

Welcome!

California ACEs Learning and Quality Improvement Collaborative (CALQIC)

Roadmap Office Hours

January 21, 2021



Housekeeping Reminders



Audio

Link your audio to
video if you called in
via phone



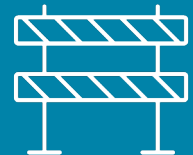
Name

Add your name &
organization



Chat Box

Please chat in your
questions



Tech Issue

Private chat Nikki
Navarrete for assistance

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



Office Hours Goals

1

To provide an **overview & refresher of the CALQIC sub-aims** and roadmap, including examples of sub-aims related to equity and relational healing, as well as to share some ways to **generate and prioritize change ideas and get started on small tests of change.**

2

To respond to **questions** about developing sub-aims and your teams' roadmap.

3

To create opportunities for **peer sharing and connections.**



Agenda



**Refresher: Project Roadmap,
Setting Aims & Sub-Aims**



**Example Relational Healing
& Equity Centered Aims**



Breakout Groups



Report Back & Questions



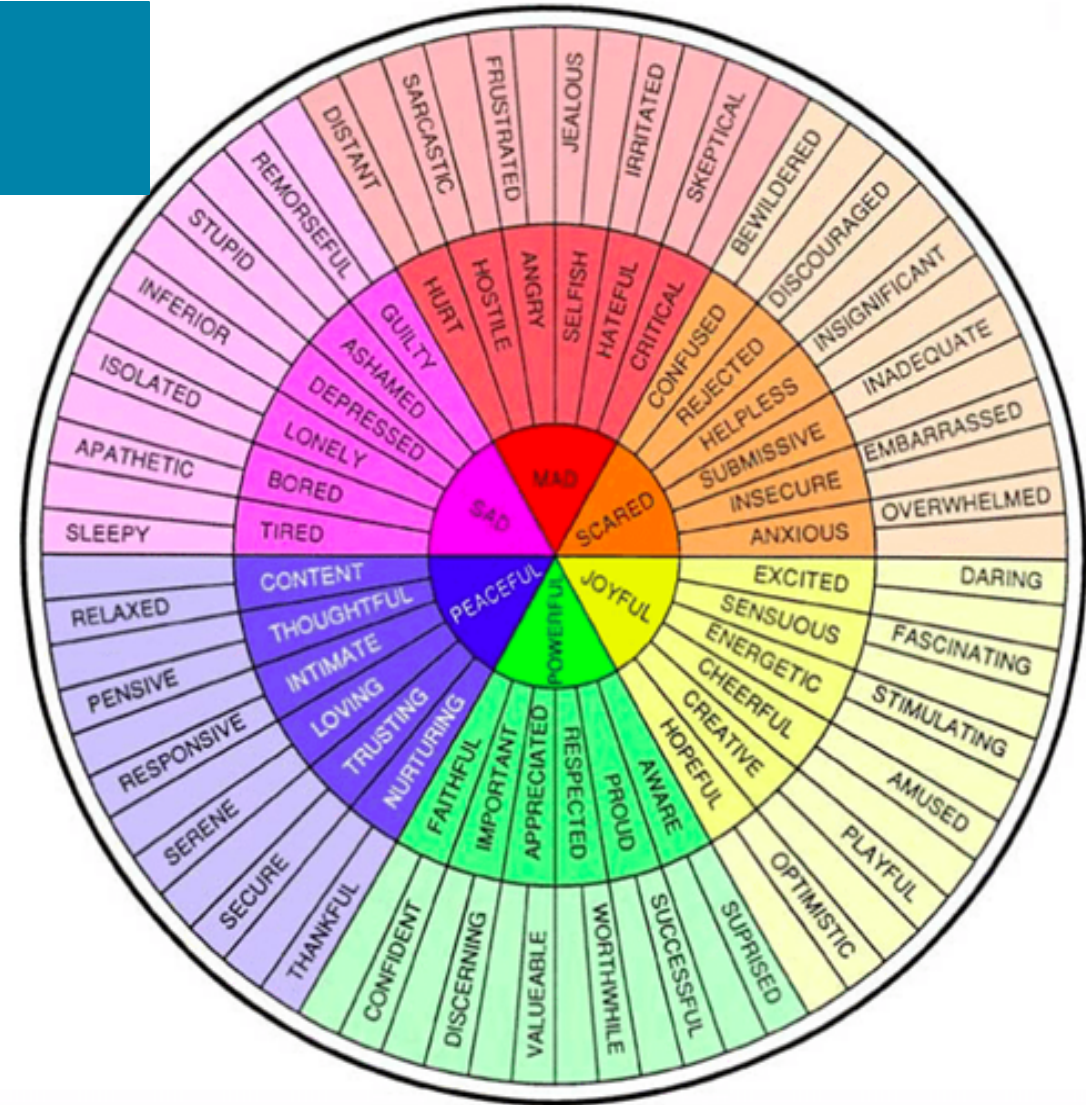
Feedback



Closing

Warm Up Activity

- Share your name & organization
- Using the Feeling Wheel, identify and share a couple of top emotions that you've experienced thus far in 2021
- Link:
https://cdn.gottman.com/wp-content/uploads/2020/12/The-Gottman-Institute_The-Feeling-Wheel_v2.pdf

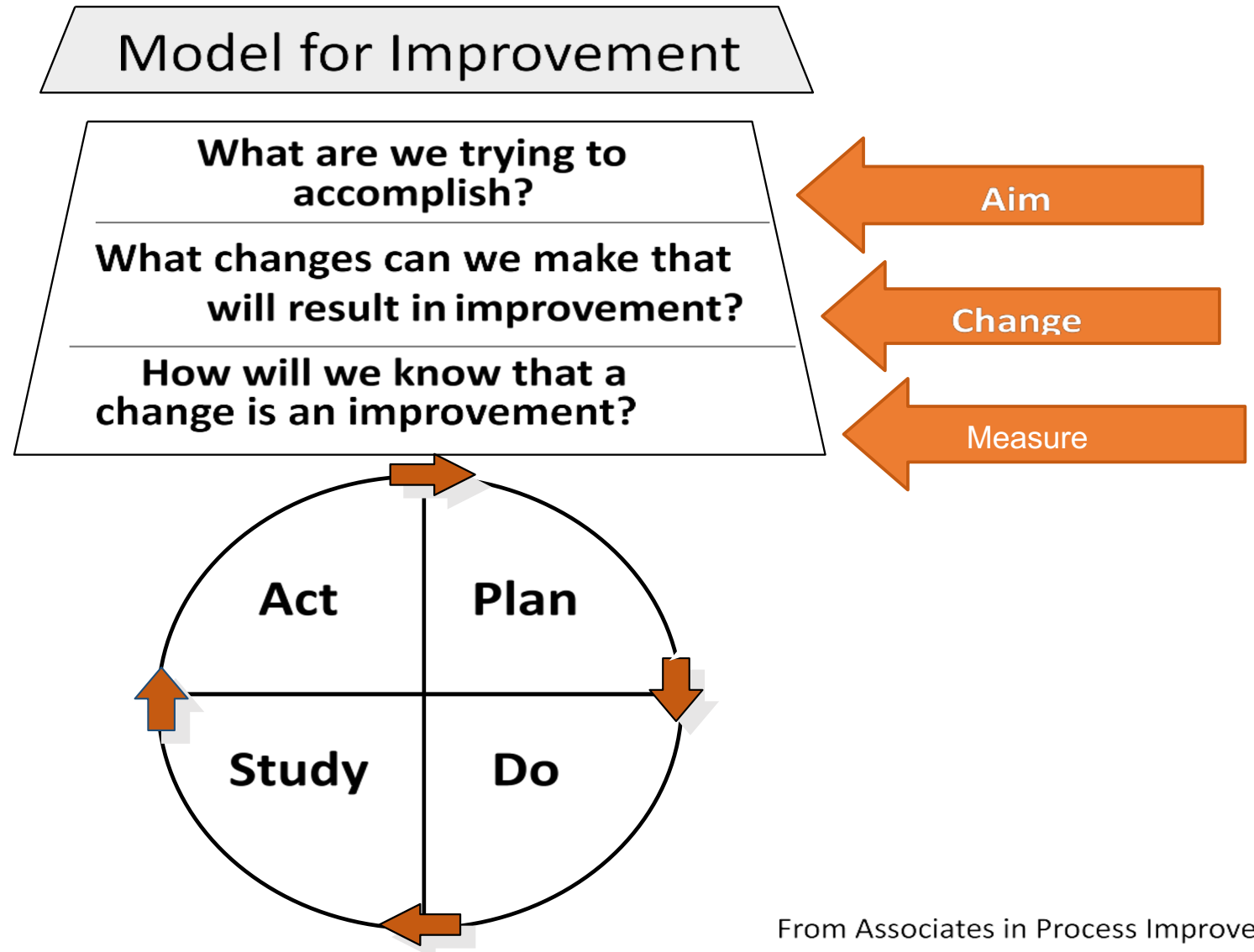


Refresher: Building a Project Roadmap & Setting CALQIC Aims



Tackling the
problem:

Using
Evidence-
Based
Improvement
Methodology



From Associates in Process Improvement.

Building a Team Roadmap



Project Aim
(SMARTIE)

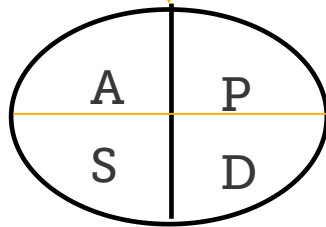
Your overall project aim is the “why” and what you hope to accomplish in the program.

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.

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.

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 brainstorm, driver diagrams, etc.	Measures for Sub-Aim: how will you know the change or activity you're doing is working?			
	Measures	Data Gathering Plan	Baseline	Goal
1. We will train and attest 100% of our eligible clinicians through ACES Aware by October 31, 2020				
<ul style="list-style-type: none">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.	# of clinicians that completed the ACEs Aware training	Self reported: Roberto will collect data monthly by asking for an update at monthly all clinician meetings until all clinicians have been certified.	0	20
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

Driver
diagrams

Process
mapping

Journey
mapping

Empathy
mapping

Brainstorming

Using Sticky
notes

TRIADS
framework

Capacity
Assessment

Prioritization Matrix



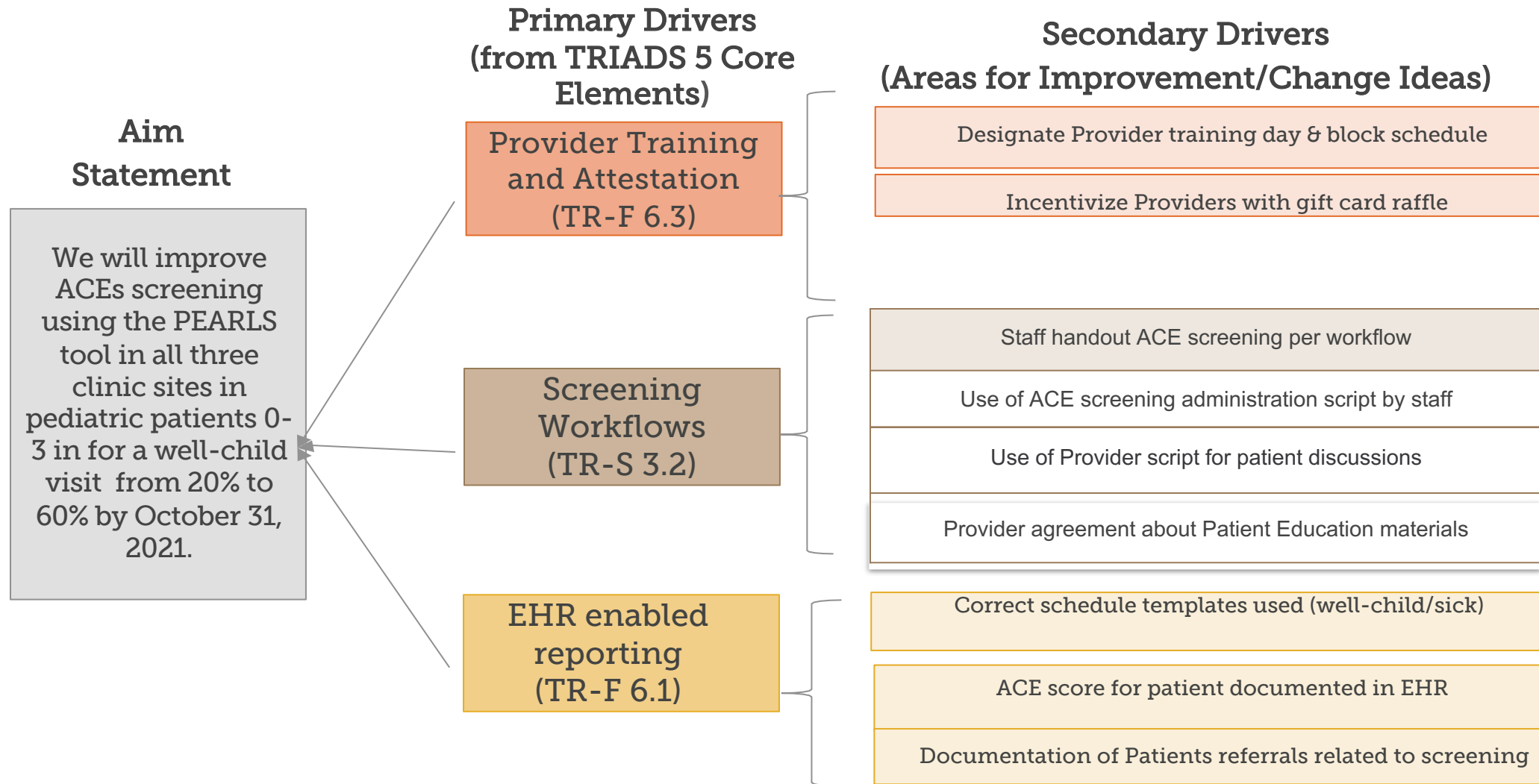
Change Idea	Organizational Mission/Vision	Org Strategic Initiatives	Triad Framework	5 Core Elements
Idea	Score 0-3	Score 0-3	Score 0-3	Score 0-3
Idea	Score 0-3	Score 0-3	Score 0-3	Score 0-3

- Score ideas 0-3, 3 being best alignment, 0 being no alignment
- Ideas from 9-12 should be considered as optimal for implementation
- Ideas with a score 6-8 should be tabled for later implementation
- Ideas with a score less than 5 should be put into parking lot for future re-evaluation

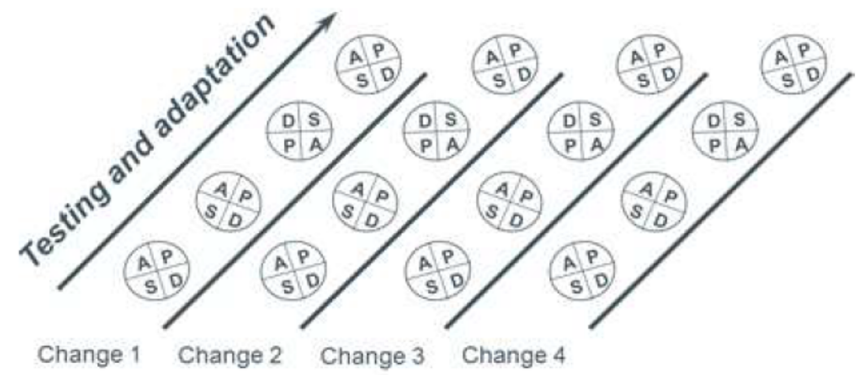
Example Driver Diagram



Generation of
Brilliant
Change Ideas



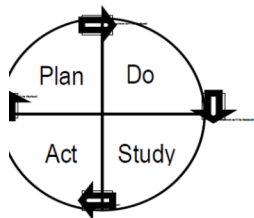
Start Testing Changes: Rapid PDSAs



Title of PDSA:

Aim statement:

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



PDSA WORKSHEET

Team Name:	Date of test:	Test Completion Date:
Overall team/project aim:		
What is the objective of the test?		



PLAN: Briefly describe the test.

What have we learned from previous related PDSAs? Summarize briefly.

How will you know that the change is an improvement?

What do you predict will happen?

PLAN

List the tasks necessary to complete this test (what)	Person responsible (who)	When	Where
1.			
2.			
3.			
4.			
5.			
6.			

Plan for collection of data:

DO: Test the changes.

Was the cycle carried out as planned? ☐ Yes ☐ No

Record data and observations.

What did you observe that was not part of our plan?

STUDY:

Did the results match your predictions? ☐ Yes ☐ No

Compare the result of your test to your previous performance:

What did you learn?

ACT: Decide to Adopt, Adapt, or Abandon.

☐

Adapt: Improve the change and continue testing plan.
Plans/changes for next test:

☐

Adopt: Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability

☐

Abandon: Discard this change idea and try a different one

Next Steps



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



Office hours with Karissa starting in January - virtual consults!



Submit your roadmap to CCI by February 1



Need more support? Check out CCI's QI training at <https://www.careinnovations.org/cci-academy/>

Relational & Health Equity Goals

CALQIC Idea Menu Health Equity and Relational Healing Goals

Objective	Reason	Recommendation
Empathic Environment		
Assess the clinic's environmental empathy and develop project plan to address/enhance it.	Empathic care, including care conveyed through the physical environment, directly influences patients' self-disclosures of sensitive information, making screening more effective.	
Assess the clinic's cultural responsiveness in relation to the physical environment (i.e. does art reflect the culture and community of patients served?)	When patients do not see visual indicators of representation in the physical environment, the health care teams' understanding and empathy toward these patients will likely not be assumed, impacting screening effectiveness.	
Develop a goal oriented project plan around all receptionists ensuring they greet the patient before engaging in a "business transaction".	Goodwill greetings are a core component of effective empathy conveyance; goodwill greetings are often unevenly distributed, with our affinity group receiving more than 'out-groups'. Patients' experience of empathy will influence their willingness to self-disclose on screening and/or in response conversations.	Ensure there is a "Good Morning", before "Sign in here" or "Do you have an appointment?". This can be measured (re: QI)

Breakout Groups





Breakout Groups

Remember to designate a facilitator and a notetaker.

- 1 How is your progress on your roadmap going?
- 2 What challenges are you encountering what what questions do you have?
- 3 Determine next steps: when are you meeting next to work on your roadmap? What support do you need?

Report Back





Reflections

- 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?

Feedback & Closing



Important Dates & Timelines

Roadmap
Due to CCI
February 1

Evaluation
Interviews
with CCHE
February

Content
Session
February 18

Peer
Sharing
Session
March 16

February 18 Virtual Content Session: Moving TRIADS from Theory to Practice



1

Hear about the deep connection between Adverse Childhood Experiences and Trauma Informed Systems from Dr. Ken Epstein.



2

Observe role plays from Dr. Alicia Lieberman & CALQIC Coach Chris Bradley, modeling practices that can support relational healing and equity goals.



3

Discuss ways to implement relational care into your clinic settings.



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

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

**We'll stay on the line for
additional questions!**

