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?
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.
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| • Consider how you might build on Catalyst project (data, findings, etc.) for pilot | • 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 | • Webinar (3/3)  
  • CANCELLED  
  • *NEW* Vendor exposure webinars #2 & 3 (3/6, 3/13) | • 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

5. **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*
Reach out to us for help with defining problem statements, setting your requirements, and learning more about technology vendors.
Pilot Measurement Support: SOLVE Health

Colorado Health Innovation Community + SOLVE
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

- Articulate problem statement
- Contact CCI & SOLVE Health Tech to initiate consultation
- Initial consultation with SOLVE Health Tech
- (Optional) Additional ongoing support with SOLVE Health Tech

solvehealthtech@ucsf.edu
Questions?
Reminder: Support you have through CHIC

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

2. Problem scoping tools from Catalyst

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4. Tech pilot overview guide

5. Sample templates:
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6. Reference resources
   - CCI Case Studies, landscapes, CCI Academy Webinars
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/
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 28th, Mar 6th, 13th 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...

CHIC Innovation & Technology Pilot Project Lifecycle

- Define the Problem
- Understand Constraints & Explore Solution Approaches
  - Team interest in an ANALOG solution
- Explore further with a Catalyst / HCD Approach

Technology Hub

1. Develop Initial Requirements
2. Source External Product
3. Discuss and Vet Digital Solution Options with Stakeholders
4. Select vendor solution for pilot & develop contract terms
5. Pilot Solution
6. Share Lessons Learned

Expected Timeline: ~6 months
...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.

[link](careinnovations.org/resources/technology-pilot-toolkit/)
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 28th, Mar 6th, Mar 13th
    - 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 or juliane@careinnovations.org with any questions.