Welcome!
California ACEs Learning and Quality Improvement Collaborative (CALQIC)
Final Virtual Peer Learning Session
September 21, 2021

While we’re waiting, please:
Find your organization and add the number to the front of your name

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

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

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

Name
Add your organization & team number in front of your name

Chat Box
Please chat in your questions

Tech Issue
Private chat Jaclyn or Nikki for assistance
Session Goals

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. 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 and toxic stress.
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<th>Time</th>
<th>Session Title</th>
<th>Speaker(s)</th>
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<tr>
<td>11:00</td>
<td>Welcome and Introduction</td>
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<tr>
<td>11:10</td>
<td>CALQIC Accomplishments &amp; Evaluation Reflections</td>
<td>Megan O’Brien, CCI; Monika Sanchez, CCHE; UCSF Co-Directors</td>
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<tr>
<td>11:25</td>
<td>Virtual Sharing: Your CALQIC Journey</td>
<td>CALQIC Teams</td>
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<td>12:05</td>
<td>Break!</td>
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<td>12:10</td>
<td>Supportive Resources</td>
<td>Anda Kuo, UCSF; Andy Krackov; Hillcrest Advisors</td>
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<td>12:45</td>
<td>Wireshape Chat: How has doing this work changed your relationships w/ coworkers &amp; patients/families?</td>
<td>Ken Epstein in conversation with CALQIC coaches Leena Singh, Elizabeth Morrison, and Chris Bradley and CALQIC Team Members Dr. Gina Johnson (NEVHC), Dr. Sara Johnson (La Clinica), and Dr. Eric Fein (LA County)</td>
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<tr>
<td>1:00</td>
<td>Break!</td>
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<td>1:10</td>
<td>Remarks from California’s Surgeon General</td>
<td>Dr. Nadine Burke Harris</td>
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<td>1:40</td>
<td>Celebrate &amp; Closing</td>
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Grounding Exercise

"When pain is met with caring presence, something magical happens. The pain eases. It opens and unfolds like a bud in spring."

- Ben Jay Bosler
Program Journey
Where We Started...

How will we get our care teams to adopt and be enthusiastic about yet another workflow when they have been stretched outside their comfort areas constantly for the last 3+ months?

What will the impact of COVID-19 be for our workforce and our patients?

Can we make this a priority in the face of COVID related challenges?

Coaching in a virtual environment...an experiment!

Trauma Informed Systems In This Moment
…And Where We’ve Come

“We need to remember that self-care is essential to remain effective... and we also need to remember that there’s a crack in everything and that mistakes can be repaired. That we are all learning together.”

-Dr. Alicia Lieberman

What Families Have To Say

Insights from Patients and Caregivers who have completed ACES Screening

What can California health providers/clinicians do to make the screening experience better?

Cristina: A veces, las personas latinas tienen miedo cuando tratan problemas de salud mental y las pruebas de detección de ACE eliminan el estigma que sufren. (Sometimes Latino people have fear when talking about mental health issues and this – ACEs screening – breaks down this stigma for them.)

Monique: Provide patients with brochures/videos that discuss what ACEs are as well as community resources. When screening children, ask if anyone in your family has been affected by ACEs. Then go down the list of family members; clients will then understand that if they have been affected their child can be too.
Important Dates & Timelines

- Endpoint Assessment: September 24
- Core Team Interviews: September-October
- Final Quarterly Data Report: October 15
- Final Budget Reconciliation to CCI: November 15
Evaluation

Reflections
Thank you from our team at the Center for Community Health and Evaluation (CCHE)!

Maggie Jones, Director

Lisa Schafer, Senior Evaluation & Learning Consultant

Monika Sanchez, Evaluation & Learning Associate

Creagh Miller, Evaluation & Learning Associate

Kate Katzman, Evaluation & Learning Associate
CALQIC teams have made steady progress toward their aims

**Aim 1:** Percent of Medi-Cal PCPs attested to the state ACEs training
- Target = 100%

**Aim 2:** Percent of participating clinics screening (pediatrics and/or adults)
- Target = 100%

- 20 clinics are screening children
- 7 clinics are screening adults
- 13 clinics are screening both

= over 9,000 ACEs screenings

*Data through June 30, 2021*

Note: One clinic has not been able to report attestation rates.
ACEs screening and response has helped create deeper and more therapeutic relationships with patients

“When I talk to parents about their child’s experiences, they start telling me all sorts of stuff about their own childhood. It’s given me useful insights into the family, and we can start that conversation in a way that feels safe for them.”

“We want [patients] to know if they’re checking a box and it’s something concerning, that we’re here to help them, even if it’s just to listen to them or let them vent.”

“We’re slowly learning that sometimes it’s not that we have to refer people somewhere. We can start a conversation with them about the things that they’ve been through and help them feel heard and understood.”
What’s left to learn from the CALQIC learning collaborative evaluation?

Final data collection:

- Organization-level interviews (virtual)
- Clinic capacity assessment due September 24 (online)
- Q3 clinical data reporting due October 15 (via email)

Sharing back with teams:

- Capacity assessment summary for your organization, comparing 2020 and 2021
- Q3 clinical data dashboards
- CCHE’s final report to UCSF will be shared with CALQIC teams
CALQIC UCSF Leadership

Anda Kuo  
MD, UCSF Co-Director

Marguerita Lightfoot  
Ph.D. UCSF Co-Director

Edward Machtinger  
MD, UCSF Co-Director
Your CALQIC Journey
Turn your webcam on so you can connect with each other.

Activity Goals & Tips

The intention of the “Your CALQIC Journey” session is share about your teams work as well as lessons learned and hear about what other teams have been working on.

Your team will be placed into a breakout room with two other teams, as well as a facilitator and a notetaker.

Your teams’ slides have been uploaded to a google doc and your facilitator will share their screen and your slides. Your team will have about 5-7 minutes to share.

You’ll have the opportunity to ask questions after each presentation.

Turn your webcam on so you can connect with each other.
Cohort Breakouts

**Breakout Group #A**
Facilitated by: Megan
Notetaker: Renyea
- LA County Department of Health Services
- Santa Barbara Neighborhood Clinics
- Marin Community Clinics

**Breakout Group #B**
Facilitated by: Chris
Notetaker: Monika
- Borrego Community Health Foundation
- Long Valley Health Center
- Family Health Centers of San Diego

**Breakout Group #C**
Facilitated by: Jackie
Notetaker: Nana
- Harmony Health Medical Clinic & Family Resource Center
- LA Christian

**Breakout Group #D**
Facilitated by: Leena
Notetaker: Anda
- Santa Rosa Community Health
- La Clinica de la Raza
- Northeast Valley Health Corporation

**Breakout Group #E**
Facilitated by: Elizabeth
Notetaker: Nikki
- Petaluma Health Center
- Eisner Pediatric and Family Medical Center
- UCSF Fresno
Reflection

• What would you like to learn more about?
• What inspired you?
Coming Up After the Break

12:10
Supportive Resources
Anda Kuo, UCSF; Andy Krackov, Hillcrest Advisors

12:25
Wiresside Chat: How has doing this work changed your relationships w/ coworkers & patients/families?
Ken Epstein in conversation with CALQIC coaches Leena Singh, Elizabeth Morrison, and Chris Bradley and CALQIC Team Members Dr. Gina Johnson (NEVHC), Dr. Sara Johnson (La Clinica), and Dr. Eric Fein (LA County)
Break
Supportive Resources to Move the Work Forward

Watch & Learn

Introducing the screening
Cheri, a nurse, e-mailed Jocelyn the PEARLS questionnaire prior to this telehealth visit and will now administer the screener.

3 min

Provider Response
Dr. Dayna Long, a pediatrician, explains
Wireside Chat
Coming Up After the Break

1:10  Remarks from California’s Surgeon General
      Dr. Nadine Burke Harris

1:40  Celebrate & Closing
Break
Celebrate & Closing
Time to Reflect & Celebrate

• IdeaBoardz Prompt:
  • Express any appreciation or gratitude for connections, inspirations, or supports during this time of CALQIC.
  • What else will your teams will do to celebrate and recognize your work over the course of CALQIC?
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
Let’s Take a Group Photo!