This track is designed for organizations who are most interested in engaging with their peers to discuss and solve specific challenges.

Participate in monthly peer-to-peer sharing sessions focused on best practice sharing and troubleshooting challenges.

Participate in required program evaluation activities.

Option to participate in select Applied Project Track activities such as virtual site visits, webinars and peer-sharing conversations.

Required Evaluation Activities

Clinic Connection Track

The purpose of the evaluation is to support teams in understanding their progress over the course of the program and to understand how the virtual care efforts are advancing and sustaining across organizations and regions.

Submit virtual care utilization data at 3 points for primary care and behavioral health segmented by modality of care.

Participate in no more than 1 phone interviews during the program.

Submit survey responses at 2 points during the program.

Who is Eligible?
Clinic Connection Track

Safety-net health care organizations that have one, or more, of the following designations:

- Federally qualified health centers (FQHC) 330 program grantees, including 330H grantees
- Federally qualified health center (FQHC) look-alikes
- Primary care providers who serve people experiencing homelessness and are members of National Health Care for the Homeless Council (NHCHC)

Organizations must also meet the following criteria:

- Have providers actively using an electronic medical record system
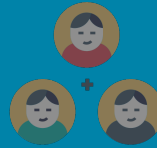- Have one clinic site located within a Kaiser Permanente service area

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Program Tracks
Virtual Care Innovation Network

1. Applied Project Track

2. Clinic Connection Track

3. Learning Hub Track

Connect with others improving virtual care delivery across the country and access resources and tools to advance your efforts.

What is the Learning Hub Track?

Participant Expectations:

Join individually, or as an organization, and participate in our virtual care community!

This Track is Open to:

- Safety net health care organizations,

- Primary care organizations who serve people experiencing homelessness,

- Or individuals affiliated with these types of organizations.

Program Offerings:

- Access online courses

- Participate in interactive forums for peer learning

Register for this track at any point during the duration of the program.

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How to Apply

Applicant organizations must submit the following materials before Wednesday, November 25th by 3 PM PST:

	Applied Project Track	Clinic Connection Track	Learning Hub Track
Required Application Materials	1. Application Submission Form 2. Application Narrative 3. Budget Template 4. Tax Status Documentation 5. Leadership Support Letter	1. Application Submission Form 2. Application Narrative 3. Budget Template 4. Tax Status Documentation	Complete the registration form
Deadline	Wednesday, November 25th by 3 PM (PST)		N/A

To apply, visit: **www.careinnovations.org/virtual-care-2020/apply/**

Important Dates & Timeline

Application Period

October 26 – November 25, 2020

Application Deadline

November 25, 2020 By 3:00PM (PST)

Announce Cohorts

January 4, 2021

Kickoff Webinar

January 27, 2021 12:00PM (PST)

Program Website

All this information & more can be found at:

www.careinnovations.org/virtual-care-2020/

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Thank you!

For questions, contact:

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(she/her/hers)

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