

Welcome!

Connected Care Accelerator: Equity Collaborative
Kickoff Webinar
May 10, 2022



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 we will answer them during Q&A



Naming

Add Your Organization

Represent your team and add your organization's name to your name. You can also add your pronouns



Tech Issues

Here to Help

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



This webinar is being recorded & will be posted on the program's academy page



Connected Care Accelerator (CCA): Equity Collaborative Kickoff Webinar

WELCOME!



California
Health Care
Foundation

Additional
support
from:



**Cedars
Sinai**

Date: May 10, 2022



Acknowledging Muwekma- Ohlone Land

I Agenda

- 1 Welcome & Learning Objectives
- 2 Introduction
- 3 Meeting Your Peers
- 4 Program Overview & Coaches Introductions
- 5 Evaluation Overview
- 6 Sharing Strategies for Centering Equity
- 7 Key Dates/Timeline



Learning Objectives

By the end of this meeting, participants will ...



- Experience a collaborative and compassionate approach that centers equity
- Understand the approaches we'll undertake to achieve equity in telehealth
- Review program goals and expectations for the CCA Equity Collaborative
- Connect with your peers in the CCA Equity Collaborative
- Understand Phase 1 activities and next steps



Meet the Equity Collaborative Program Team



Alexis Wielunski
She/Her
Senior Program Manager



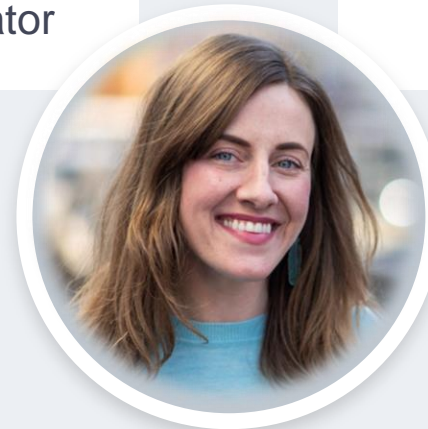
Illari Alvarez
She/Her, They/Them
Program Coordinator



Angela Sherwin
She/Her
Program Manager



Sofi Bergkvist
She/They
President



Megan O'Brien
She/Her
Director



Thank you to our funding partners



California
Health Care
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With additional support from:



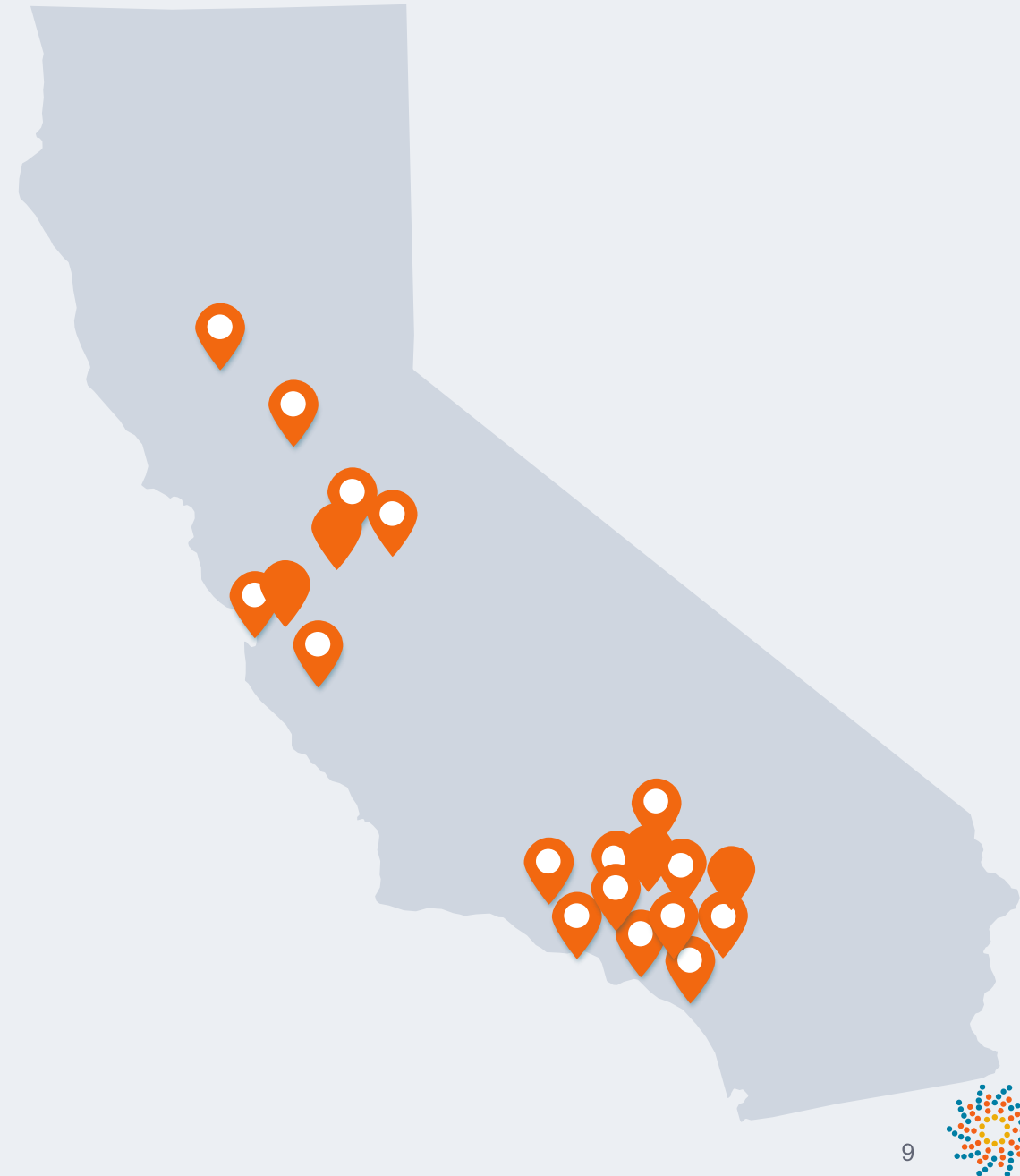
Cedars
Sinai



Cohort Welcome & Introduction

I Organizations:

1. Alameda Health System Foundation, **Oakland**
2. Asian Health Services, **Oakland**
3. Asian Pacific Health Care Venture Inc, **Los Angeles**
4. Center for Family Health and Education, **Panorama City**
5. Chinatown Service Center, **Los Angeles**
6. Community Health Centers of the Central Coast, **Nipomo**
7. Garfield Health Center, **Monterey Park**
8. Golden Valley Health Centers, **San Joaquin Valley**
9. Los Angeles County Department of Health Services, **LA County**
10. Neighborhood Healthcare, **Southern California**
11. North County Health Project Incorporated dba TrueCare, **San Diego**
12. Northeast Valley Health Corporation, **LA County**
13. Peach Tree Healthcare, **Sacramento County**
14. Saban Community Clinic, **LA Region**
15. Salud Para La Gente, **Watsonville**
16. San Joaquin County Clinics, **San Joaquin County**
17. Tcc Family Health, **Los Angeles County**
18. The ROADS Foundation Inc., **Compton**
19. The Regents of the University of California San Francisco, **San Francisco**
20. Tuolumne MeWuk Indian Health Center, **Tuolumne**
21. Vista Community Clinic, **Southern California**
22. Westside Family Health Center, **Culver City**



Rich experiences across twenty-two organizations



Equity Collaborative

22 Organizations at a glance



Organizational Type

(17) FQHC
(3) FQHC Look Alike
(2) County System



EHR

(7) EPIC
(7) NextGen
(3) Eclinical Works
(2) Cerner
(1) Athena
(1) Greenway Intergy
(1) MedPointe



Populations Served

(14) More than 40% Hispanic/Latino patients
(6) More than 10% Black/African American patients
(10) More than 5% Asian patients



Virtual Care Visits December 2021

of phone visits in ranged from 4 to 18,520
of video visits ranged from 4 to 3,388
of in-person visits ranged from 1,291 to 6,989



I Share Work Early and Often



Serves a population speaking more than 100 languages and will focus on increasing video for 400k patients speaking Spanish. Also work for people with transportation challenges such as patients served by their gender-affirming clinic



Northeast Valley Health Corporation
a californiah⁺health center

Implemented a digital health literacy form. Now focus on 11,000 low-income patients in San Fernando who have a preferred language other than English. Hire a Telehealth Coordinator to educate and provide technical assistance.

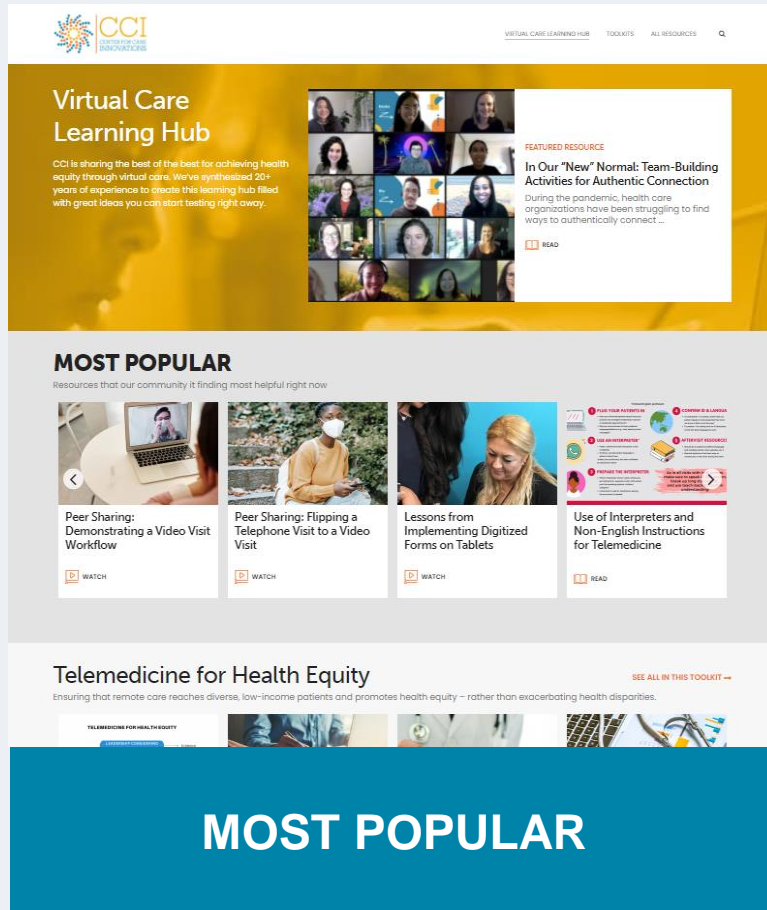


**Tuolumne Me-Wuk
Indian Health Center**

Patients are spread out over a vast area, with poor internet connection. Create Telehealth care teams, and partnerships to ensure locations with connectivity for people living in remote areas



A Lot to Build Upon - Virtual Care Learning Hub



Virtual Care Learning Hub

CCI is sharing the best of the best for achieving health equity through virtual care. We've synthesized 50+ years of experience to create this learning hub filled with great ideas you can start testing right away.

FEATURED RESOURCE

In Our "New" Normal: Team-Building Activities for Authentic Connection

During the pandemic, health care organizations have been struggling to find ways to authentically connect ...

MOST POPULAR

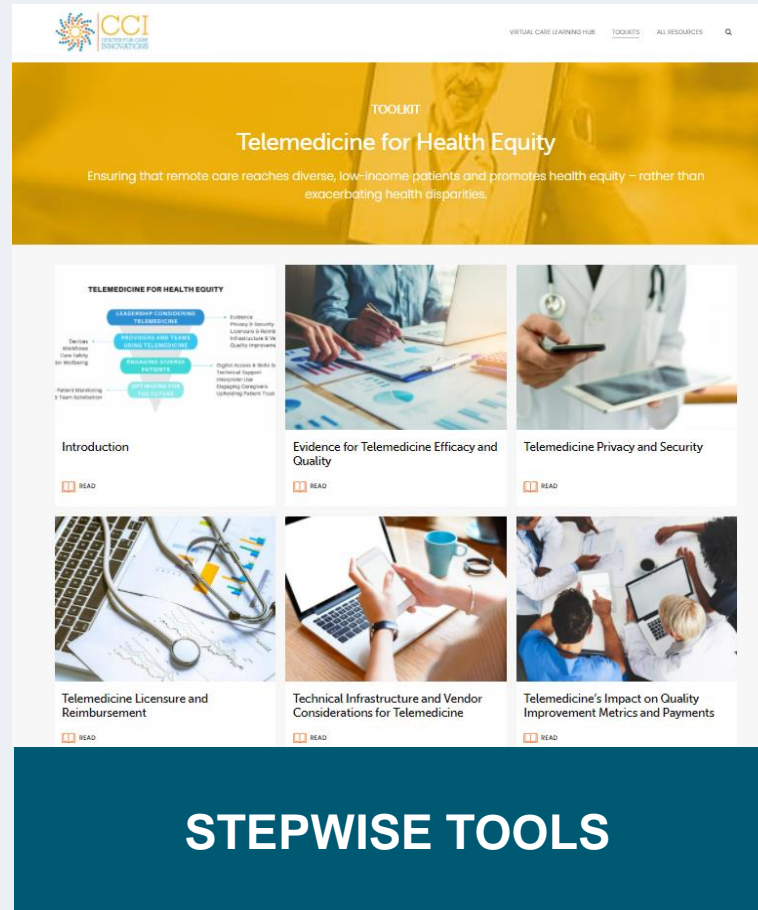
Resources that our community is finding most helpful right now

- Peer Sharing: Demonstrating a Video Visit Workflow
- Peer Sharing: Flipping a Telephone Visit to a Video Visit
- Lessons from Implementing Digitized Forms on Tablets
- Use of Interpreters and Non-English Instructions for Telemedicine

Telemedicine for Health Equity

Ensuring that remote care reaches diverse, low-income patients and promotes health equity – rather than exacerbating health disparities.

MOST POPULAR



TOOLKIT

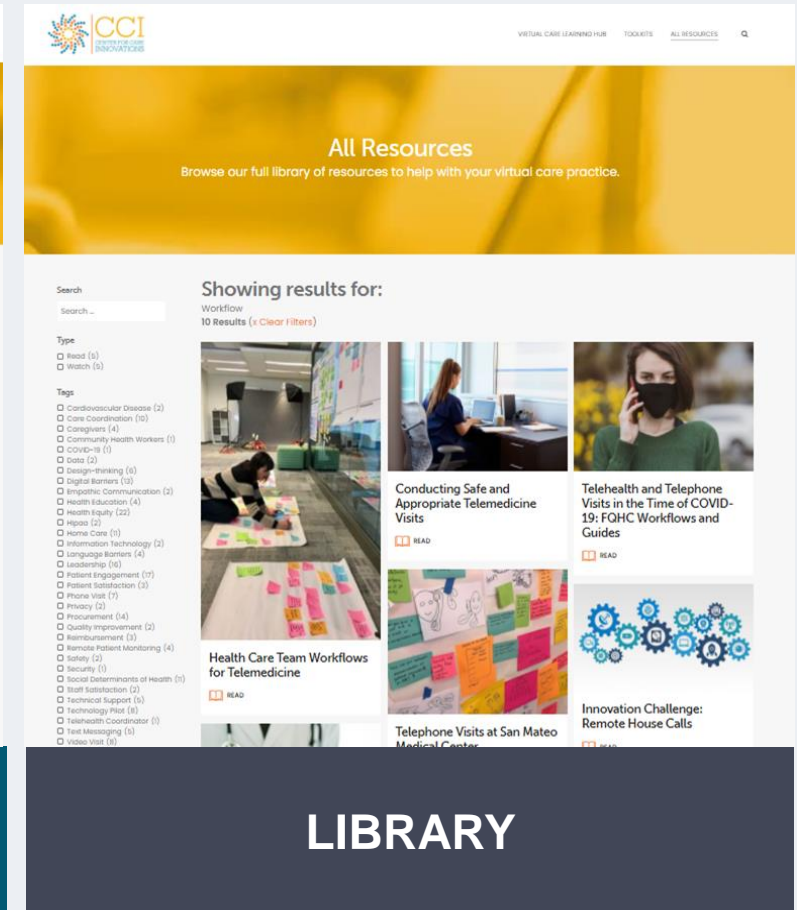
Telemedicine for Health Equity

Ensuring that remote care reaches diverse, low-income patients and promotes health equity – rather than exacerbating health disparities.

TELEMEDICINE FOR HEALTH EQUITY

- Introduction
- Evidence for Telemedicine Efficacy and Quality
- Telemedicine Privacy and Security
- Telemedicine Licensure and Reimbursement
- Technical Infrastructure and Vendor Considerations for Telemedicine
- Telemedicine's Impact on Quality Improvement Metrics and Payments

STEPWISE TOOLS



All Resources

Browse our full library of resources to help with your virtual care practice.

Showing results for:

Workflow
10 Results (x Clear filters)

- Conducting Safe and Appropriate Telemedicine Visits
- Telehealth and Telephone Visits in the Time of COVID-19: FQHC Workflows and Guides
- Health Care Team Workflows for Telemedicine
- Innovation Challenge: Remote House Calls

LIBRARY



Findings from of CCA 2020-2021

Visit Volumes

Disparities

Enablers

Takeaways

More Work Is Needed to Understand How Telehealth Helps and Hinders Health Equity and to Improve Equitable Telehealth Access

Health Centers Need Resources, Time, and Support to Successfully Implement Telehealth





Meet Your Peers

I Community Agreements



Respect: Respect each other by actively listening, not interrupting, using correct pronouns

Shared^2 –Take space when you're comfortable and also step back to let others take space

Speak from the “I” - Speak about your experiences/feelings from your own perspective

Be mindful of power dynamics





Breakout Room Chats

- 1 Please share your name, organization, and favorite food
- 2 Why did you join this collaborative?
- 3 What do you see as the biggest challenge?



Breakout Room Takeaways

In the chat box, tell us:

What did you learn about your peers and their intentions for this collaborative that inspires you?





Program Overview

I Program Goals & Focus Areas

The Goal is to

provide a testing ground and support for organizations to rapidly design, test, scale, and share new strategies to improve equity in access to telehealth.

1

Improve the use of video telehealth

2

Improve access to telehealth for patients with a preferred language other than English

3

Support patients with digital barriers

**The scope of the program will not include Remote Patient Monitoring.*



Program Expectations



What you...

GET

- 75K Grant
- Technical Support
- Learning community of peers
- Project development
- Consulting on equity-centered approaches, human centered design, storytelling, evaluation & process improvement
- Access to CCI Academy & other virtual learning tools
- Documenting and sharing stories

What you...

GIVE

- Define aim statements, and design and test new strategies to improve equitable access to telehealth.
- Use data and innovation methods to identify population groups experiencing disparities in access to telehealth.
- Contribute to peer learning community and share successes and failures; communicate and disseminate findings from the collaborative and share stories about the impact of the work and their experiences
- Track and report on metrics to evaluator (3 times)

I Program Activities

Assignments

Complete assignments & share your work!

Community Involvement

Continually involve patients' and community members in plans and efforts to advance telehealth equity

Virtual Learning Sessions & Meetings

Core team members attend:

- Virtual learning sessions
- Coaching meetings
- Evaluation activities



Evaluation

Teams are expected to work closely with the evaluator to collect and submit data throughout the program.



I Virtual Sessions

Types of Virtual Sessions	Description	Approximate Frequency
 <div>Hot Topic Content Webinars (optional)</div>	<ul style="list-style-type: none"> • Open, optional webinars for Equity Collaborative participants and others that might be interested. • Hear from peers and experts from the field to help inspire your virtual care tests. 	4-6 over the course of the program
 <div>Share & Learns (core team expected)</div>	<ul style="list-style-type: none"> • Opportunity to share your learnings with your peers and hear about their work to inform your own. • Provide training on tools and methods that will be used to advance your project. 	Every other month (6 total)
 <div>Team Coaching</div>	<ul style="list-style-type: none"> • Meet with a coach to discuss progress on your project. • Ask questions of your coach and peers to support you in advancing your work. 	Monthly
 <div>Office Hours</div>	<ul style="list-style-type: none"> • Optional sessions with coaches, faculty, the evaluation team, or other experts in the field to support your efforts. 	Based on Participants' Needs



Program Structure

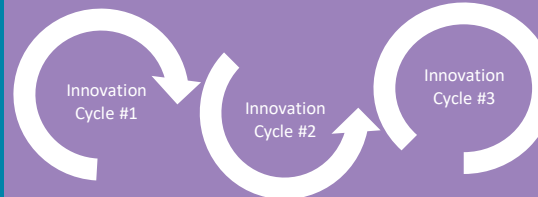
Phase 1
Reflect & Define

May – July
2022

Phase 2
Discover, Prioritize
& Design

August-September
2022

Phase 3
Test & Refine

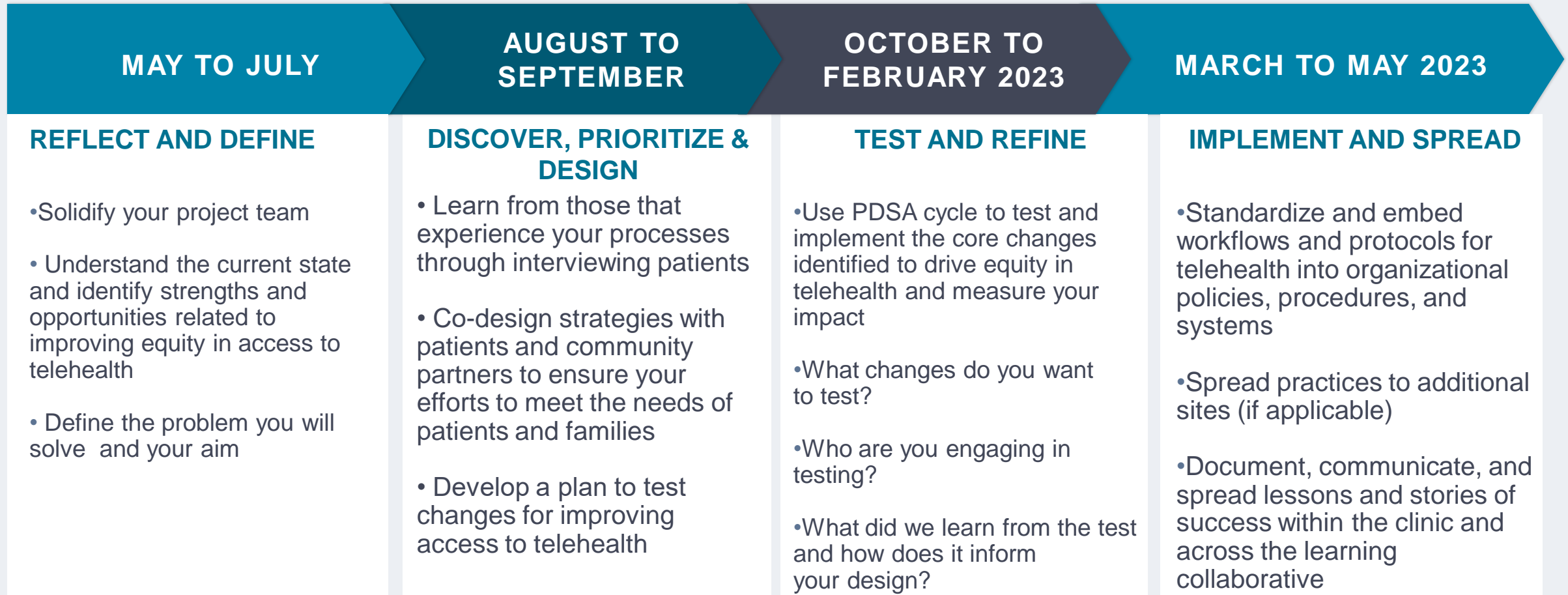


October 2022 -
February 2023

Phase 4
Implement & Spread

March-May
2023

I Project Phases Details



Storyboard Sneak Peek



Enter Organization Name

<Enter Your Organization
Logo>



**Connected Care Accelerator
Equity Collaborative**



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Additional
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from:



Define the Problem

Why are you working on this?

- 1) Why is your organization working on this?
- 2) What is it at stake if you do not solve this problem?
- 3) At a high level, what is currently happening or what is wrong?
- 4) How does this problem impact your staff and patients? Identify the challenges and opportunities

Step 1. Write a few sentences that speak to the following questions. Delete prompts when completed.

Set a Target

What are you trying to accomplish?

What will you improve? <Enter here>

For whom (specify population)? <Enter here>

By when? <Enter here>

By how much? <Enter here>

Bring it all together in an aim statement: <Enter here>

Step 2. Answer the questions and then bring it all together in 1 single aim statement.





Phase 1 Activities

I Phase 1 Activities



#1 Bring Team Together

Solidify your team. Schedule the first meeting with your coach. (By early June)



#2 Data

Telehealth Utilization data
submitted to CCHE
(By 6/15)



#3 Assessment

Take stock of resources and
gaps to shape your work
for equitable telehealth.
(By 6/30)



#4 Reflection Session

Hold a Team Reflection Session with your coach, bringing together insights from your data and assessment to define the problem and create an initial aim statement. (By early July)



#5 Story- board

Complete sections of the storyboard about your team, defining the problem and your aim statement. (By July Share & Learn webinar)





Welcome Equity Collaborative Coaches

Meet your coaches!



Denise Armstorff

She/Her

dlarmstorff@gmail.com



Veenu Aulakh

She/Her

Veenu@careinnovations.org



Jim Meyers

He/Him

jim@meyershealthconsulting.com



Sonia Panigrahy

She/Her

sonia1211@gmail.com





Veenu Aulakh
She/Her

Activity #1 Bring Team Together

Solidify your team. Schedule the first meeting with your coach. (By early June)

Use the storyboard template to show us your team during the July Share and Learn Webinar

PAUSE & THINK: Jot down on a piece of paper who you think should be on your core team.

Asian Health Services (AHS)

Location: Oakland, CA

Fun/Interesting fact(s) about AHS:

- Our patients speak more than 14 Asian languages
- AHS has a strong advocacy arm that fights for immigrant rights

Project Team Leads

 Anita Chang Site Director Telemed Lead	 Mariana Chang-Fong Health Information Technology Manager	 Agnita Pal QI Director	 George Lee Chief Innovation Officer
---	--	--	--



Full team above:
4 Medical Providers
5 Medical Assistants
QI, HIT, IS team members





Jim Meyers

He/Him

Activity #2 Data

Collect baseline telehealth utilization data and submit to CCHE by June 15th, using Sharepoint.

Activity #3 Assessment

Complete the "Equitable Telehealth Practices Assessment" as groundwork to understand the current state and identify strengths and opportunities related to improving equity.

Complete by the end of June.

PAUSE & THINK: Answer the poll with the number below that best describes your organization's allocation of resources to equitable telehealth.

1 Low/Not in place	2	3 Medium/Variable	4	5 High/In place	Unsure
The organization has not identified goals or priorities to improve equity in access to telehealth services, and resources have not been allocated to do so.	In between 1 and 3	The organization has established goals and priorities to improve equity in access to telehealth services, but has not dedicated adequate staff and resources to achieve those goals.	In between 3 and 5	The organization has established goals and priorities related to strategies to improving equity in access to care with telehealth, and has dedicated adequate staff and resources to achieve those goals.	o



Denise Armstorff
She/Her

QI/Leadership Consultant

Activity #4 Reflection Session

Hold a Team Reflection Session with your coach, bringing together insights from your baseline data and self-assessment to define the problem and create an initial aim statement. (By early July)

Use the storyboard and bring to the July Share and Learn Webinar.

Activity #5 Storyboard

PAUSE & THINK: Type into the chat one of the key problems you want to address in this project.

Define the Problem	
<i>Why are you working on this?</i>	
1) Why is your organization working on this?	
2) What is it at stake if you do not solve this problem?	
3) At a high level, what is currently happening or what is wrong?	
4) How does this problem impact your staff and patients? Identify the challenges and opportunities	
<div>Step 1. Write a few sentences that speak to the following questions. Delete prompts when completed.</div>	
Set a Target	
<i>What are you trying to accomplish?</i>	
What will you improve? <Enter here>	
For whom (specify population)?<Enter here>	
By when? <Enter here>	
By how much?<Enter here>	
Bring it all together in an aim statement: <Enter here>	
<div>Step 2. Answer the questions and then bring it all together in 1 single aim statement.</div>	





Questions?



Program Evaluation

■ Evaluation Team from the Center for Community Health and Evaluation (CCHE)



Maggie Jones

she/her

Director
Evaluation co-lead



Natasha Arora

she/her

Sr. Evaluation & Learning
Associate, Evaluation co-
lead



Trang Le

she/her

Evaluation & Learning
Associate, Project
Manager



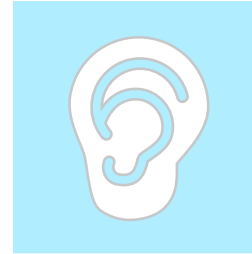
I Evaluation goals

1	Capacity & practice change	Understand changes in organizations' practices and capacity for delivering telehealth to populations of focus
2	Facilitators & barriers	Identify facilitators, barriers, and promising practices in the areas of: <ul style="list-style-type: none">• Improving use of video telehealth• Supporting patients with digital barriers• Expanding use of telehealth for patients with a preferred language other than English
3	Contribution	Assess the contribution of the learning collaborative to organizations' progress
4	Share learnings	<ul style="list-style-type: none">• Provide real-time information to CCI about progress and participant experience• Synthesize and communicate results and learnings to key stakeholders



Guiding principles for the evaluation

Minimize burden on organizations and other partners



Build **trust** to increase the likelihood of **candor**

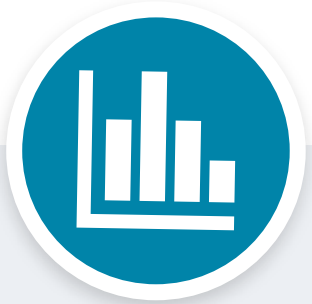
Ensure sufficient **reach & rigor** for credible results



Provide value to stakeholders



I Data collection activities for participants



Clinical data reporting

(1) TELEHEALTH UTILIZATION DATA

Due by June 15, 2022; Dec 1, 2022; June 15, 2023

(2) PROJECT-SPECIFIC METRICS

Due at key project phases



Participant feedback

(1) TEAM INTERVIEWS

Fall 2022; Spring 2023

(2) FEEDBACK SURVEY

Fall 2022; Spring 2023



Equitable Telehealth Practices Assessment

June 2022; May 2023



Document review & observation

(1) REVIEW OF PROGRAM MATERIALS

(2) LEARNING COLLABORATIVE OBSERVATION

Ongoing



I Data collection timeline

	JUN-AUG 2022	SEPT-DEC 2022	JAN-MAR 2023	APR-JUN 2023
Telehealth utilization data	Baseline – June 15, 2022	Midpoint – Dec 1, 2022		Endpoint – June 15, 2023
Equitable Telehealth Practices Assessment	May-June 2022			May-June 2023
Participant feedback		Team Interviews – Sept-Oct 2022		Team Interviews – Apr-May 2023
		Feedback survey – Sept 2022		Feedback survey – May 2023
Document review & observation	Program material review & learning collaborative observation Ongoing			



I Telehealth utilization data

- *What is the scope?*

Review and report on data from a 6-month period (Nov 2021-Apr 2022)

- *What is the purpose?*

- To understand overall patterns of telehealth utilization
- To understand any differences or disparities in utilization for specific sub-populations

- *How will it be used?*

- Teams will use data to inform project plans & aim statements
- Teams will receive a summary of their results benchmarked against the cohort as a whole

What metrics are required?

- Visits

- Total number of completed in-person visits, telephone visits, video visits during the calendar month

- Patients

- Total number of unique & new patients who completed one or more visits during the month
- Total number of patients who completed one or more in-person visit, telephone visit, video visit
- Patient data segmented by age, language, race/ethnicity

- **All of the metrics will be reported separately for primary care and behavioral health visits/patients**



I Equitable Telehealth Practices Assessment

- *What is the self-reflection?*
 - Practical assessment for health centers to identify areas of success and for improvement in telehealth delivery, particularly for populations that experience digital barriers
 - Aligned with CCA-EC focus areas
- *What is the purpose?*
 - The main objective of the assessment is to allow your team to reflect on your current practice and organizational capacity to improve equitable access to telehealth.
- *How will it be used?*
 - The assessment will also be used to inform the CCA-EC evaluation, document changes over time, and provide information to the team on how to make the learning collaborative stronger and support you in reaching your goals.

Optional Evaluation Webinar:

- Date: Thursday, June 9th
- Time: 10-11am





Thank you!

Contact:

Maggie Jones – maggie.e.jones@kp.org

Natasha Arora – natasha.b.arora@kp.org

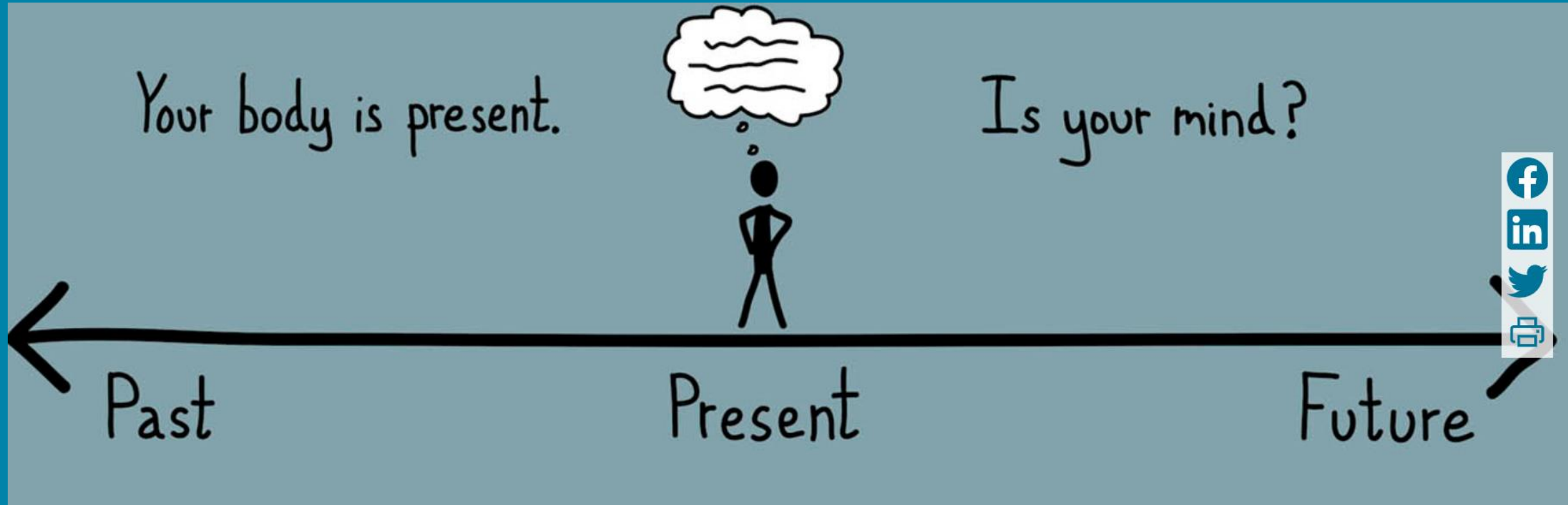
Trang Le – trang.h.le@kp.org





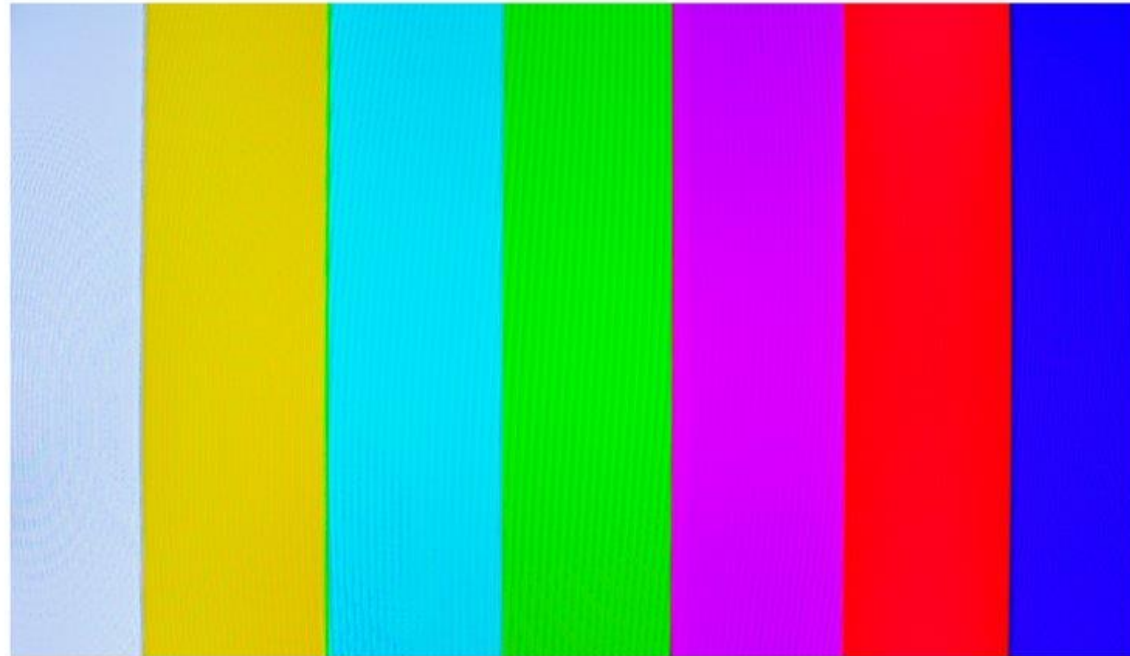
Sharing Efforts for Centering Equity: Cohort Breakouts

Moment to Arrive



Is the Digital Divide the Newest Social Determinant of Health?

The digital divide fuels and is fueled by other leading social determinants of health, ultimately having an impact on patient wellness and health equity.



What do we know about health equity in virtual care?

BROADBAND + DEVICES

Early studies show those with low broadband access are less likely to use video

Patients without access to devices less likely to use video

Many patients with devices and connectivity need help to use their devices to access telehealth platforms

LIMITED ENGLISH PROFICIENCY

Spanish speaking populations less likely to use video

Patients with LEP had lower rates of telehealth use based on 2 other studies

ELDERLY

Patients older than 65 years, less likely to use video

Where are the data still unclear?

RACE / ETHNICITY

KP & CCI data show no variation in use of telehealth by race/ethnicity

Study from MGH in Boston showed Spanish speaking and black populations were less likely to use video.

RAND study showed use of telehealth for BH was lower in whites relative to Blacks.

JAMIA study found Black patients were 4 times more likely than white patients to use ER, not telehealth, during pandemic.

CULTURAL BARRIERS

Qualitative data showing certain cultures have greater emphasis on close relationship with clinician, which they report as more challenging with telehealth



Breakout Discussion Questions

How do you know that you have inequities in virtual care?

What efforts for equity in virtual care are in your clinic/organization right now?

What do you think it will take for your clinic/organization to improve equitable virtual care access?



Breakout Rooms



1

Veenu

- Alameda Health System Foundation
- Los Angeles County Department of Health Services
- San Joaquin Community Clinics

2

Jim

- North County Health Project Inc. DbA TrueCare
- The ROADS Foundation, Inc.
- Vista Community Clinic

3

Denise

- Center for Family Health and Education
- Community Health Centers of the Central Coast
- Saban Community Clinic
- Tuolumne MeWuk Indian Health Center

4

Rina

- Asian Pacific Health Care Venture Inc.
- Garfield Health Center
- PeachTree Healthcare

5

Megan

- Neighborhood Healthcare
- Northeast Valley Health Corporation
- TCC Family Health

6

Angela

- Asian Health Services
- Chinatown Service Center
- The Regents of the University of San Francisco

7

Sofi

- Golden Valley Health Centers
- Salud Para La Gente
- Westside Family Health Center



Waterfall Chat

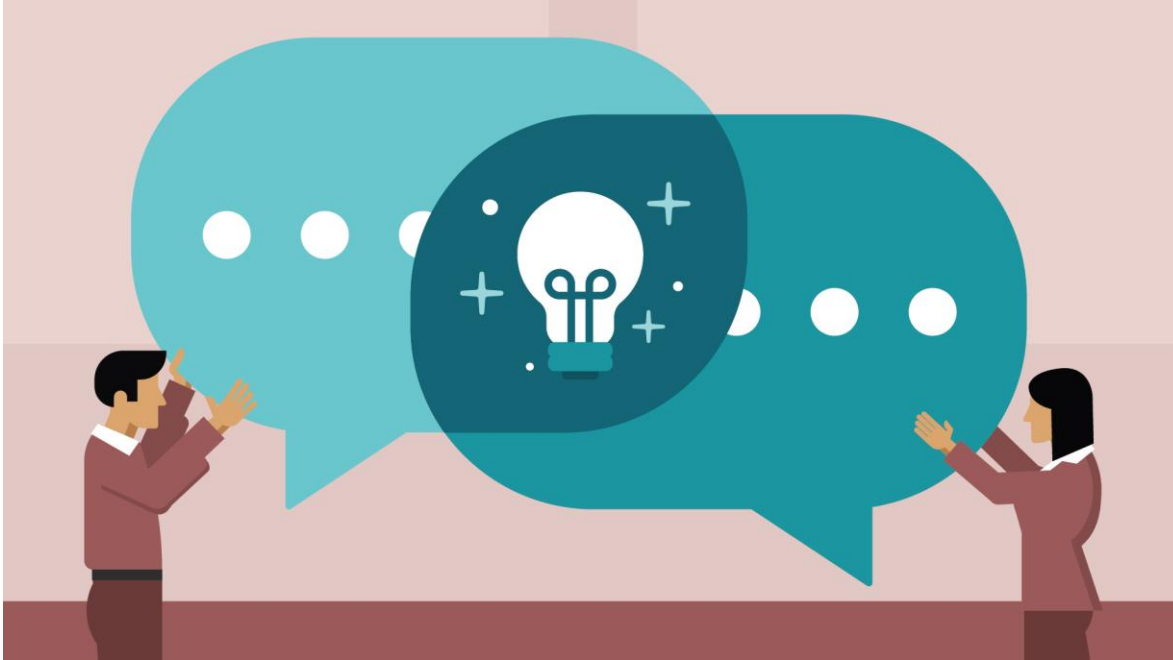
Type in the chat your response, but DO NOT PRESS “SEND / ENTER” until we prompt you to do so:

What ideas for centering equity are you most excited to explore and test right now?

Next Steps



STAY CONNECTED



- Monthly Newsletter
- Calendar Invites
- CCI Academy



Join the Connected Care Accelerator: Equity Collaborative Club

- In the Club Directory, find the Connected Care Accelerator: Equity Collaborative
- Click the blue button, **Join Club**

📌 In a follow-up email, you'll receive the link with quick instructions to create/log in to your account.



Connected Care Accelerator: Equity Collaborative

Open Club · 11 members

Announcements

Event Calendar

Communication Archive

Assignments

Peer Collaboration

Members

Overview




Joining the Equity Collaborative Club will ensure that you'll have access to all attachments, links and more!

I 2022 Program Timeline Detail: CCA *Equity Collaborative*

		MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
	Share & Learn Virtual Sessions (core team)	Kickoff Webinar May 10, 2022 @12pm-2pm		Share & Learn #1 July 26, 2022		Share & Learn #2		Share & Learn #3	
	Program Milestones & Deliverables			Storyboard #1 1 week before session		Storyboard #2 1 week before session		Storyboard #3 1 week before session	
	Coaching	Ongoing							
	Evaluation Milestones & Deliverables		Optional Evaluation Webinar June 9, 2022 @ 10-11am			Team Interviews Sept. 2022	Team Interviews Oct. 2022		Utilization Data Dec. 1, 2022
			Utilization Data June 15, 2022			Participant Feedback Survey Sept. 2022			
	Virtual Care Hot Topics Webinars (optional)						TBD	TBD	TBD

I 2023 Program Timeline Detail: CCA *Equity Collaborative*

		JAN	FEB	MAR	APR	MAY	JUN
	Share & Learn Virtual Sessions (core team)	Share & Learn #4		Share & Learn #5		Final Share & Learn	
	Program Milestones & Deliverables	Storyboard #4 1 week before session		Storyboard #5 1 week before session		Final Storyboard 1 week before session	
	Coaching	TBD based on participant need					
	Evaluation Milestones & Deliverables				Team Interviews April 2023 Assessment April 2023	Team Interviews May 2023 Assessment April 2023 Participant Feedback Survey May 2023	Utilization Data June 15, 2023
	Virtual Care Hot Topic Webinars (optional)	TBD	TBD	TBD	TBD		

Reminder: Next Steps



#1 Bring Team Together

Solidify your team. Schedule the first meeting with your coach. (By early June)



#2 Data

Telehealth Utilization data
submitted to CCHE
(By 6/15)



#3 Assessment

Take stock of resources and
gaps to shape your work
for equitable telehealth.
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#4 Reflection Session

Hold a Team Reflection Session with your coach, bringing together insights from your data and assessment to define the problem and create an initial aim statement. (By early July)



#5 Story- board

Complete sections of the storyboard about your team, defining the problem and your aim statement. (By July Share & Learn webinar)





How Did We Do?

Take the next minute to answer our virtual event poll.





Questions?

Thank you!



Illari Alvarez

She/Her, They/Them

Program Coordinator

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Angela Sherwin

She/Her

Program Manager

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