

# Virtual Care Innovation Network

A community health collaboration founded by  KAISER PERMANENTE®

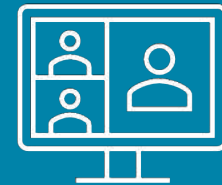
## Applied Project Track

### Content Webinar #1 | Defining your Problem

April 13, 2021



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)





# Agenda



Welcome



How to Define your Problem and Set a Target



Program Storyboards



Small Group Coaching Overview



Program Reminders & Next Steps

# Applied Project Track Organizations

## 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

- Los Angeles Christian Health Centers
- Mission City Community Network
- Neighborhood Healthcare
- Northeast Valley Health Corporation
- Peach Tree Healthcare
- Petaluma Health Center
- San Francisco Community Clinic Consortium
- TriState Community Healthcare Center
- West County Health Centers

## 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



# Project Lifecycle



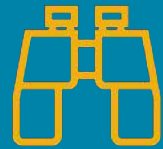
We are here!



March & April '21

1. Define

Define the problem you will solve over the next 15 months and set a target.



May & June '21

2. Discover

Uncover the current state. Learn from those that experience your processes.



July & August '21

3. Prioritize & Design

Select and create tests of change that may improve your processes.



September – February '22

4. Test & Refine

Test your improvement ideas and measure their impact.



March – May '22

5. Implement & Spread

Hardwire and spread successful tests.



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PERMANENTE®

A photograph of a middle-aged Black man with glasses, wearing a white button-down shirt, looking down at a tablet computer he is holding. He has a slight smile. The background is a blurred office setting. The entire image has a light blue tint. A dark blue horizontal bar is overlaid at the bottom left, containing the text 'Defining your Problem' in white.

# 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:

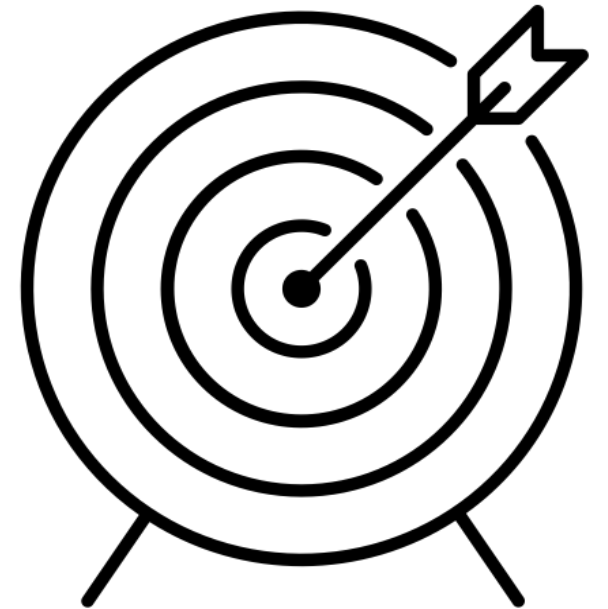
- Why is your organization working on this?
- What is it at stake if you do not solve this problem?
- At a high level, what is currently happening or what is wrong?
- How does this problem impact your staff and patients?

**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

- **S**pecific
- **M**easurable
- **A**chievable
- **R**elevant
- **T**ime-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.

A photograph of a middle-aged Black man with glasses, wearing a white button-down shirt, smiling as he looks at a tablet computer. The image has a light blue overlay. A dark blue horizontal bar is positioned at the bottom left, containing the text 'Program Storyboards' in white.

# Program Storyboards

<Enter Organization Name>

<Enter Your Organization Logo>



Applied Project Track

March 2021 – May 2022



<Enter Organization Name>

<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>

<Title>

Insert Photo

<Name>

<Title>

Insert Photo

<Name>

<Title>



<Enter Organization Name>

<Enter Organization Name>

Location: <please include city and state>

### Define the Problem

*Why are you working on this?*

Fun/Interesting fact(s) about

- 
- 
- 

- 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?

**Step 1.** Write a few sentences that speak to the following questions. Delete prompts when completed.

<Enter Your Or

### Project Team Members

### Set a Target

*What are you trying to accomplish?*

**Step 2.** Answer the questions and then bring it all together in 1 single aim statement.

Insert Photo

<Name>

<Title>

Ins

<Name>

<Title>

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>

**Step 3.** After 15 months, what would you want a newspaper headline to say about what your team achieved through your project?

VIRTUAL CARE INNOVATIONS  
NETWORK NEWSLETTER

**BREAKING NEWS:**

<Enter your headline here.>



A photograph of a middle-aged Black man with glasses, wearing a light blue button-down shirt, smiling as he looks at a tablet computer. The image has a light blue overlay. A dark blue banner is at the bottom with white text.

# 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

\*Find your organization under the Coach:

## 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 Msr. 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)

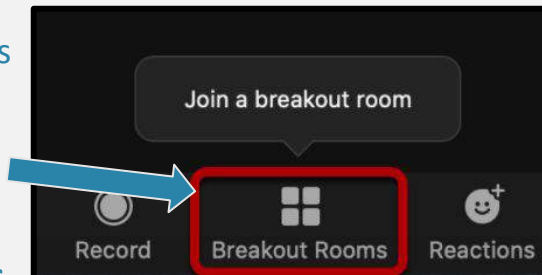
**\*You'll have 15 minutes with your Coach!**

**\*Then, follow the steps below to join the breakout room with your 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.





# Next Steps






**We want your feedback!**

Post-Webinar | 2 Question Survey

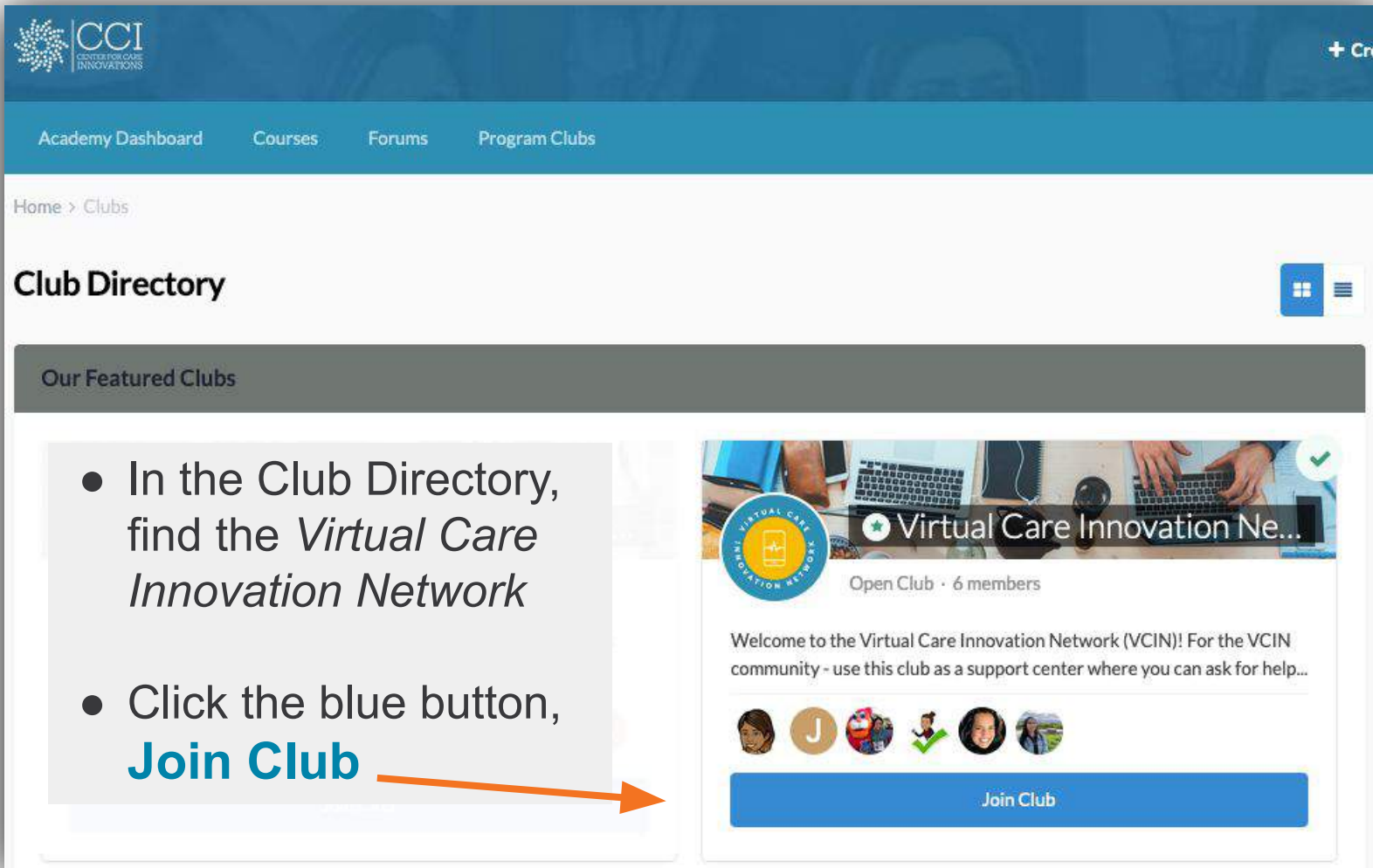


# Save the Dates!

2021								2022
May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan

 <p><b>Content Webinars</b></p>	<p><b>Tuesday, May 11th</b> 12 - 1:30 PM PST</p>		<p><b>Tuesday, July 13th</b> 12 - 1:30 PM PST</p>					
 <p><b>Share and Learns</b></p>				<p><b>Tuesday, September 21st</b> 12-2 PM PST</p>		<p><b>Thursday, November 18th</b> 12-2 PM PST</p>		<p><b>Tuesday, January 18th</b> 12-2 PM PST</p>
 <p><b>Experts from the Field</b></p>		<p><b>Tuesday, June 8th</b> 12 - 1:30 PM PST</p>		<p><b>Tuesday, August 17th</b> 12 - 1:30 PM PST</p>				

# Virtual Care Innovation Network Club



The screenshot shows the CCI Academy website interface. At the top left is the CCI logo (Center for Care Innovations). The navigation bar includes 'Academy Dashboard', 'Courses', 'Forums', and 'Program Clubs'. Below the navigation bar, the breadcrumb 'Home > Clubs' is visible. The main heading is 'Club Directory'. A dark grey bar below the heading is labeled 'Our Featured Clubs'. The featured club listing for 'Virtual Care Innovation Network' includes a circular logo, the club name, 'Open Club · 6 members', a welcome message, a row of member profile pictures, and a prominent blue 'Join Club' button. An orange arrow points from the 'Join Club' text in the list on the left to the 'Join Club' button on the club listing.

- In the Club Directory, find the *Virtual Care Innovation Network*
- Click the blue button, **Join 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!

# 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*



# Resources

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.



## Learning Hub

Access the Learning Hub for resources to support your efforts to advancing virtual care.



## ABCs of Quality Improvement (QI)

Short-Course series that provides a step-by-step approach to improving performance through brief videos, interactive activities, and peer sharing.



## Telemedicine for Health Equity Toolkit

The toolkit provides background information and concrete guidance for healthcare systems looking to initiate, expand, or improve telemedicine programs.



# Thank you!

For questions, contact:



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(she/her/hers)

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Applied Project Track

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