CCI
CENTER FOR CARE INNOVATIONS

blue of california foundation

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ROOTS Program

Kickoff Webinar

September 14, 2017

Webinar Reminders

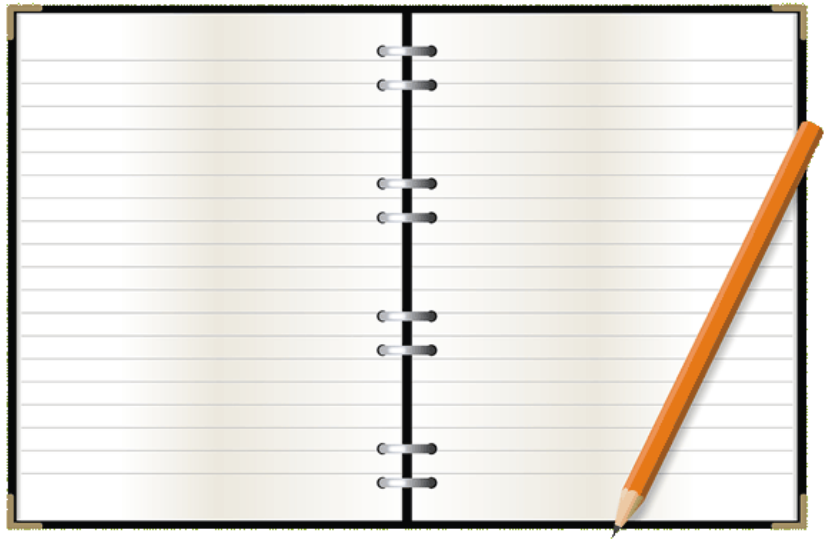
1. Everyone is unmuted.
   - Press *6 to **mute** yourself and *7 to **unmute**.

2. Remember to chat in questions!

3. Webinar is being recorded and will be posted and sent out via email.

Agenda

1. Welcome and Introductions
   - What is your **super power** in this space? What do you feel you do well and could potentially help others with?
2. One Clinic's Perspective
3. Program Overview: Program Goals, Structure, & TA Support
4. Preparing for October 5th Session
5. Questions & Answers



Meet Your Program Staff, Cohort, Faculty, & Coaches!

CCI Program Staff

Veenu Aulakh,
Executive Director,
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Diana Nguyen,
Program Coordinator
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Megan O'Brien,
Value-Based Care Program Manager,
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ROOTS Coaches & Evaluators

- Conducts **evaluation activities** (interviews, surveys, and site visits) & summarizes into reports and case studies
- Aids teams in developing **metrics** to measure impact of projects

Team includes Dr. Laura Gottlieb, Dr. Caroline Fichtenberg, Holly Wing and Justin Bullock

SIREN Team at UCSF

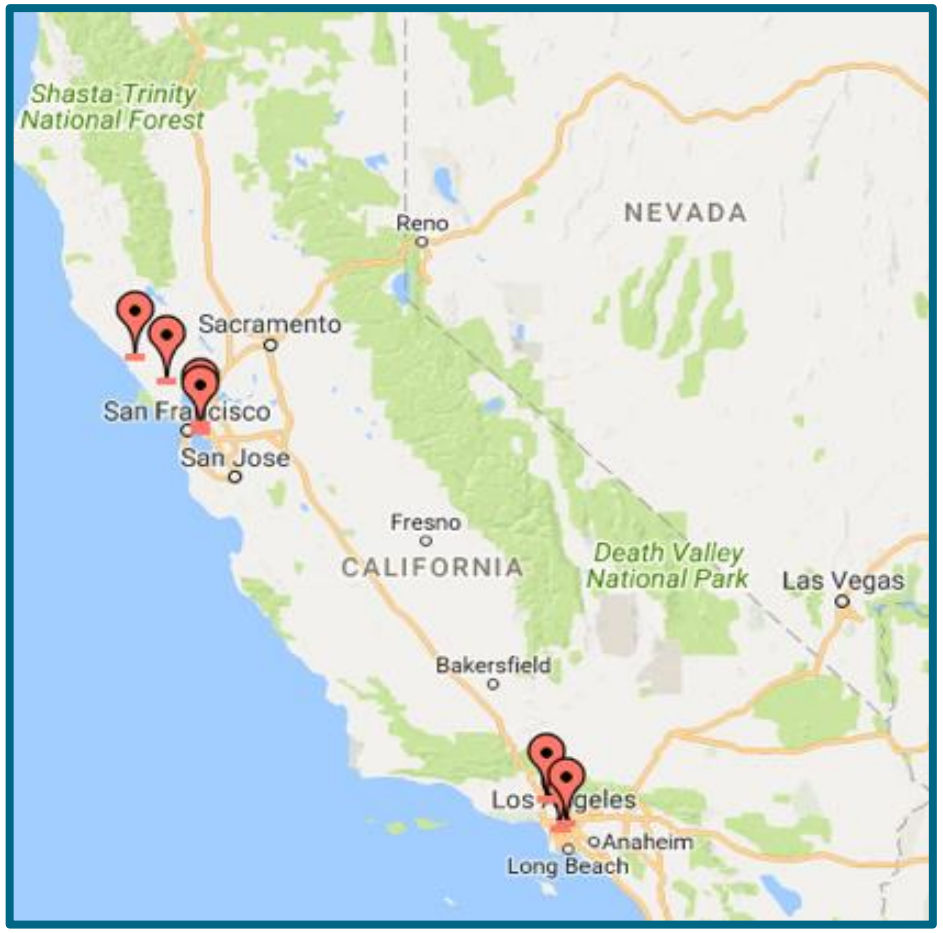
- Serves as **Advisor** & Key Thought Partners throughout the program
- Serves as **faculty** to help cohort navigate specific SDOH related topics

Dr. Rishi Manchanda, Health Begins

- Serves as **coach** to help teams stay on track with progress over course of the program
- Conducts **monthly team meetings**
- Provides and connects teams to **TA** as needed
- Hosts "Ideas in Action" **webinars**

Dr. Jim Meyers

ROOTS Cohort



1. Asian Health Services
2. LAC+USC Medical Center, Primary Care Adult Clinics
3. LifeLong Medical Care
4. Northeast Valley Health Corporation
5. Petaluma Health Center Inc.
6. St. John's Well Child and Family Center
7. West County Health Centers

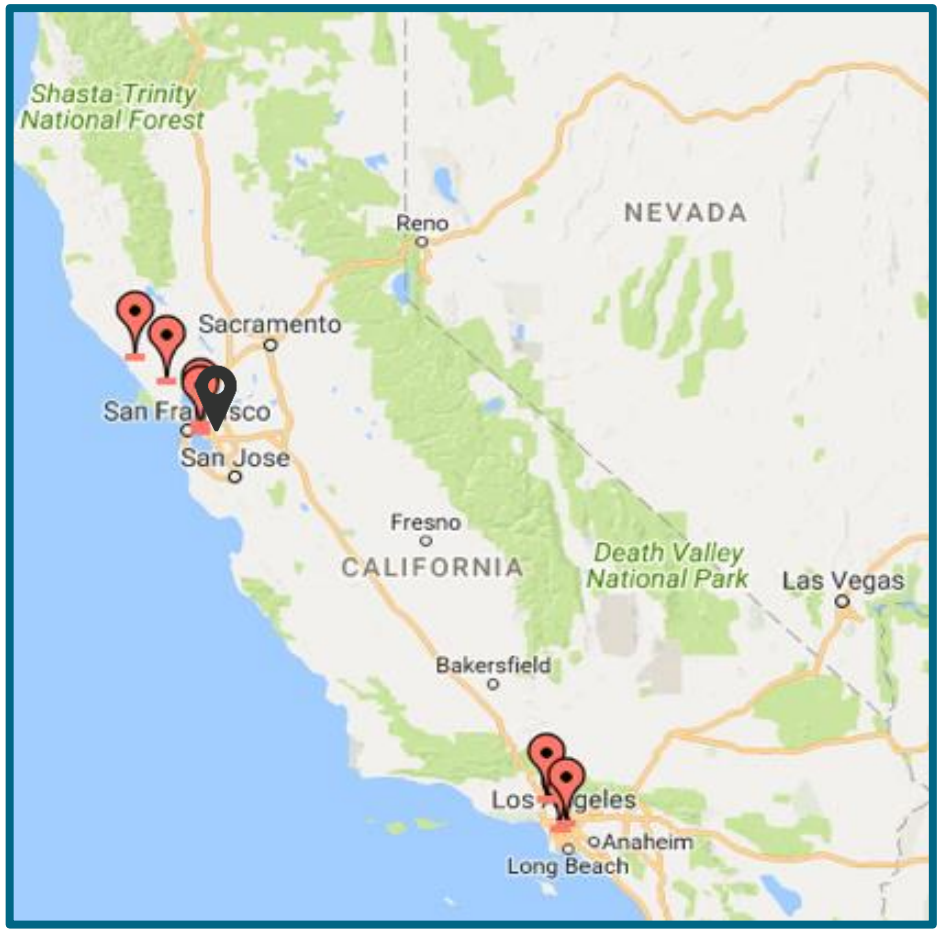
Making Connections

Team Introductions

1. What is your organizational **super power** in this space?

2. What do you feel you do well and could potentially help others with?

ROOTS Cohort



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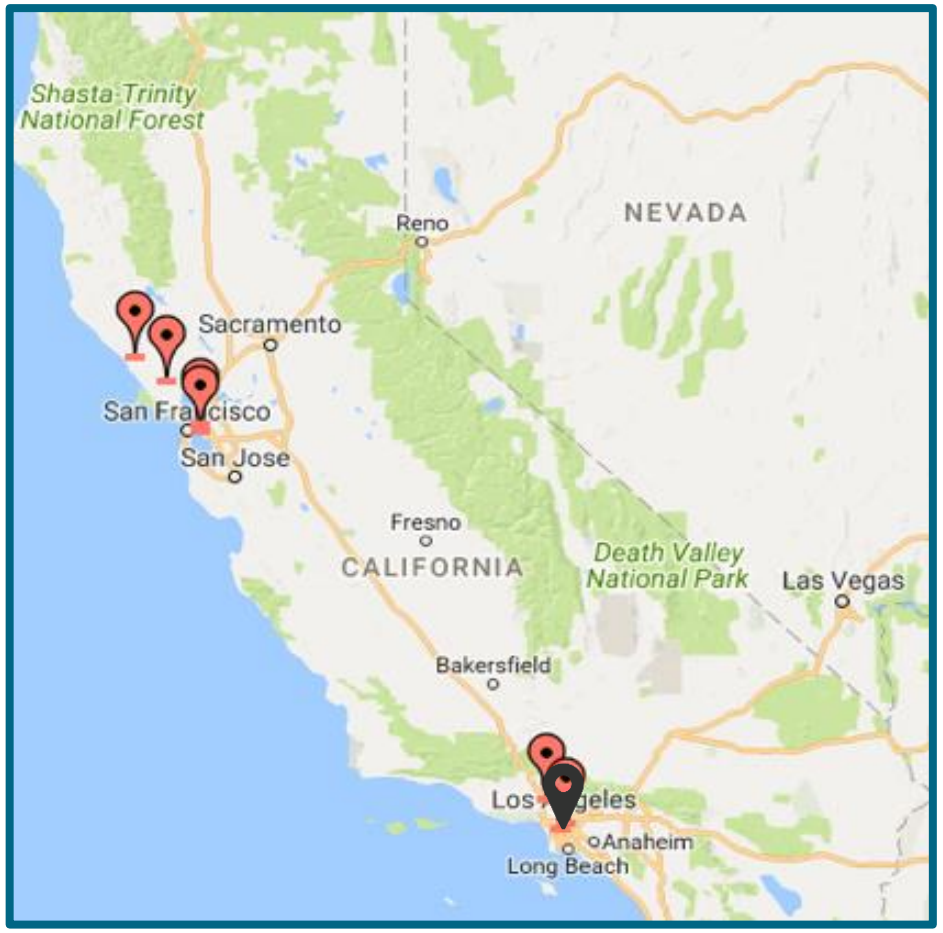

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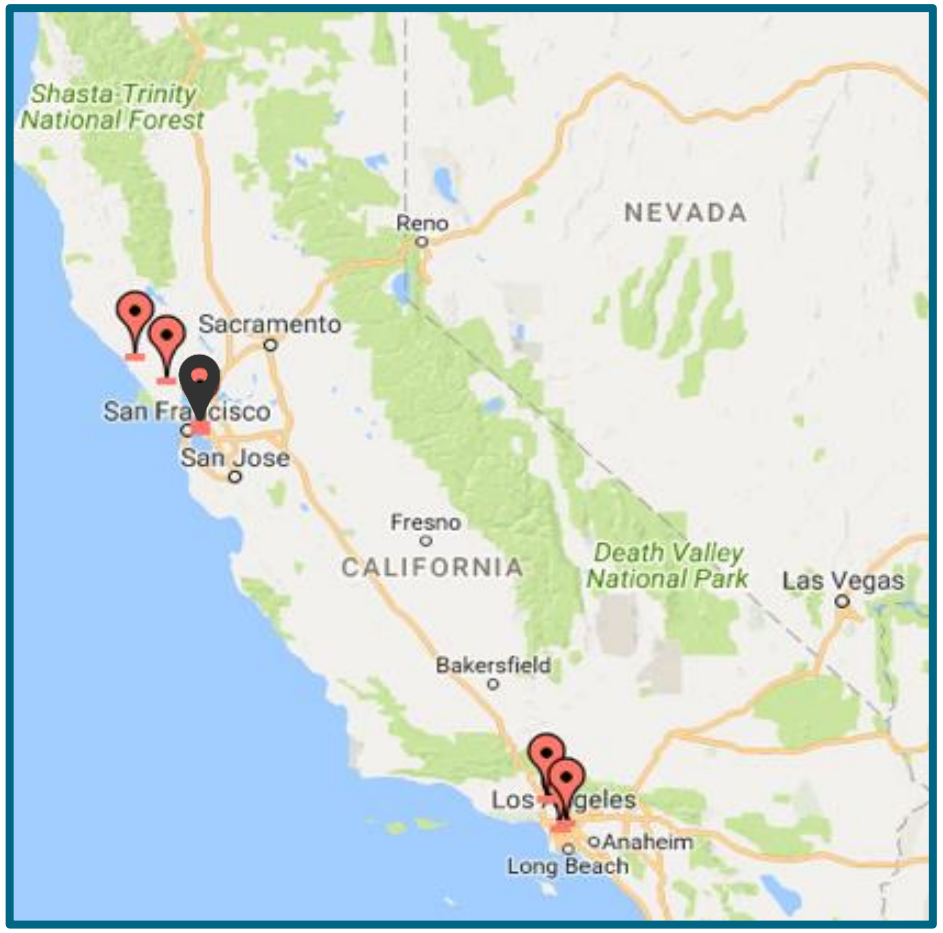

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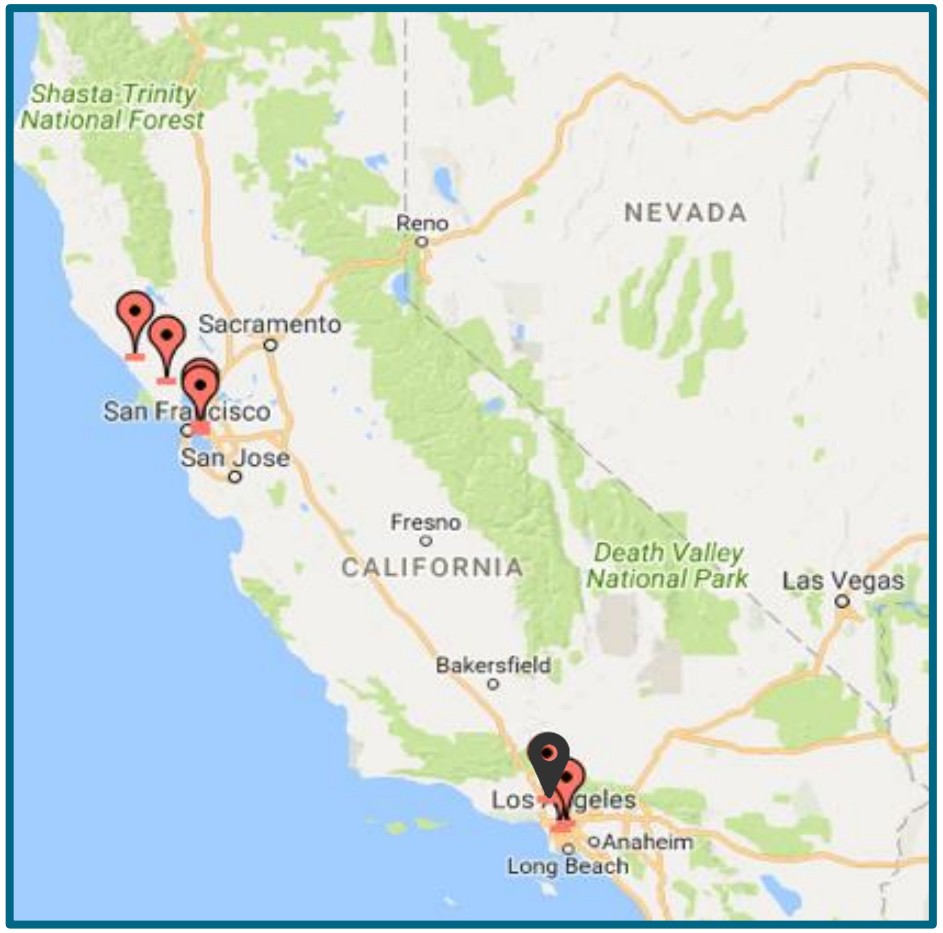

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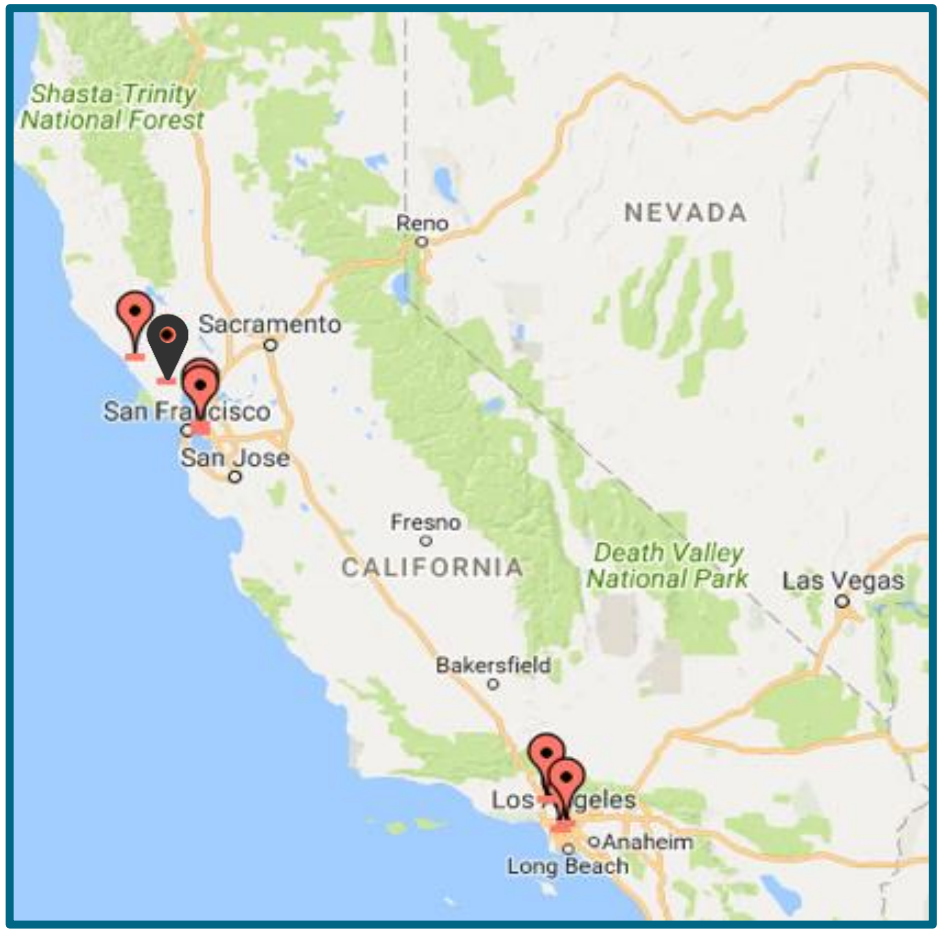

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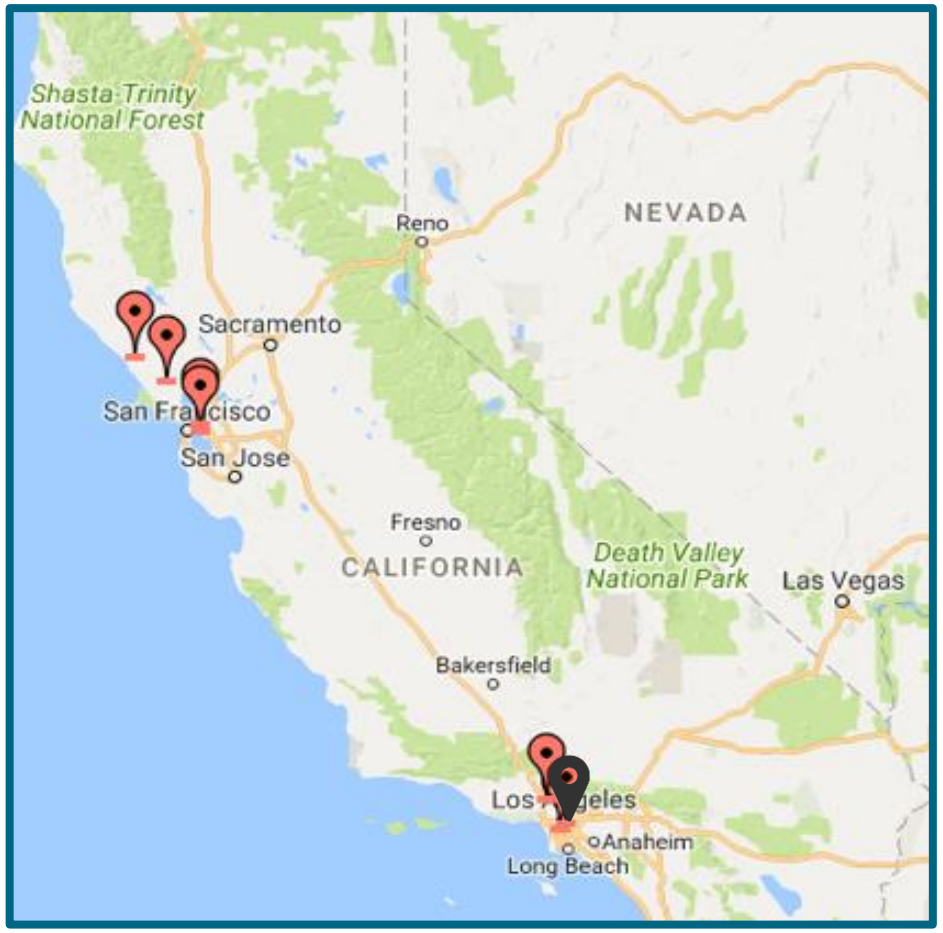

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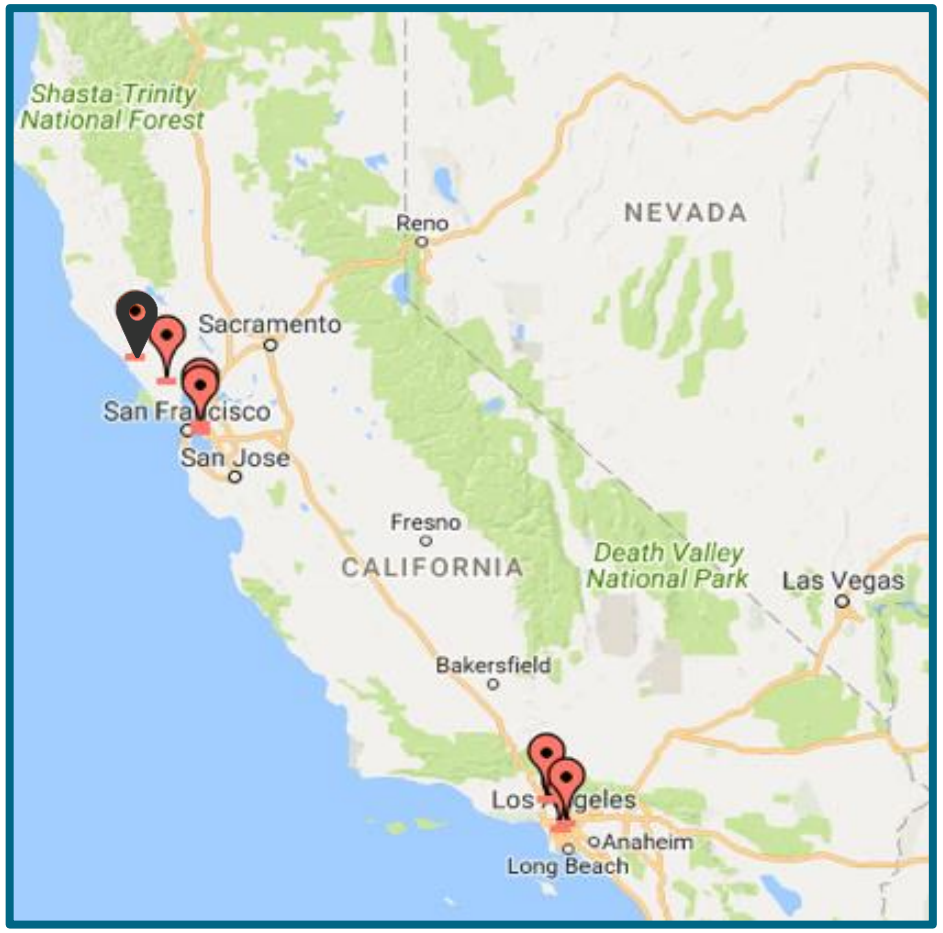

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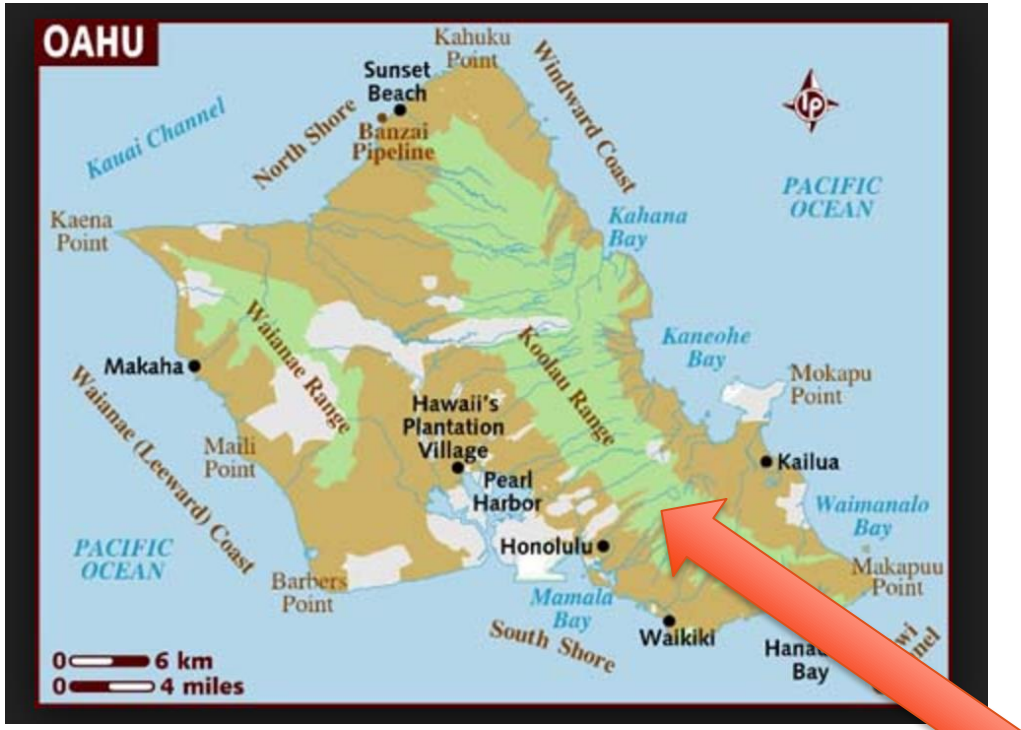
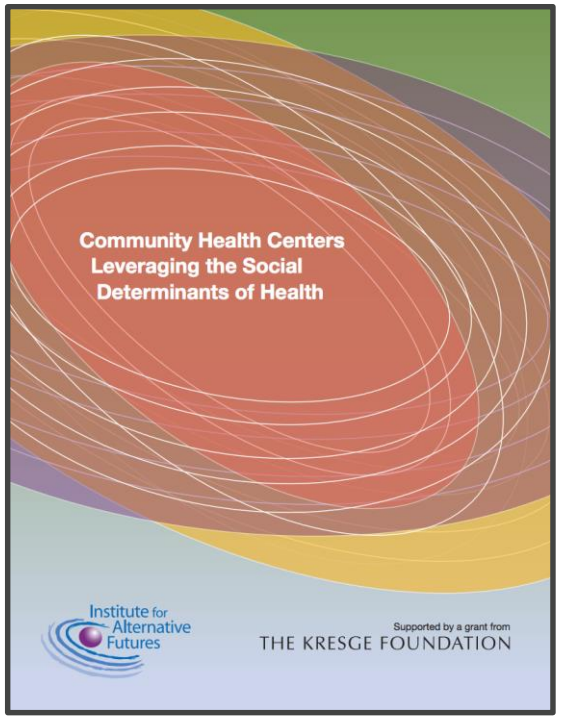
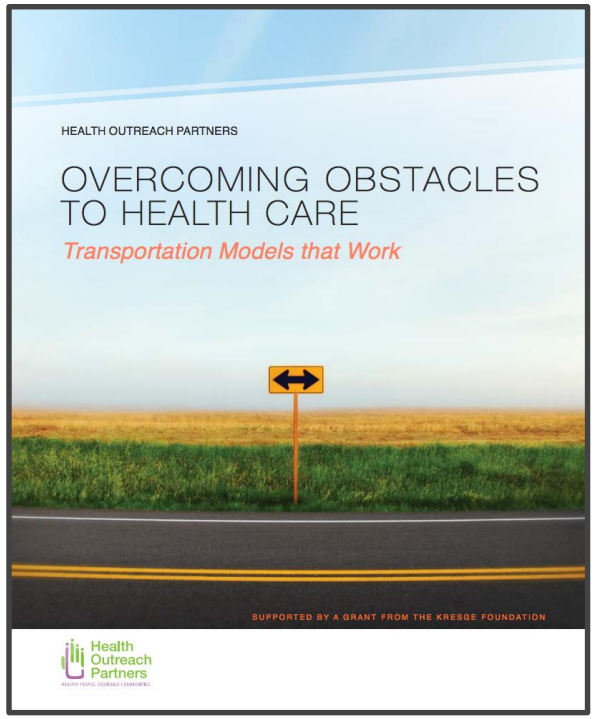
One Clinic's Perspective

Kokua Kalihi Valley Comprehensive Family Services







"Neighbors being Neighborly to Neighbors"

Overview of KKV & Origins of Addressing SDOH

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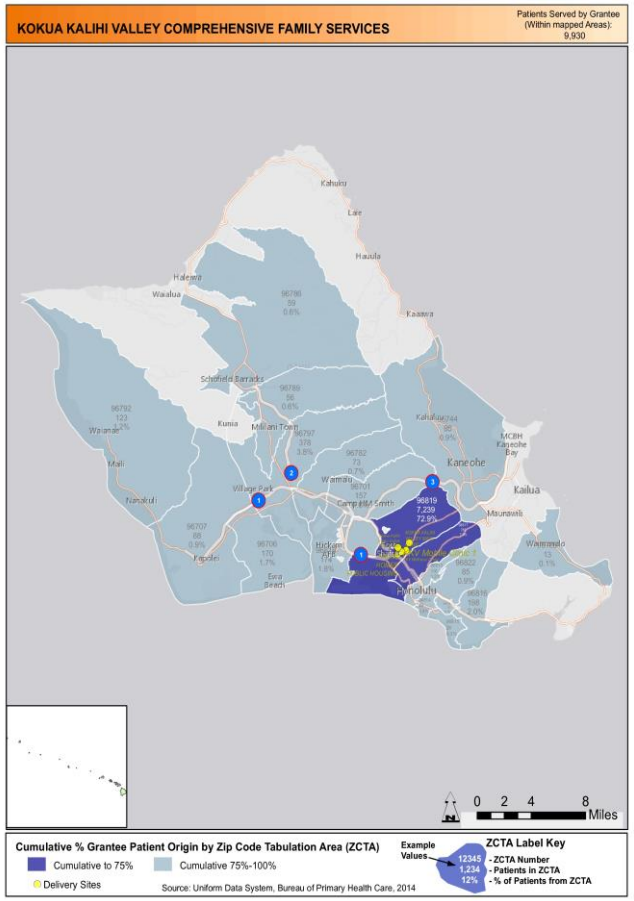
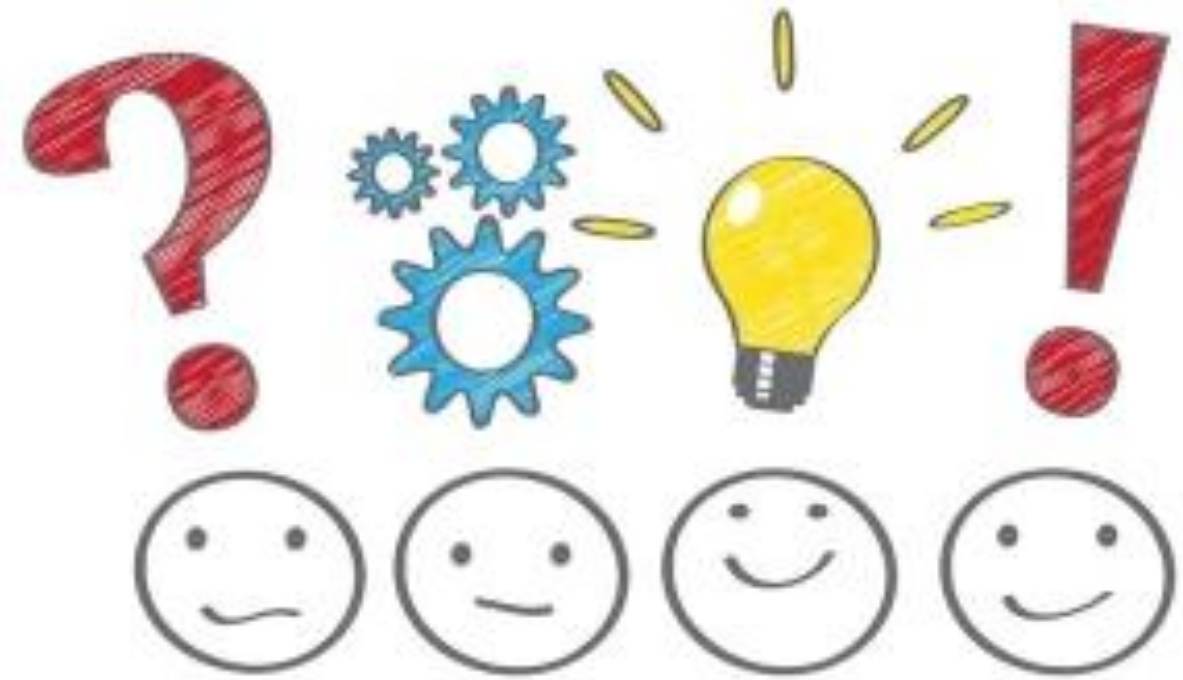


"Neighbors being Neighborly to Neighbors"

Overview of SDOH Programs

Indicators of Success, Impact, and Advice

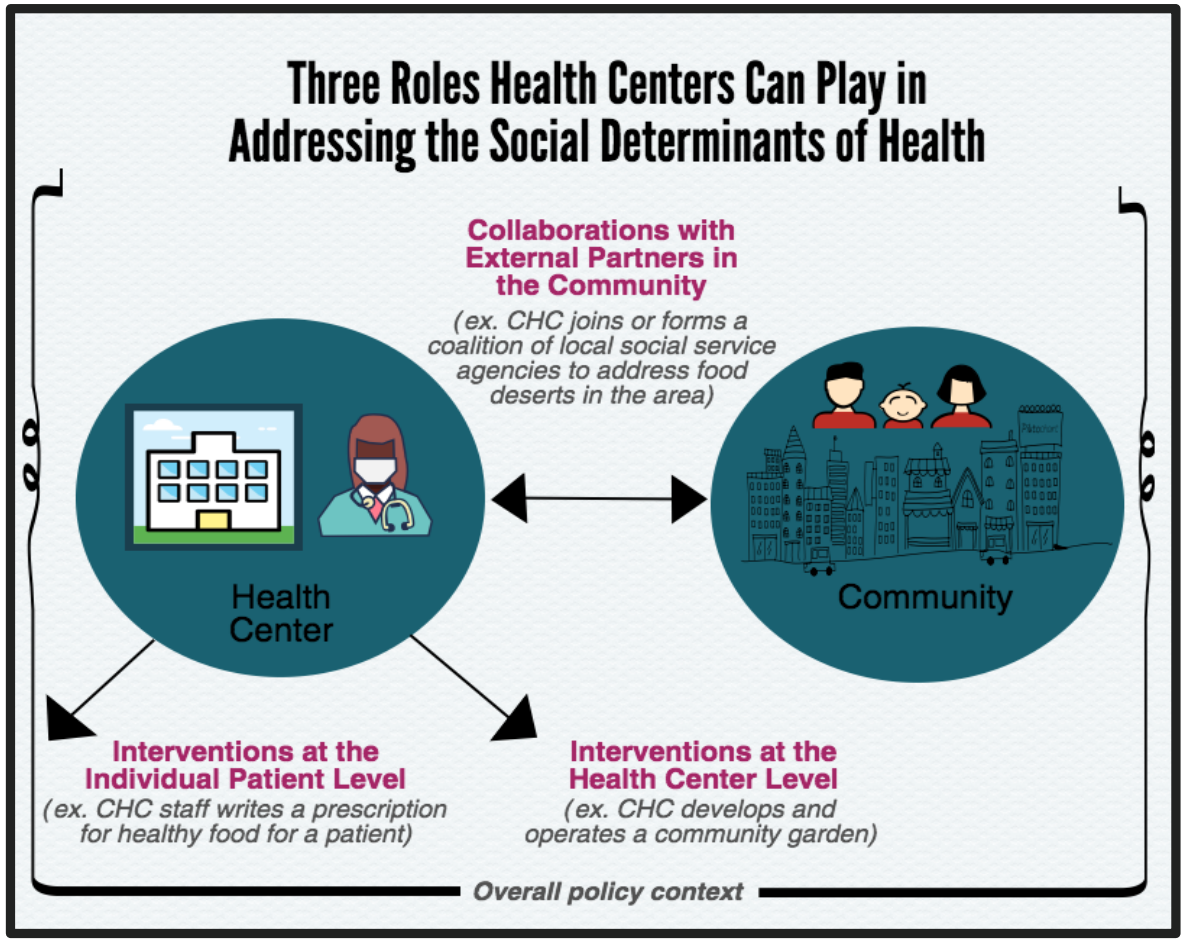
Q & A



Program Overview:
Goals, Structure, & TA Support

Scope of ROOTS Program

- Can we clarify the roles clinics can play to address SDOH*(individual level, organization level, community level, policy level)?*
- Not going to spend a lot of time defining SDOH or creating new frameworks
- Focus on applied projects and learning where health centers can best leverage strengths



ROOTS Program

In partnership with Blue Shield of California Foundation, CCI will support **7 organizations in California** over 12 months through an innovation collaborative focused on the role of clinics in **addressing the social determinants of health.**

Key Objectives

- **Support and build capacity** of clinics to use patients & community-level SDOH data
- Identify sustainable ways to **use data to focus on critical issues** and **build partnerships** to improve health
- Clarify the **role of clinics** in addressing SDOH and how to integrate these roles into the fabric of the organization
- Identify and develop **resources, tools, and lessons** to share with the larger safety net health care community

What Makes this Different?

This is an innovation collaborative.

We don’t have a single change package

We want to this program co-design with you.

Spread lessons throughout the safety-net

Program Support & Delivery

Program Components:
Sessions & Webinars

2-3 In Person Sessions + Content Webinars

1. **Session #1:** Thursday, October 5, 2017; Temescal Beach House, Oakland, CA
2. **Session #2:** Thursday, March 8, 2018 *(Los Angeles, CA)*
3. **Session #3:** Thursday, August 9, 2018 *(Location Pending)*

Content webinars planned for 1st Thursday of the month from 12:00 – 1:00 p.m. in December, April, and June unless otherwise noted; additional webinars can be added if needed.

Program Components:
Your Project

- Identified in ROOTS proposal & will be refined through October
- **Project Charter** finalized in November to refine goals, objectives, and steps, and will be updated throughout the program
- Additional **milestones & metrics** will be developed unique to each organization

Program Components:
Site Visits

Exemplar Site Visits

- Intended to **inspire** teams and provide **guidance** for next steps on your project & overall work on addressing SDOH
- Location pending, stay tuned for details!

Program Components:
Coaching

- Helps with **troubleshooting** and assists teams in advancing project
- Monitors your **experience** of the program
- Conducts **monthly team meetings**
- Hosts "**Ideas in Action**" Webinars
- Connects you with **additional resources** and informs CCI of additional needs

What to Expect with Coaching

It is:

- Supporting you to move forward in the project
- Asking clarifying questions
  (What's worked for you in the past? What hasn't worked? Who have you talked to?)
- Brainstorming suggestions & ideas
- Sharing our experience
- Providing resources: other people to talk to, things to read or other examples
- Encouragement and Motivation
- Accountability

It is Not:

- Telling you the answer
- Creating the solution

Program Components:
Evaluation

- **Goal:** Ensure learnings from the program are identified and recorded
- **Initial project lead interviews:** October 2017
- **Initial provider surveys**: October-December 2017
- **Evaluation onsite visits/interviews with grantees**: February-April 2018
- **Final provider surveys**: September-October 2018
- **Final project lead interviews**: September-October 2018
- Throughout: **Surveys to gauge satisfaction** with program webinars and in person sessions, and **one-on-one evaluation TA**.

Additional TA & Support Options

Emphasis on using **human centered design & innovation** to engage & **co-design** solutions with community partners

Coaching support with a focus on developing **community level partnerships**

Expertise ranging from: **community detailing**, how to bring **data sets** together and leveraging existing data tools, etc.

Program Timeline

Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept

Onsite #1: Oct 5

Onsite #2: March 8

Onsite #3: Aug 9

Monthly Coaching Calls ……

Site visits……

Kickoff Webinar #1: Sept 14

Content Webinar #2: Dec 7

Content Webinar #3: April 5

Content Webinar #4: June 7

Idea Sharing Webinar #1: Nov 2

Idea Sharing Webinar #2: Feb 1

Idea Sharing Webinar #3: May 3

Idea Sharing Webinar #4: Jul 12

Phase 1: Data & Inquiry

September 2017-December 2017

- Understanding opportunities to **strengthen staff buy-in, support, and engagement** for addressing SDOH
- Understanding issues that arise when SDOH **data is collected from patients**
- **Collecting and integrating** data streams together to create a whole picture of the patients and community
- **Identifying and engaging** community partners to understand their priorities and needs

Phase 2: Development, Analysis, and Co-Design

January 2018-April 2018

- **Testing and clarifying** the roles of staff within clinics to address SDOH and identifying any new capabilities that are needed to enable staff to succeed in these new roles
- Identifying and strengthening **connections with community partners**
- Taking data to community partners to **prioritize the problem** trying to be solved, and co-designing ways to address the SDOH
- Beginning to develop **clear partnership** arrangements

Phase 3: Developing Next Steps for Action

May 2018-August 2018

- Documenting **internal workflows and protocols** to strengthen clinic infrastructure
- In partnership with community partners, creating a **plan for action**, including defining potential interventions informed by data and community input
- **Communicating and spreading** lessons within clinic and across the field

Program Expectations & Metrics

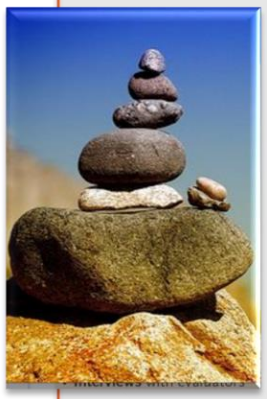
Participate in Overall ROOTS Evaluation

- As examples of successful models and changes through **case studies**
- **Interviews** with evaluators
- Willingness to participate and **share lessons learned** beyond program

Project Metrics

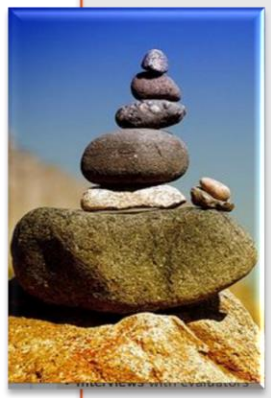
- Work with the SIREN team to develop **project specific** metrics

Milestones & Deliverables



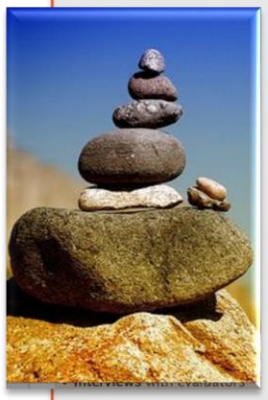
Milestone Set 1 - Team Build, Data Review, Formalize Project Target Population and Target Need, Consider Potential Staff and Community Partners

- ***Finalize Project Charter: November 2017***



Milestone Set 2 - Design Project Workflow and Marketing, Initiate Metrics, Start Project Operations

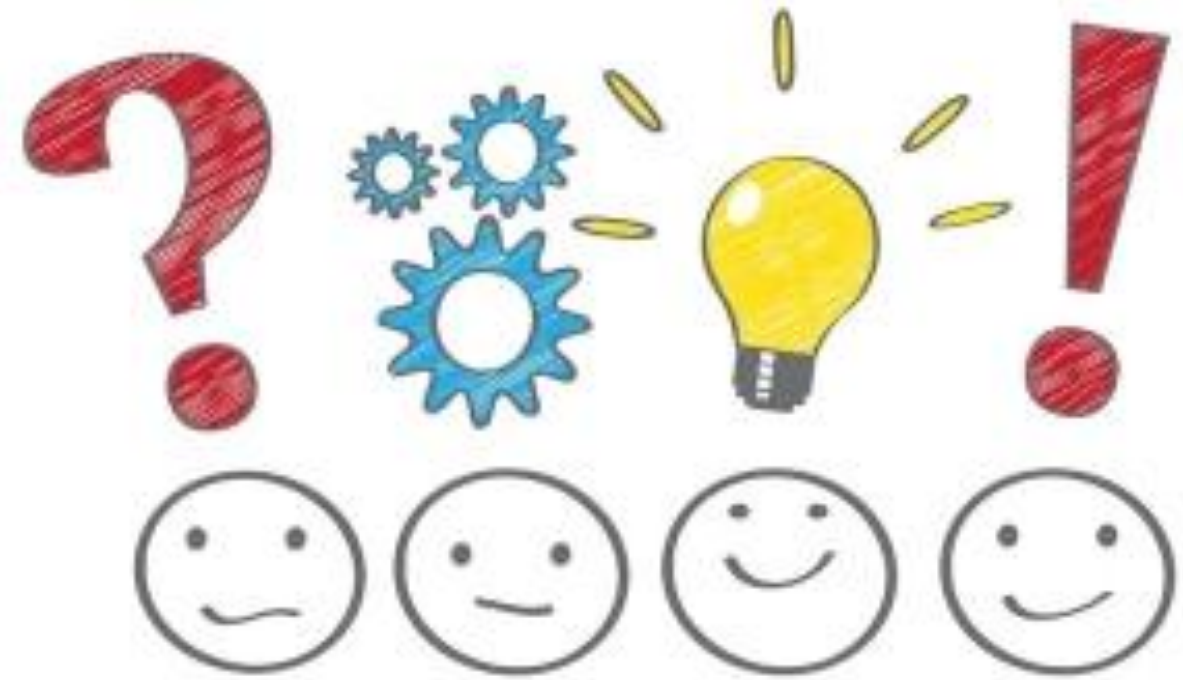
- ***Develop partner agreements: April 2018***



Milestone Set 3 - Analyze Progress, Redesign, Formalize Sustainable Operations

- ***Participate in sharing lessons learned, August-October 2018***

Q & A



Prep for October 5th Session

Location & Details

When/Where:

- **Thursday, October 5, 2017 from 9:00am-4:30pm**
- Temescal Beach House, 6500 Broadway, Oakland, CA 94618
- Closest airport: Oakland (OAK)
- Hotel information has been sent out
- Register at: **tinyurl.com/roots-session1**

Learning Objectives

Understand the **goals and expectations** of the ROOTS program and learning community.

Understand your colleagues' project goals and key components, challenges, and questions, and where you may be able to learn from them.

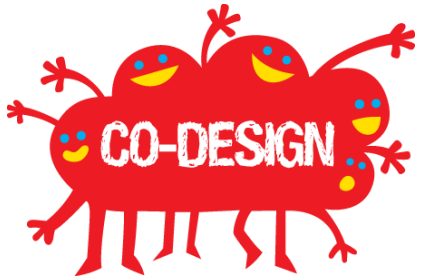
Receive **feedback** from your peers and faculty about your own project.

Clarify and validate how your data and end-user input led you to your proposed project and the population you will be working with.

Co-design with CCI staff the content and support you need to succeed in the ROOTS program.

Agenda

- ***9:00am – 9:30:*** *Breakfast & Registration*
- **9:30 – 10:10:** Welcome, Overview, & Intros
- **10:10 – 10:45:** Leading Change: One Clinic's Work to Address SDOH
- **11:00–12:00:** ROOTS Team Projects Share & Learn, Part 1
- **12:45 – 1:30:** ROOTS Team Project Share & Learn, Part 2
- **1:30 – 2:30:** Role of Data to Address SDOH
- **2:45 – 3:35:** Team Time
- **3:35 – 4:15:** Help Us Co-Design the ROOTS Program!
- ***4:15 – 4:30pm:*** *Wrap Up, Evaluation, & Closing*



Pre-Work

Create a 5-7 minute presentation, making sure to address the following questions:

- What are you **most passionate about** related to the ROOTS program or your teams' project?
- Describe your **project's key components**, including: *What are the goals? What social determinant or social need are you focused on? Who is your target population and why did you select this population? What key partners do you plan to engage?*
- What do you need **to succeed** with your project?
- What is one **obstacle** you anticipate encountering?
- What is one **question** you have for your peers or faculty?

To-Do's

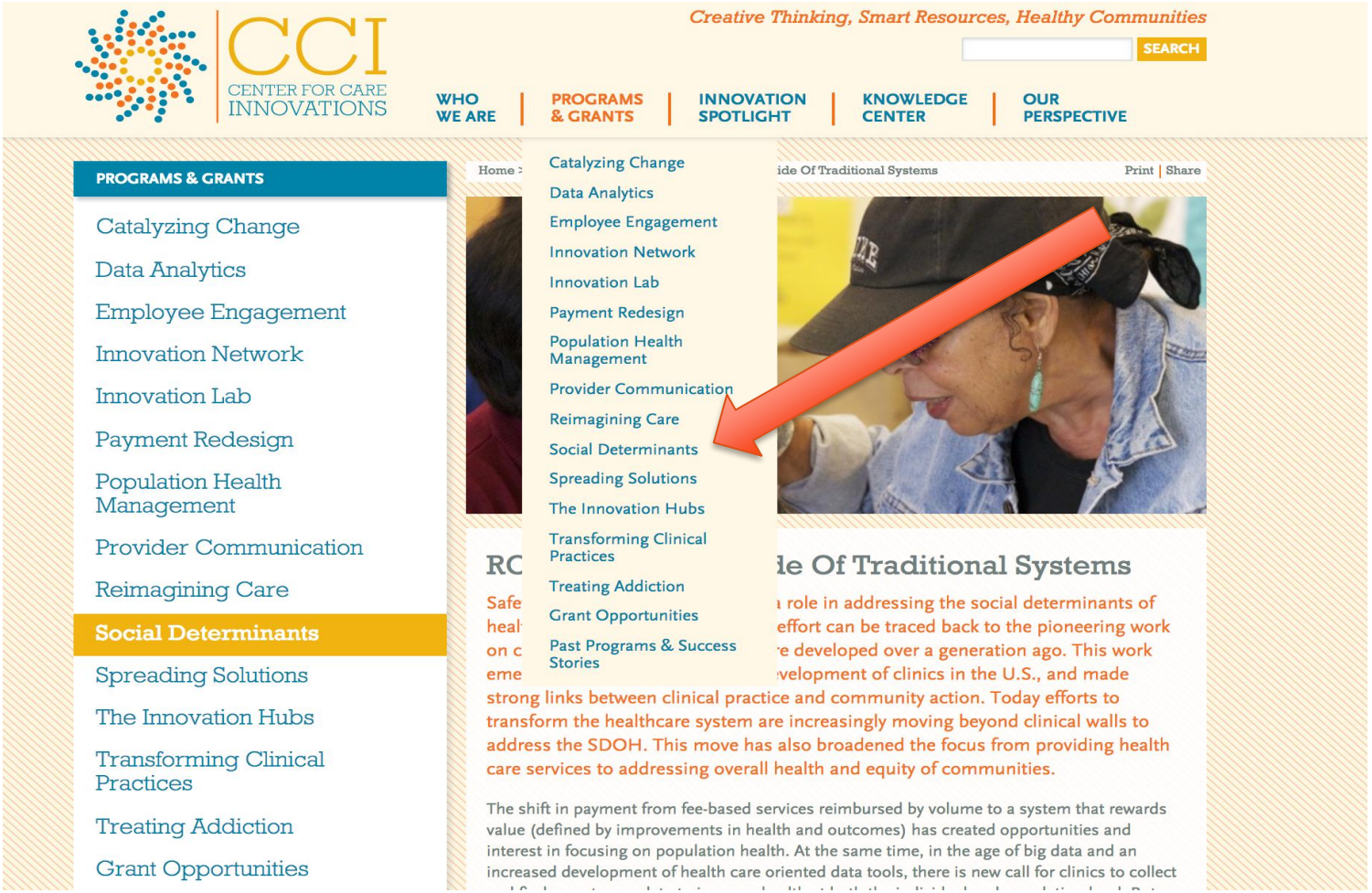
CCI

- ❑ Provide a connection with your coach
- ❑ Email an Excel spreadsheet with team contact information
- ❑ Send placeholder invitations for upcoming webinars
- ❑ Post the recording and webinar slides on CCI website
- ❑ Send a registration link for the in-person meeting in October

ROOTS Teams

- ❑ Register to attend in EventBrite
- ❑ Complete pre-work in advance of October 5th session
- ❑ Meet with coach & evaluation team
- ❑ Provide feedback on milestones

CCI's Website



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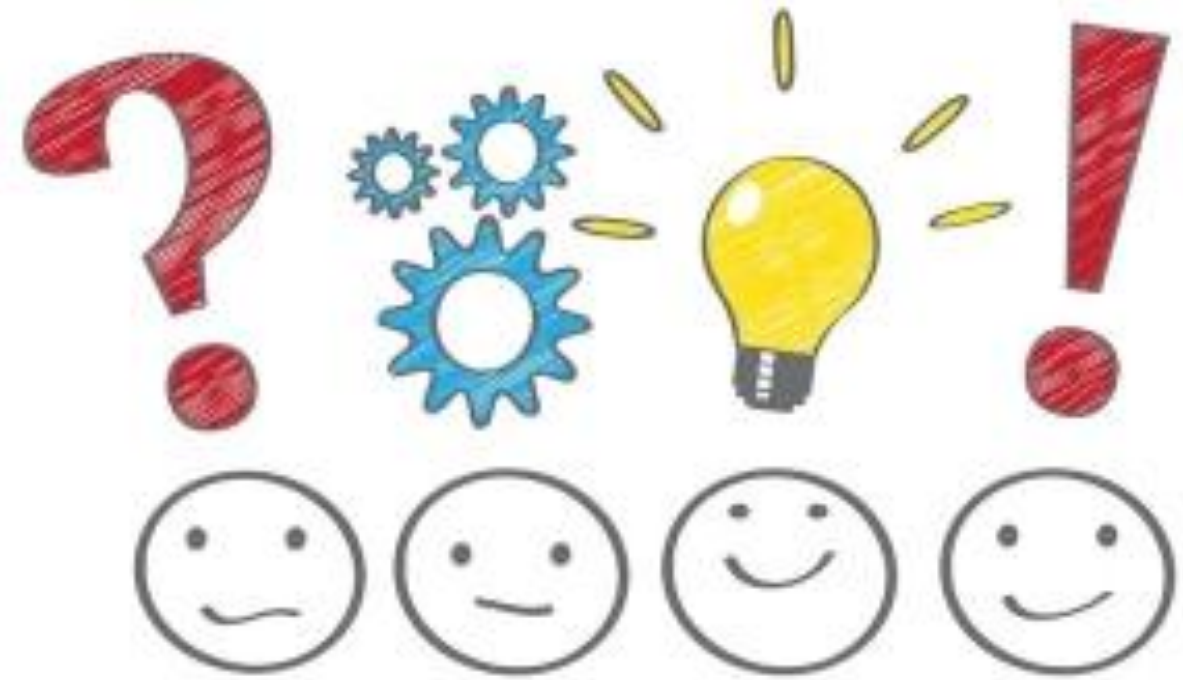

Thank you!

For questions contact:

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