



CCI  
CENTER FOR CARE  
INNOVATIONS

# Colorado Health Innovation Community (CHIC)

## Monthly Webinar

### February 4, 2020

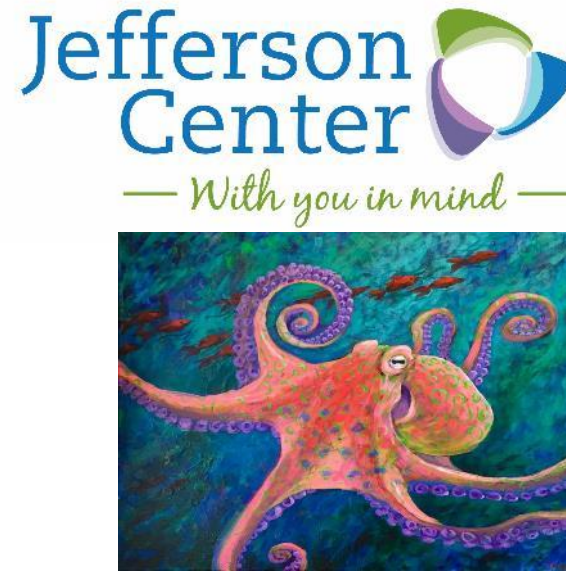
# Welcome!

- 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)



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

- **Reviewed** objectives and processes for CHIC technology pilots
- **Learned** about how to access consultations with and what to expect from CCI and SOLVE Health, the pilot measurement consultant
- **Learned** about the other support and guidance provided throughout your pilots, including specifics around vendor exposure, CCI consultations, and the Tech Pilot Lifecycle Toolkit





# Reminder:

## *Technology Innovation Pilot Objectives*



- 1) **Deepen exposure** to how technology can play a role to solve critical problems in health services.
- 2) **Develop the mindset and confidence** to manage technology projects with outside vendors.
- 3) **Share what you learn** with peers and the CCI community by writing case studies, hosting site visits, preparing presentations, and sharing report outs.



# Tech Pilot Seed Funding Process

## JAN

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

## \*We are here! FEB

- Webinar (2/4)
  - Guidance for scoping tech problem & requirements
  - Deeper dive into consults with CCI and SOLVE
- \*NEW\* Vendor exposure webinar #1 (2/28)
- Seed application launches

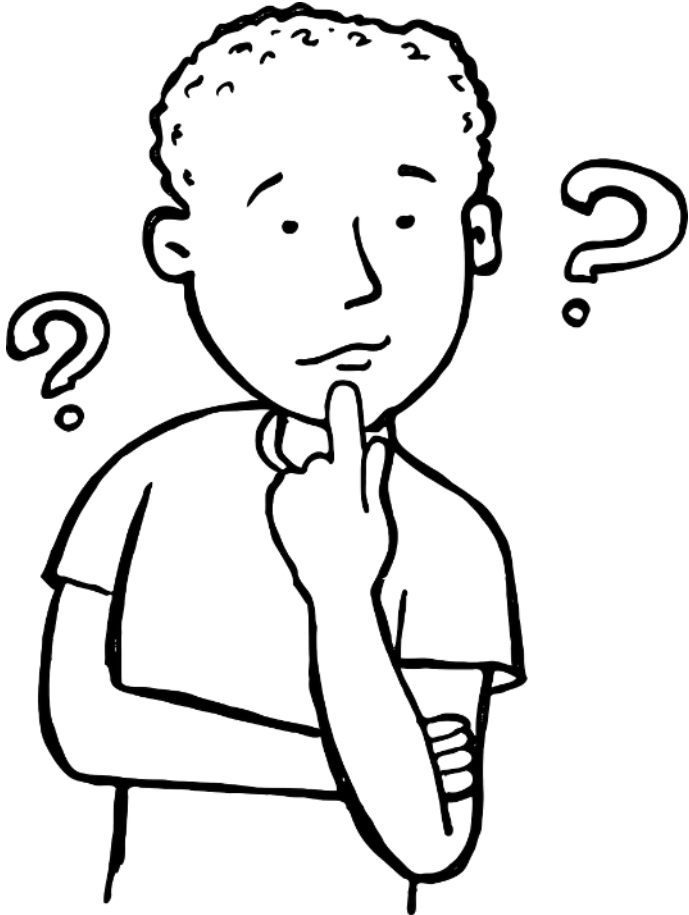
## MAR

- Webinar (3/3)
  - CANCELLED
- \*NEW\* Vendor exposure webinars #2 & 3 (3/6, 3/13)

## APR-MAY

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

# Scoping Your Tech Pilot Problem



- We invite you to step back and rethink your problem that could be best addressed through a pilot
- In short, your tech pilot project does not need to be Catalyst problem.

# Reminder:

## Support you have through CHIC

1

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

2

Problem scoping tools from *Catalyst*

3

Vendor exposure / vetting

### Tech Pilot Toolkit

4

Tech pilot overview guide

#### Sample templates:

- Requirements gathering
- vendor scoring templates
- Project charter template (*Will inform seed funding application and sharing of lessons learned*)

6

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



# CCI Consultations



Reach out to us for help with defining problem statements, setting your requirements, and learning more about technology vendors.

# Pilot Measurement Support: SOLVE Health



+



# SOLVE Health Tech: Who we are



Courtney Lyles, PhD



Urmimala Sarkar, MD, MPH



Kim Nguyen, ScD, MPH



Sarah Lisker

Team of applied researchers based in San Francisco's  
safety-net health system

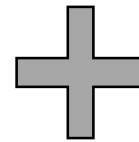
# SOLVE Health Tech: Our role

Consulting on CHIC's Tech Innovation Pilots:

## Initial consultation

We'll help you define a clear, feasible measurement plan for pilot seed funding applications, including:

- Measure development
- Identification of existing measures
- Study design
- Sampling strategies



## *Optional* Ongoing support

During your pilot, we can provide support with:

- Collecting, managing, interpreting data
- Troubleshooting data and integration issues

# Common questions we can help you answer:

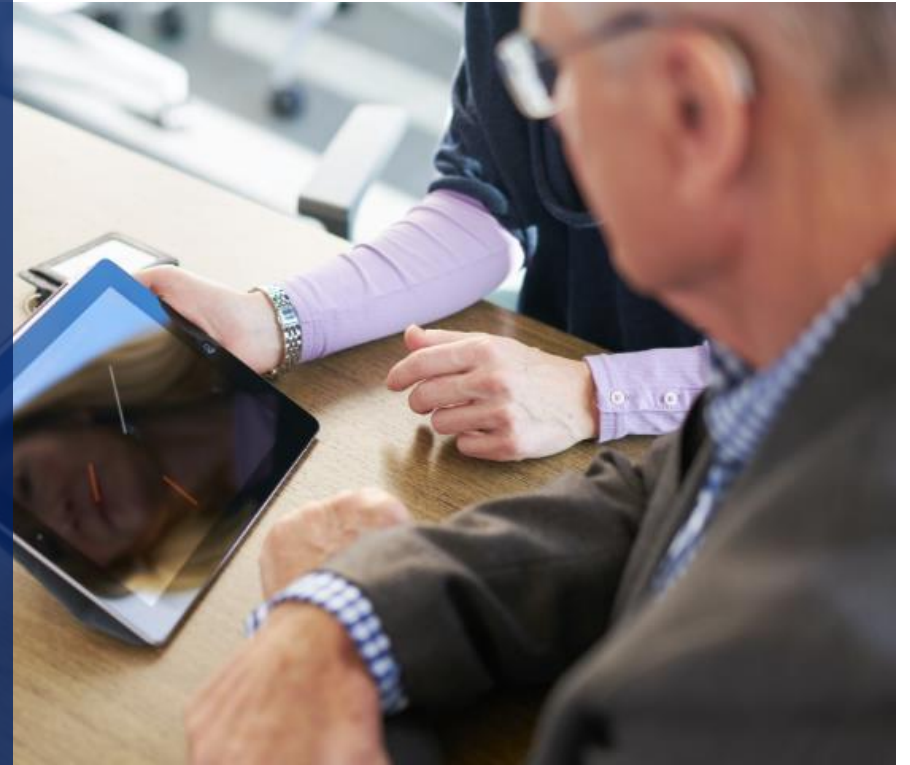
- What should we measure, and when should we measure it?
- How can we align measurement activities to fit into existing workflows?
- Are there existing, validated measures we can use?
- How should we structure our pilot to enhance implementation outcomes (e.g. usability, reach, effectiveness, adoption, feasibility, acceptability?)
- Which variables should we collect?
- What is our sample size?





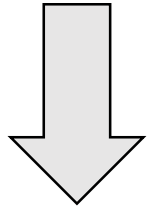
# Common questions, continued

- How can we facilitate the integration of technology into existing workflows?
- How can we collect usability feedback from staff and members of the care team?
- Our intervention is not being implemented as expected. What should we do?
- How should we format our data to facilitate analysis?
- What if we have missing or incorrectly formatted data?
- How can we overcome challenges related to integration?



# Example of consultation

Your Tech Hub plans to launch a population management software platform to monitor patients between visits

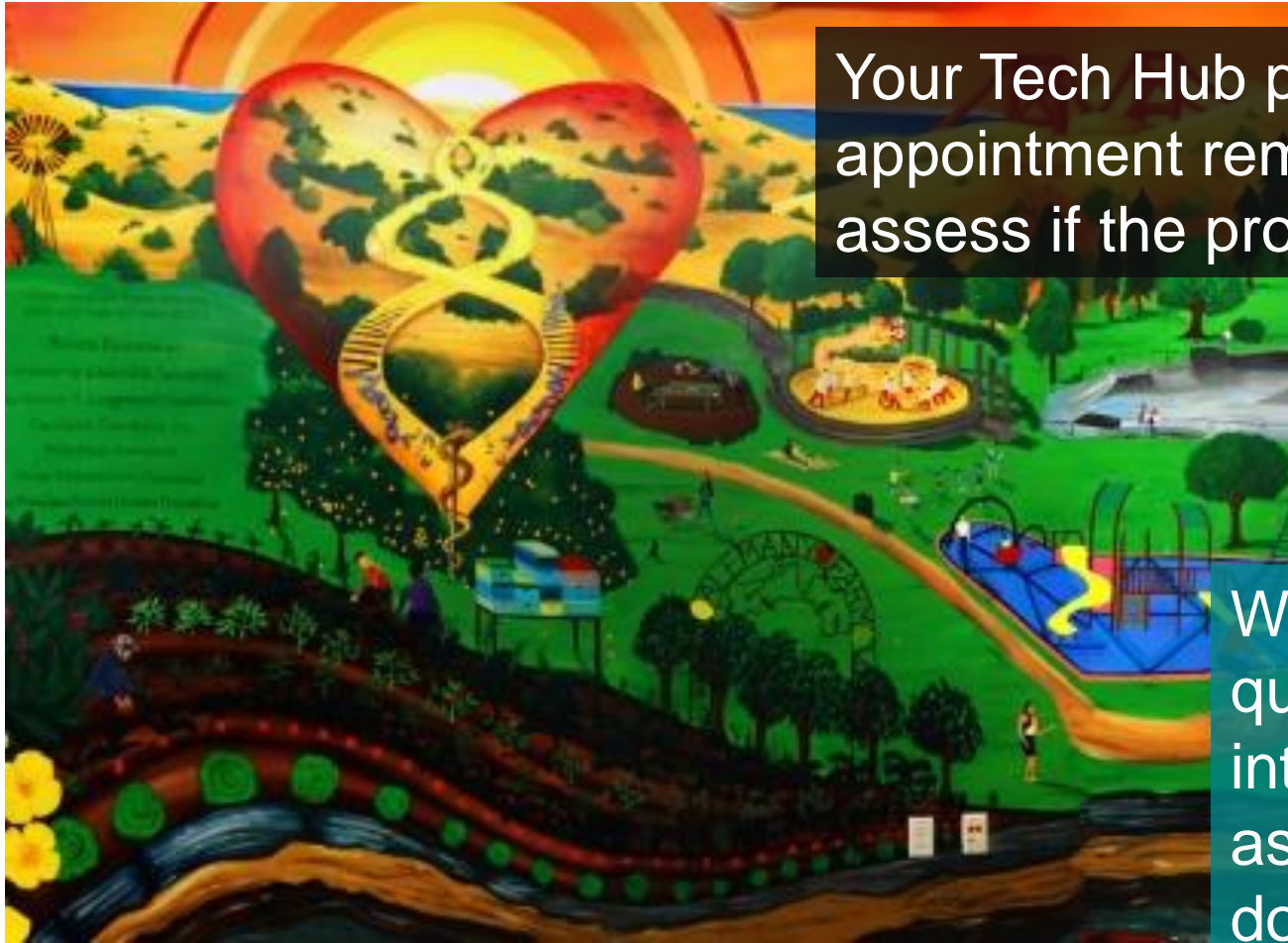


We can help you develop a protocol for the pilot, including an implementation strategy and analysis plan (what to measure, when to measure it, and how)

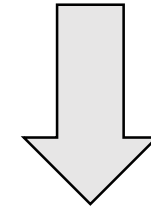




# Example of consultation

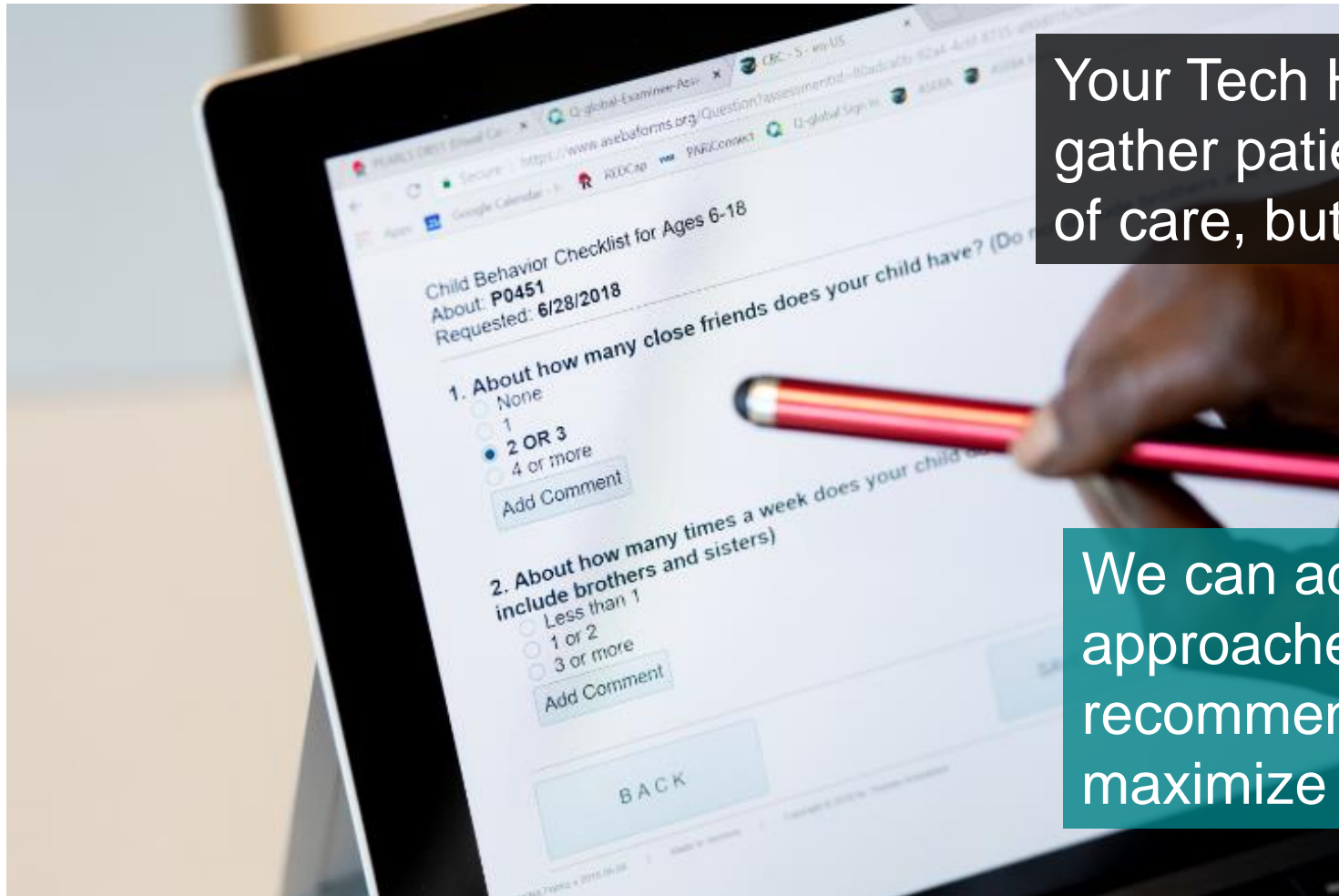


Your Tech Hub plans to text patients primary care appointment reminders. You'd like to be able to assess if the program is feasible beyond the pilot

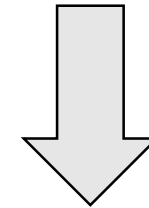


We can provide you with a qualitative analysis plan to interview key stakeholders to assess key implementation domains, barriers, and facilitators to a larger-scale implementation

# Example of consultation

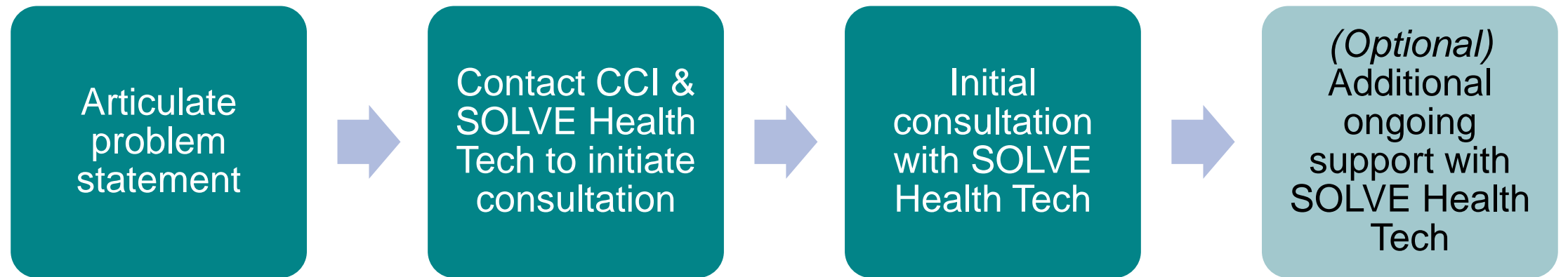


Your Tech Hub implemented a tablet to gather patient experience data at the point of care, but needs to assess its usability



We can advise on usability testing approaches and provide recommendations to adapt the tablet to maximize accessibility and usability

# How to work with us



[solvehealthtech@ucsf.edu](mailto:solvehealthtech@ucsf.edu)



# Questions?

# Reminder:

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# Vendor Exposure Support



Attend Upcoming  
Demo Webinars

*With Ray and CA  
Hubs*



Talking to Vendors  
101

*with Prime Health*



Reference technology  
landscapes, past  
demos, case studies

[careinnovations.org/colorado/tech/](https://careinnovations.org/colorado/tech/)

# Vendor Exposure Webinar Series

- The objective: Develop the mindset and confidence to manage technology projects with outside vendors.
  - The technology itself is secondary!
- We'll be rounding up vendors around themes common to all CHIC members:
  - Access
  - Patient Engagement
  - Operational Efficiency



**Dates: Feb 28<sup>th</sup> , Mar 6<sup>th</sup>, 13<sup>th</sup> at 12pm**

**Please attend at least one webinar.**



# Innovation Academy Topics

## HEALTH CARE

Federal and State  
Colorado Landscape  
Health Economics and Reimbursement  
Health Trends and Priorities  
Social Determinants of Health  
Human-centered Design  
Diversity, Equity and Inclusion  
Value Proposition Alignment  
Culture and Language

## INNOVATION

Strategy and Design Thinking  
Digital Health 101  
Digital Health Models  
Financial Sustainability  
Funding Streams and Initiatives  
Procurement  
Negotiation and Buying Tactics  
Implementation Science  
Measurement and Evaluation

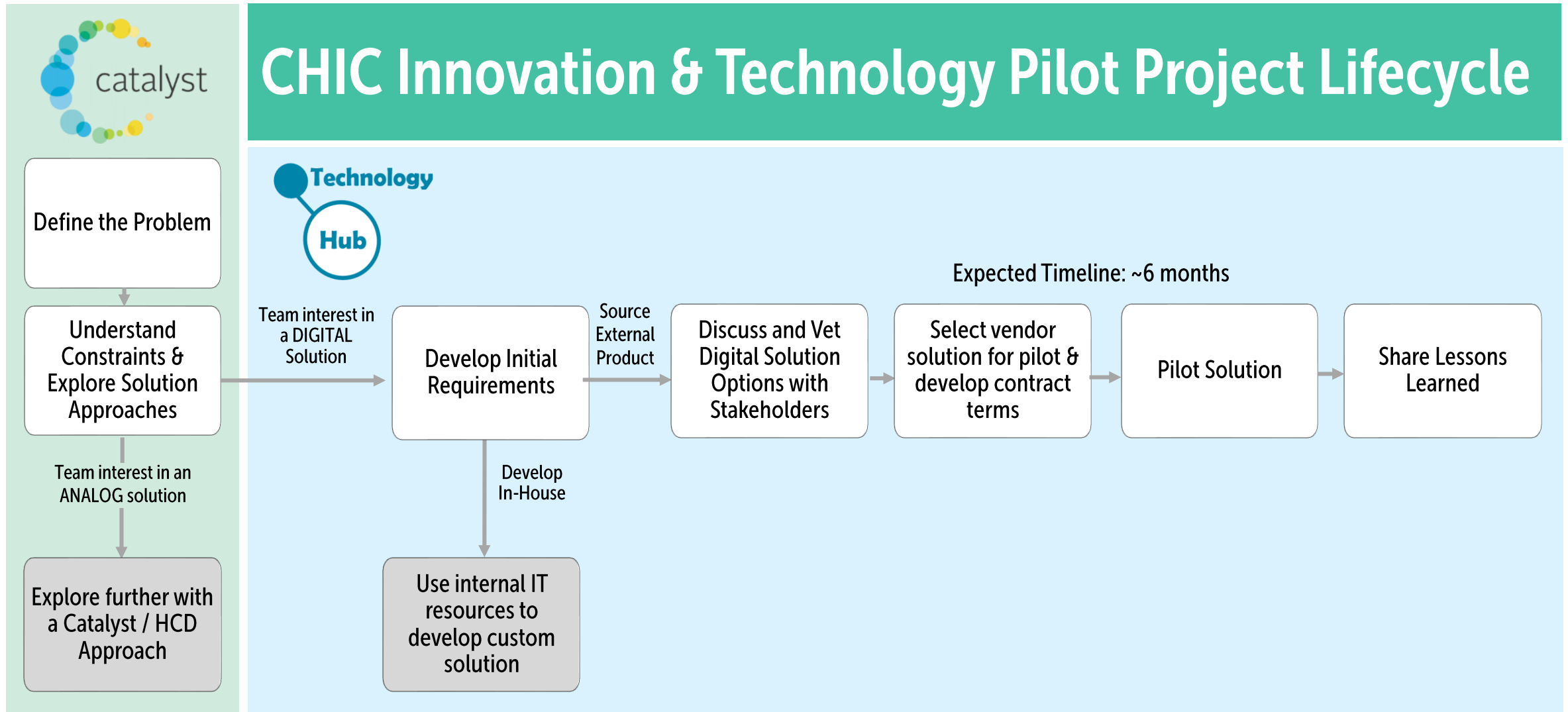


# Where would you like additional support?



- POLL: Where would you be most interested in going deeper?
  - Digital Health Models
  - Financial Sustainability
  - Funding Streams and Initiatives
  - Procurement
  - Negotiation and Buying Tactics

# We turned this process...



# ...into a Toolkit!

- Guides you through stages in the pilot process, but every organization's process will be different
- This is Version 1.0! More to come:
  - Tools, templates, and example resources.
  - Updates to the lifecycle based on your experiences and feedback.

[careinnovations.org/resources/technology-pilot-toolkit/](https://careinnovations.org/resources/technology-pilot-toolkit/)



Written by: **Center for Care Innovations**



Ever wanted to take a look under the hood of our Technology Hub case studies? Or better yet, wish you had a roadmap to piloting and implementing an external technology platform at your organization?



Here, we've distilled the best of the lessons learned from our Technology Hub program to create the Technology Pilot Toolkit, a high-level overview of the technology pilot life cycle accompanied by a set of supportive resources. Above all, the process detailed below is a recommendation: while each of these steps will be part of the pilot journey, the order and specifics will be flexible and dependent on your organization's practices, culture, and leadership.

## Why conduct a technology pilot?

Pilots offer your organization more than the acquisition of a new tool or technology. We see technology pilots fulfilling three main objectives:

1. Deepen exposure to how technology can play a role to solve critical problems in health services.
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 selecting a vendor, testing, and procurement (with at least one vendor)
  - Clarify your organization's process to determine whether to scale a pilot or end it by **establishing early metrics and deal breakers** to assess whether the pilot is successful.
  - Learn how **outside support** (legal counsel, consultants etc.) can be used to strengthen your team's internal capacity

# Questions?



# Upcoming Dates to Remember



FEB

Monthly CHIC Webinar (2/4)

**\*You are here!\***

**2/11-12: Final Catalyst Pitches**

*Make sure your executive sponsors are registered for 2/12 session!*

**Consultations w/ SOLVE, CCI**

**2/21: Seed Funding App released**



MAR

**No Monthly CHIC Webinar**

**3 Vendor Exposure Webinars (60 min):**

- Feb 28<sup>th</sup> , Mar 6<sup>th</sup> , Mar 13<sup>th</sup>

**TBA: Seed funding application Office Hours**

**3/9: CHIC & RAEs Meeting**



APR

Monthly CHIC Webinar (4/7)

**Submit Seed Funding Apps**

**Awards made**

**Pilots Start**  
*(6 months max)*



MAY

Monthly Webinar, (5/6)

**Pilots**  
*(6 months max)*



# Thank You!

Please email [angela@careinnovations.org](mailto:angela@careinnovations.org) or [juliane@careinnovations.org](mailto:juliane@careinnovations.org) with any questions

