



CCI
CENTER FOR CARE
INNOVATIONS

Colorado Health Innovation Community (CHIC)

Monthly Webinar

January 7, 2020

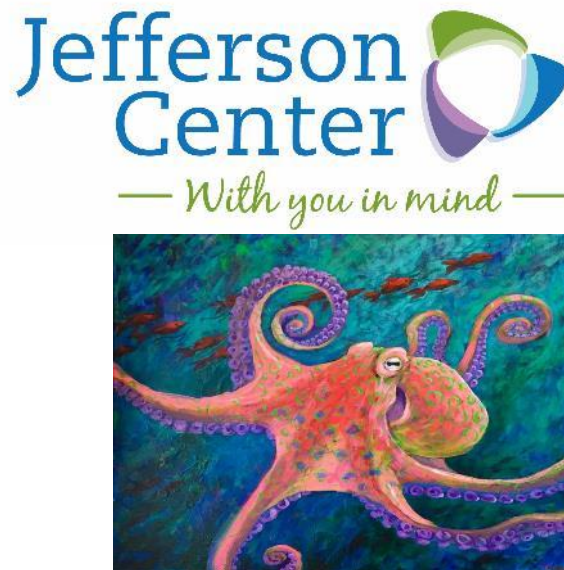
Welcome!

- All participants will NOT be muted upon entry.
- To mute/unmute yourself to ask a question or comment:
 - Via computer: Click the **microphone icon** in your Zoom menu
 - On the phone: Press ***6**
- You may also chat in questions via the **chat box** in Zoom.
- Please Note: This webinar will be **recorded**.

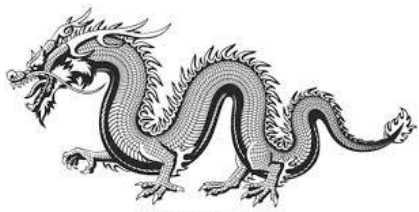
While You're Waiting:
Please share your *name* and
organization, and any *team*
members who are with you, in the
chat box.

Who is on the call?





Colorado Health Innovation Community (CHIC)



STRIDE
COMMUNITY HEALTH CENTER

By the end of this webinar, you will have...

- Provided feedback and asked questions about the Technology Innovation Lifecycle.
- **Learned about** *Jefferson Center's* experience with the first steps of the Lifecycle, including: identifying and scoping their problem, outlining constraints and explored approaches, and developing the requirements for their pilot.
- **Identified** resources and support mechanisms available to each CHIC Hub during this process.

Overview of Tech Innovation Pilot Lifecycle



Technology Innovation Pilot Objectives

1. Deepen exposure & understanding of how technology can support solving critical problems



Technology Innovation Pilot Objectives



2. Develop the mindset and confidence to manage technology projects with outside vendors.

- Learn how to **clearly define the problem** you are trying to solve with technology, and how it connects back to the patient care experience and staff experience.
- **Obtain experience with the process** of vendor research, testing, and procurement (with at least one vendor)
- Eliminate ambiguity re: the future beyond the pilot (keep or kill) by **establishing early metrics and deal breakers** so the implementation is successful.
- **Learn how to engage outside support** (legal counsel, consultants etc.) when issues are beyond your team's internal capacity.

Technology Innovation Pilot Objectives

3. Share what you learn with peers and the CCI community by collecting solid impact data, writing case studies, hosting site visits, preparing presentations, sharing report outs.





Define the Problem

Understand
Constraints &
Explore Solution
Approaches

Team interest in an
ANALOG solution

Explore further with
a Catalyst / HCD
Approach

CHIC Innovation & Technology Pilot Project Lifecycle



Team interest in
a DIGITAL
Solution

Develop Initial
Requirements

Source
External
Product

Discuss and Vet
Digital Solution
Options with
Stakeholders

Select vendor
solution for pilot &
develop contract
terms

Pilot Solution

Share Lessons
Learned

Expected Timeline: ~6 months

Develop
In-House

Use internal IT
resources to
develop custom
solution



Define the Problem

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Team interest in an ANALOG solution

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CHIC Innovation & Technology Pilot Project Lifecycle



Team interest in a DIGITAL Solution

Develop Initial Requirements

Source External Product

Discuss and Vet Digital Solution Options with Stakeholders

Select vendor solution for pilot & develop contract terms

Pilot Solution

Share Lessons Learned

Expected Timeline: ~6 months

Develop In-House

Use internal IT resources to develop custom solution

- Tech pilot overview guide
- Sample requirements document
- Exposure to relevant tech vendors
- Vendor scoring template examples

- Project charter template
- Seed funding

- Evaluation metrics consultant

- 1:1 consultations with CCI

Examples of CHIC Support

“What I wish I had known...”

Insights from California Tech Hubs

- Solve for the right problem
- Have strong agreements upfront
- Metrics
- Keep it simple
- Be ready to adapt



"What I wish I had known"

Insights from California Tech Hubs



Northeast Valley Health Corporation
a californiah⁺health center

"Caring for our community's health since 1973"

- Debbie Rosen, *Director of Quality and Health Education*

<https://vimeo.com/383133965>



Support you will have through CHIC

1 1:1 Consultation (*Problem scoping, Measurement Strategy Development*)

2 Problem scoping tools from *Catalyst*

3 Reference resources
CCI Case Studies, landscapes, CCI Academy Webinars

Tech Pilot Toolkit coming soon!

4 Tech pilot overview guide

5 Example tools:
Requirements gathering
and vendor scoring
templates

6 Project charter template
*Will inform seed funding
application and sharing of lessons
learned*



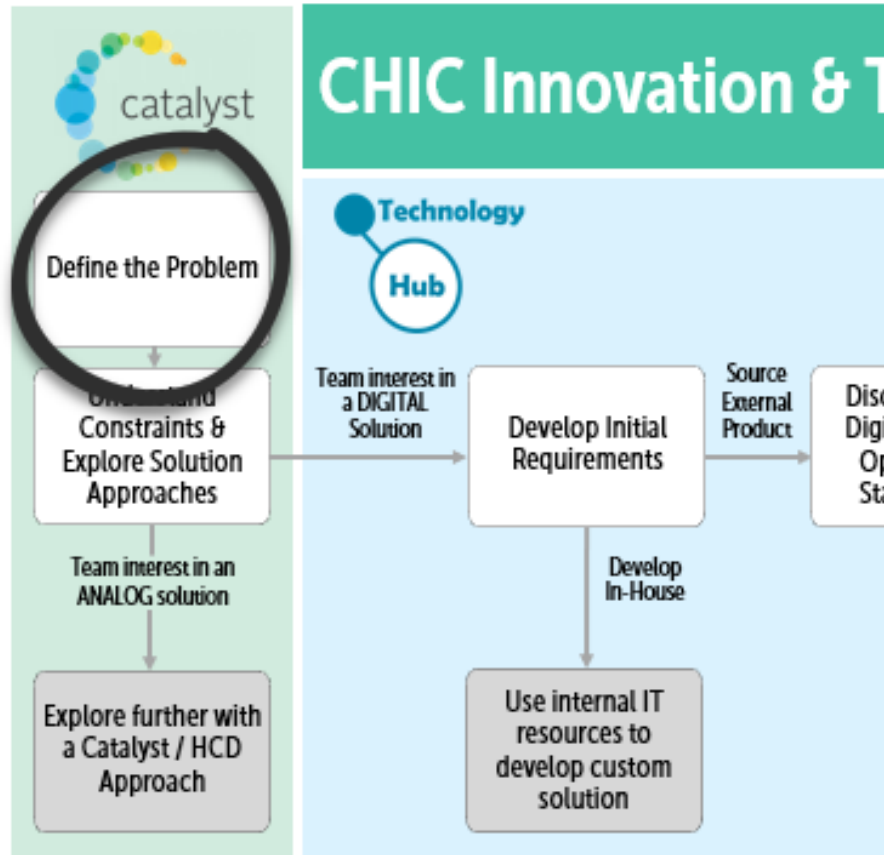
Questions

What else do you think you'll need?



CHIC Spotlight: Jefferson Center

- Jefferson Center for Mental Health's journey



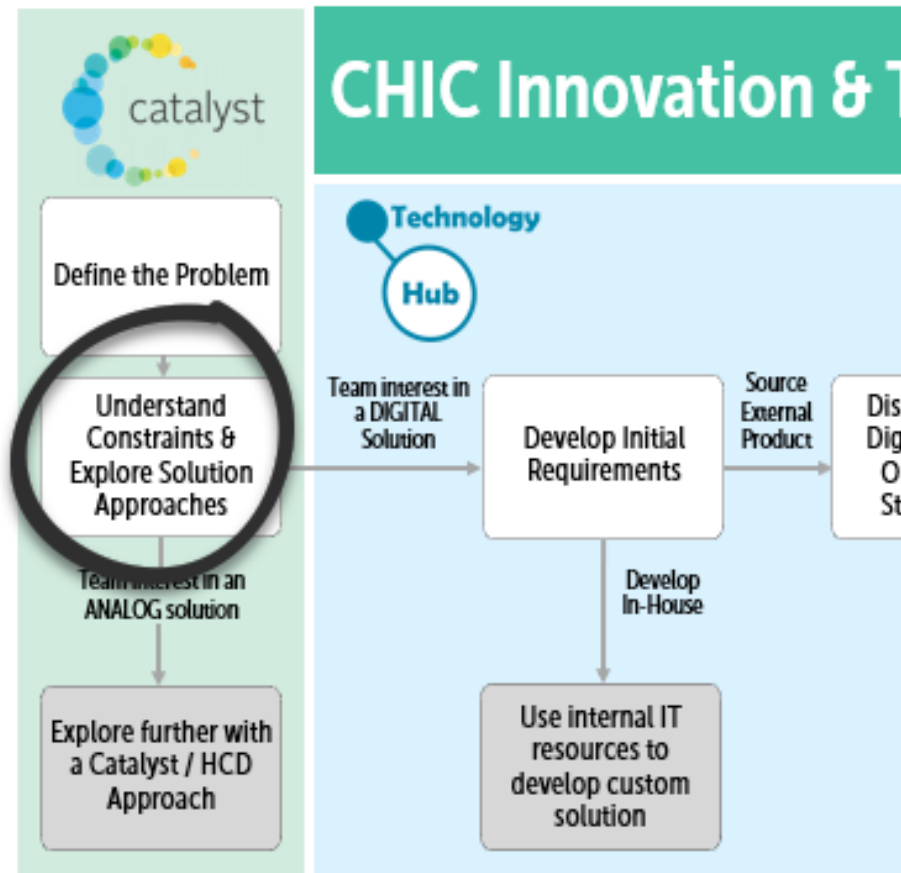
Jefferson Center Telehealth

PROBLEM STATEMENT

Providing more timely (initial appointment within 24 hours, established patients immediate care) **and convenient access to services** (ultimately to include fully integrated cradle to grave services including subspecialty services and social services) **via telehealth** (video component required) **in real time where needed, when needed**, depending on clinical capability and patient preferences.

CHIC Spotlight: Jefferson Center

- Jefferson Center for Mental Health's journey

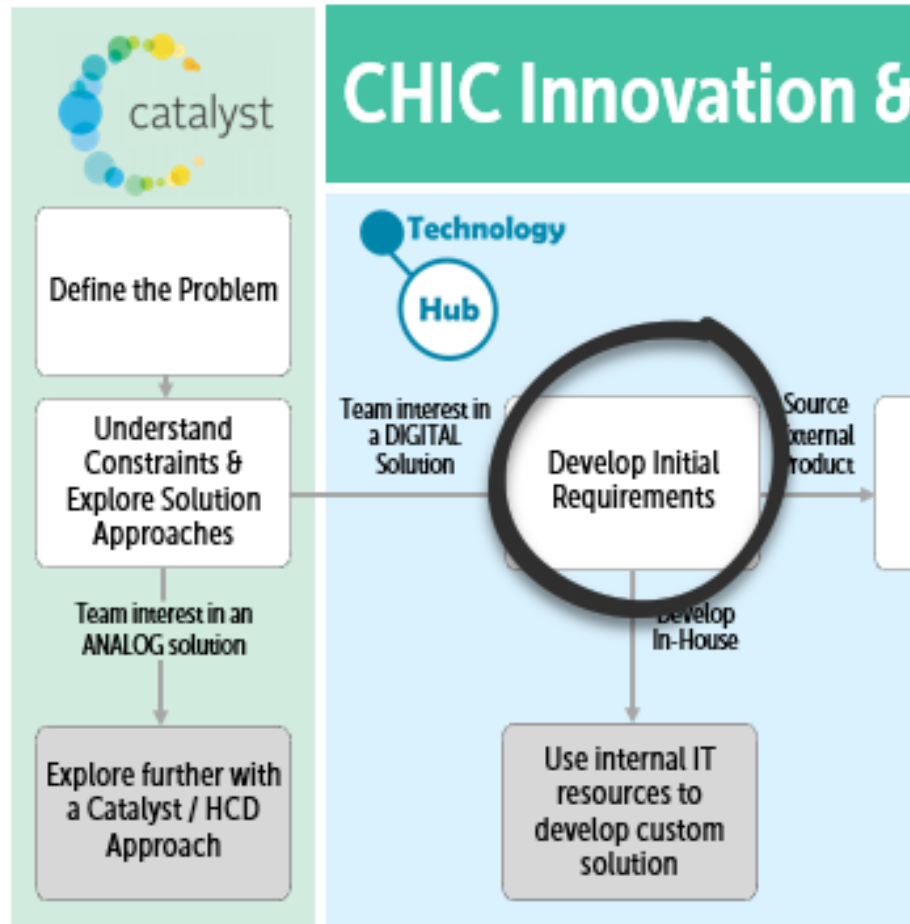


Vendor organization background and experience

1. Please describe the portfolio of services that you are prepared to offer to healthcare provider organizations including, but not limited to; software, hardware, services and training.
2. Describe how your technology platform has been deployed to support mental/behavioral health, ambulance/EMS, ER/hospital, home care, and outpatient service lines.
3. Please describe your experience in supporting mental health services.
4. Please indicate the number of years your company has providing this service/application.
5. Please indicate the number of customers using this service/application.

CHIC Spotlight: Jefferson Center

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Business requirements

EXAMPLE

1. Describe your platform pricing model.
2. Describe how cellular connectivity cost might be embedded in the cost of platform utilization if necessary.
3. Describe how end user support is provided to patient clients, operating staff and clinical staff.
4. Detail what your proposed total annual cost might be for 50 users.
5. If there is a patient co-pay or other patient payments associated with a particular visit, describe how you have integrated payment processing into the platform.

Functional requirements

EXAMPLE

1. How does the platform support voice-only, video with voice, and text only sessions?
2. Does the platform support the following visit/session types: provider/clinician to patient; provider/clinician to provider/clinician; multiple-party conferencing (care team)? If so, how?
3. How does the platform handle recording and/or archiving of sessions?
4. Describe in some detail both the patient and clinician user interface.
5. Does the platform include a client portal? If yes, what services are provided through this portal?
6. Can the platform integrate with an existing organizational client portal? If so, how?
7. Describe how the platform supports connecting a client to one or more clinicians.
8. Describe how you are prepared to support access in rural and mountain areas that might face high bandwidth connectivity challenges.
9. Detail your actual latency and response rates for areas with low band width challenges.
10. Detail your actual latency and response rates for high band width areas.
11. Describe your experience interfacing/integrating with MyAvatar and HealthCrowd, two of our legacy systems.
12. Describe how our community partners will be able to connect to the platform when in the field.
13. Describe how your platform is capable of supporting our client intake and set up work flow.

Technical requirements

EXAMPLE

1. List the electronic health record platforms that you have currently integrated into. Describe how you have integrated/interfaced with each.
2. Describe how your integration to scheduling and calendars works.
3. Do you supply open APIs for our in-house use?
4. What are the client requirements for hardware and software to install and use your platform?
5. Is your platform deployed in the cloud as a service or in our local facility?
6. Describe your HIPAA compliance process.
7. Describe your PCI DSS compliance process.
8. Do you have an objection to using our Business Associate Agreement?
9. Describe the encryption that is native to your platform.
10. Does your platform provide for role-based access security control? If so, how? If not, how does it implement user access security?
11. Describe the network connectivity options.
12. What extra equipment might be required to use your platform?
13. Describe how you handle packet loss, latency and other connectivity issues.
14. Are you willing to implement JCMH security, privacy and compliance policies?

Seed Funding Process

JAN

- Consider how you might build on Catalyst project (data, findings, etc.) for pilot

FEB

- Start scoping problem and requirements
- Leverage available support / consultation

MAR

- Webinar
 - Learn full details for seed funding process;
 - Share your problem statements;
- Exposure to vendors

APR-
MAY

- Complete applications
- Follow-up to refine proposal (if needed)
- Awards made
- Pilots Start
(6 months max)


Pulse Check

- What problem are you hoping to solve in YOUR pilot?


<Type in the Chat Box>




Upcoming Dates to Remember




JAN Monthly CHIC Webinar (1/7)
You are here!
Catalyst Project:
Generate + Test Ideas; Get Feedback
1/21: Catalyst office hours



FEB Monthly CHIC Webinar (2/4)
2/11-12: Final Catalyst Pitches
Make sure your executive sponsors are registered for 2/12 session!



MAR Monthly CHIC Webinar (3/3)
• Full details for seed funding process;
• Share your problem statements;
Exposure to vendors
Meeting w/RAEs



APR-MAY Monthly CHIC Webinar (4/7, 5/6)
Complete applications
Awards made
Pilots Start
(6 months max)

Thank You!

Please email angela@careinnovations.org or juliane@careinnovations.org with any questions

