

Welcome!

Connected Care Accelerator

Booster Webinar #1

September 3, 2020



Connected Care Accelerator

Booster Webinar #1

Making Sense Of Your Research



Agenda



Program Reminders



Organizing Qualitative Data



Putting this method into practice



Open Discussion



CCI Opportunities

Program Reminders

Save the date!

**Optional
Drop-in Office Hours**

**Wednesday, September 9
12:00-1:00PM**

Assignment #1

**Due by 5:00PM on
September 11, 2020**

Data Submission #1

**Due by 5:00PM on
September 15, 2020**

Content Webinar

How to rapidly experiment
(90 minutes)

**Wednesday, September 16
12:00-1:30PM**

Remote Support

Optional but highly encouraged



Phase 1: Homework

The poll is anonymous.



Poll: What stage of the homework are you in?

Have not started... Framing our challenge... Interview Process... Brainstorming... What homework?...

There is no wrong answer. Your answers will help us determine how deep we go into the next few slides.

Qualitative Interviews

Interviews will uncover so many rich data but what do you do with all this data? How do you organize it? And how do you ultimately make sense of it?





Chat Box: How are your interviews going?

Share an insight or an ah-ha moment you've had so far.

Organizing Qualitative Data

How to Organize Qualitative Data... **in person**

Optional but highly encouraged

After you've completed all your interviews, together with reflect with your team. Discuss interesting facts that emerged.

As your discussing these insights with your team, capture this data on sticky notes. Write out interesting quotes & facts.

- What stood out?
- What doesn't work well?
- What does work well?
- What adds or helps create quality in the experience?

Once you've wrote out all your insights, sort your sticky notes into like themes.

- Are there similar patterns, behaviors, workflows, bright spots, challenges, etc.?

As your team is clustering insights into themes, name them!
Note: You might rename your theme a couple of times! That's okay!

Use these themes as inspiration when you start to brainstorm change ideas!

How to Organize Qualitative Data... **remotely**

Optional but highly encouraged

After you've completed all your interviews, together with reflect with your team. Discuss interesting facts that emerged.

As your discussing these insights with your team, capture this data in the chat box. Write out, interesting quotes & facts.

- What stood out?
- What doesn't work well?
- What does work well?
- What adds or helps create quality in the experience?

Once everyone typed out their insights into the chat box, together with your team identify any themes that emerged.

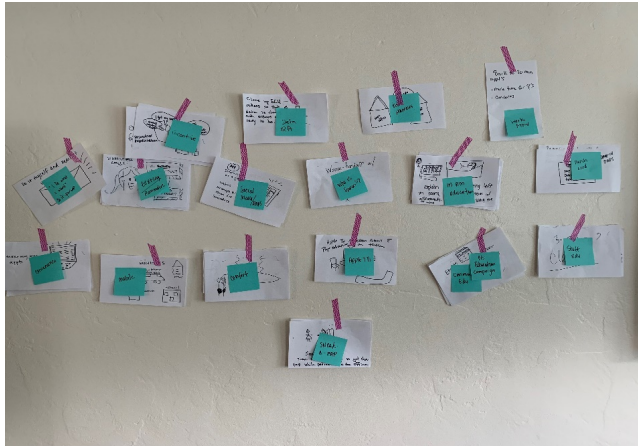
Are there similar patterns, behaviors, workflows, bright spots, challenges, etc.?

As your team is identifying themes, name them! **Note:** You might rename your theme a couple of times! That's okay!

Use these themes as inspiration when you start to brainstorm change ideas!

What this method looks like...

...In Person



...Remotely

Example:

What challenges & barriers are you running into?

Instructions:

- Participants search for an image that best represents the challenge and/or barrier your organization is currently facing.
- Participants find a graphic and describe your challenge and/or barrier on a sticky note.
- Participants select the "Add Image" button and upload the image to the challenge.
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Example:

- Challenge:** Patients and staff have a hard time using the patient portal. (Image: A person looking at a laptop screen.)
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J16			
	A	B	C
1	Theme: Patient Education	Theme: Digital Barriers	Theme: Troubleshooting
2	QR codes work for our patients	Patients don't have access to the internet	Lack of technical support available
3	Patients love it when we text them links	Video platform is English Only	No time in visit to help when a technical issue arises
4	Flyers are often thrown away	Patients don't have access to devices (i.e. computer, phone)	Not sure who to contact if technical issues occur on my end or the patients
5		Translation services often unavailable	I wish we had a script
6			
7			
8			

Putting this method into practice



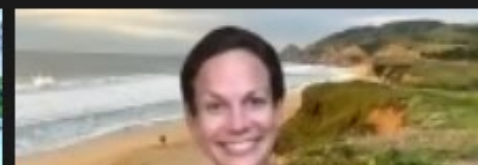
Jaclyn Lau



Ally Ottesen (She/They)



Meaghan (CCI)



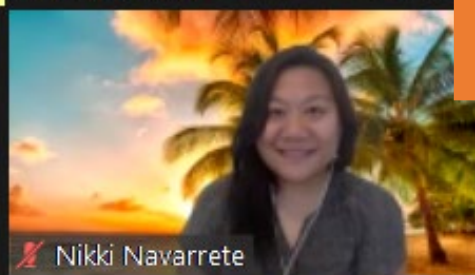
Let's try it!



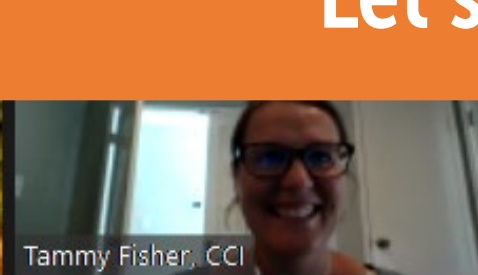
diananguyen



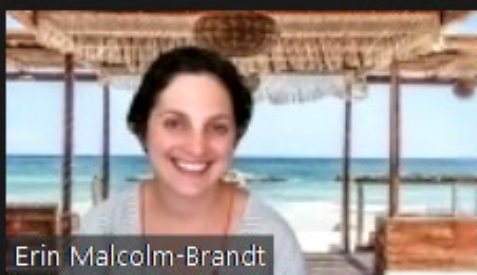
Veenu Aulakh, CCI



Nikki Navarrete



Tammy Fisher, CCI



Erin Malcolm-Brandt



Wes Gabrillo



alexiswielunski



Kathleen Figoni (She...)



meganobrien



Angela



kendra

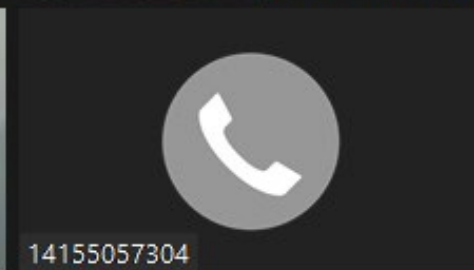


Diana Hembree

- For the next **2 minutes** in the chat box write insights you've uncovered in your interviews. **One insight per comment!**
- As these ideas are coming in Jaclyn will **add them to an excel spreadsheet.**
- For the next **5 minutes**, Jaclyn will share her screen. Together we will cluster like ideas into themes & will also give those themes a name!



Briana Harris-Mills



14155057304

Open Discussion

What questions do you have about your assignments?

CCI Opportunities

A close-up photograph of a person's hand typing on a silver laptop keyboard. The laptop is on a glass table. In the background, two other people are visible, one pointing at the laptop screen. An orange banner is overlaid on the right side of the image.

CCI Academy

academy.careinnovations.org

We're bringing our two decades of experience directly to you.

Participate in **short courses**, where you'll discover the mindsets and skills to pursue new ideas.

Join **community discussions** to tap into our growing network of innovators and share your own experiences.

Curious about the
human-centered design
approach to problem
solving?

We just launched an
immersive, collaborative
short course to help you
quickly learn more.

academy.careinnovations.org



Catalyst Design Dash

CCI ACADEMY
SHORT COURSE



New Grant Opportunity:

Resilient Beginning Network

**Now Accepting Applications for our newest program
Resilient Beginnings Network (RBN)**

In partnership with Genentech Charitable Giving, we've created this learning program dedicated to advancing pediatric care delivery models that are trauma- and resilience-informed.

Our goal is that 100,000 young children in the **San Francisco Bay Area** and their caregivers have the support they need to be well and thrive.

Application Deadline: Friday, September 18 at 5pm

Thank you!

For questions contact:



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(she/her/hers)

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Diana Nguyen

(she/her/hers)

Senior Program Coordinator

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