Sip & Share
Virtual Event #3

We will get started promptly at 12:02 PM

AUGUST 18, 2021
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.

Center for Care Innovations
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
Connected Care Accelerator

Chris Perrone
Director

Diana Camacho
Senior Program Officer

August 18, 2021
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.
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/](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
### 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.
<table>
<thead>
<tr>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 3</th>
<th>Round 4</th>
</tr>
</thead>
</table>
| Alameda Health System | Los Angeles County DHS  
  Virtual Care Teams Cohort | Community Medical Centers  
  SAC Health System  
  Salud Para La Gente  
  San Francisco Health Network  
  San Ysidro Health  
  Serve the People | Share Our Selves  
  Shasta Community Health Center  
  UMMA Community Clinic  
  Venice Family Clinic  
  West County Health Centers  
  White Memorial Health Centers |
| CommuniCare Health Centers | Los Angeles County DHS  
  Digital Barriers Cohort |                                      |                                      |
| ROOTS Community Health Center | Los Angeles County DHS  
  Population Management Cohort |                                      |                                      |
| Eisner Health | North East Medical Services |                                      |                                      |
| Golden Valley Health Centers | Northeast Valley Health Corporation  
  Virtual Care Teams |                                      |                                      |
| Monterey County Clinic Services | Northeast Valley Health Corporation  
  Population Management |                                      |                                      |
| Neighborhood Healthcare | Petaluma Health Center |                                      |                                      |
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 participate in.

**Step 3**
Click “Yes” to confirm, and you will be moved to that breakout.
Round 1
<table>
<thead>
<tr>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 3</th>
<th>Round 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda Health System</td>
<td>Los Angeles County DHS Virtual Care Teams Cohort</td>
<td>Community Medical Centers</td>
<td>Share Our Selves</td>
</tr>
<tr>
<td>CommuniCare Health Centers</td>
<td>Los Angeles County DHS Digital Barriers Cohort</td>
<td>SAC Health System</td>
<td>Shasta Community Health Center</td>
</tr>
<tr>
<td>ROOTS Community Health Center</td>
<td>Los Angeles County DHS Population Management Cohort</td>
<td>Salud Para La Gente</td>
<td>UMMA Community Clinic</td>
</tr>
<tr>
<td>Eisner Health</td>
<td>North East Medical Services</td>
<td>San Francisco Health Network</td>
<td>Venice Family Clinic</td>
</tr>
<tr>
<td>Golden Valley Health Centers</td>
<td>Northeast Valley Health Corporation Virtual Care Teams</td>
<td>San Ysidro Health</td>
<td>West County Health Centers</td>
</tr>
<tr>
<td>Monterey County Clinic Services</td>
<td>Northeast Valley Health Corporation Population Management</td>
<td>Serve the People</td>
<td>White Memorial Health Centers</td>
</tr>
<tr>
<td>Neighborhood Healthcare</td>
<td>Petaluma Health Center</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Round 1

*Self Select the Breakout Room of your choice!*

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Alameda Health System</td>
<td>4</td>
<td>Eisner Health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>CommuniCare Health Centers</td>
<td>5</td>
<td>Golden Valley Health Centers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>ROOTS Community Health Center</td>
<td>6</td>
<td>Monterey County Clinic Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Neighborhood Healthcare</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
- 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 Team 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 Team Cohort
  - Northeast Valley Health Corporation
    - Population Management Cohort
- 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
Round 2
*Self Select the Breakout Room of your choice!*

1. Los Angeles County DHS
   *Virtual Care Team Cohort*

2. Los Angeles County DHS
   *Digital Barriers Cohort*

3. Los Angeles County DHS
   *Population Management Cohort*

4. North East Medical Services

5. Northeast Valley Health Corporation
   *Virtual Care Team Cohort*

6. Northeast Valley Health Corporation
   *Population Management Cohort*

7. Petaluma Health Center
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?
Break
Round 3
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
Round 3

Self Select the Breakout Room of your choice!

1. Community Medical Centers
2. SAC Health System
3. Salud Para La Gente
4. San Francisco Health Network
5. San Ysidro Health
6. Serve the People
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 4
**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
Round 4

Self Select the Breakout Room of your choice!

1. Share Our Selves
2. Shasta Community Health Center
3. UMMA Community Clinic
4. Venice Family Clinic
5. West County Health Centers
6. White Memorial Health Centers
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?
Programmatic Reminders & Next Steps
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](mailto: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 overtime 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!
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.

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.

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.

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
Ally Ottesen
Alexis Wielunski
Andrea Martinez Allen
Bijal Shah

Chris Rubeo
Diana Hembree
Jaclyn Lau
Jim Meyers
Juliane Tomlin

Kendra Chaikind
Laura Jantos
Maggie Jones
Mike Lin
Natasha Arora

Nhi Tran
SA Kushinka
Sofi Bergkvist
Veenu Aulakh
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.
Questions?

Kathleen Figoni
She/Her/Hers
Program Manager
kathleen@careinnovations.org

Jaclyn Lau
She/Her/Hers
Senior Events Coordinator
jaclyn@careinnovations.org