This webinar is being recorded. Please use the chat box to ask questions. This webinar is being recorded.
Zoom Housekeeping

Take a moment now to please
Rename yourself with your organization

1. Click the participants icon at the bottom of your ZOOM screen
2. On the right-hand side of ZOOM, hover over your name & click “Rename”
3. Add your full name & organization’s name
4. Click “Rename” to confirm
Zoom Housekeeping

Are you using the phone for your audio?
Please connect your Zoom video with your phone audio

1. Click on the upside down carrot (^) icon to the right of Mute/Unmute button
2. Choose the “Switch to Phone Audio” option
3. In the pop-up box, click the “Phone Call” tab
4. Follow instructions for dialing in
5. Enter your Meeting ID & Participant ID (DO NOT SKIP THIS STEP)
Welcome

How to Define your Problem and Set a Target

Program Storyboards

Small Group Coaching Overview

Program Reminders & Next Steps
Washington - 3 health centers
• Country Doctor Community Health Centers
• Public Health Seattle and King County
• Yakima Neighborhood Health Services

Oregon - 2 health centers
• Multnomah County Community Health Center
• Outside In

California - 19 health centers
• Alliance Medical Center
• Asian Health Services
• Clinica Msr Oscar A Romero
• CommuniCare Health Centers
• Eisner Health
• Elica Health Centers
• Family Health Centers of San Diego Inc
• Golden Valley Health Centers
• KCS Health Center
• LifeLong Medical Care

Colorado - 4 health centers
• Colorado Coalition for the Homeless
• Clinica Family Health
• Denver Health and Hospital Authority
• STRIDE Community Health Center

Maryland, Virginia, & D.C. - 5 health centers
• Family Health Centers of Baltimore, Inc.
• Greater Baden Medical Services
• La Clinica del Pueblo
• So Others Might Eat
• Total Health Care

Georgia - 1 health center
• Center for Pan Asian Community Services Inc Community Health Center

Hawaii - 2 health centers
• Community Clinic of Maui Inc.
• Hawaii Health and Harm Reduction Center
Define the problem you will solve over the next 15 months and set a target.

1. Define
   March & April ‘21
   Define the problem you will solve over the next 15 months and set a target.

2. Discover
   May & June ‘21
   Uncover the current state. Learn from those that experience your processes.

3. Prioritize & Design
   July & August ‘21
   Select and create tests of change that may improve your processes.

4. Test & Refine
   September – February ‘22
   Test your improvement ideas and measure their impact.

5. Implement & Spread
   March – May ‘22
   Hardwire and spread successful tests.
Defining your Problem
Define the problem your organization will try to solve over the next 15 months and set a target.

Two-Step Process:

1. Define the problem: Share the background and reason for action.

2. Set a target: Write an aim statement that outlines what you are trying to accomplish by when.
Define the problem

*Why are you working on this?*

Share the background and reason for your action.

Guiding questions to define your problem:

- Why is your organization working on this?
- What is it at stake if you do not solve this problem?
- At a high level, what is currently happening or what is wrong?
- How does this problem impact your staff and patients?

**Reminder:** Stick with facts in this section!
Set a Target

Why are aim statements important?

- Set a goal to strive for
- Clearly states a purpose or direction for your project
- Ensures all team members are on the same page
- Enables teams to clearly articulate what they hope to accomplish by a certain point in time
How to write an aim statement?

1. Collaborate with your team
   - Should not be written alone
   - Engage and energize the team that will do the work

2. Make your aim statement SMART
   - Specific
   - Measurable
   - Achievable
   - Relevant
   - Time-bound
Apply your Learning - Group Activity

• Breakout into groups of 5
• Spend 2 minutes meeting your peers
• Spend about 6 minutes reviewing 2 aim statements and assessing if they are SMART
• The aim statements will be placed in the chatbox
Example - Define the Problem & Set a Target

Define the Problem:

- Patients with limited English proficiency are less likely to accept video visits.
- Difficulty providing interpreter services on video appointments.
- Providers experience technical difficulties with connecting translators into video visit with patient.

Set a Target:

Increase the number of video visits completed by patients with limited English proficiency and require an interpreter from 20 to 40 visits per month by December 31, 2021.
Additional Resources

Are you interested in more support with defining your problem and setting a target?

Or are you looking for additional training on Quality Improvement or Human Centered Design methodologies?

Aim Statement Module from ABCs of QI
Watch an 8 minute module on writing an aim statement. Consider share this resource with other team members to prepare them for your team meeting.

ABCs of Quality Improvement (QI)
Need a refresher on Quality Improvement (QI)? This is a comprehensive course comprised of many short modules where you can learn everything you need to know to run your own improvement project!

Foundations of Human Centered Design
Looking to learn more about Human Centered Design? This foundations course provides a model for you and your team to learn together.
<Enter Organization Name>

Location: <please include city and state>.

Fun/Interesting fact(s) about <Enter Organization Name>:
- 
- 
- 

Project Team Members

- Insert Photo
  - <Name>
  - <Title>
- Insert Photo
  - <Name>
  - <Title>
- Insert Photo
  - <Name>
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- Insert Photo
  - <Name>
  - <Title>
Define the Problem
Why are you working on this?

1) Why is your organization working on this?
2) Why is it at stake if you do not solve this problem?
3) At a high level, what is currently happening or what is wrong?
4) How does this problem impact your staff and patients?

Set a Target
What are you trying to accomplish?

What will you improve? <Enter here>

For whom (specify population)? <Enter here>

By when? <Enter here>

By how much? <Enter here>

Bring it all together in an aim statement: <Enter here>
Small Group Coaching Overview
VCIN Coaching Team

Denise Armstorff

Honor Childress

John Gilvar

Tineciaa Harris

Jim Meyers

Courtney Pladsen

Melissa Schoen
What is small group coaching?

Each organization has been assigned to a coach

Each organization will attend a monthly meeting with their coach and 4-5 other organizations

During these monthly meetings, organizations will:

■ Ask questions of their coach and peers
■ Discuss progress on their projects
■ Troubleshoot challenges they are experiencing
Coaches can help teams think through…

1. Pressing problems and challenges related to advancing their project
2. Setting ambitious, achievable goals
3. Ideas to test, implement, and spread in clinic
4. Measures to track progress
5. How teams work together and how they engage leadership
Teams + Coach Breakout

Denise Armstorff (room 1)
- Asian Health Services (CA)
- Family Health Centers of Baltimore
- Greater Baden Medical Services (MD)
- LifeLong Medical Care (CA)
- Outside In (OR)
- Total Health Care (MD)

Honor Childress (room 2)
- Alliance Medical Center (CA)
- Clinica Family Health (CO)
- Clinica Mr. Oscar Romero (CA)
- KCS Health Center (CA)
- Yakima Neighborhood Health Svcs (WA)

John Gilvar (room 3)
- Eisner Health (CA)
- Family Health Centers of San Diego
- Hawaii Health & Harm Reduction Ctr
- Mission City Community Network (CA)
- So Others Might Eat (DC)

Tineciaa Harris & Courtney Pladsen (room 4)
- CommuniCare Health Centers (CA)
- Elica Health Centers (CA)
- Northeast Valley Health Corp (CA)
- Public Health Seattle & King County (WA)
- SF Community Clinic Consortium (CA)

Jim Meyers (room 5)
- Colorado Coalition for the Homeless
- Community Clinic of Maui
- Peach Tree Healthcare (CA)
- TriState Community Healthcare (CA)
- West County Health Centers (CA)
- Country Doctor Community Health Ctrs (WA)
- Denver Health and Hospital Authority
- Golden Valley Health Centers (CA)
- Multnomah County Health (OR)
- STRIDE Community Health Center (CO)

Melissa Schoen (room 6)
- Center for Pan Asian Community Svcs (GA)
- La Clinica del Pueblo (DC)
- Los Angeles Christian Health Centers
- Neighborhood Healthcare (CA)
- Petaluma Health Center (CA)

*Find your organization under the Coach:

Step 1:
When breakout rooms open, a popup will show up above the Breakout Room icon. Click Breakout Rooms.

Step 2:
- A menu will pop up with a list of all breakout rooms. Hover of your Coach’s name, then select “Join.”

Step 3:
Click “Yes” to confirm, and you will be moved to that breakout room.

*You’ll have 15 minutes with your Coach!
We want your feedback!

Post-Webinar | 2 Question Survey
### Save the Dates!

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<thead>
<tr>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tr>
<td>Content Webinars</td>
<td>Tuesday, May 11th 12 - 1:30 PM PST</td>
<td>Tuesday, July 13th 12 - 1:30 PM PST</td>
<td>Tuesday, September 21st 12-2 PM PST</td>
<td>Thursday, November 18th 12-2 PM PST</td>
<td>Tuesday, January 18th 12-2 PM PST</td>
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<td>Share and Learns</td>
<td>Tuesday, June 8th 12 - 1:30 PM PST</td>
<td>Tuesday, August 17th 12 - 1:30 PM PST</td>
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Virtual Care Innovation Network Club

- Find and register for all VCIN virtual convenings/webinars related to Applied Project Track.
- Joining the VCIN Club will ensure that you’ll have access to all attachments, links and more!

- In the Club Directory, find the Virtual Care Innovation Network
- Click the blue button, Join Club
Pre-Work

Due: Friday, May 7th by 3:00pm PDT

Storyboard assignment:

1. Work with your team to create your aim statement

2. Join your coaching session at this end of the month - hear other teams’ aim statements, ask questions to make yours better, etc.

3. Document your aim statement in your storyboard by May 7th

*Reminder to do the following, if you have not already...

- Join the Virtual Care Innovation Network Club
- Let Wes know about any project lead and team roster changes
Check out CCI’s favorite virtual care articles, and feel free to share articles you’re reading on the “Virtual Care Articles & Reading!” thread in the Club.
Thank you!

For questions, contact:

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(he/him/his)
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Applied Project Track
weslei@careinnovations.org