Welcome!

California ACEs Learning and Quality Improvement Collaborative (CALQIC)

ACEs Implementation Office Hours

August 19, 2021

CALQIC

Housekeeping Reminders

Audio
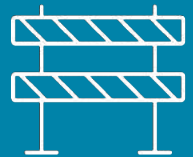Link your audio to video if you called in via phone

Name
Add your name & organization

Chat Box
Please chat in your questions

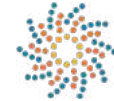### Tech Issue
Private chat Nikki Navarrete for assistance

Agenda

- **Housekeeping & Session Goals**
- **Warm Activity**
- **Sustainability & Spread**
- **Breakout Group Discussions**
- **Report Back & Questions**
- **Upcoming Opportunities**
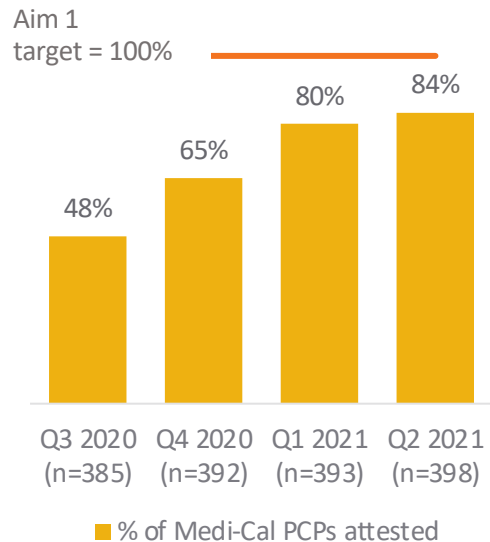- **Feedback & Closing**

Office Hours Goals

1 Share an overview and the key elements of the **ACEs Sustainability Framework and Assessment Tool**

2 Surface **core challenges and wins** in sustaining and spreading ACEs screening

3 Create **a space for sharing and peer connection** around opportunities to address core challenges

High-level insights from Q2 (April – June) clinical data reporting

Aim 1: Percent of Medi-Cal PCPs attested to the state ACEs training

Aim 1 target = 100%

- Q3 2020 (n=385): 48%
- Q4 2020 (n=392): 65%
- Q1 2021 (n=393): 80%
- Q2 2021 (n=398): 84%

■ % of Medi-Cal PCPs attested

Note: One clinic has not been able to report attestation rates.

Aim 2: Percent of participating clinics screening (pediatrics and/or adults)

Aim 2 target = 100%

- Q3 2020: 41%
- Q4 2020: 45%
- Q1 2021: 63%
- Q2 2021: 82%

■ % of sites screening (n=49)
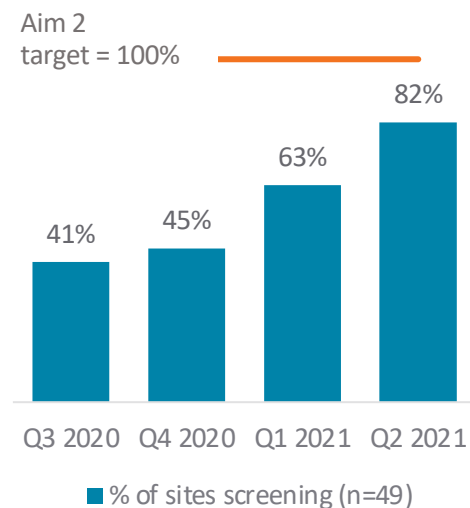
Summary of Q2 2021 screening data

- 20 clinics are screening **pediatric** patients only
  - Increase from 17 in Q1
- 7 clinics are screening **adult** patients only
  - Increase from 5 in Q1
- 13 clinics are screening **both** pediatrics and adults
  - Increase from 9 in Q1

Warm Up Activity

- Take a minute to reflect & use the chat box:

  - What is one change you've made from the past 18 months/COVID era that you want to sustain in your life,?

  - What are the steps you are going to take to make sure that change sticks?

Faculty

- Karissa Luckett, RN, BSN, MSW

- Proud to be a Nurse for over 25 years

- Has worked in quality arena and part-time for the Joint Commission for the past 12 years

- Doesn't know what she wants to be when she grows up

- Momma Bear to a lovely 16-year-old daughter and a 2-year-old Cavalier King Charles

# Using a Sustainability Framework & Matrix Tool

Key Factors to Sustain Change

1) Innovation

2) Measurement

3) Human Factors

4) Culture

5) Change Management

6) Leadership

7) Knowledge in Action

8) Engagement

9) Evaluation
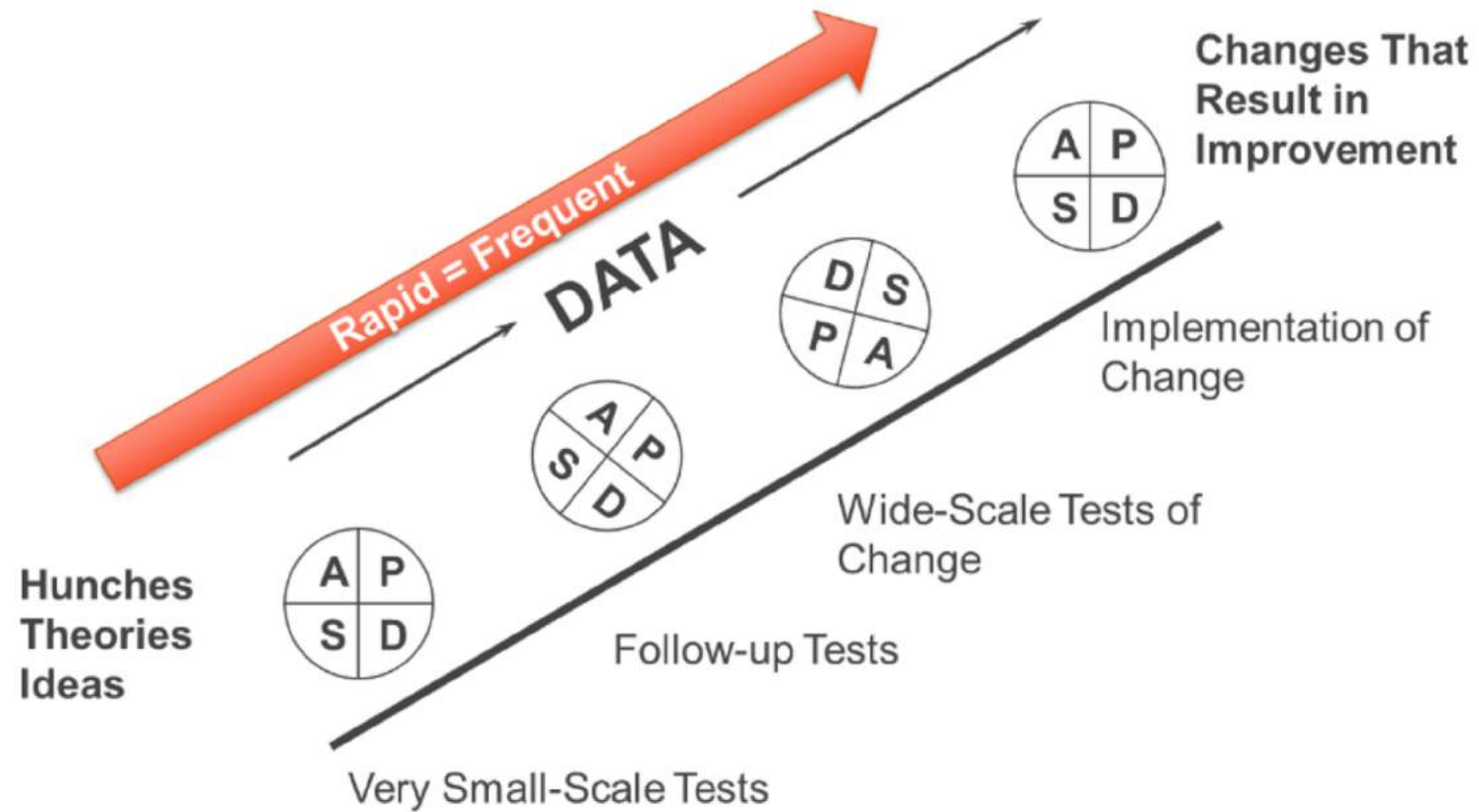
10) Empowerment

Jeffcott (2014)

Project Summary

- A PDSA model helps to standardize a workflow plan that will ensure sustainability

- Use insights and lessons learned (Knowledge in Action) to educate and train additional staff or re-engage (Engagement) strategic leaders

- Make sure you have a thorough monitoring

- Review other key documents to see if there are other opportunities to strengthen your project (storyboards, quarterly data reports, roadmap, change ideas)

IHI 2016
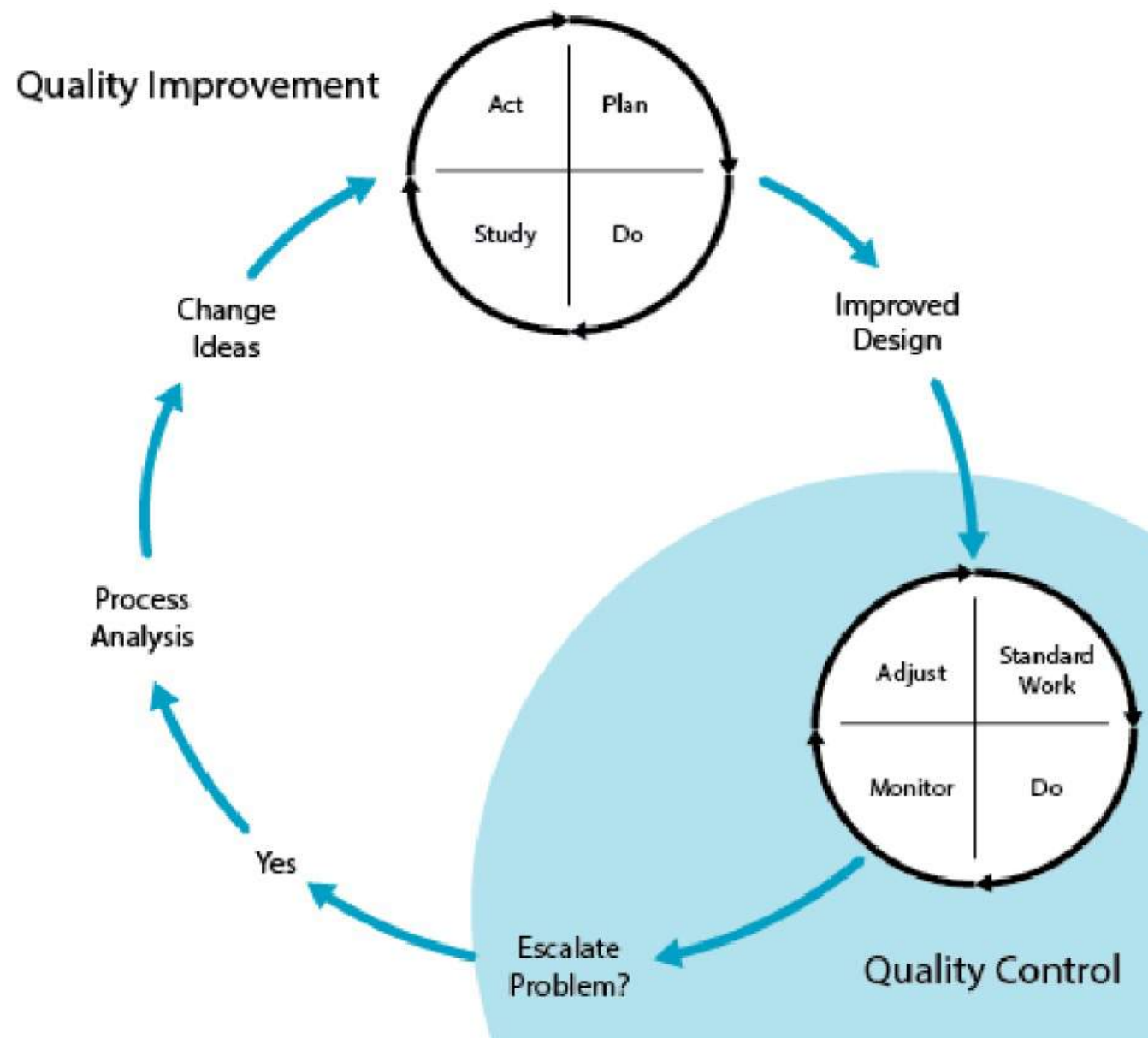
Change Ideas

Ramp Up: Rapid and Iterative Cycles

Rapid Cycle Worksheet

Title of PDSA:

Aim statement:

	PLAN				DO		STUDY	ACT
PDSA Cycle No.	What **change** are you testing?	What have you **learned** from previous PDSAs?	What do you **predict** will happen?	What **data** will you collect to know how it's working?	Date(s) of test	What did you **do**?	What did you **learn**?	What will you **do next**? (ex. forget it, more testing, ready to implement, ready to teach others)
1								
2								
3								

Sustainability Matrix

CALQIC

Process
- Value of Innovation and Adaptability
- Data Collection and ongoing Monitoring

Staff
- Staff Engagement and On-going Training
- Clinical and Leadership Engagement

Organization
- Infrastructure
- Fit with Strategy

Using the Matrix

Project Reflection and Sustainability Matrix	
Part I Process: Value of Innovation and Adaptability	
1) Describe what, if any, was the value or improvement the project brought to your clinic?	
2) What would need to be changed for the project to bring value/improvement to the clinic?	
3) Describe what, if any, was the value or improvement the project brought to patient care?	
4) What would need to be changed for the project to bring value/improvement to your patients'?	

Process Matrix Example

Project Reflection and Sustainability Matrix	
Part I Process: Value of Innovation and Adaptability	
Describe what, if any, was the value or improvement the project brought to your clinic?	Makes sure we're IDing kids who need psychosocial services. It felt good that the clinic was ready to handle whatever was going to come from asking these questions. Putting forward this philosophy that we care about these issues is important.
What would need to be changed for the project to bring value/improvement to the clinic?	1) having symptoms be determined by clinician 2) incorporating the health educator 3) clarifying procedure around tallying how many patients are referred to social workers

Staff Matrix Example

Staff: Staff Engagement and On-going Training	
Describe if and how staff saw value and were engaged in the project.	Social worker thought this was a positive experience for students. Helpful for her to talk with people. MA handed out screener but didn't get too involved- Jane really took ownership.
What would need to be changed to bring greater value/engagement for the staff in phase 2?	New RN should be brought in- so she knows what's being looked for. She could explain what the screener is for. She will be sent the webinar.
Was there a clear need for additional training of any of the clinic staff for the project's success?	The staff felt initially trained well. As we added extra people we felt that they were behind. They have 3 new NPs coming in Sept, one just started in June.

Organizational Matrix Example

Organization: Infrastructure	
What other team members did you identify as being *critical* to the success of the project that were not initially engaged when it started?	Always a push pull with our relationship with larger clinic system, so getting senior leadership buy-in will be important going forward.
Describe what other resources (staff/equipment/services) would have been useful in the project?	We are opening new site in the fall. There is a lot of hiring going on. Late fall or early winter would be a better time to start at other site

Breakout Groups

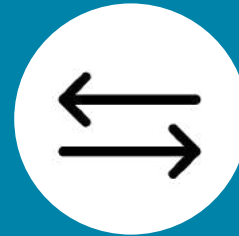# Breakout Groups

You'll be placed into one of two groups.

1   What factors contributed to your confidence in your teams' ability to spread and sustain your ACEs screening and response work?

2   What are the core challenges your team is facing in spreading and sustaining your ACEs screening?

3   Share a strategy that has been successful in helping your organizations spread your ACEs screening efforts.

Considerations

Is it time to spread or sustain?

CALQIC

 Process Factors (innovation, data collection)

 Staff Factors (engagement, training)

 Organization Factors (alignment, infrastructure)

Report Back

Reflection

CALQIC

1 What factors contributed to your confidence in your teams' ability to spread and sustain your ACEs screening and response work?

2 What are the core challenges your team is facing in spreading and sustaining your ACEs screening?

3 Share a strategy that has been successful in helping your organizations spread your ACEs screening efforts.

Closing

Important Dates & Timelines

Clinic Interviews with CCHE

August

Endpoint Assessment

September

Core Team Interviews

September-October

Final Quarterly Data Report

October 15

September 21, from 11am-2pm
Final Virtual Content Session

1 Showcase and celebrate CALQIC teams' work over the past 16 months, including hearing cohort-wide evaluation highlights and directly from teams about their top CALQIC takeaways and their vision for ACEs screening and response work moving forward.

2 Identify and discuss roadblocks, opportunities, and supportive resources to sustain the implementation and spread of ACEs screening.

3 Learn about what's next in the movement to prevent and address the impact of ACEs ad toxic stress.

Reminders

- **Register:** https://www.careinnovations.org/calqic-sept21-final-learning-session/
- **Pre-Work:**
  - During this session, all teams will be asked to share about your CALQIC journey with two other teams in breakout rooms.
  - These slides are a template to structure your sharing. Instead of slides, consider making a 2-3 minute video that "shows" what you want to share. We encourage you to be creative—this is your story!
  - Due September 10 to nikki@careinnovations.org.

Poll

Experience

On a scale of 1-5, please select the number below that best represents your overall **experience** with today's session:

(Single Choice)
5 - Excellent
4 - Very Good
3 - Good
2 - Fair
1 - Poor

Use of Time

Please select the number below that best represents your response to the statement: **Today's session was a valuable use of my time.**

(Single Choice)
5 - Excellent
4 - Very Good
3 - Good
2 - Fair
1 - Poor

Thank you!

For questions contact:

Megan O'Brien

(she/her/hers)

Director

mobrien@careinnovations.org

Nikki Navarrete

(she/her/hers)

Senior Program Coordinator

nikki@careinnovations.org

Jackie Nuila

(she/her/hers)

Program Manager

jacqueline@careinnovations.org

CALQIC

CCI
CENTER FOR CARE INNOVATIONS