



CCI
CENTER FOR CARE
INNOVATIONS

Sip & Share

Virtual Event #3

We will get started promptly at 12:02 PM

I Housekeeping



Mute

Minimize Interruptions

Please make sure to mute yourself when you aren't speaking.



Chat

Go Ahead, Speak Up!

Use the Zoom chat to ask questions and participate in activities.



Naming

Add Your Organization

Represent your team and add your organization's name to your name.



Tech Issues

Here to Help

Chat Jaclyn privately if are having issues and need tech assistance.

| Agenda

- 1 Welcome & Agenda
- 2 California Health Care Foundation Updates
- 3 Sip & Share Overview
- 4 2 Rounds of Presentations
- 5 Break
- 6 2 Rounds of Presentations
- 7 Programmatic Reminders & Next Steps



California Health Care Foundation Update



Diana Camacho, MPH

Senior Program Officer, Improving Access

dcamacho@chcf.org



Chris Perrone, MPP

Director, Improving Access

cperrone@chcf.org





California Health Care Foundation

HEALTH CARE THAT WORKS FOR ALL CALIFORNIANS

Connected Care Accelerator

Chris Perrone

Director

Diana Camacho

Senior Program Officer

August 18, 2021



Connected Care Accelerator

CCA provides a testing ground & support for organizations to rapidly design, test and share solutions to effectively care for patients using virtual care strategies.



Identify the biggest challenges & opportunities to strengthen population health management, build virtual care teams, and address how to engage patients with digital barriers.



Identify and test virtual care delivery changes to better understand the infrastructure, data, staff, and skills necessary to support these changes.



Uncover, document and share best practices to effectively manage patient populations.

Innovation Learning Collaborative Participants



Infrastructure & Spread Participants



Medi-Cal Telehealth Policy

AB 133 – Health Trailer Bill

- Extends **temporary** Medi-Cal telehealth policies until December 31, 2022 including **payment parity for all modalities**, including audio-only, and for providers including FQHCs/RHCs
- DHCS to convene an advisory group to inform the department in establishing and adopting **billing and utilization management protocols**
- Protects pre-COVID-19 policies, including **store-and-forward**
- Allows DHCS to authorize **RPM** with separate fee schedule
- Creates the Children and Youth Behavioral Health Initiative to incentivize **school-based telehealth**
- Health Information Exchange and Health Information Technology Advisory Group includes addressing **telehealth privacy and security** telehealth issues
- **Provider telehealth data** requested must include hours spent in direct patient care, including telehealth hours

SB 156 – Broadband Trailer Bill

- Implements the first year of a three-year **\$6 billion** investment in the broadband
- \$3.25 billion federal American Rescue Plan Act (ARPA) funds for the construction of a state-owned **open-access broadband middle mile**. Establishes the position of Deputy Director for Broadband and the Office of Broadband and Digital Literacy to oversee project
- \$2 billion for broadband **last mile funding**
- \$750 million Loan Loss Reserve fund to allow counties to acquire funding for the acquisition, construction and improvement of broadband infrastructure and operate a broadband service

For more information on CA Telehealth legislation, check out the CA Telehealth Policy Coalition materials here: <https://www.cchpca.org/california-telehealth-policy-coalition/>

Data collection extension proposal

Objective: Continue to track and understand telehealth utilization of California safety net providers to inform policy and practice

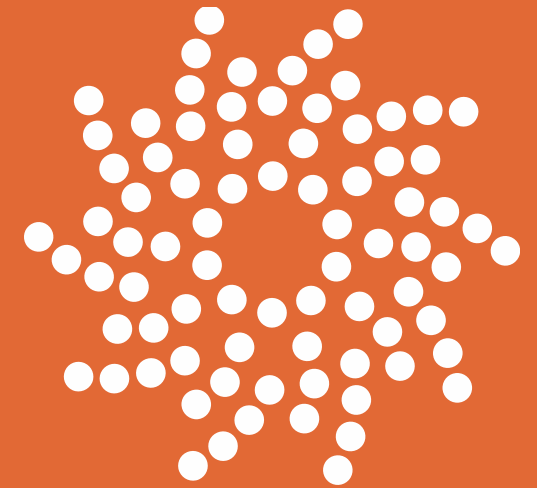
Reporting time period: Two six-month reporting periods

- September 2021 – February 2022
- March 2022 – August 2022

Incentive: \$5,000 for two reports over 12 months

Next steps:

- Submit an interest form and CHCF will assess interest level
- More information at the CCHE provider/staff survey interview debrief the end of September



Sip & Share Overview

I Order of Events

2-Minute Pitch



**Each team will have
2 minutes or less to pitch
a high-level overview of their
innovative presentation to
the entire group.**

Peers self-select the session of their choice



**CCA participants that not
presenting will have an
opportunity to *self-select*
which innovation they
would like to hear more
about.**

10-minute presentations with 5-minutes of Q&A



**For 15 minutes CCA
participants, will have an
opportunity to learn more
about the innovations
their peers tested this
past year.**



Quick Tips

1) Spread your team out across as many breakouts as possible

We encourage you to split your team up so you can hear as many innovations as possible.

2) Have a technical issue?

Leave the breakout room and Jaclyn will assist you in the main room.

Round 1

Alameda Health System

CommuniCare Health Centers

ROOTS Community Health Center

Eisner Health

Golden Valley Health Centers

Monterey County Clinic Services

Neighborhood Healthcare

Round 2

Los Angeles County DHS
Virtual Care Teams Cohort

Los Angeles County DHS
Digital Barriers Cohort

Los Angeles County DHS
Population Management Cohort

North East Medical Services

Northeast Valley Health Corporation
Virtual Care Teams

Northeast Valley Health Corporation
Population Management

Petaluma Health Center

Round 3

Community Medical Centers

SAC Health System

Salud Para La Gente

San Francisco Health Network

San Ysidro Health

Serve the People

Round 4

Share Our Selves

Shasta Community Health Center

UMMA Community Clinic

Venice Family Clinic

West County Health Centers

White Memorial Health Centers



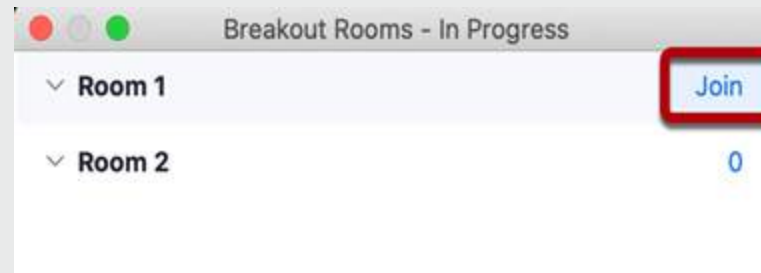
How to Self Select into a Breakout Room Reminder



Step 1

After breakout rooms open, a popup will show up above the "Breakout Room Icon."

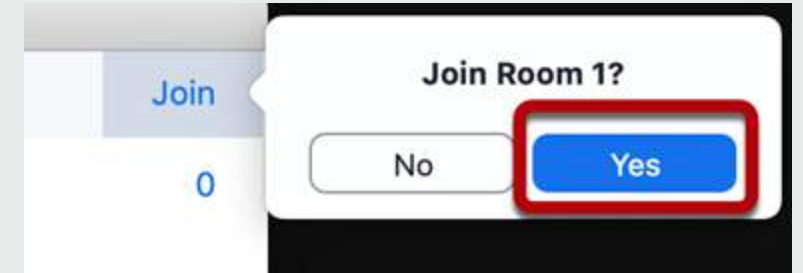
Click "Breakout Rooms"



Step 2

A menu will pop up with a list of all breakout rooms.

Select "Join" to enter the Affinity Group you would like to participant in.

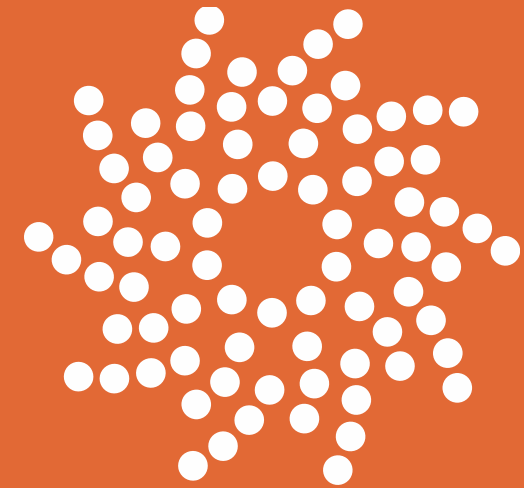


Step 3

Click "Yes" to confirm, and you will be moved to that breakout.



Round 1



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Round 1

Self Select the Breakout Room of your choice!



1

Alameda Health System

2

CommuniCare Health Centers

3

ROOTS Community Health Center

4

Eisner Health

5

Golden Valley Health Centers

6

Monterey County Clinic Services

7

Neighborhood Healthcare



We're currently in Sip & Share Breakouts



If you experience any technical issue and/or need help
getting into your breakout, please private chat

Jaclyn Lau



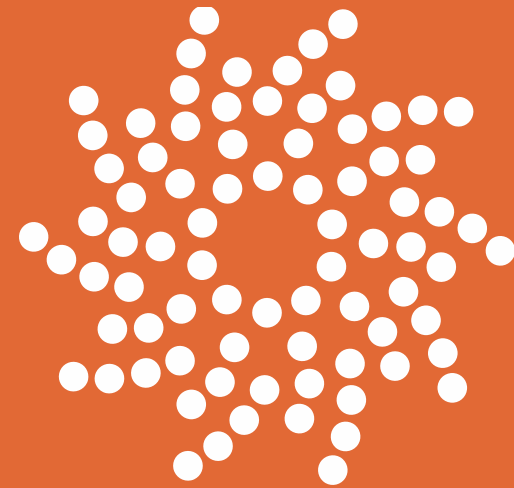


Breakout Room Takeaways

In the Zoom Chat, tell us:

1. Which team did you hear from?
2. What's one learning that resonated with you & why?

Round 2



Round 1

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Eisner Health

Golden Valley Health Centers

Monterey County Clinic Services

Neighborhood Healthcare

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Round 2

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Digital Barriers Cohort

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Los Angeles County DHS
Population Management Cohort

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North East Medical Services

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Virtual Care Team Cohort

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Petaluma Health Center

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Breakout Room Takeaways

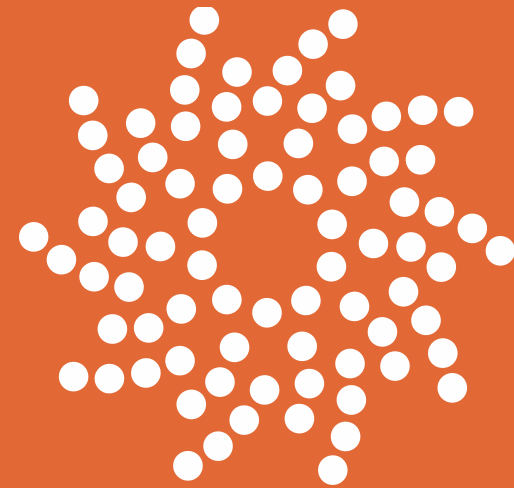
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Break



Round 3



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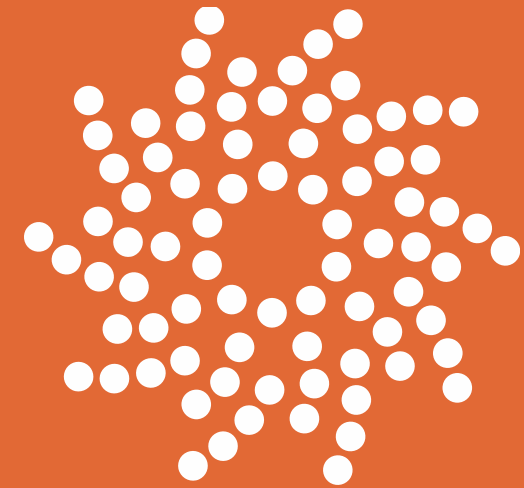


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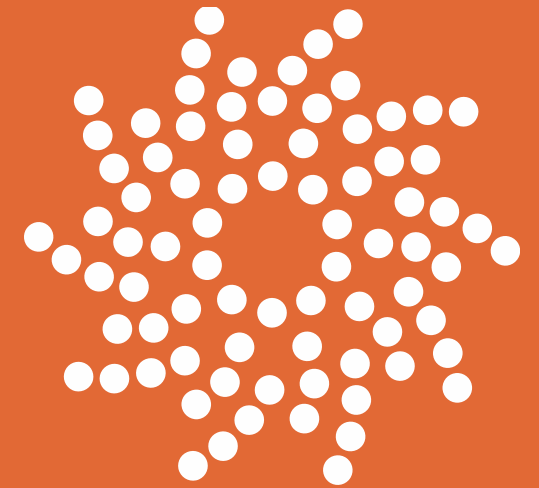


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Programmatic Reminders & Next Steps



Affinity Group Topics Updates



A

Supporting Patients in understanding
Telehealth Visits

B

Journey Mapping the BP & Glucose
Remote Patient Monitoring Experience

C

Clinical Guidelines to support modalities
of care decisions



Evaluation Reminders

If you have any questions regarding any of these activities, please email Natasha Arora from CCHE
Natasha.B.Arora@kp.org

Data Submission #3

The third and final round of clinical data reporting, including patient and visit data from March - August 2021 is due on **September 15th 2021**. You can access the data submission form by visiting the CCA Club.

Team Interviews

CCHE will begin their final team interview mid-September. You will receive an email with a Doodle Poll from Abbie to schedule.

Provider & Care Team Survey Results

Health centers with more than 20 participants should have received their individualized summary of their Provider & Care Team Survey results. Please reach out to Natasha if you did not receive yours.

Provider & Care Team Survey Webinar

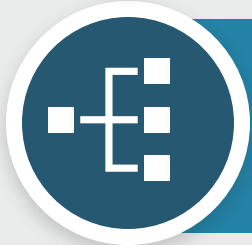
CCHE will host an optional webinar on September 30th. They will discuss results and takeaways from the Provider and Staff Survey as well as offer time for health centers to discuss implications for their telehealth and care team models moving forward.

CCA's offerings to you & the larger safety net



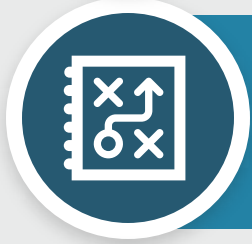
Journey Maps

Updated Video Visit & *NEW RPM Journey Maps. We'll add the resources you've all shared in our Sip & Share event today. We've also decided to separate the RPM & Video Visit journey so we could have a better understand of each user's experience.



Updated Driver Diagram

Sustaining & Spreading Change Ideas. Each cohort has successfully developed, tested and refined impactful virtual care changes ideas. Now it's time to update the Driver Diagram for you and the rest of the field to use!



Case Studies

Promising Practices, Artifacts & More! This journalistic style summary will highlight *select* stories from the field. We will use your project narratives to help tell your story.



Virtual Care Resource

Affinity Group Resources. We heard from you that tools like Patient Education materials, Clinical Guidelines & more would be useful to your organizations, so we are producing them!



I Announcements



CCI Office Closure

CCI is taking a summer break from August 23rd to September 6th. During this organization-wide closure, CCI staff are planning to “unplug” together – rescheduling activities, snoozing notifications, and turning off screens. To learn why rest is a key part of our pandemic recovery, [listen to this episode of CCI's podcast](#). **Note:** Veenu (veenu@careinnovations.org) will be answering emails if you have any questions regarding your final deliverables.



Final Deliverables

The Project Narrative, Final Budget & Data Submission #3 are all due by **5pm on Wednesday, September 15, 2021**. You can access all the deliverables on the [CCA Club](#).



CHCF: Making Telehealth Work Webinar

On August 30 @12PM CHCF will highlight key learnings from 23 health centers participating in the Connected Care Accelerator Innovation Learning Collaborative. The event will feature data on trends and variation in telehealth use and modality, successful strategies used to address patients' needs and improve health equity, and the different telehealth care models implemented by safety net providers.



Telehealth Coordinator Training

[Futuro Health](#), in partnership with the University of Delaware, is offering the Advanced Telehealth coordinator training. This 15-week fully online course provides practical, technical and business aspects of telehealth. This offering is provided at no-cost to students using the code FQHCATBH2021. Speak to Neighborhood Health about their experience.



Thank you Coaches, Evaluators, Faculty & Staff!



Abbie Lee



Chris Rubeo



Kendra
Chaikind



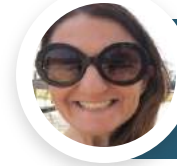
Nhi Tran



Ally Ottesen



Diana
Hembree



Laura Jantos



SA Kushinka



Alexis
Wielunski



Jaclyn Lau



Maggie Jones



Sofi Bergkvist



Andrea
Martinez Allen



Jim Meyers



Mike Lin



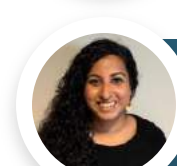
Veenu Aulakh



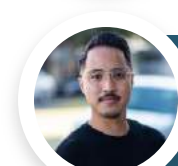
Bijal Shah



Juliane
Tomlin



Natasha Arora



Wes Gabrillo



Thank you to our Teams!

1. Alameda Health System, **Oakland**
2. CommuniCare Health Centers, **Davis**
3. Community Medical Centers, **Stockton**
4. County of Monterey Health Department, **Salinas**
5. Eisner Health, **Los Angeles**
6. Golden Valley Health Centers, **Merced**
7. Los Angeles County DHS, **Los Angeles**
8. Neighborhood Healthcare, **Escondido**
9. North East Medical Services, **Daly City**
10. Northeast Valley Health Corporation, **San Fernando**
11. Petaluma Health Center, **Petaluma**
12. Roots Community Health Center, **Oakland**
13. SAC Health System, **San Bernardino**
14. Salud Para la Gente, **Watsonville**
15. San Francisco Health Network, **San Francisco**
16. San Ysidro Health, **San Diego**
17. Serve the People, **Santa Ana**
18. Share Our Selves Corporation, **Costa Mesa**
19. Shasta Community Health Center, **Redding**
20. UMMA Community Clinic, **Los Angeles**
21. Venice Family Clinic, **Venice**
22. West County Health Centers, **Guerneville**
23. White Memorial Community Health Center, **Los Angeles**





How Did We Do?

Take the next minute to answer our virtual event poll.



I Questions?



Kathleen Figoni

She/Her/Hers

Program Manager

kathleen@careinnovations.org



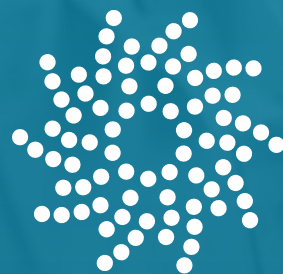
Jaclyn Lau

She/Her/Hers

Senior Events Coordinator

jaclyn@careinnovations.org





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