Welcome!

California ACEs Learning and Quality Improvement Collaborative (CALQIC)
Virtual Session #3
December 10, 2020

While we’re waiting, please:

Find your team name and add the number to the front of your name
(i.e. 11. Jessicca Moore, PHC)

If you called in, please be sure to link your video with your phone.

If you’re a guest, no need to rename yourself.

1. Borrego Community Health Foundation
2. Eisner Pediatric and Family Medical Center
3. Family Health Centers of San Diego
4. Harmony Health Medical Clinic and Family Resource Center
5. La Clinica de La Raza Inc.
6. LA County Department of Health Services
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11. Petaluma Health Center
12. Santa Barbara Neighborhood Clinics
13. Santa Rosa Community Health
14. Sonoma County Indian Health Project
15. The Regents of the University of San Francisco - Fresno
n/a If you’re a guest, no need to rename yourself.
Housekeeping Reminders

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

Chat Box
Please chat in your questions

Name
Add your team number in front of your name

Tech Issue
Private chat Jaclyn Lau for assistance
CCI Program Leads

Tammy Fisher  
Senior Director

Megan O’Brien  
Senior Program Manager

Nikki Navarrete  
Senior Program Coordinator

Jackie Nuila  
Program Manager
CALQIC UCSF Leadership

Anda Kuo  
MD, UCSF Co-Director

Marguerita Lightfoot  
Ph.D. UCSF Co-Director

Eddy Machtinger  
MD, UCSF Co-Director

Naomi Bardach  
MD, MAS, UCSF Evaluation Lead
Grounding Exercise

“...When pain is met with caring presence, something magical happens. The pain eases. It opens and unfolds like a bud in spring.”
- Don Jay Sozer
**Program Structure**

15-month learning collaborative that will build on existing organization-led initiatives & interventions so that clinics can further **test, develop & strengthen** their role as a place to screen for ACEs, treat trauma & promote resilience.

**Phase 1**
Building a Foundation for ACEs
Screening & Response

**Phase 2**
Test & Implement ACEs
Screening & Response

**Phase 3**
Spread & Sustain
Phase 1: Building a Foundation

Baseline assessment

Data Report Dashboard

Baseline Workflow
Phase 1: Building a Foundation

**Solidifying your project team.**

**Identifying strengths and opportunities related to ACEs screening and response.**

**Understanding the current state of ACEs screening and response.**

**Developing a roadmap to guide your work over the next 10 months.**
Session Goals

1. You will learn about a model for making change in order to accelerate progress in implementing ACEs screening and response.

2. You will develop a strong aim statement to clarify what you are trying to accomplish with your work in CALQIC.

3. You will start developing a project roadmap to guide your work as well as to measure and track your progress over the remainder of CALQIC.
Agenda

- Project Roadmap: Setting Aims & Sub-Aims
- CALQIC Team Aim Swap
- Project Roadmap: Changes & Activities
- Team Time
- Report Back
- Upcoming Dates & Opportunities
- Feedback
- Closing
Looking Toward 2021

Complete your roadmap and submit to CCI by February 1

Learn about small tests of change at our February 18 content webinar

Test and learn about the core changes needed to drive ACEs screening and response

Share back what you are testing and learning at our March 16 Peer Learning Session
CALQIC UCSF Leadership

Eddy Machtinger
MD, UCSF Co-Director
Building a Project Roadmap & Setting CALQIC Aims
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 15-year-old daughter and a 1-year-old Cavalier King Charles
Tackling the problem:
Using Evidence-Based Improvement Methodology

Model for Improvement

<table>
<thead>
<tr>
<th>What are we trying to accomplish?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What changes can we make that will result in improvement?</td>
</tr>
<tr>
<td>How will we know that a change is an improvement?</td>
</tr>
</tbody>
</table>

Act Plan
Study Do

Aim Change Measure

From Associates in Process Improvement.
Building a Team Roadmap

Your overall project aim is the “why” and what you hope to accomplish in the program.

Your sub-aims support your overall aim and are aligned with the TRIADS Framework. There are 5 core CALQIC sub-aims. Your team will set your additional sub-aim(s) to address relational healing and equity.

These are the big changes and activities you’ll make over the course of the program. TRIADS is a great source for changes/activities!

We’ll break down the big changes and activities into smaller ones to test out and see what works. This isn’t part of the roadmap and we’ll cover it in Phase 2.
Developing an Overarching Aim Statement

Answer the question: *What do you hope to accomplish in CALQIC by October 31, 2021?*

Tips for clear aim statements:

- Define the target population (who is specifically impacted by the aim?)
- Have a main measure and target (i.e., achieve a specific threshold)
- Time specific (by when?... October 31, 2021 or earlier?)
- **SMARTIE:** *Specific, Measurable, Ambitious, Relevant, Time-bound, Inclusive, Equitable.*
Example: Overarching Aim

Thrive organization recognizes the impact of ACEs on the health and wellbeing of our patients and staff, and believes in a healing, relational, and equity centered approach toward screening and responding to ACEs. To that end, Thrive Clinic will improve ACEs screening in all three clinic sites using the PEARLS tool for pediatric patients 0-3 in well-child visits from 20% to 60% by October 31, 2021.
Building a Team Roadmap

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Sub-Aims for All CALQIC Teams

1. We will train and attest 100% of our eligible clinicians through ACES Aware by October 31, 2020.
2. All participating sites will be screening for ACEs by October 31, 2021 using PEARLS for pediatrics and/or an appropriate tool for adults.
3. We will be able to report screening data by participating sites by October 31, 2021.
4. We will be able to report screening data by race/ethnicity by October 31, 2021.
5. We will screen at least 50% of the patients in our target/eligible population by October 31, 2021.
6. Develop your own additional sub-aim(s) to address relational healing and equity.
Sub-Aims

SCREENING
Screen for the triad of:
1) adversity, a. immediate safety b. ACEs
2) current distress, 3) strengths

EDUCATION
Patients/families understand the connection between trauma and health, the role of protective factors, and available resources for safety and healing.

RESPONSE
Express empathy; address immediate safety; collaborate with patient/family on referrals to services that promote safety, connection and healing.

FOUNDATION
Trauma and resiliency-informed values; clinic champion(s); buy in from organizational leadership; interdisciplinary team-based care; community partnerships; patient/family engagement; commitment to health equity.

Clinic capabilities related to ACEs screening and response

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<thead>
<tr>
<th>No</th>
<th>Sometimes/somewhat</th>
<th>Yes</th>
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</thead>
<tbody>
<tr>
<td>1. Understanding of and commitment to trauma and resilience-informed care and supporting practices</td>
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<tr>
<td>Our clinic provides education or training to all staff and providers on trauma and resilience and implications for care</td>
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<tr>
<td>2. Leadership is supportive of screening and response to ACEs and actively promotes trauma and resilience-informed care</td>
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<tr>
<td>Leadership focuses on recruitment and retention of diverse health care team members (i.e., providers that reflect the racial, ethnic, and cultural diversity of our patient population) with trauma-sensitive care experience</td>
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<tr>
<td>Leadership engages in training activities related to trauma-informed care, including training on care and safety issues related to the patient and their family, and on strategies to reduce trauma and build a culture of safety and collaboration</td>
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1. No
2. Sometimes/somewhat
3. Yes
4. Unsure

1. No
2. Sometimes/somewhat
3. Yes
4. Unsure
5. Unsure
CALQIC Team Aim Swap
If you called in, please be sure to link your video with your phone.

Find your team name and add the number to the front of your name (i.e. 11. Jessicca Moore, PHC)

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Activity Tips

The intention of the breakout session is to share your teams draft aim statement and provide feedback about how it can be stronger and ask questions of your peers about the direction that their work is headed.

Is it clear what the team is hoping to accomplish in CALQIC?

Is the Aim Statement SMARTIE? Can it be SMARTIEr?

Has the team identified their eligible/target population?

How has the team addressed racial and equity factors?
Building a Project Roadmap & Identifying CALQIC Changes
Building a Team Roadmap

Overall Project Aim (SMARTIE)

Your overall project aim is the “why” and what you hope to accomplish in the program.

Sub-Aims (SMARTIE)

Your sub-aims support your overall aim and are aligned with the TRIADS Framework. There are 5 core CALQIC sub-aims. Your team will set your additional sub-aim(s) to address relational healing and equity.

Change Activities & Measures

These are the big changes and activities you’ll make over the course of the program. TRIADS is a great source for changes/activities!

We’ll break down the big changes and activities into smaller ones to test out and see what works. This isn’t part of the roadmap and we’ll cover it in Phase 2.
Tracking Efforts through the Roadmap

**Overall Project Aim (SMARTIE)**

**Sub-Aims (SMARTIE)**

**Change Activities & Measures**

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**CALQIC Roadmap**

This roadmap is intended to support teams in clearly defining the opportunity and importance of their project, their aims and sub-aims, as well as key activities to support meeting their aims. This roadmap can also be used to build consensus, understanding, and support the project, and to have a single, brief and descriptive document to share broadly across the organization when it is helpful.

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<th>Date Last Modified:</th>
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**Organization:**

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**Project Leads:**

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**Project Team Members (Roles):**

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**Decision Making Process:**

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**What are we trying to accomplish?**

**Opportunity for Change: Background and Reason for Effort**

(In the team's own words, what's your "why"? What problem(s) are you trying to solve?)

---

**Aim Statement**

(What's your overall goal and by when? Remember SMARTIE = Specific, Measurable, Ambitious, Relevant, Timelbound, Inclusive, and Equitable)
CALQIC Roadmap

This roadmap is intended to support teams in clearly defining the opportunity and importance of their project, their aims and sub-aims, as well as key activities to support meeting their aims. This roadmap can also be used to build consensus, understanding, and support the project, and to have a single, brief and descriptive document to share broadly across the organization when it is helpful.

Date Created: Date Last Modified:

| Organization: | |
| Project Leads: | |
| Project Team Members (Roles): | |
| Decision Making Process: | |

What are we trying to accomplish?

Opportunity for Change: Background and Reason for Effort
(In the teams’ own words, what’s your “why”? What problem(s) are you trying to solve?)

Aim Statement
(What’s your overall goal and by when? Remember SMARTIE = Specific, Measurable, Ambitious, Relevant, Timebound, Inclusive, and Equitable)
Key Changes/Activities to support Sub-Aim: These are ideas for changes and activities that come out of brainstorms, driver diagrams, etc.

### 1. We will train and attest 100% of our eligible clinicians through ACES Aware by October 31, 2020

- Hold a focus group with clinicians from all three sites to understand facilitators and barriers to getting certified, and to screening for ACEs by January, 2021.
- Develop training strategy based on feedback from the focus group by February 2021.
- Test training strategy by March 2021.
- Refine, and implement training strategy beginning April, 2021.

<table>
<thead>
<tr>
<th>Measures</th>
<th>Data Gathering Plan</th>
<th>Baseline</th>
<th>Goal</th>
</tr>
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<tbody>
<tr>
<td># of clinicians that completed the ACES Aware training</td>
<td>Self reported: Roberto will collect data monthly by asking for an update at monthly all clinician meetings until all clinicians have been certified.</td>
<td>0</td>
<td>20</td>
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### 2. All participating sites will be screening for ACEs by October 31, 2021 using PEARLS for pediatrics and/or an appropriate tool for adults.

### 3. We will be able to report screening data by participating sites by October 31, 2021.
# Methods to Generate Change Ideas

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<th>Driver diagrams</th>
<th>Process mapping</th>
<th>Journey mapping</th>
<th>Empathy mapping</th>
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<tr>
<td>Brainstorming</td>
<td>Using Sticky notes</td>
<td>TRIADS framework</td>
<td>Capacity Assessment</td>
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Team Time
Team Time

Remember to designate a team member as your notetaker.

1. Reflect on your aim statement: do you need to make any modifications?

2. Good to go on your aims? Get a head start on your roadmap. Define your “why.”

3. Determine next steps: when are you meeting next to work on your roadmap? What support do you need?
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Report Back
Team Reflection

1. What was the most difficult thing about getting started with your roadmap?

2. What other questions do you have?

3. Do you have clear next steps?
Next Steps

Set up time with your team & coach to work on your roadmap

Submit your roadmap to CCI by February 1

Office hours with Karissa starting in January - virtual consults!

Need more support? Check out CCI’s QI training at https://www.careinnovations.org/cci-academy/
Feedback & Closing
**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
Important Dates & Timelines

- **Q1 Quarterly Data**
  - January 15

- **Optional Office Hours**
  - January 21

- **Evaluation Interviews**
  - January - February

- **Roadmap Due to CCI**
  - February 1
Peer Learning Community:

**Coaching:** Monthly Team Calls

- **Optional Connection Call**
  - Jan 21, 2021 (12:30-2)

- **Content Webinar**
  - Feb 18, 2021 (12:30-2)

- **Peer Learning Session #2**
  - Mar 16, 2021 (11-2)

- **Optional Connection Call**
  - Apr 22, 2021 (12:30-2)

- **Content Webinar**
  - May 20, 2021 (12:30-2)

- **Peer Learning Session #3**
  - June 22, 2021 (11-2)

- **Optional Connection Call**
  - July 22, 2021 (12:30-2)

- **Content Webinar**
  - Aug 19, 2021 (12:30-2)

- **Final Peer Learning Session #4**
  - Sept 21, 2021 (TBD)

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**Data Reporting and Evaluation Activities**

- **Interviews**
  - Jan-Feb 2021

- **Quarterly Report #2**
  - By Jan. 15, 2021

- **Quarterly Report #3**
  - By April 15, 2021

- **Quarterly Report #4**
  - By July 15, 2021

- **Quarterly Report #5**
  - By Oct. 15, 2021

- **Endline Assessment**
  - September 2021

- **Final Report to CCI**
  - Oct 31, 2021

Surveys to gauge satisfaction with sessions, webinars, TA, etc.
Program Portal

- Upcoming Events & Activities
- Who’s in the Program & CALQIC Community
- Information on Evaluation & Data Reporting
- Archive of virtual events
- TRIADS Framework & Tools

www.careinnovations.org/calqic-portal
Upcoming CALQIC Opportunities

Launch of 2-hour training for implementation teams working on ACEs screening in the pediatric setting

Call for clinic-created content so that our patient community advisory board and clinical advisory council can offer feedback.

Email Sarah Ismail, CALQIC Content Team Lead at sarah.ismail@ucsf.edu.
Upcoming External Opportunities

Dovetail Learning, CCI, and ACEs Connection Webinar
“We Are Resilient”
December 16, 2020 at 3-4pm

https://www.acesconnection.com/blog/corrected-link-we-are-resilient-strengthening-resilience-in-ourselves-and-our-patients#comments

ACES Aces Grant Opportunity to Support Networks of Care
Due: December 21, 2020

https://www.acesaware.org/blog/grant-opportunity-support-trauma-informed-networks-of-care/
Chat Box: How did today go?

• I like... *(things you liked about the session including the structure and content)*
• I wish... *(things you wish had been different or included in this session, or as a part of future sessions)*
• I wonder... *(outstanding questions about the content and what comes next)*
Thank you!

For questions contact:

Megan O’Brien
(she/her/hers)
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Nikki Navarrete
(she/her/hers)
Senior Program Coordinator
nikki@careinnovations.org

Jackie Nuila
(she/her/hers)
Program Manager
jacqueline@careinnovations.org