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

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

Sofi Bergkvist
She/They
President

Angela Sherwin
She/Her
Program Manager

Megan O'Brien
She/Her
Director
Thank you to our funding partners

California Health Care Foundation

With additional support from:

Cedars Sinai
Cohort Welcome & Introduction
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
  - (1) 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
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.

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.

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

https://www.careinnovations.org/virtualcare/
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
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?
In the chat box, tell us:

What did you learn about your peers and their intentions for this collaborative that inspires you?
Program Overview
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)
## Program Activities

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Complete assignments &amp; share your work!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Involvement</td>
<td>Continually involve patients’ and community members in plans and efforts to advance telehealth equity</td>
</tr>
</tbody>
</table>
| 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. |
## Virtual Sessions

<table>
<thead>
<tr>
<th>Types of Virtual Sessions</th>
<th>Description</th>
<th>Approximate Frequency</th>
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</thead>
</table>
| Hot Topic Content Webinars (optional) | • 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     |
| Share & Learns (core team expected) | • 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)            |
| Team Coaching | • 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                                |
| Office Hours | • 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

Innovation Cycle #1

Innovation Cycle #2

Innovation Cycle #3

Phase 4
Implement & Spread
March-May 2023

Innovation Cycle #1

Innovation Cycle #2

Innovation Cycle #3

Innovation Cycle #1

Innovation Cycle #2

Innovation Cycle #3

Innovation Cycle #1

Innovation Cycle #2

Innovation Cycle #3
## Project Phases Details

### MAY TO JULY

**REFLECT AND DEFINE**
- Solidify your project team
- Understand the current state and identify strengths and opportunities related to improving equity in access to telehealth
- Define the problem you will solve and your aim

### AUGUST TO SEPTEMBER

**DISCOVER, PRIORITIZE & DESIGN**
- Learn from those that experience your processes through interviewing patients
- Co-design strategies with patients and community partners to ensure your efforts to meet the needs of patients and families
- Develop a plan to test changes for improving access to telehealth

### OCTOBER TO FEBRUARY 2023

**TEST AND REFINE**
- Use PDSA cycle to test and implement the core changes identified to drive equity in telehealth and measure your impact
- What changes do you want to test?
- Who are you engaging in testing?
- What did we learn from the test and how does it inform your design?

### MARCH TO MAY 2023

**IMPLEMENT AND SPREAD**
- Standardize and embed workflows and protocols for telehealth into organizational policies, procedures, and systems
- Spread practices to additional sites (if applicable)
- Document, communicate, and spread lessons and stories of success within the clinic and across the learning collaborative
Storyboard Sneak Peek

Asian Health Services

Applied Project Track
March 2022 - May 2022

Asian Health Services (AHS)

- AHS has a strong advocacy arm that fights for immigrant rights

Project Team Leads

- Mike Chang, Site Director
- Karen Zhang, Health Information Technology Manager
- Dr. Li, QI Director
- Dr. Smith, Chief Innovation Officer

Driver Diagram

Change Categories
- Technology
- Communications/Scheduling
- Language Barriers
- Safety and Transportation

Change Ideas/projects/Activities
- Improve patient experience
- Expand service access
- Enhance patient engagement
- Develop new programs
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

Set a Target
What are you trying to accomplish?

<table>
<thead>
<tr>
<th>What will you improve?</th>
<th>&lt;Enter here&gt;</th>
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<tbody>
<tr>
<td>For whom (specify population)?</td>
<td>&lt;Enter here&gt;</td>
</tr>
<tr>
<td>By when?</td>
<td>&lt;Enter here&gt;</td>
</tr>
<tr>
<td>By how much?</td>
<td>&lt;Enter here&gt;</td>
</tr>
<tr>
<td>Bring it all together in an aim statement:</td>
<td>&lt;Enter here&gt;</td>
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Phase 1 Activities
# 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 Storyboard

- 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
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.
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.

<table>
<thead>
<tr>
<th>1 Low/Not in place</th>
<th>2</th>
<th>3 Medium/Variable</th>
<th>4</th>
<th>5 High/In place</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>In between 1 and 3</td>
<td>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.</td>
<td>In between 3 and 5</td>
<td>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.</td>
<td>o</td>
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</tbody>
</table>
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.
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
## Evaluation goals

<table>
<thead>
<tr>
<th></th>
<th>Capacity &amp; practice change</th>
<th>Understand changes in organizations’ practices and capacity for delivering telehealth to populations of focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Facilitators &amp; barriers</td>
<td>Identify facilitators, barriers, and promising practices in the areas of:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Improving use of video telehealth</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Supporting patients with digital barriers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Expanding use of telehealth for patients with a preferred language other than English</td>
</tr>
<tr>
<td>3</td>
<td>Contribution</td>
<td>Assess the contribution of the learning collaborative to organizations’ progress</td>
</tr>
<tr>
<td>4</td>
<td>Share learnings</td>
<td>• Provide real-time information to CCI about progress and participant experience</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Synthesize and communicate results and learnings to key stakeholders</td>
</tr>
</tbody>
</table>
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
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
## Data collection timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>JUN-AUG 2022</th>
<th>SEPT-DEC 2022</th>
<th>JAN-MAR 2023</th>
<th>APR-JUN 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equitable Telehealth Practices Assessment</td>
<td>May-June 2022</td>
<td></td>
<td></td>
<td>May-June 2023</td>
</tr>
<tr>
<td>Participant feedback</td>
<td>Team Interviews – Sept-Oct 2022</td>
<td></td>
<td>Team Interviews – Apr-May 2023</td>
<td>Feedback survey – May 2023</td>
</tr>
<tr>
<td>Document review &amp; observation</td>
<td>Feedback survey – Sept 2022</td>
<td></td>
<td></td>
<td>Program material review &amp; learning collaborative observation Ongoing</td>
</tr>
</tbody>
</table>
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
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

Your body is present. Is your mind?

Past  Present  Future
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
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.

Joining the Equity Collaborative Club will ensure that you’ll have access to all attachments, links and more!
## 2022 Program Timeline Detail: CCA Equity Collaborative

<table>
<thead>
<tr>
<th></th>
<th>MAY</th>
<th>JUNE</th>
<th>JULY</th>
<th>AUG</th>
<th>SEPT</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
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<tbody>
<tr>
<td><strong>Share &amp; Learn Virtual Sessions</strong> (core team)</td>
<td>Kickoff Webinar May 10, 2022 @12pm-2pm</td>
<td>Share &amp; Learn #1 July 26, 2022</td>
<td>Share &amp; Learn #2</td>
<td>Share &amp; Learn #3</td>
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<tr>
<td><strong>Program Milestones &amp; Deliverables</strong></td>
<td>Storyboard #1 1 week before session</td>
<td>Storyboard #2 1 week before session</td>
<td>Storyboard #3 1 week before session</td>
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<tr>
<td><strong>Coaching</strong></td>
<td>Ongoing</td>
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<td><strong>Virtual Care Hot Topics Webinars (optional)</strong></td>
<td>TBD</td>
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<td>TBD</td>
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### 2023 Program Timeline Detail: CCA Equity Collaborative

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<tr>
<th></th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
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<tbody>
<tr>
<td><strong>Share &amp; Learn Virtual Sessions</strong>&lt;br&gt;(core team)</td>
<td>Share &amp; Learn #4</td>
<td>Share &amp; Learn #5</td>
<td>Final Share &amp; Learn</td>
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</tr>
<tr>
<td><strong>Program Milestones &amp; Deliverables</strong></td>
<td>Storyboard #4 1 week before session</td>
<td>Storyboard #5 1 week before session</td>
<td>Final Storyboard 1 week before session</td>
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<tr>
<td><strong>Coaching</strong></td>
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<td>TBD based on participant need</td>
</tr>
<tr>
<td><strong>Evaluation Milestones &amp; Deliverables</strong></td>
<td></td>
<td></td>
<td></td>
<td>Team Interviews April 2023</td>
<td>Team Interviews May 2023</td>
<td>Utilization Data June 15, 2023</td>
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<td>Assessment April 2023</td>
<td>Assessment April 2023</td>
<td>Participant Feedback Survey May 2023</td>
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</tr>
<tr>
<td><strong>Virtual Care Hot Topic Webinars</strong>&lt;br&gt;(optional)</td>
<td>TBD</td>
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*Optional*
**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. (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. **Storyboard**
   - 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
illari@careinnovations.org

Angela Sherwin
She/Her
Program Manager
angela.sherwin@careinnovations.org