

Welcome Back!

Say hi to others, get some breakfast
and get settled.

Be ready to start at 9:00am

Review of Day 1

- ✓ Reflect on progress between Workshop 1 & 2
- ✓ Brainstorming creative ideas
- ✓ Prioritizing ideas and assessing solutions

Day 2 Objectives

- ✓ Reflect on progress between Workshop 1 & 2
- ✓ Brainstorming creative ideas
- ✓ Prioritizing ideas and assessing solutions
- Prototyping solutions!!!
- Sharing about your project
- Practice giving and receiving feedback
- Discuss the presentation structure for Workshop 3

Day 1 Reflection

What's one insight or idea from yesterday that you appreciated?

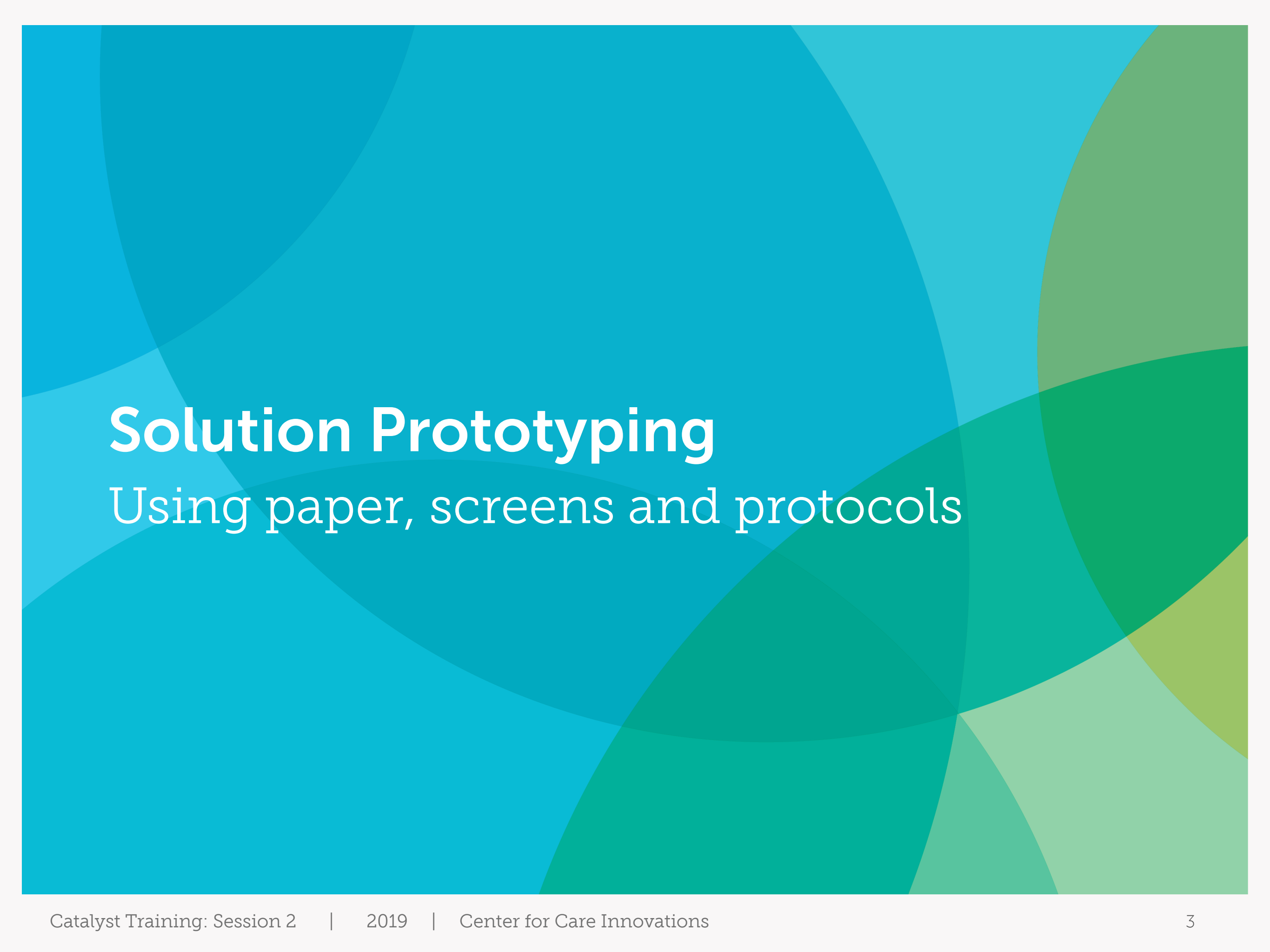
What's one question you have about what we have been doing?



Thanks for your Day 1 Feedback!

Today...

- Learn more about prototyping services
- Prototype one of your solution ideas
- Try it with others for feedback
- Project planning for the next 8 weeks



Solution Prototyping

Using paper, screens and protocols

With a potential solution direction...

- We need to see how it might work in real life
- It doesn't exist yet - how do we get a feel for it's potential value?
- Using simple materials to represent parts of your solution and some role playing, you can give your solution a try to see how it might work.

GOOD PROTOTYPES

ROUGH

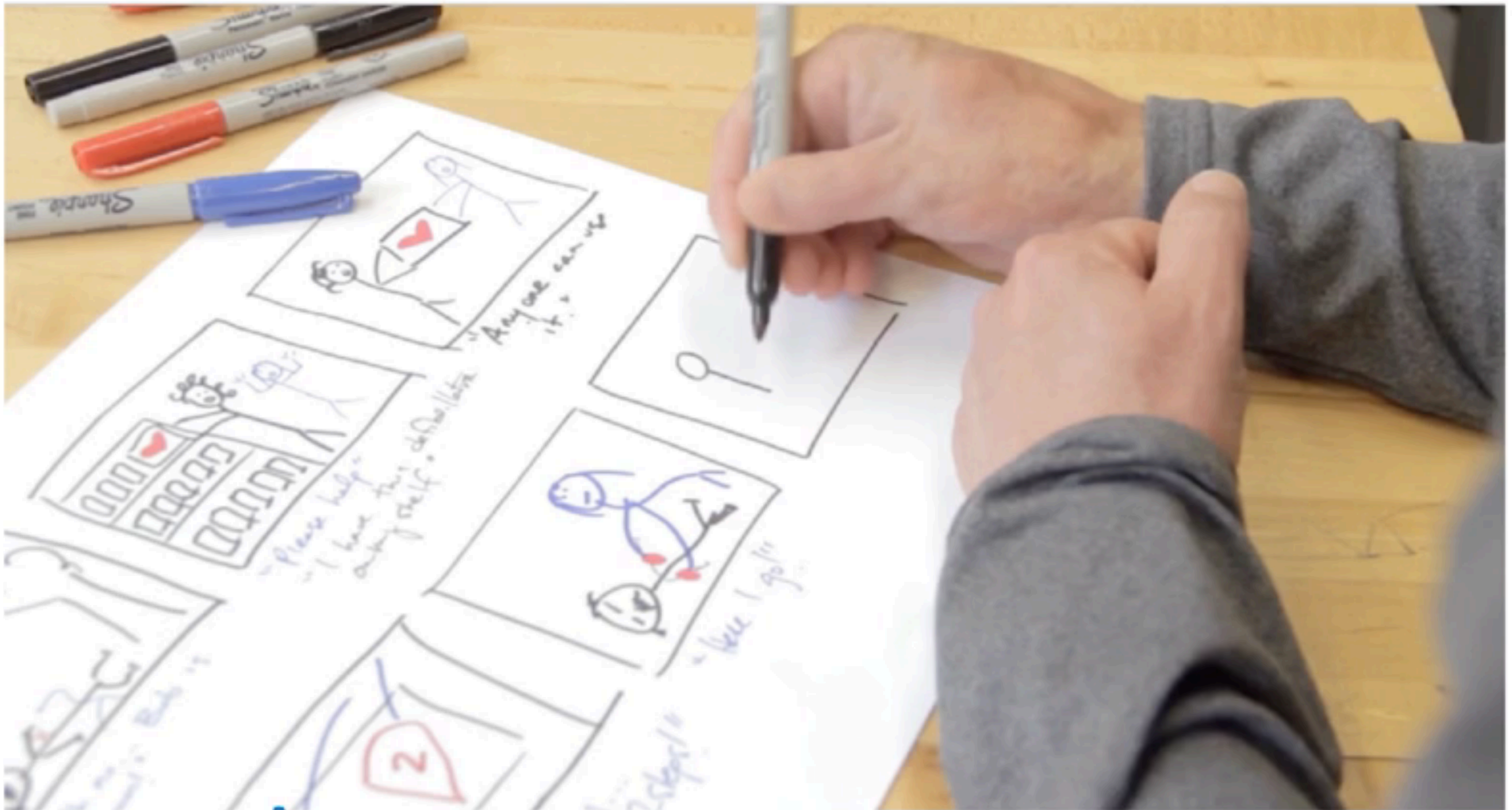
COMMUNICATE
SOLUTION



Three kinds of prototypes

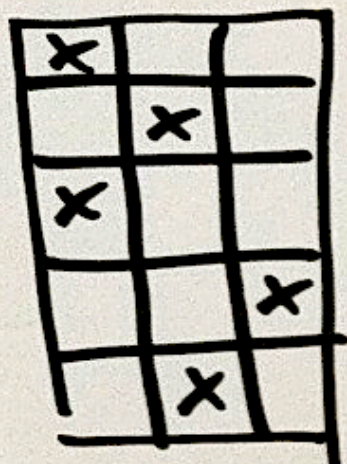
1. Storyboard
2. Role play using props
3. Looks-like feels like

Storyboard the new user experience



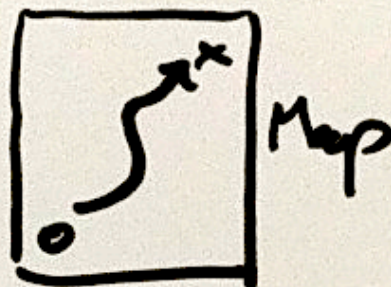
COMMUNITY CENTRE

↳ start where people are

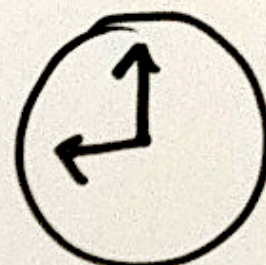
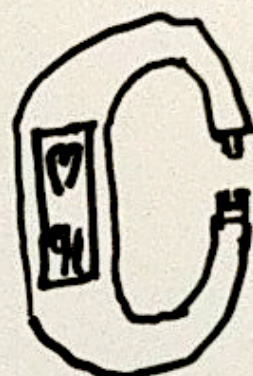


community bingo - out & about

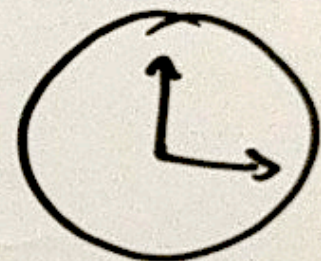
2



3



1/2 day set up & engagement



1/2 day of activity

4



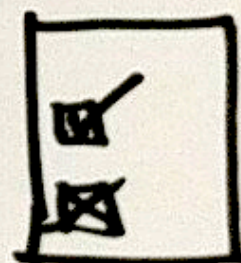
community knowledge

5



Mixed friendship group

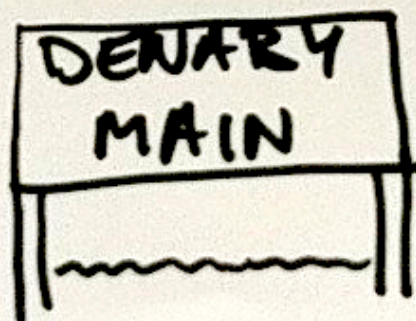
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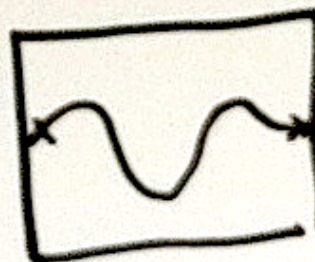
1 word feedback



Local comms



AN AREA WITH ESTABLISHED GROUPS



Before + After assessment

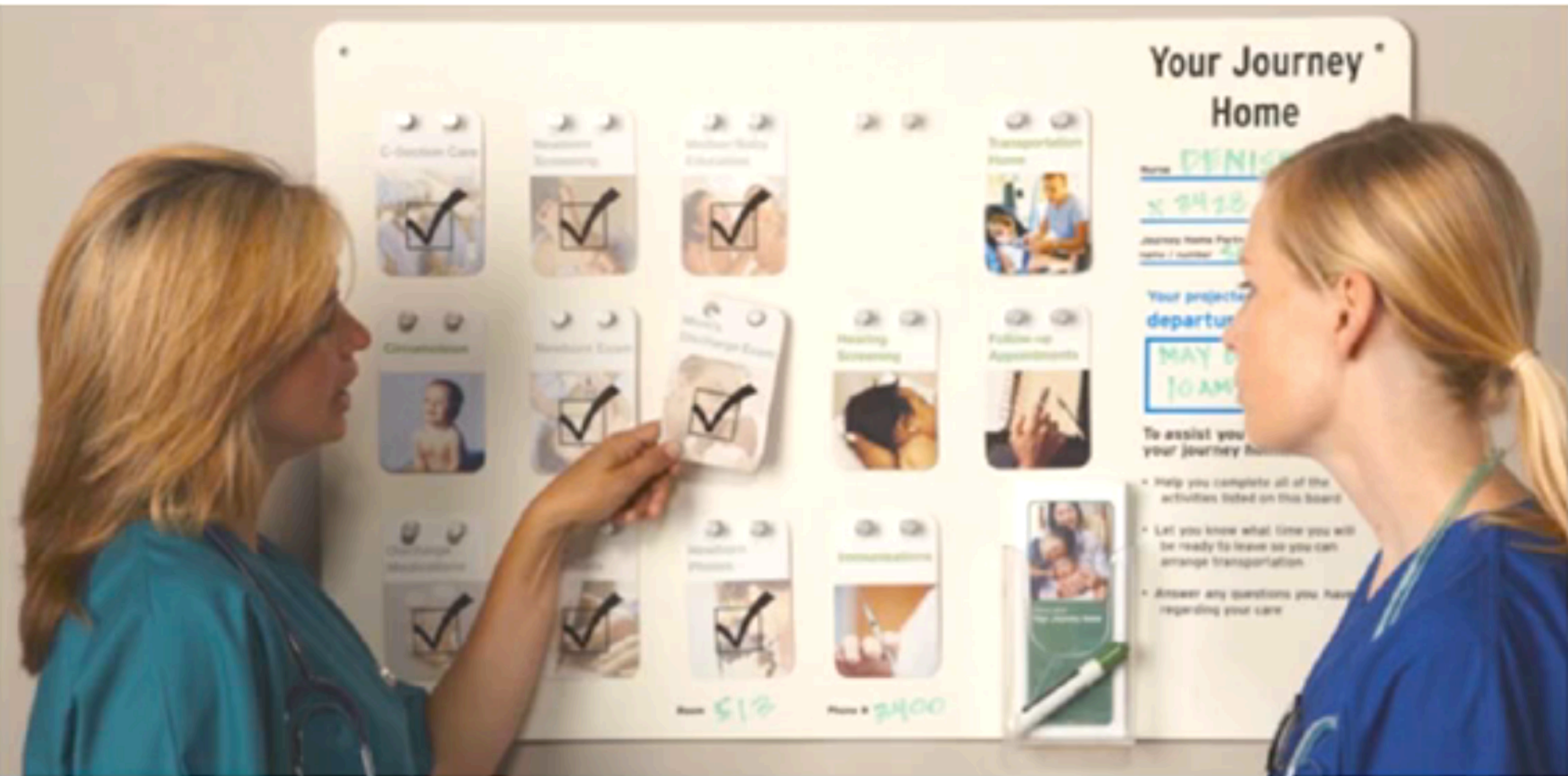
Role play the new user experience



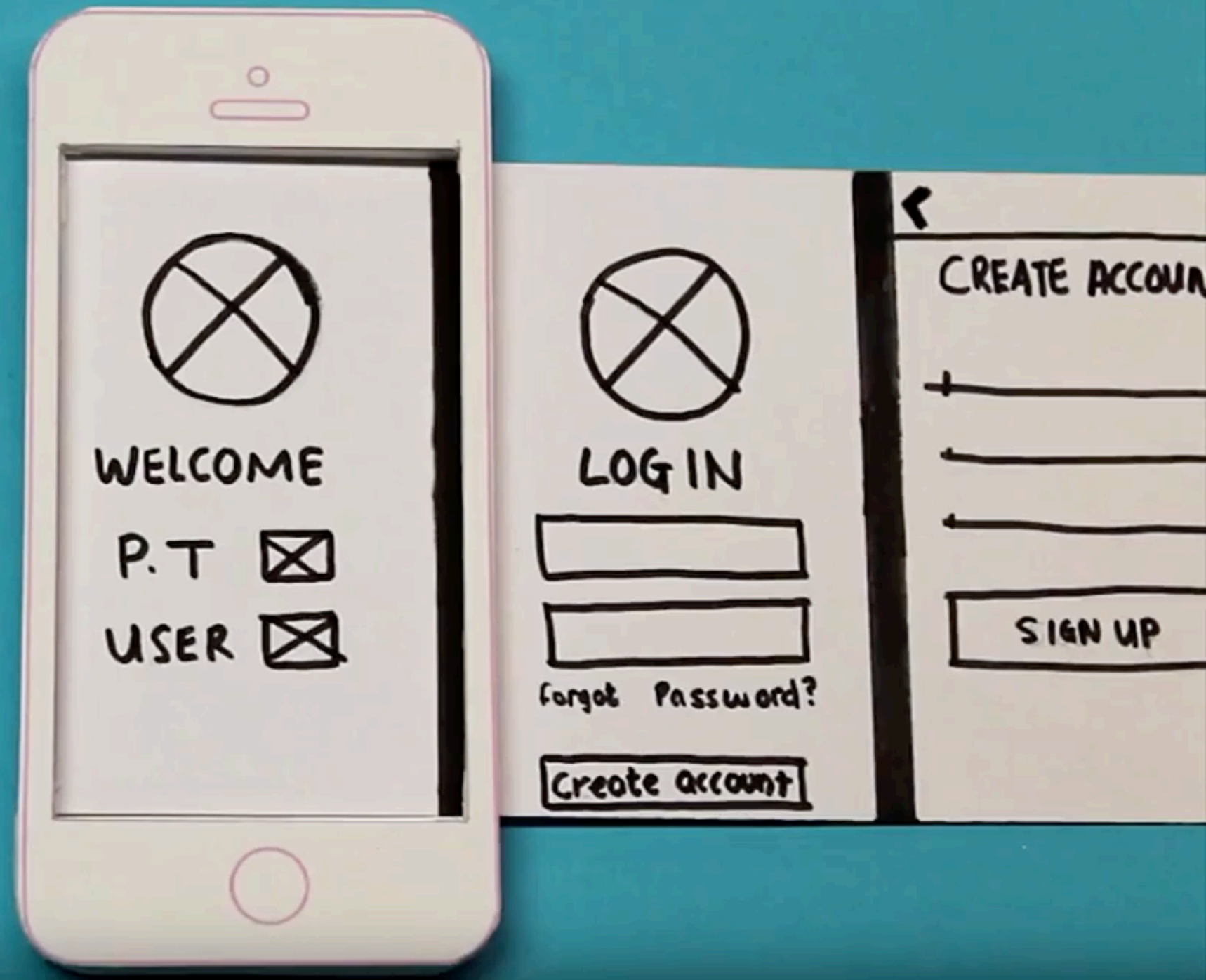
Role play the new user experience



Make a looks-like, works-like (paper & board)



Make a looks-like, works-like

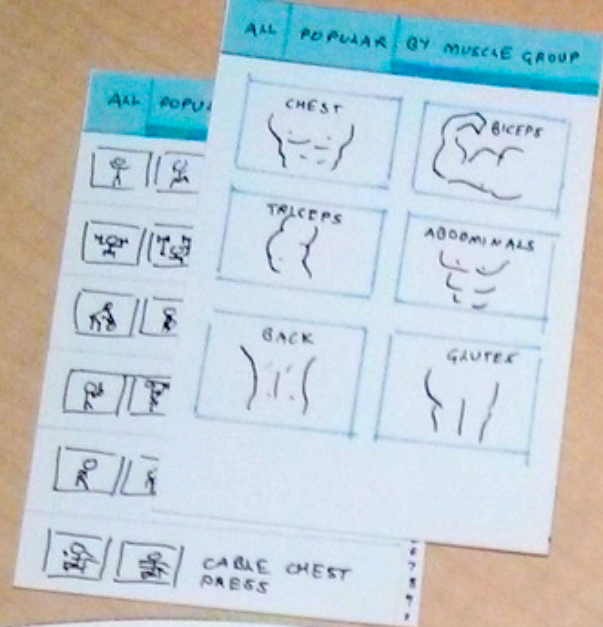


Play (k)



0:00 / 1:16





THIS FEATURE IS
STILL UNDER
CONSTRUCTION
OK

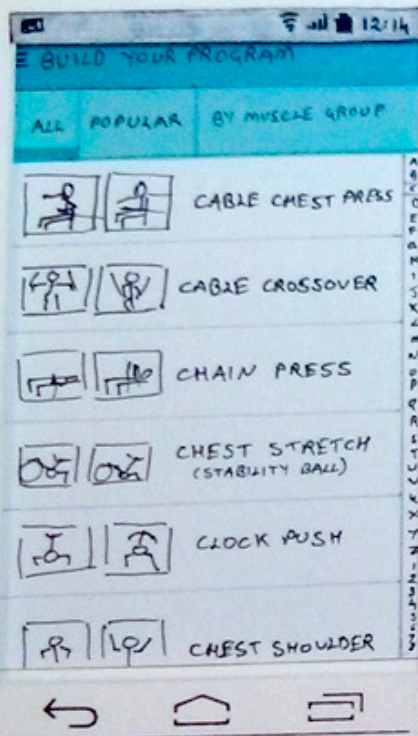
BUILD YOUR PROGRAM

SPOTTA

CHOOSE FROM A
LIST OF POPULAR
FITNESS PROGRAMS
(BEGINNERS)

OR

BUILD YOUR OWN
FITNESS PROGRAM
(ADVANCED)



CABLE FLYES

FILL IN DETAILS ABOUT
THIS EXERCISE

- 3 SETS +

- 8 REPS +

SET 1
- 20 LBS +

SET 2
- 20 LBS +

SET 3
- 20 LBS +

NEXT >

FAILURE SETTINGS

WHAT HAPPENS WHEN
YOU FAIL A SET?

- ☒ REPEAT WEIGHTS
NEXT WORKOUT
- ☐ DECREASE WEIGHTS
BY %

NEXT >

YOUR WORKOUT

① CABLE FLYES | 4x10 | 30 LBS

ADD ANOTHER

COMPLETE

YOUR WORKOUTS

'CHEST AND TRIS' ADDED TO LIST X

CHEST AND TRIS

BACK AND BICEPS

SHOULDERS AND LEGS

AB WORK

+ NEW WORKOUT

2 SETS

4 SETS

5 SETS

7 REPS

9 REPS

10 REPS

11 REPS

12 REPS

30 LBS

30 LBS

30 LBS

45 LBS

45 LBS

② SQUATS | 3x5 | 70 LBS

③ DEADLIFTS | 3x8 | 120 LBS

④ BICEP CURLS | 4x12 | 20 LBS

CHOOSE A NAME FOR
THIS WORKOUT ☒

Why prototype?

- Brings more clarity to your idea
- Others can *try it* and provide feedback
- Requires interaction, not just thinking
- Always reveals new information
- Leads to additional ideas
- Builds momentum

Coach Share on Prototyping

Matt White
Contra Costa Health Services
Department

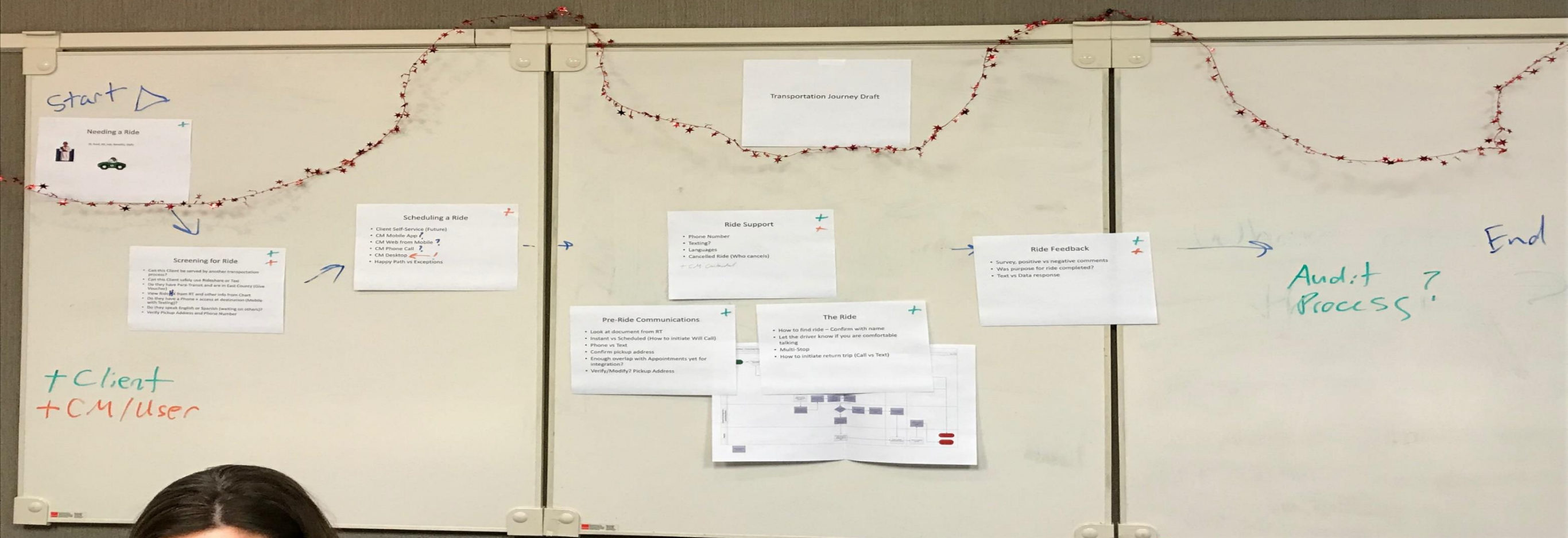
Prototyping

- An early sample, model, or release of a product built to test a concept or process

HOW

1. What's the Minimum Viable Product (MVP)
2. Develop in a medium that allows you to share with your users
3. Do it early and often + collect and incorporate feedback
4. Make it visual.....tell a story
5. An example.....

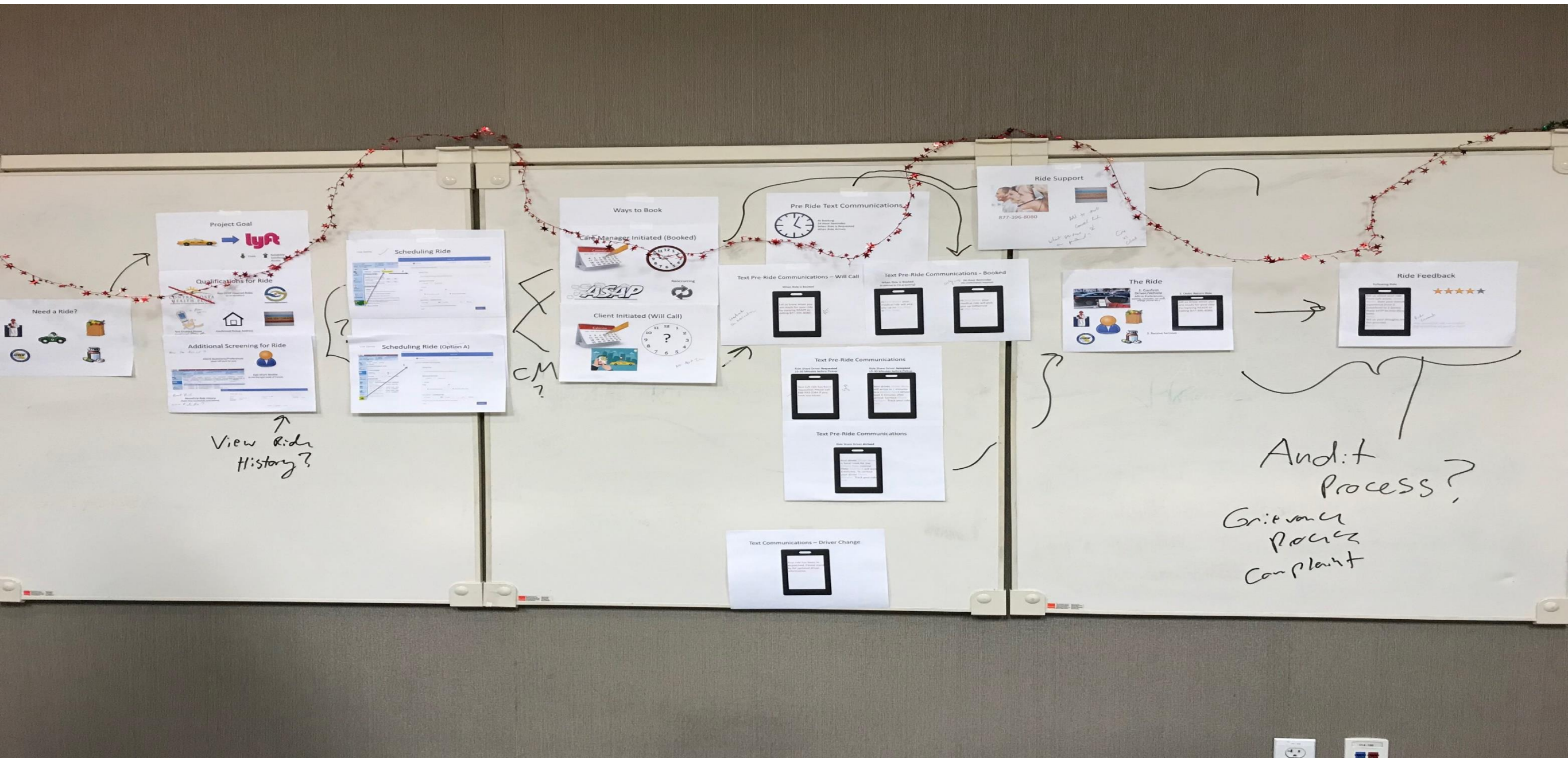
TRANSPORTATION JOURNEY MAP PROTOTYPE 1



TRANSPORTATION JOURNEY MAP PROTOTYPE 2



TRANSPORTATION JOURNEY MAP PROTOTYPE 3



Coach Share on Role Play + Scripts

Gregory Petersen

Derek Carrillo

Neighborhood Healthcare

A drawing of a person's head with a red headband and a black pom-pom on the chin, with the text "Thank you" written below.

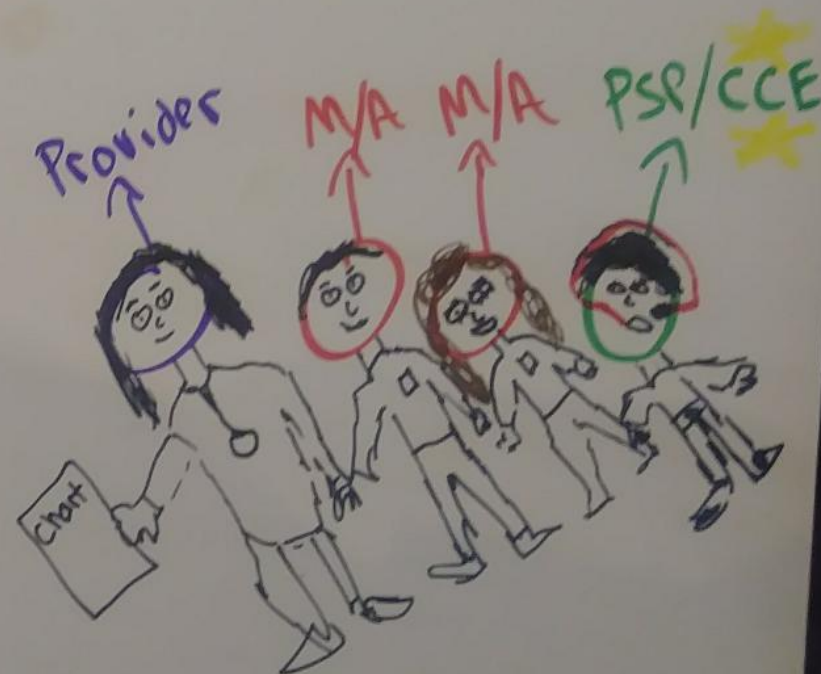
Thank you
for calling



Can I send you w/ or x

Current DATA
TNAA- over 20 days
No show rate- 22 %
Same play qual- Outside
48 hrs

<u>PATIENT SURVEYS</u>	
Ease of Making Appt	
Wait times	
Customer Service	



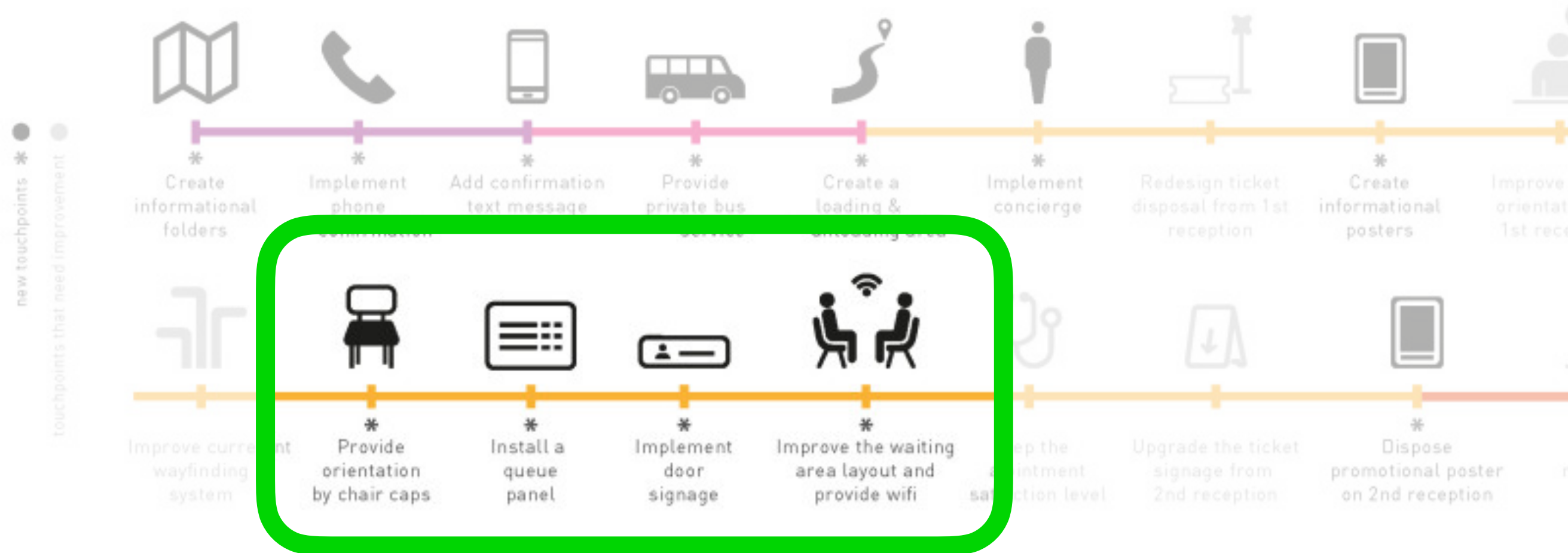
PATIENT



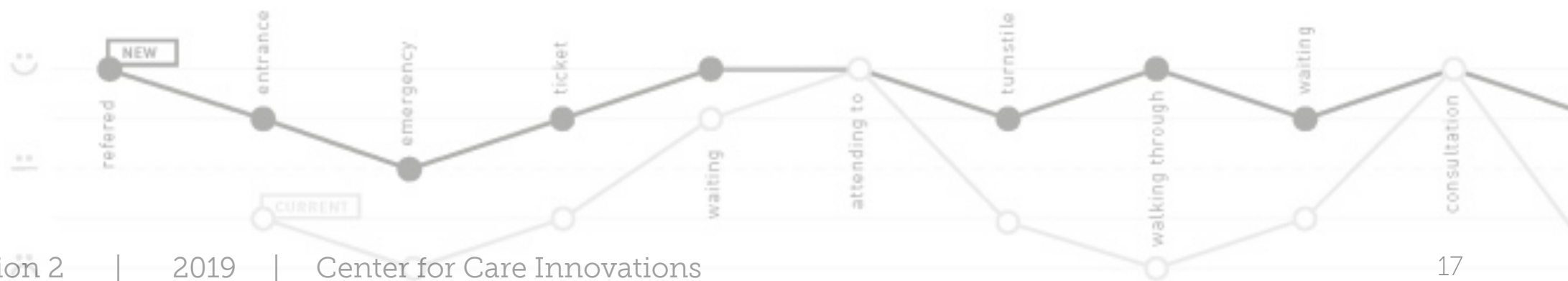
Prototype planning

1. Review the touch points of your new solution experience
2. Select a touch point of your solution to prototype
3. What can you make to support trying that touch point?
4. Figure out how you'll make each part
5. Construct the prototype and try it!

Select a part of the solution experience



NEW CUSTOMER JOURNEY vs. CURRENT JOURNEY



Make things to support a touchpoint

Most user experiences can be supported by making the following things

People's roles, what they do, and how they do it

Phone or tablet app

Furniture & room arrangement

Web pages

Signs & posters

Service protocol

Objects used

Brochure

Language used

New kind of product

Instructions

Activities that occur

Policy

Use simple materials

- Paper, poster board, foam board, easel paper
- White tape, hot melt glue
- Phone, tablet and web page templates for click throughs
- Arrange furniture
- Found objects and props
- Scripts to guide service

Exercise: Prototype planning - 15 min

1. Take 15 minutes to think about your solution directions and what aspect would be great to bring to life. Capture them on half sheets as quick sketches.
2. Now, step back and discuss which one you'd like to prototype today.
3. Use the prototype planning sheet to think through a key question, aspects of the prototype that need to work and aspects that can be background context.
4. Plan a way to build it and get started! Build it so that someone else can experience it, not just be told about it.

Prototype Planning

Use the following prompts to plan and make a prototype for your solution

Most unique idea

Review your solution map. What part of your solution is the most unconventional, unique or uncertain?

Describe the user experience

What is the main activity and goal?
What will the user do?
What will others do?

How will you create the experience?

What do you need to make to support the experience? Decide what needs to be more detailed and what can just be supportive. Consider the inventory of things below!

Roles Service protocol Signage Brochure Furniture Props Tablet App Phone app Web pages Video Found objects Agenda

wearecatalysts.org

team/project

page

People involved

Who are the people involved in using and delivering that idea?

Character and feel of the experience

What do you want the experience the feel like?
What will make it compelling or special?

Final plan: List what you need to make



Break

Make your prototype - 40 min

Coach stays with team

1. Divide up the parts that need to be made
2. Start building
3. Keep in mind that you will be having someone else experience the prototype
4. Keep communicating/check-in to coordinate making

Get feedback from another team - 2 x 10 min

1. Pair up with another team
2. Start with one team's prototype. Explain the context of the experience. Have someone from the other team try the experience.
3. Other team members observe and write down observations, notes for improvement, etc.
4. After, share the feedback.
5. Switch teams and repeat.

Welcome T-Lab and FLY!



REIMAGINING FLY LAW FOR TAY

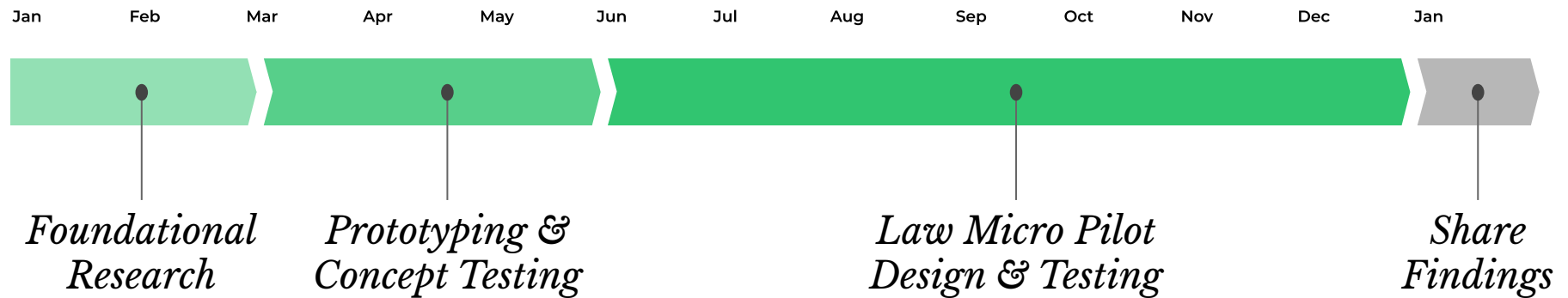
STAY FLY

Share With CCI's Catalyst Workshop

April 25, 2019

PROJECT TIMELINE

With the support of T Lab, Tipping Point Community's R+D team, FLY embarked on a 12-month project to understand, explore, and test new approaches to increase understanding of the law and decreasing recidivism through a facilitated curriculum provided to TAY in Santa Clara County's YA DEJ pilot program.



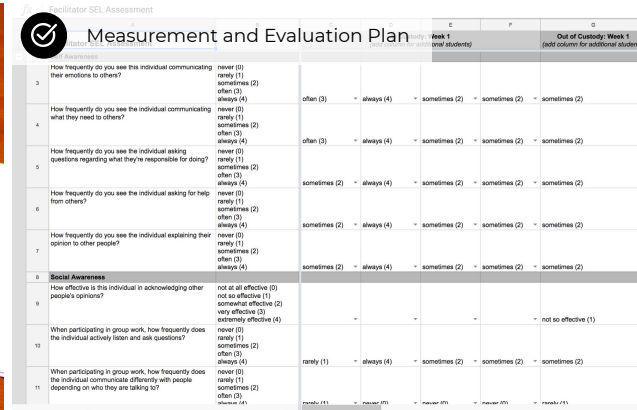
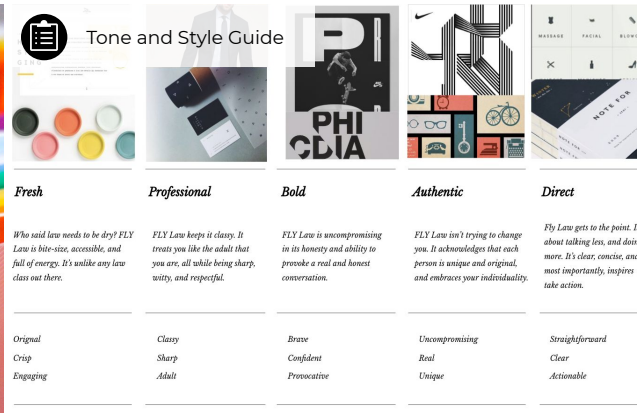
PROTOTYPING RECAP



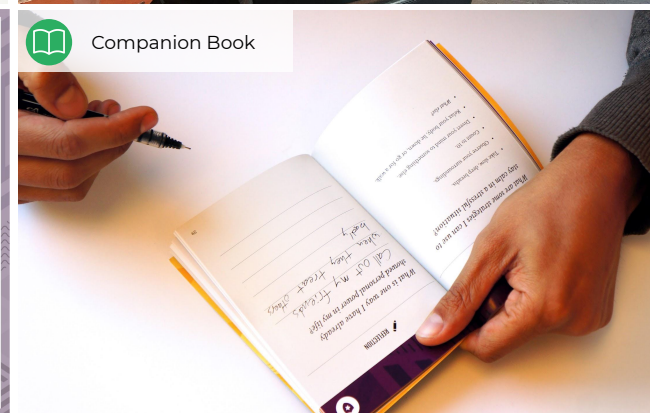
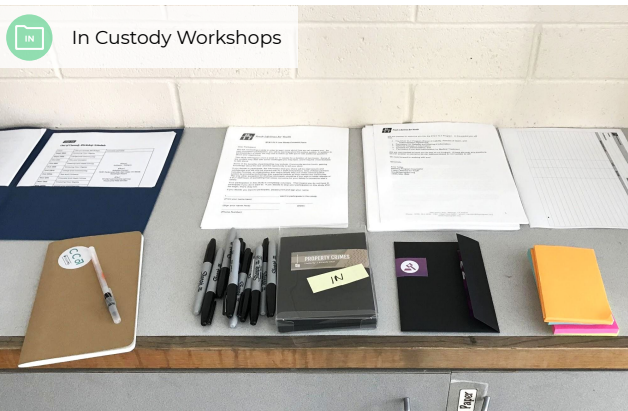
MICRO PILOT: OVERVIEW

Program Components	Program Hypothesis
<i>Legal & SEL learning outcomes</i>	<i>We wanted to build agency and self-advocacy in TAY</i>
<i>Curriculum</i>	<i>through 8 legal education workshops</i>
<i>Dosage</i>	<i>taught once a week for 2 hrs</i>
<i>Curriculum phasing</i>	<i>in and out of custody</i>
<i>STAY FLY training & philosophy</i>	<i>by trained FLY facilitators</i>
<i>Instructional aids</i>	<i>with the support of media, activities, and materials</i>
<i>Communications touchpoints</i>	<i>reinforced by FLY and SCC staff in between workshops</i>
<i>Long term goals</i>	<i>to reduce recidivism and increase educational attainment</i>

TRAINING AND PREP



CURRICULUM AND INSTRUCTION AIDS



COMMUNICATION TOUCHPOINTS

In Custody Hall Staff Nudge Guide

September 18th - November 20th, 2018

Date	In Custody Workshop (9am - 12pm)	Out of Custody Workshop (2-5pm)
Sept 18th	The Justice System	Knowing Your Rights
Sept 18th	Property Crimes	Gangs and Community
Oct 26th	Substance Use and Well-being	Sex and Consent
Oct 30th	Housing and Employment	Diversity and Hate Crimes
Oct 30th	The Justice System	Knowing Your Rights
Oct 20th	Property Crimes	Gangs and Community
Oct 20th	—	Sex and Consent
Nov 18th	—	Diversity and Hate Crimes
Nov 18th	—	Knowing Your Rights
Nov 20th	—	Gangs and Community

2018 17

MDT & Court Sync

Text Messages w/Google

Today
Hi NAME reminder that we have a STAY FLY workshop, Knowing Your Rights, today at 5pm at 1400 Parkmoor Ave. Room.
If there are any issues, please call Tina (650) 257-3456. See you soon!

Out of Custody Probation Officer Nudge Guide

September 18th - November 20th, 2018

Date	In Custody Workshop (9am - 12pm)	Out of Custody Workshop (2-5pm)
Sept 18th	The Justice System	Knowing Your Rights
Sept 18th	Property Crimes	Gangs and Community
Oct 26th	Substance Use and Well-being	Sex and Consent
Oct 30th	Housing and Employment	Diversity and Hate Crimes
Oct 30th	The Justice System	Knowing Your Rights
Oct 20th	Property Crimes	Gangs and Community
Oct 20th	—	Sex and Consent
Nov 18th	—	Diversity and Hate Crimes
Nov 18th	—	Knowing Your Rights
Nov 20th	—	Gangs and Community

2018 17

Instagram Reminders

STAY FLY WORKSHOP

KNOWING MY RIGHTS

Tuesday, 9/18/18, 5:00 pm
San Jose Sobrato Center

STAY FLY WORKSHOP

DIVERSITY & HATE CRIME

Tuesday, 10/9/18, 5:30 pm
San Jose Sobrato Center

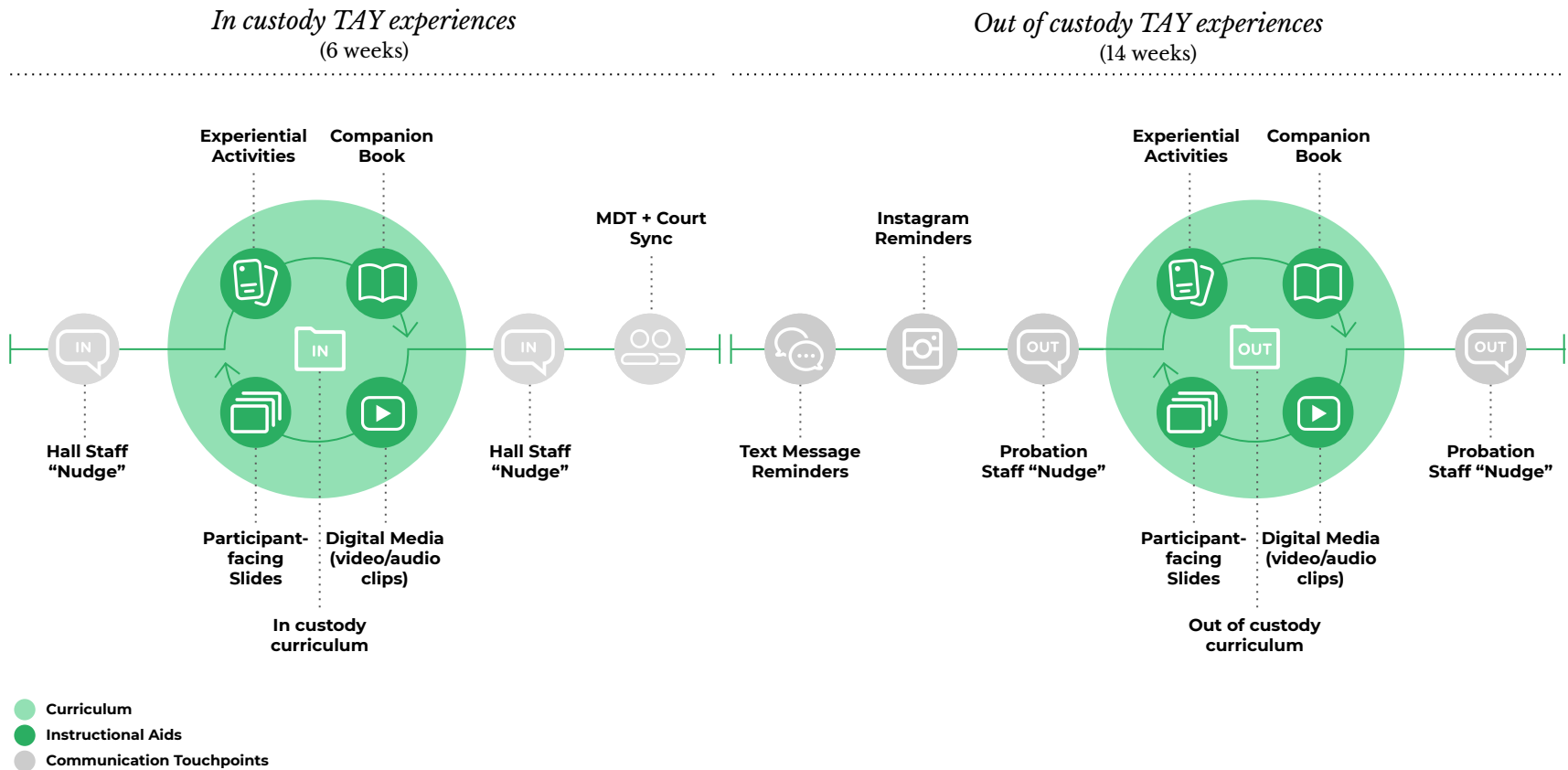
Fresh Lifelines for Youth

Text Messages w/Promise

Promise-STAY FLY Workshop Message Templates

	A	B	C	D
1	Promise-STAY FLY Workshop Message Templates			
2				
3	Message Type	Distant	Approaching	Actionable
4	Time message sent before event	5 days Hi NAME, the next STAY FLY workshop, WORKSHOP NAME is on DATE/TIME. There will be food and you can get community service hours for attending. Hope to see you there!	3 days Hi NAME, reminder that there is a STAY FLY workshop, WORKSHOP NAME on DATE/TIME at ADDRESS. Please call Tina if you need any help getting there 669-257-3456. We look forward to seeing you!	Day of Hi NAME, reminder that we have a STAY FLY workshop, WORKSHOP NAME on DATE/TIME at ADDRESS + R. If there are any issues please call Tina 669-257-3456. See you soon!
5				
6				
7				
8				

MICRO PILOT: STAY FLY COMPONENT OVERVIEW





Lunch

Round 2 prototype - 20 min

Coach joins another team

1. Change/refine your prototype based on feedback
2. Adjust your context and script
3. Prepare to share one more time

Round 2 - get feedback - 2 x 10 min

1. Pair up with another team
2. Start with one team's prototype. Explain the context of the experience. Have someone from the other team try the experience.
3. Other team members observe and write down observations, notes for improvement, etc.
4. After, share the feedback.
5. Switch teams and repeat.

Reflection on prototyping and feedback

How did that go?

What went well?

What did you learn?

Facilitating a Co-Design Meeting



Coach Share

Sarah Kerr

Open Door Community Health Centers



Co-Designing for Wellness and Retention with providers

PLANNING MATTERS



RECRUIT
RECRUIT
RECRUIT
then...
RECRUIT
MORE

A Provider Ideation Session

LET'S DIVE DEEPER INTO RETENTION & WELLNESS

How can we help improve your work life?

12:00 - 4:30 pm
Saturday, October 21, 2017

12:00 - 4:30 pm
Sunday, November 5, 2017

Eureka Community
Health Center

12 - 12:30 pm
Hosted Networking Lunch



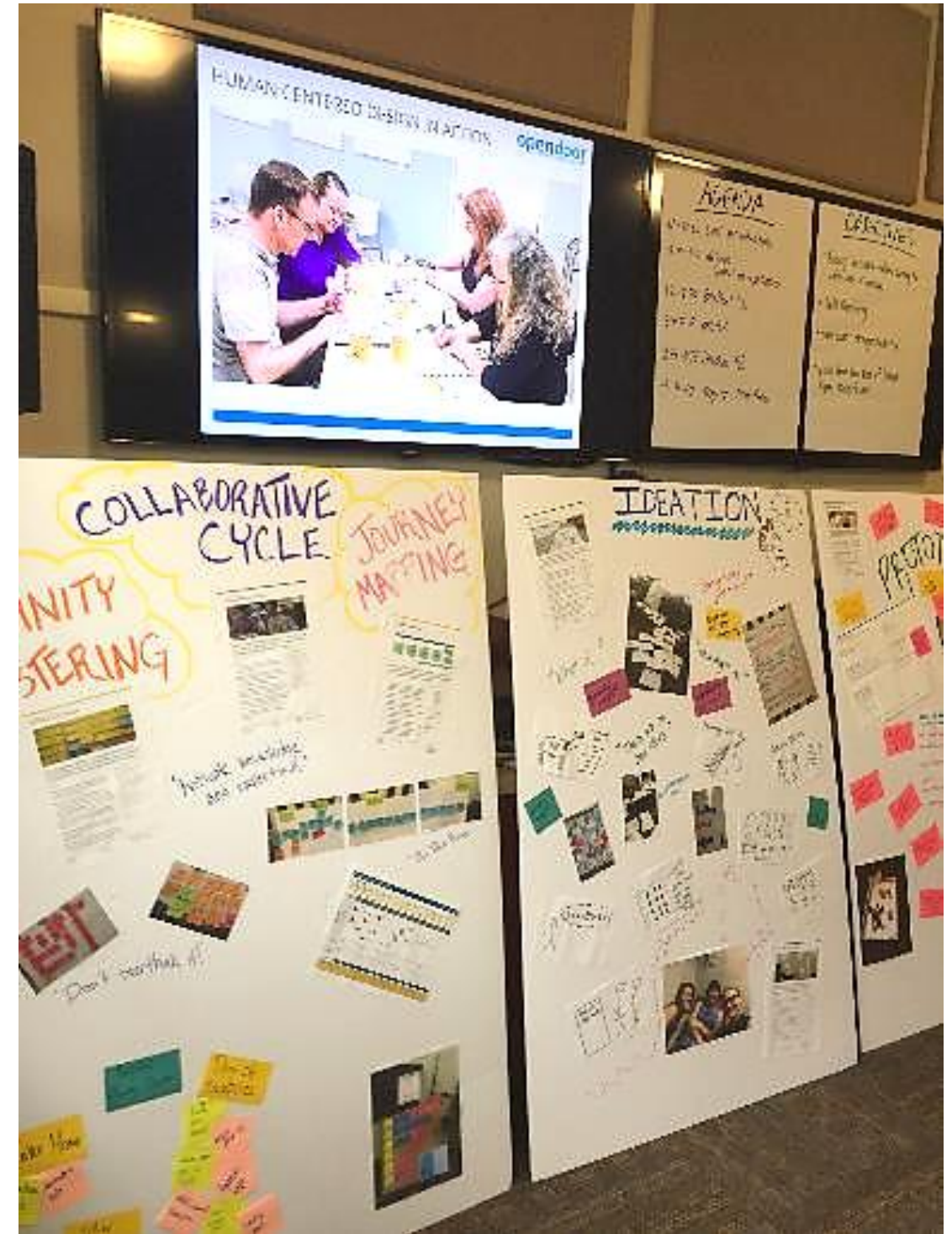
A PROVIDER IDEATION SESSION

- Engage with colleagues and develop solutions to improve provider wellness and retention.
- Includes 2 break-out sessions for focused problem solving
- Opportunity areas for further exploration include Patient Complexity, Non-Clinical Work, and Communication
- Participants will receive 4 hours of paid time and catered lunch

Please RSVP to Sarah Ross by October 6 sross@opendoorhealth.com

If you would like to participate, but are unable to attend either of these in-person sessions, please reach out to Sarah Kerr (skerr@opendoorhealth.com) or Sarah Ross.

SETTING THE STAGE





FACILITATION TIPS



- **Everything takes longer than you think it will.**
- **Model the behavior, give examples.**
- **Be transparent about the process.**

MORE TIPS!

- Encourage dialogue, but don't get stuck.
- Be prepared to hear challenging feedback.
- Foster curiosity.
- Let people know what they can expect next.





Recommended Solution Directions

- In progress or planned*
- To be explored and advanced by Sarahs, Brea & Site Leadership*
- Needs executive team exploration & approval*

COMPLEX PATIENTS

- Integrate BH at every location
- Add Care Coordinators to care teams
- Support patients in narrowing visit focus
- Provide pain management training
- Leverage RNs to start more visits
- Include HCM as part of pre-visit planning
- Pilot annual health care maintenance visit
- Pilot study hall for providers
- Pilot a Pain Clinic/Wellness Center
- Hire Internal Wellness Coach for staff
- Consider incentive pay based on patient complexity (i.e. RVUs)
- Contract with pain specialist

NON-CLINICAL WORK

- Standardize paid provider admin time across the organization
- E-Prescribe Narcotics
- Allow for patient self-check in w/hx
- Centralize HCM workflows
- Increase group visits
- Hire full time Site Specialists at every site
- Expand Coding Dept to manage all billing changes
- Designate meeting time for all sites

COMMUNICATION

- Create more peer-to-peer networking opportunities
- Widely spread human centered design
- Assign site-level communication champion
- Pilot communication buddies
- Grow a culture of appreciation
- Support a culture of "feeling heard"
- Implement small group communication sessions
- Survey staff to identify communication preferences
- Schedule one on one meetings with providers
- Communicate using timelines and action plans
- Incentivize providers to engage in feedback
- Adopt agency-wide communication plan

Additional Recommendations

- Engage interested providers in small working groups to expand on specific solutions; providers feel supported in this format of collaborative design thinking and best practice sharing.
- Adopt an annual provider ideation series – topics can vary from year to year based on current needs/initiatives.
- Expand Provider Support Committee to include diverse group of interested providers.

Many solution ideas generated in the sessions align with work that is already underway. There is tremendous overlap in the burnout themes, both in how they negatively affect providers and in the potential solutions providers identified. This creates opportunity to leverage similarities in order to maximize impact of chosen solutions.

DON'T FORGET TO FOLLOW UP!

IMPORTANT LESSONS LEARNED

- **Be inclusive as possible**
 - Sensory sensitivity
 - Fine motor requirements
- **Make space for emotions.**
- **HAVE FUN!**





Coach Share

Selena Wilson

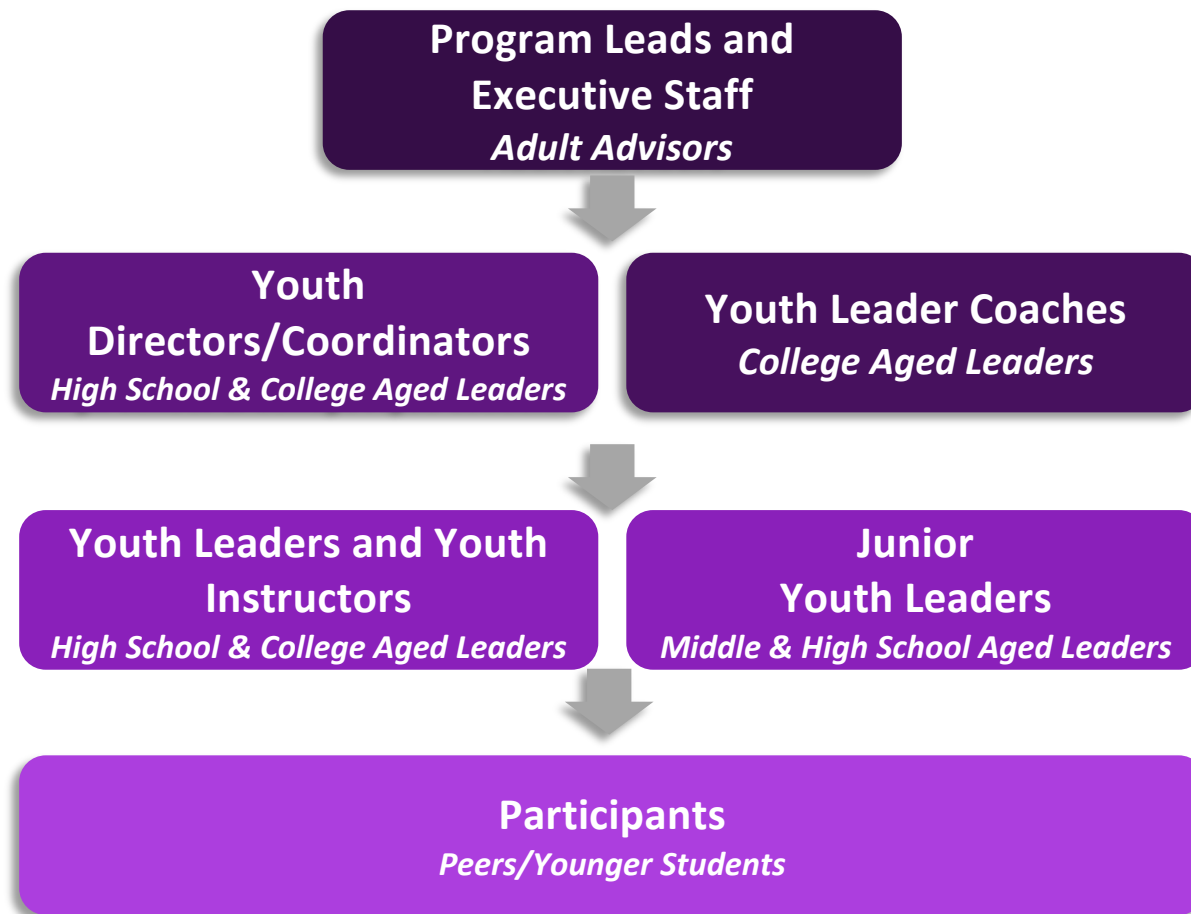
East Oakland Youth Development Center



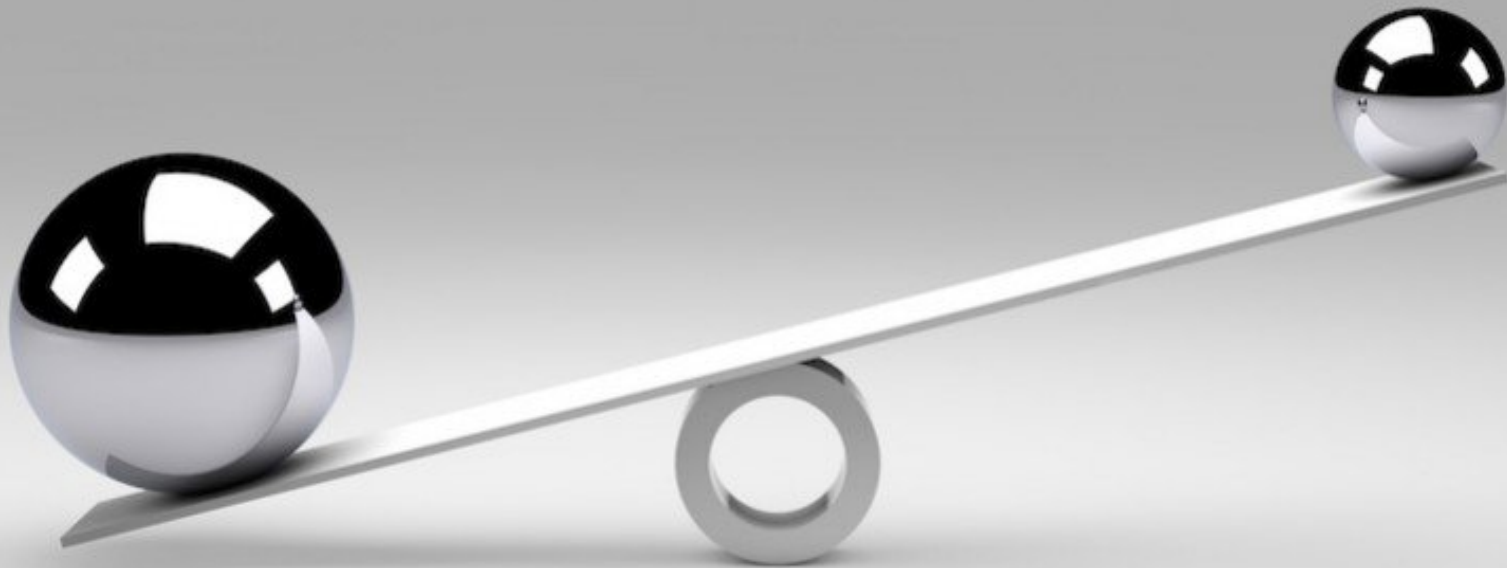
Navigating Power Dynamics in Co-Design Meetings

CONTEXT

EOYDC leverages a Cascading Mentorship model



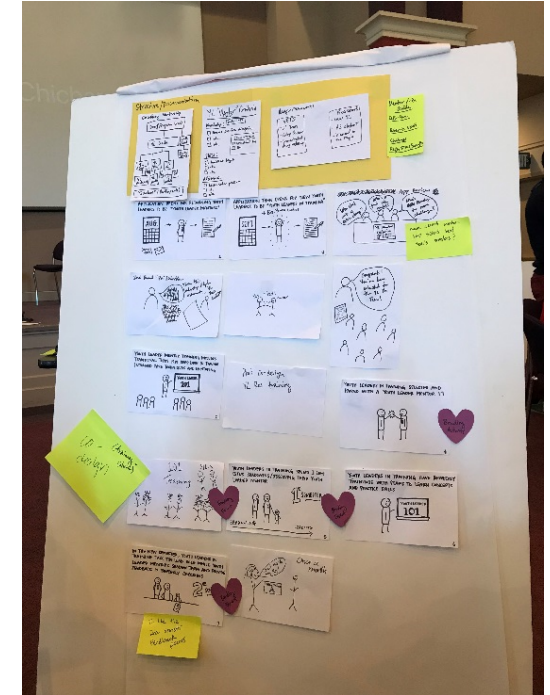
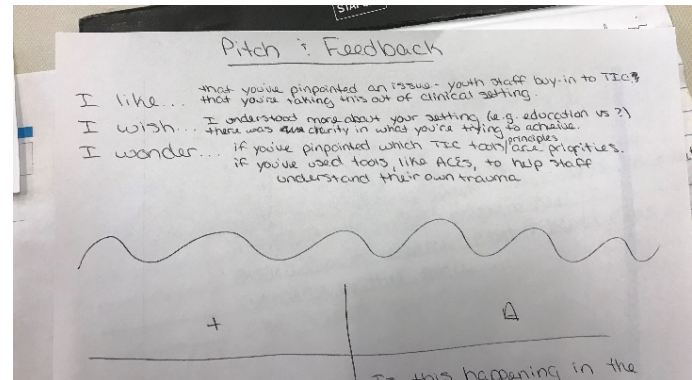
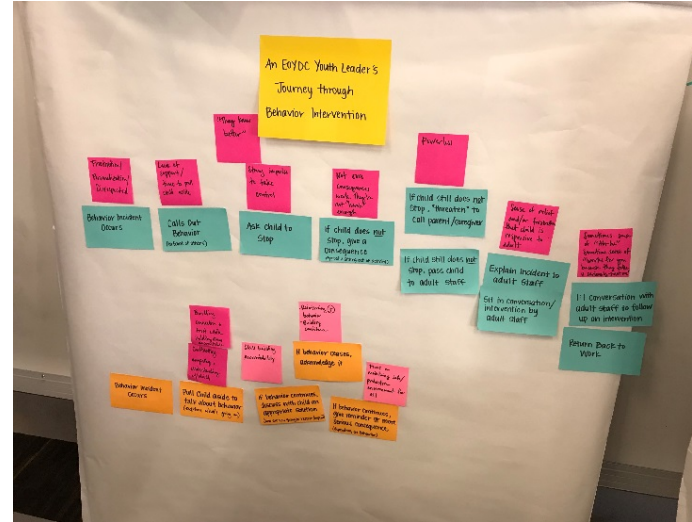
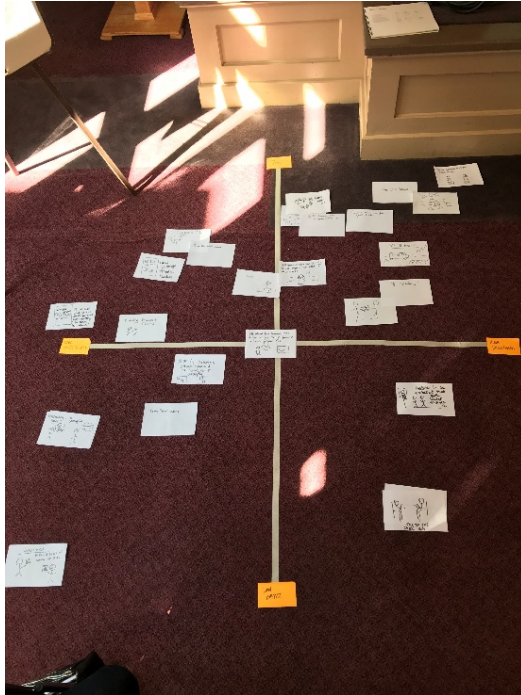
POWER DYNAMICS



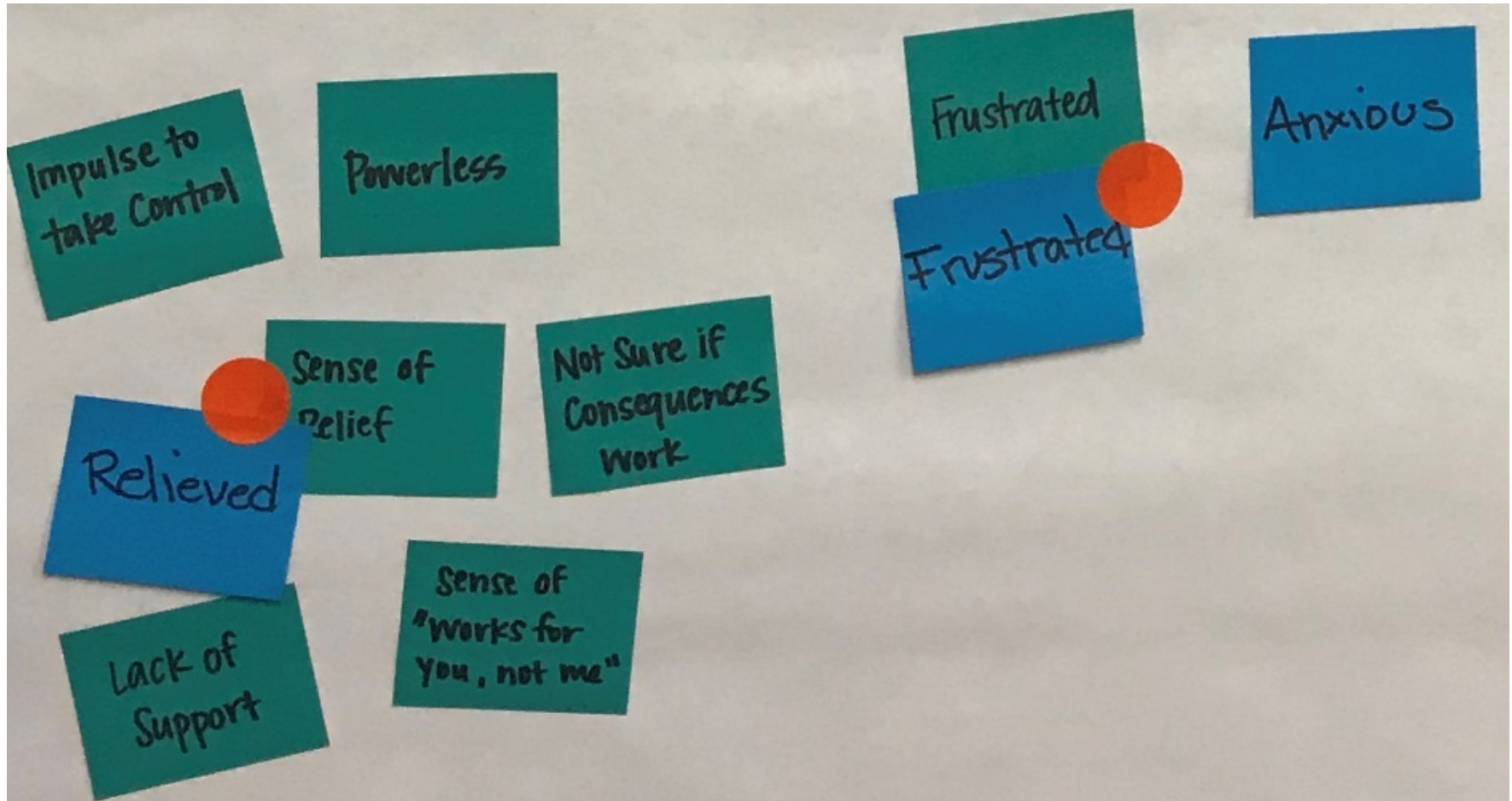
YOUTH LED CO-DESIGN



LEVERAGING BREADTH OF TOOLS



DEFERRING TO USER EXPERIENCE



The background consists of several large, overlapping circles in various shades of teal and green. The circles are semi-transparent, creating a layered effect. The colors range from a light, pale green to a deep, dark teal. The overall composition is abstract and modern.

Questions?

Project Roadmapping and Planning Time



Break

Complete your evaluations!

Making a Compelling Presentation

Gain support for your solution

Building support

Even if you originally secured permission, it is your responsibility to build support for your project over time.

Too often, lack of communication skills leads to questioning your efforts more than supporting them.



Use a narrative structure

Taking advantage of our natural predisposition for story telling, a narrative structure tuned for innovative projects, greatly improves your probabilities of gaining support.



The 7-part project support narrative

1. Show existing user experience or describe the desired future
2. Highlight challenges of existing experience or why desired future isn't possible
3. Share what you learned from research
4. Describe 3 or 4 parts of your solution
5. Articulate the benefits of doing so
6. Present the negative impact of not pursuing
7. Ask for specific support

An example

Behavioral health integration

Catalyst Health System seeks to seamlessly integrate clinical and behavioral care.

- Widely recognized that addressing behavioral health improves clinical outcomes
- Reduced costs
- Improves patient satisfaction
- Improves provider and staff engagement

2. Show why it isn't currently possible to have

Current practice is far away

- Clinical and behavioral providers don't work together
- Our practice hasn't acknowledged the need
- Lack initiatives to understand the opportunity and challenges

But we took a look

- Engaged current providers and staff
- Documented clinical and behavioral visits
- Brought in patients to discuss their experience



**Coordinating
visits**

**Integrating
systems**

**Cultivating
awareness**

4. Describe 3 or 4 parts of your solution

4 initiatives to integrate behavioral health

1. Behavioral health basics for all
2. Information system therapy
3. Mind and Body patient campaign
4. Workflow mapping project with providers

5. Articulate the benefits of doing so

Benefits for Catalyst Health Systems

1. Simplified practice and schedule
2. Improved population outcomes
3. Become provider of choice for *patients and staff*
4. \$125k net bottom line improvement

6. Present the negative impact of not pursuing

Penalties grow if we fail to act

1. Re-admittance penalties continue to grow
2. Lose patients from referrals to outside
3. Declining patient satisfaction
4. Increased staff churn from frustration

Next steps - pilot initiatives

1. Secured provider participation — we need your OK.
2. \$7500 to secure temp behavioral health staff
3. Monthly 1-hour all-staff summit to pilot behavioral health basics for all
4. Go ahead for IT assessment & prototype



Thank you.

Presentation Narrative Worksheet

Presentation Narrative	
Use this narrative structure to present your project and gain support	team/project
1. Describe the desired future your project seeks to create	
2. Articulate why it isn't currently possible	
3. Share what you learned in studying the problem	
4. Now describe 3 to 4 parts of the solution and positive feedback from testing it	
5. Share the benefits and value that would be created as a result	
6. Now, explain the negative impacts of not pursuing the solution	
7. Finally, ask for the audience's support with a specific way they can help	



Olive View presentation video

What's Next?

Team Activities

Program Offerings

Phase 2: April - June

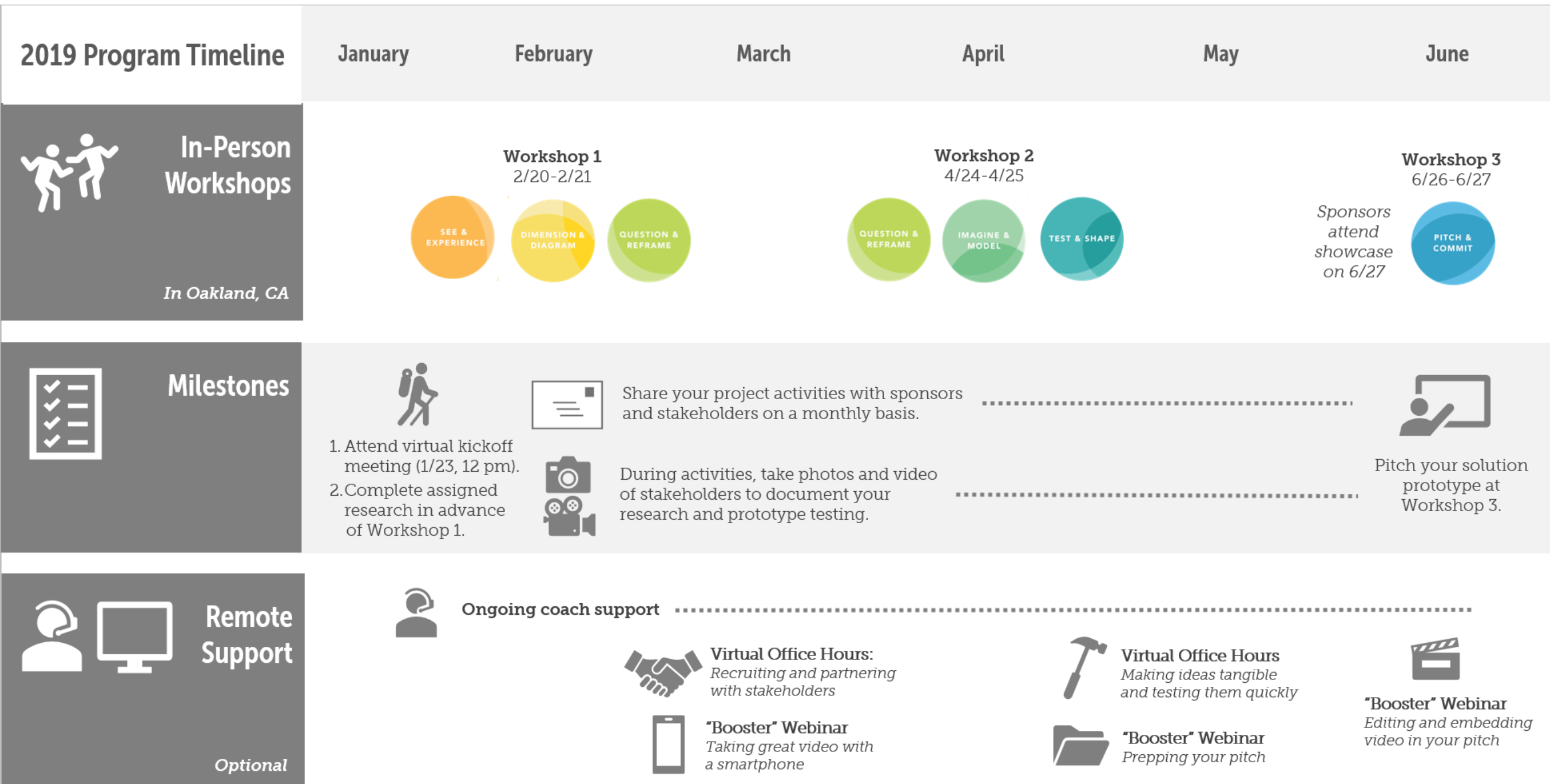
After This Workshop...

- **Generate ideas** with your stakeholders and figure out which ideas you want to prototype.
- **Build and test your prototypes.** Seek input from your colleagues and end-users.
- Draft your **7-part presentation.** Send it to your coach by June 14th for feedback.
 - Curate **photos, videos and quotes** from your project activities to put in your final presentation.
 - Draft your **project learnings and recommendations** and next steps for your organization's leadership.

Come to Workshop 3 with...

- ✓ A laptop.
- ✓ Draft 7-part presentation slide deck (on USB thumb drive + a printed copy).
 - ✓ Photos, videos and quotes for your final presentation (on a USB thumb drive).
- ✓ A cellphone with video-recording capability and 1 GB of space (enough space for 7 minute video).

Program Timeline

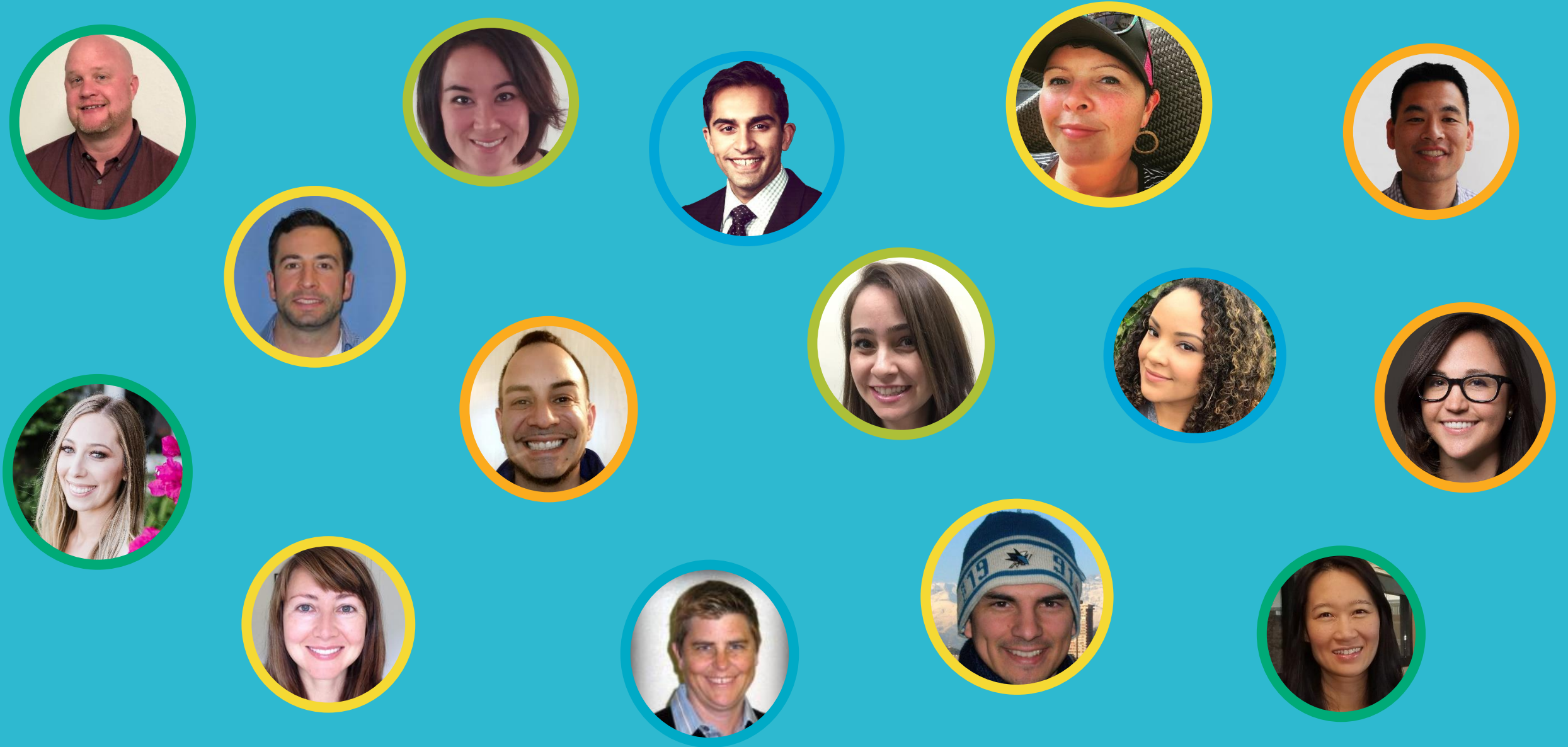


Upcoming Virtual Office Hour (optional, dates to be set)

- Prototyping
- Preparing Your Pitch
- And others that you suggest!

Send your requests to the [Catalyst Google Group!](#)

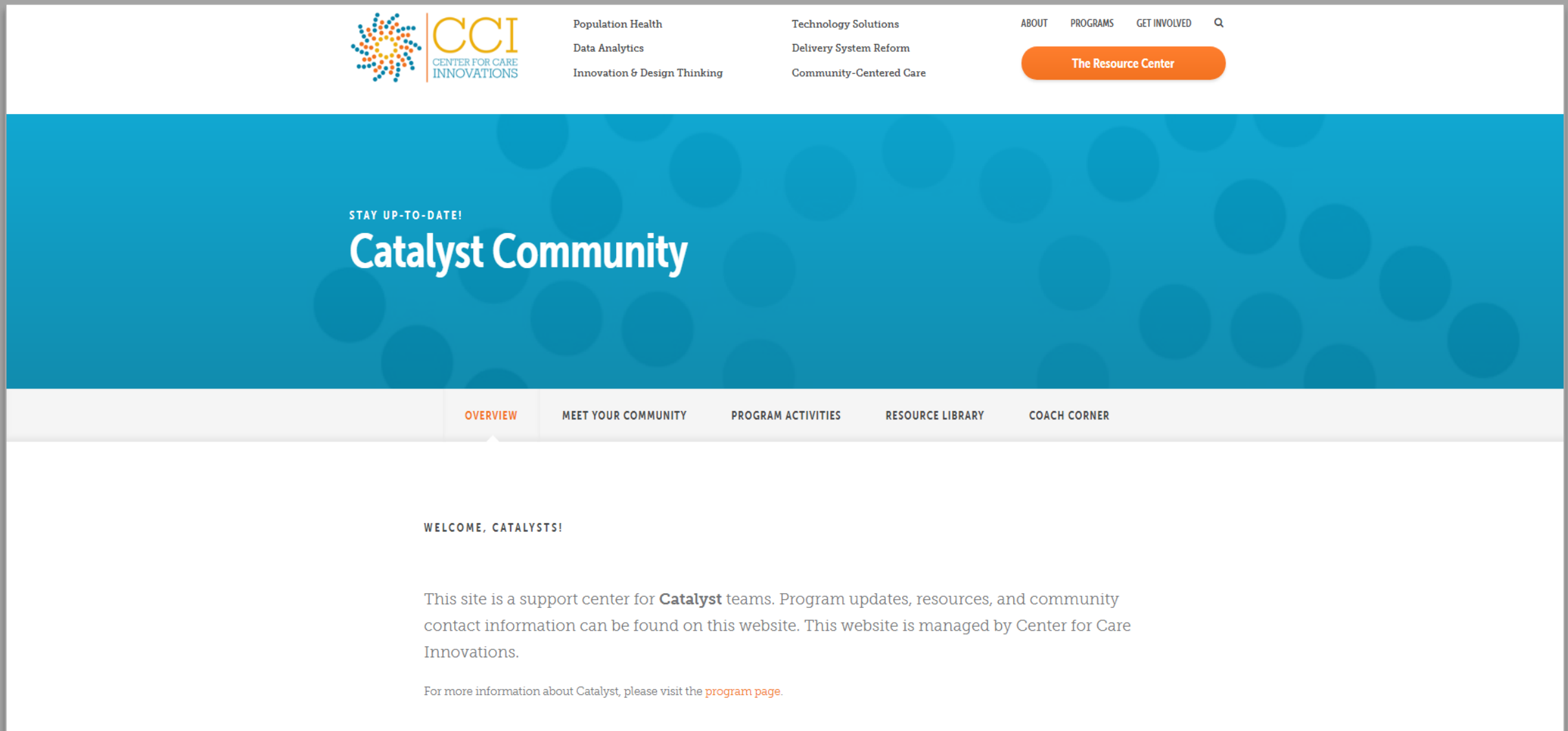
Lean on your coaches!



Use the Google Group to email with others

catalyst2019@googlegroups.com

Remember: www.careinnovations.org/wearecatalysts



Workshop Resources Listed Under “Phase 2”



Population Health
Data Analytics
Innovation & Design Thinking

Technology Solutions
Delivery System Reform
Community-Centered Care

ABOUT PROGRAMS GET INVOLVED Q

The Resource Center

STAY UP-TO-DATE!

Catalyst Community

www.careinnovations.org/wearecatalysts/program

Phase 2: Generate Ideas

April – June: Prioritize Opportunities, Generate Ideas, Make them Better
with Feedback

Choose a Topic to See Resources

Assignments

This section includes an overview of team assignments after the 2nd Catalyst training.

2 RESOURCES FOR "ASSIGNMENTS"

PROJECT-RELATED

Prep for June Showcase

- Generate and prioritize ideas with stakeholders. - Build 3+ rough prototypes of your ideas and incorporate stakeholder feedback.
- Continue to document your process with quotes, photos, video clips. Bonus: Record people trying out your prototype! - Figure out which photos, video clips and quotes you want to use in your pitch at the showcase. - Draft a 7-10 slide deck (7 minutes).
- Bring a laptop and one printed copy of your draft slides to the June workshop on Day 1. - Confirm your sponsor's attendance on June 28th.

EVENT REGISTRATION

Coming Soon!



ONWARD!