



Connected Care
ACCELERATOR

Welcome!

We'll get started promptly at 12:02PM

Booster Webinar #3 | December 3, 2020

How to iterate on your Rapid Test

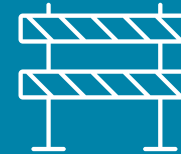


Housekeeping Reminders



Chat Box

Please chat in your
questions



Tech Issue

Private chat Jaclyn Lau
for assistance

Agenda



Program Reminders



**How to iterate on your
Rapid Test**

Mike Lin, Aspen Labs



CCI Opportunities



Program Reminders

Save the Dates!

Homework Assignment #4

**Due by 5:00PM on
Friday, December 11**

Share & Learn Virtual Event #2

*Teams will be expected to
present*

**Thursday, December 17
12:00-2:00PM**



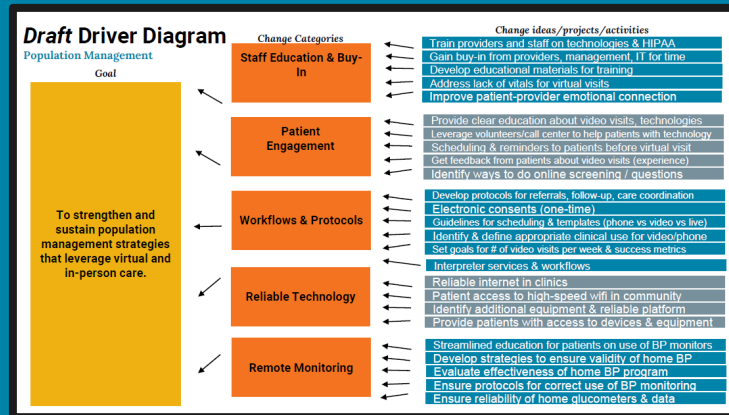
Homework Assignment #4

Meet with
your coach

Continue testing
your change ideas

Update the
Rapid Testing Dashboard

Complete the
Rapid Test PowerPoint Slide



CCA Rapid Test Dashboard

File Edit View Insert Format Data Tools Add-ons Help Last edit was 11 minutes ago

	A	B	C	D	E
1	Connect Care				November 2020 Status Update
2	Type in the name of your Rapid Test / Solution	Describe your Rapid Test in 2-4 sentences, include why you began this rapid test	Select the Driver Diagram & Change Category this solution falls under	Select the stage that best describes what phase of the process your organization is in	In 3-5 sentences, describe any progress you made with this rapid test. If not adopted, considering this solution please specify why
3	Name	Rapid Test Description		Status	Comment on Status
4	Example: Digital Equity Patient Portal	Example: CCO Clinic is trying to understand the technology needs of our patients. The solution we chose CCO Clinic Staff Management & virtual encounter in appropriate and if any, which made more sense, which is appropriate for the patient. We will also use the information to help connected our patients to live or low cost technology resources (i.e. devices, internet, etc.)	Digital Services Change Category: Technical Support & Troubleshooting	Experimentation & Testing	Example: First past month CCO Clinic tested our digital equity patient portal. We tested that 8 question paper survey with 8 Spanish speaking patients and 10 English speaking patients. We quickly learned that Question #2 (Did you use the device at home?) was confusing for 6 out of the 20 patients. In all 6 cases our staff had to explain what a smart device meant to the patients and we had to reword that question that helps us understand which call service provider (i.e. MFL, Verizon, etc.) does the patient have.
5					
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17					

Instructions Alameda Health System Community Care Health Centers Community Medical Centers County of Monterey Elms

Organization Name:
Cohort:

Describe the change idea you rapidly experimented.
Share a brief overview rapid experiment your team conducted over the past month.
In 2 – 3 sentences describe what you tested, what you were trying to learn & any progress you made.

Key Learnings thus far:
Share ah-ha moments here!

Next Steps:

- Next Step
- Next Step
- Next Step

Insert photo that showcases your rapid test

Remember: One team member will be expected to present this slide at our upcoming Share & Learn Virtual Event on December 17th

How to iterate on your Rapid Test

Mike Lin, Aspen Labs

Hello, Connected Care Accelerator!

mike@aspenlabsnetwork.com

Booster Webinar #3 – Iterating Your Rapid Tests

Optional but highly encouraged



This a **30-minute optional webinar** designed to support teams as they embark upon testing.

Come ask a question or ask for feedback on your upcoming assignment & learn more about the **rapid experiment framework**.



TODAY

1

RECAP

Why We Tests
Key Learning Questions
The Iteration Arc

2

ITERATION IN ACTION

Now What?
When to Do More?
When to Move On?
When am I done?

3

FAQ

Your Questions!

Rapid Experimentation Template

Concept Name:

<Concept name and brief description goes here>

Before Experimenting - Your Learning Plan

Top 3 learning questions this experiment is testing	Signals of Success (qualitative and/or quantitative) <i>Ex. Number of people who show up, qualitative feedback in exit interview</i>	Test / Prototype Method <i>Ex. Live tests, role play, storyboard, paper prototypes</i>	Assumptions <i>What needs to be true for your test to work?</i>

After Experimenting - Your Results

What We Learned What answers did we find to our learning questions? Did we see the results we wanted in our key metrics? Did we find out anything about our assumptions?	Iterations Based on our learnings, what do we need to change? What are we taking forward from this experiment? What do we need to learn next?
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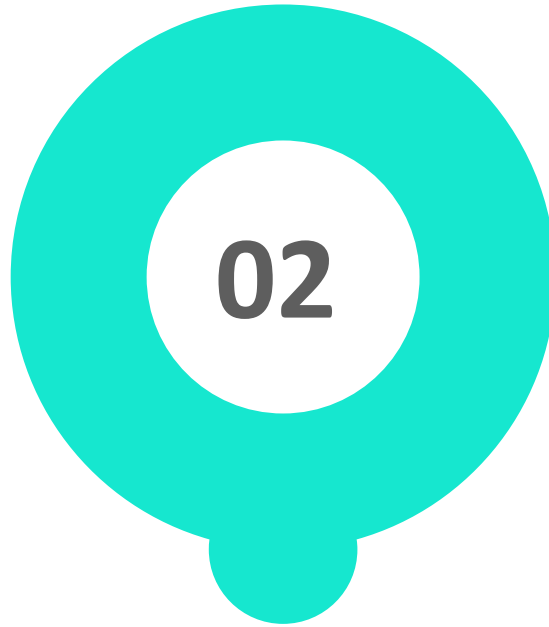
FRAMEWORK FOR RAPID EXPERIMENTATION

DESIRABILITY, THEN FEASIBILITY, THEN USABILITY



DESIRABILITY

Do people want this?



FEASIBILITY

How would it work?



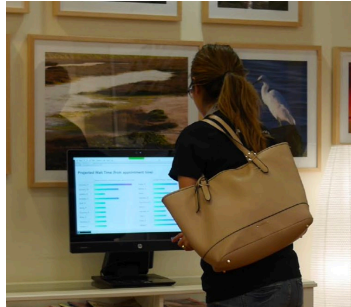
USABILITY

How do we make it simple?



1 test

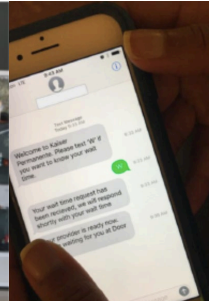
Abandon



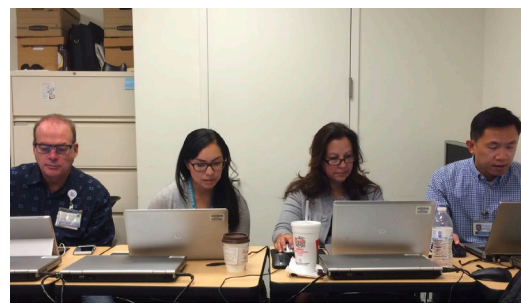
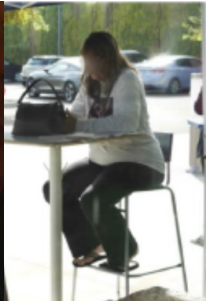
5 tests



Adapt



Adapt



2 tests

Adapt

Adapt

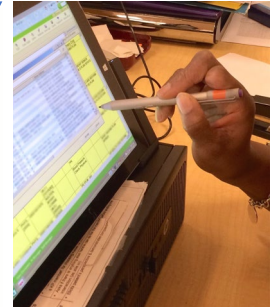
Wait Time Calculation Formula

Patient "Line Up"

- 1 current patient in room **with** provider
- X patients in room **waiting for** provider
- Y patients **prepped by MA** **waiting** at MA station
- Z patients **checked-in** and waiting in waiting area
- 1 new patient **just** checked-in

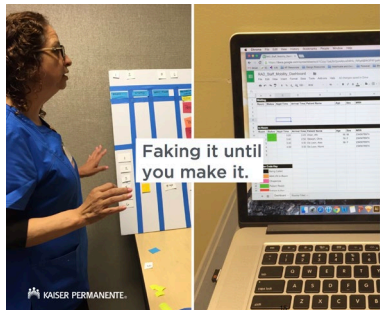
Calculations

Average appointment duration - How long doctor has been with patient
+
Average appointment duration for **this type** of appointment
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Current time - Appointment time of patient in room with provider
= Estimated wait time for 1 new patient that just checked in



1 test

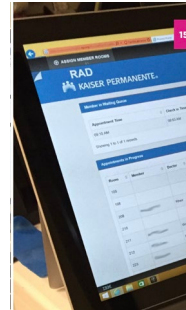
Adapt



3 tests

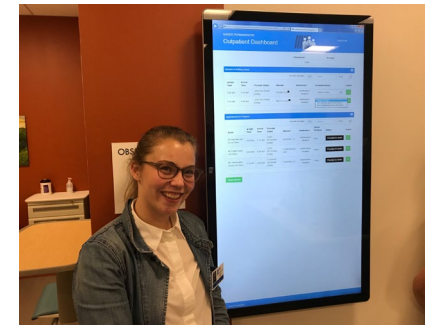
Adapt

Adapt



2 test

Adapt



1 test

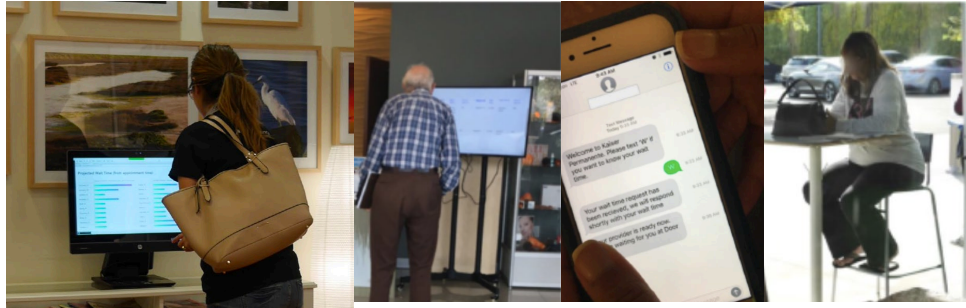


1 test (1 afternoon)

Abandon

Desirability

- Having the confidence to abandon ideas early is HARD!!!!
 - Feel obligated to work an idea
 - Feel obligated to the team
- But the flip side is much more painful. Be ruthless if early tests are telling you something is not worth continuing with.



5 tests

Adapt

Adapt



2 tests

Adapt

Adapt

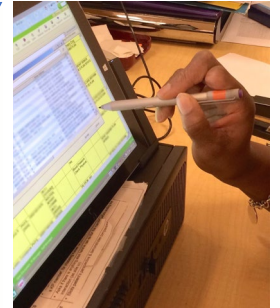
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1 test

Adapt

Desirability

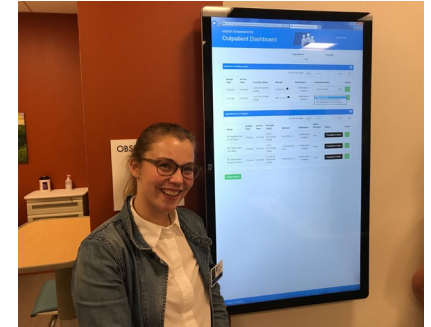
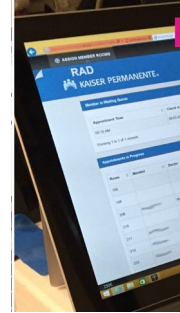
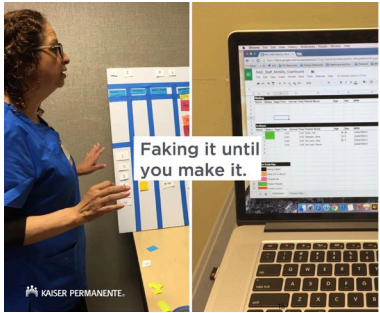
- Confirmed patient interest in wait times
- But learned that they wanted it differently, for reasons we didn't expect

Feasibility

- Ran a couple more iterations to optimize recommended formula
- Built a [working prototype of solution](#)

Usability

Ran 1 test to test formula and optimize workflow



3 tests (3 consecutive mornings, 1 wk)

Adapt

Adapt

2 test

Adapt

1 test

Desirability

- Ran a prototyping session to mock up desired visual elements on paper
- Ran 3 tests in clinic using google docs as a proxy to a live tool, made changes at the end of each day as needed (information, color codes, workflow)

Feasibility

- IT built a working prototype
- Ran 2 tests in clinic
 - Discovered data refresh rate too slow, adapted
 - Heard nurses wanting it big as a dashboard in the back office

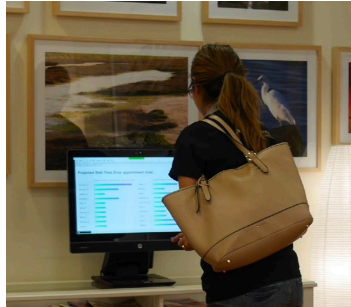
Usability

Ran 1 test to test large format display of dashboard in back office



1 test

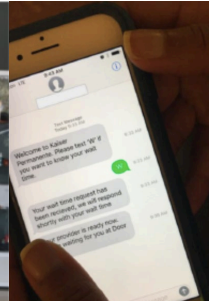
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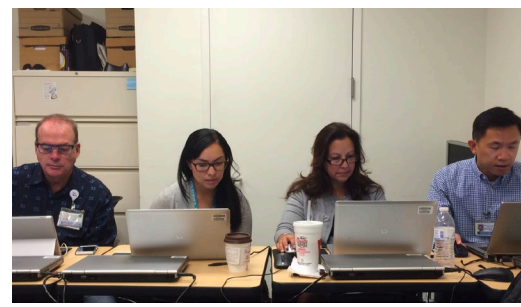
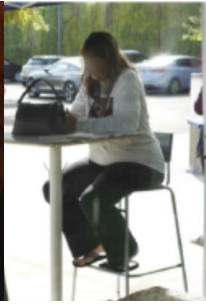
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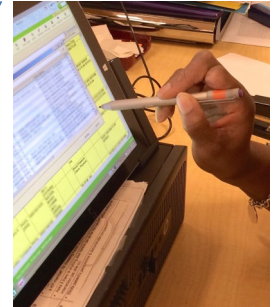
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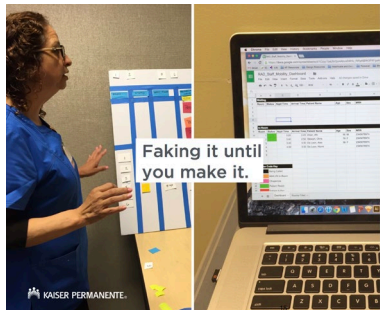
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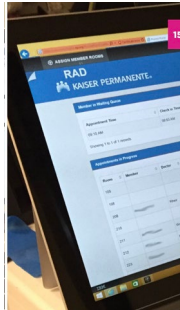
Adapt



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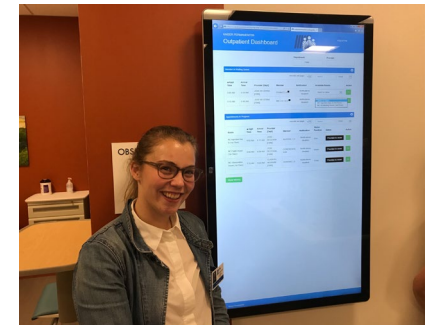
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2 test

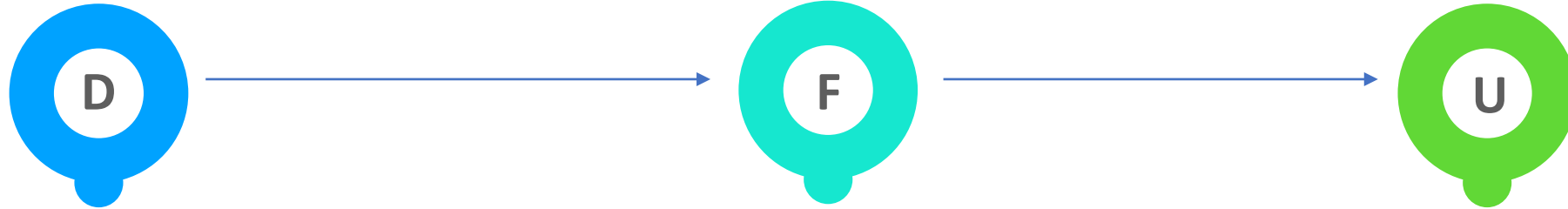
Adapt



1 test

NOW WHAT? WHEN TO DO MORE? WHEN TO MOVE ON?

PULLING UP: TAKE STOCK OF WHAT YOU'RE LEARNING AND WHAT YOU STILL NEED TO LEARN



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DESIRABILITY	Question Addressed?	FEASIBILITY	Question Addressed?	USABILITY	Question Addressed?
Do patients want their wait times in the clinic?	YES	Can we confidently produce wait times in an ambulatory setting?	YES	What's the workflow involved in text notifications	YES
How do they want their wait times	YES	What is the margin of error that is acceptable to us?	YES		
What do they want to be able to do with that information?	YES	How do we address when running behind?	YES		

Questions and Discussion

mike@aspenlabsnetwork.com

CCI Opportunities



Webinar: Self-Measured Blood Pressure Monitoring: Lessons from the Field

Learn how Alameda Health System and L.A. County Department of Health Services are testing workflows for engaging and supporting patient self-monitoring.

December 15 | 12-1pm PT

Register: www.careinnovations.org/events-2/



Addiction Treatment Starts Here: Primary Care

Join us in tackling California's
opioid crisis.

Deadline to Apply: Jan. 8



Amplify Healing Connections

We're helping prevent the intergenerational trauma of domestic violence in youth.

Deadline to Apply: Jan. 20



You're Invited To CCI's End of the Year Celebration **Revelry & Joy**

Friday, December 4, 2020

12:00pm - 1:00pm PST

1:00pm - 2:00pm MST

**REGISTER
NOW!**

We'll reflect on
the year and
spotlight the
work of

EVERYTABLE

...and joining us
in conversation
is *Everytable*
Founder & CEO,
Sam Polk!



Thank you!

For questions, contact:



Kathleen Figoni

(she/her/hers)

Program Manager

kathleen@careinnovations.org



Jaclyn Lau

(she/her/hers)

Senior Events Coordinator

jaclyn@careinnovations.org