Colorado Health Innovation Community (CHIC) Monthly Webinar

June 2, 2020

CCI
CENTER FOR CARE INNOVATIONS

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.

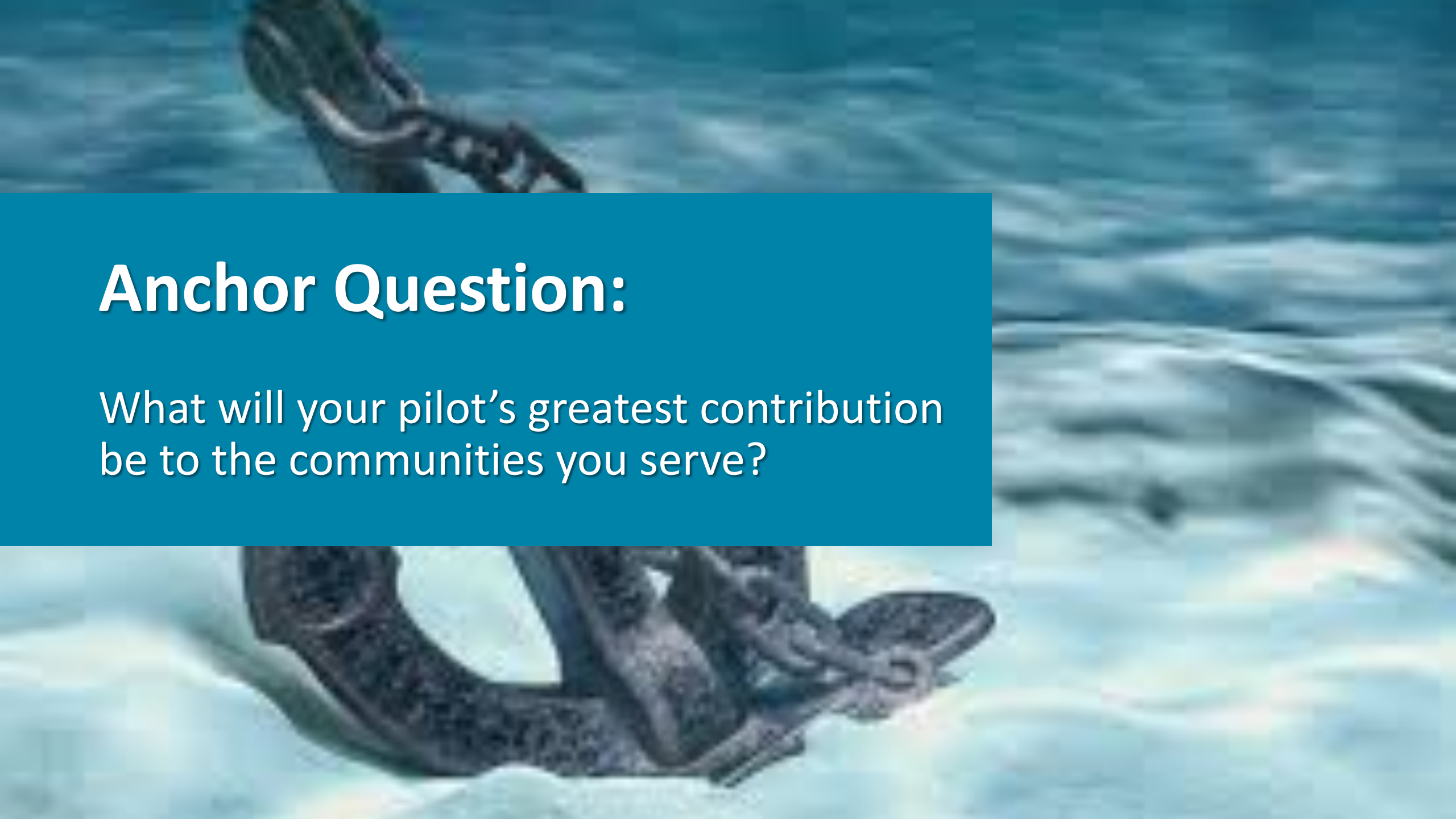
While You're Waiting:

Please share your *name* and *organization*, and any *team members* who are with you, in the **chat box**.

Hellos and Goodbyes!

- Please welcome **Wes Gabrillo**, our new *Program Coordinator*

…and here is to **Angela** with a deep sense of gratitude as she heads off to graduate school!



Anchor Question:

What will your pilot’s greatest contribution be to the communities you serve?

By the end of this webinar, you will have…

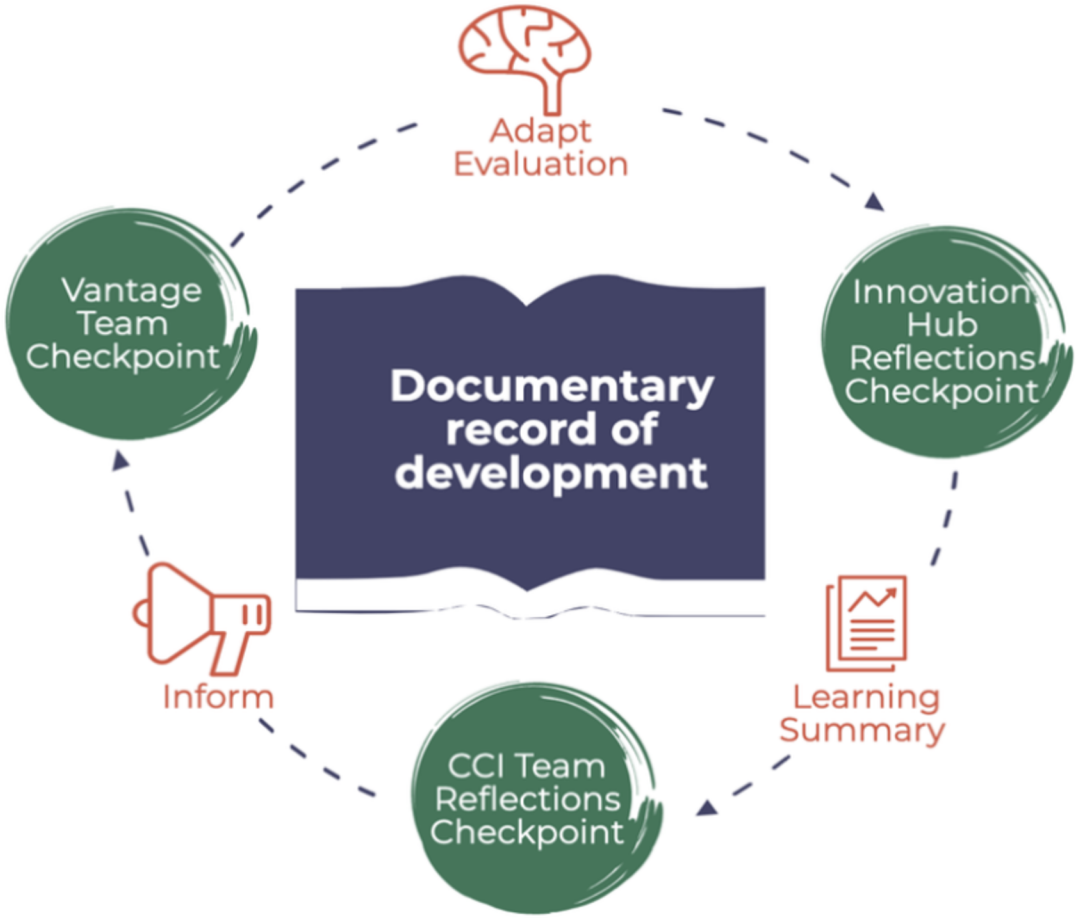
- **Provided feedback** on future evaluation activities.
- **Reviewed** and **identified** key elements of the final Case Study template you can start working on now.
- **Assessed** ways the Case Study will contribute to your ability to tell the story of your pilot.
- **Provided feedback** on future technical assistance / support for this pilot phase of CHIC.

Poll: How’s it going?

Our evaluation and learning framework for CHIC

Our 3 evaluation and learning areas:

1. Innovation hubs' ability to leverage innovation and technology to promote health outcomes
2. Innovation hub experience and benefits
3. Model implementation in Colorado



How we have adapted our evaluation and learning strategy in response to COVID-19

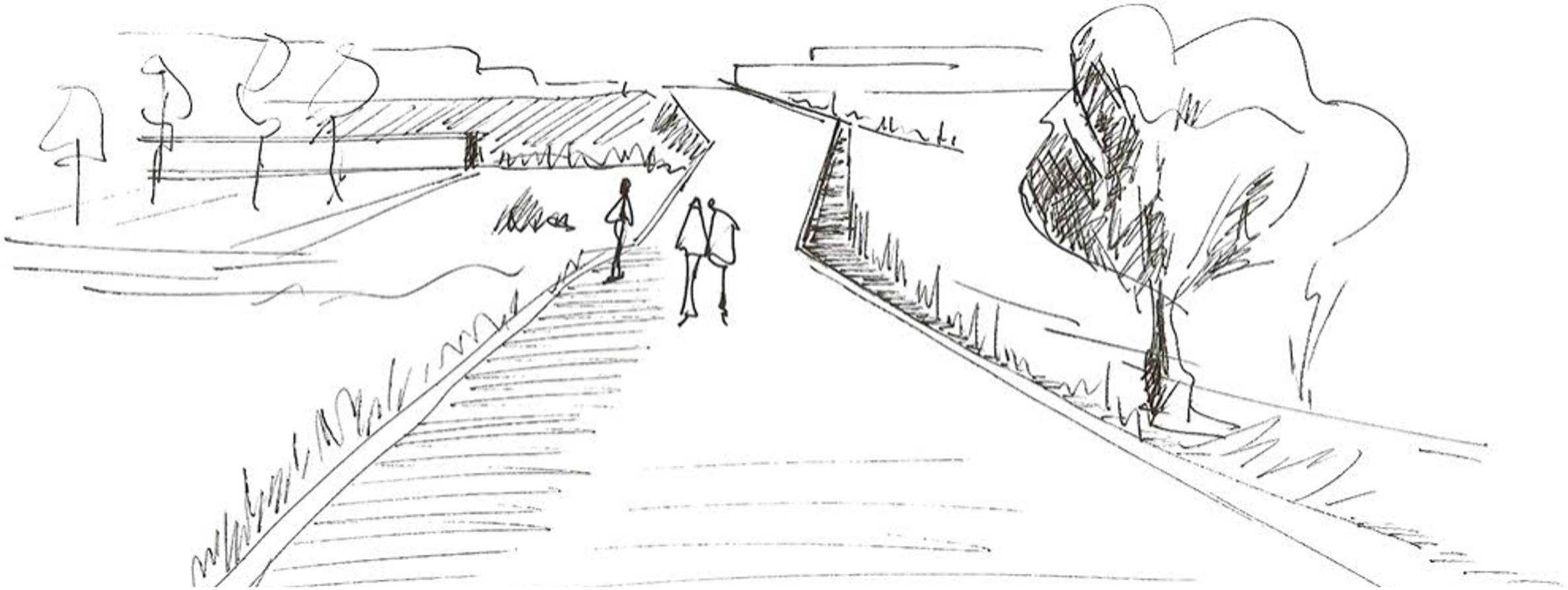
Prioritize giving you space to respond to this crisis

Offer our evaluative and learning support to CHIC community

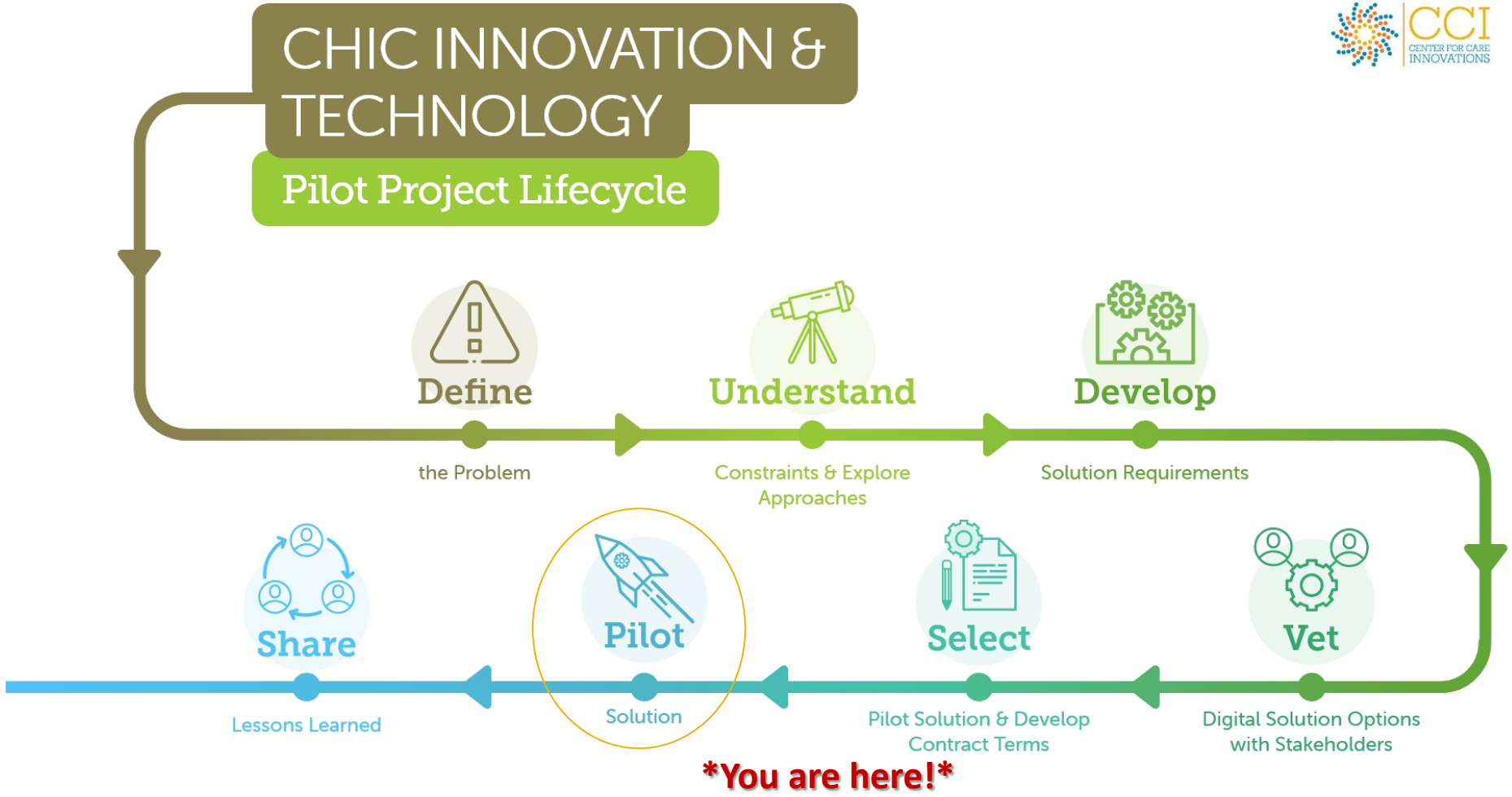
Systematizing and evaluating 3 areas

1. CHIC's impact under COVID-19
2. CHIC's ability to adapt
3. CCI's efforts

What we envision moving forward

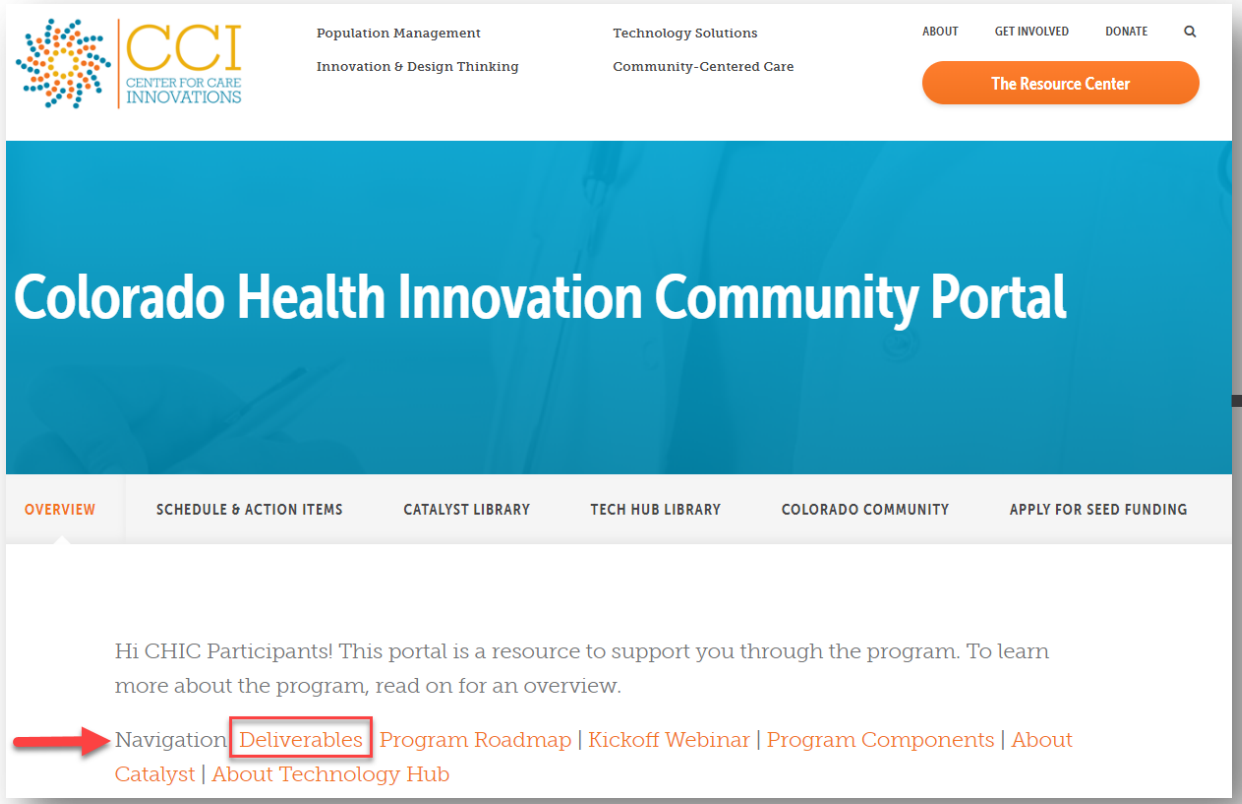


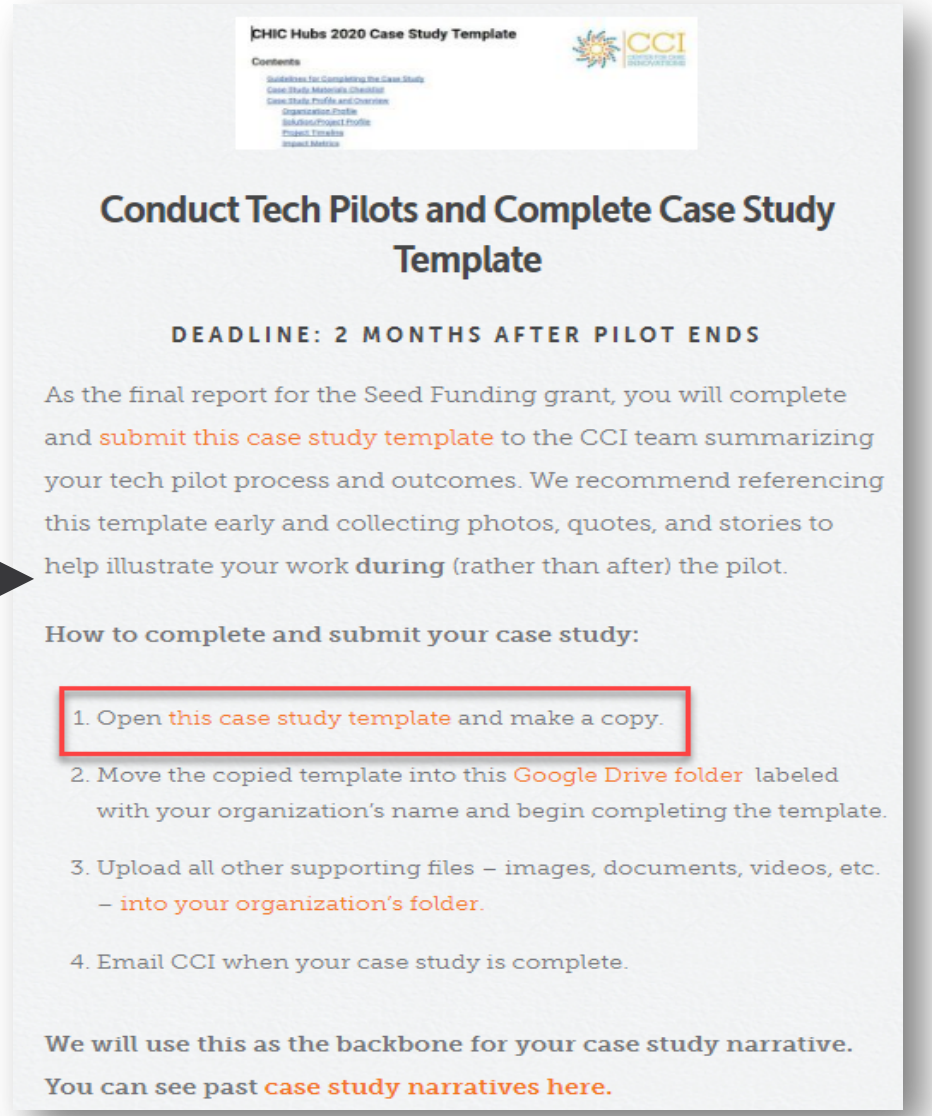
Reorienting to the *Tech Pilot Lifecycle*



A Great Resource: AMA's *Digital Health Implementation* steps

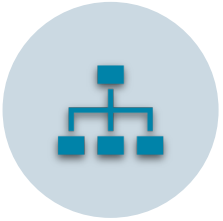
Introducing the Case Study Template



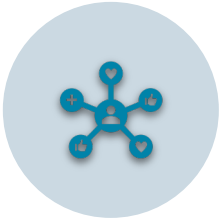


Case Study Template

Case Study Profile and Overview



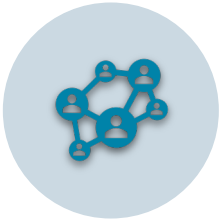
Organization Profile: quick facts and summary level info about the organization and project.



Solution/Project Profile: high level overview of the problem you were trying to solve and approach

Project Timeline: bullet points summarizing what was done during each phase of the project

Impact Metrics: (3-5 key ones) you've collected as part of your project.

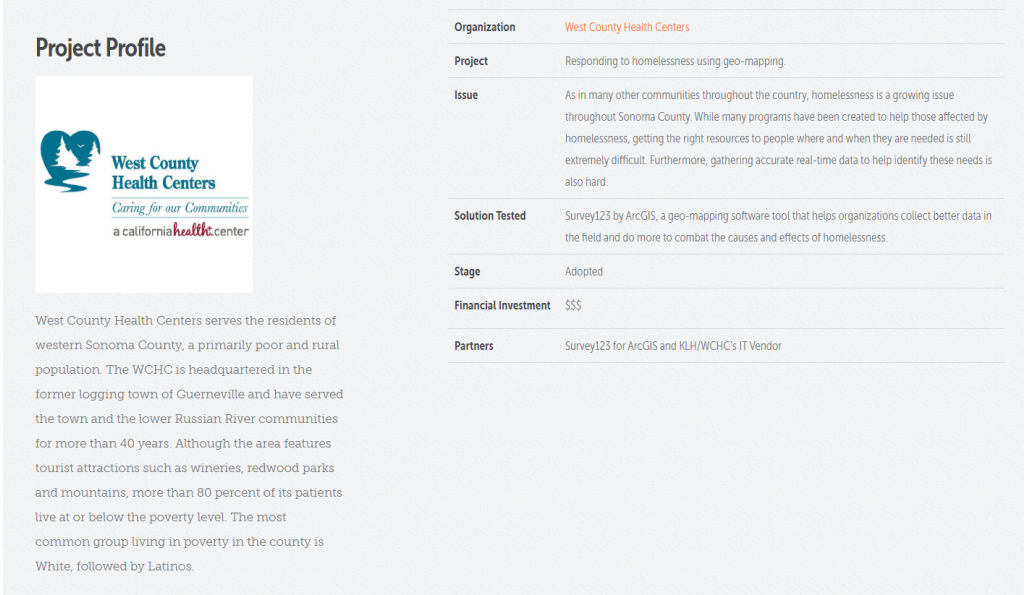


Project Point Person: contact info for the person that readers can reach out to if they want to learn more. *This will be shared on the CCI website.*

Case Study Template

3 Tips when developing your Case Study Profile

- Keep your organizational profile short. 2-3 sentences describing your organization and its uniqueness. *This is often pulled from your organization's website.*
- Make sure you have a clear understanding of the problem you are trying to solve and the solution that will help you solve it. These 2-3 sentences do not change throughout the entirety of your project. *This is often your elevator pitch.*
- The Project Timeline describes the approach your team took to bring your solution to life. These are high-level bullet points that outline your milestones and phases of the project. *This timeline often changes as you conduct your pilot(s).*



Project Profile

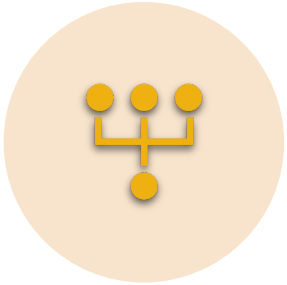
West County Health Centers
Caring for our Communities
a california health center

West County Health Centers serves the residents of western Sonoma County, a primarily poor and rural population. The WCHC is headquartered in the former logging town of Guerneville and have served the town and the lower Russian River communities for more than 40 years. Although the area features tourist attractions such as wineries, redwood parks and mountains, more than 80 percent of its patients live at or below the poverty level. The most common group living in poverty in the county is White, followed by Latinos.

Organization	West County Health Centers
Project	Responding to homelessness using geo-mapping.
Issue	As in many other communities throughout the country, homelessness is a growing issue throughout Sonoma County. While many programs have been created to help those affected by homelessness, getting the right resources to people where and when they are needed is still extremely difficult. Furthermore, gathering accurate real-time data to help identify these needs is also hard.
Solution Tested	Survey123 by ArcGIS, a geo-mapping software tool that helps organizations collect better data in the field and do more to combat the causes and effects of homelessness.
Stage	Adopted
Financial Investment	$$$
Partners	Survey123 for ArcGIS and KLH/WCHC's IT Vendor

Case Study Template

Project Narrative



The Process: descriptions of how your team worked through the problem and challenges that arose

Lessons Learned: 2-3 short lessons learned from your project.

Next Steps: 5-7 short next steps for your project beyond the scope of the program timeline.

Quotes: (3-4) from end users or other stakeholders who were impacted by the project.

Case Study Template

3 Tips when developing your Project Narrative

- Be sure to collect as many quotes & photos as you can when conducting your pilot(s). These will be showcased on CCI's website. *Make sure those offering quotes or are in photographs sign your organizations photo release consent form.*

- The process section of the case study is the storytelling portion of your narrative. While you don't have to write a novel it is however important to include as much detail as possible. *This is where you spend most of your time when writing your case study.*

- The lessons learned section of the case study captures high-level learnings. Think of this section as lessons you wish you would have known before launching this project. *These bullet points are often advice you would offer for another organization trying to adapt your idea.*

Photo #1 Administering the ArcGIS Survey with HCH Clients	Photo of Vanessa Woodbyrne, HCH Care Management Assistant during her weekly outreach rounds asking her HCH Clients WCHC's Survey123 questions.
Photo #2 Administering the ArcGIS Survey at an Encampment	Photo of Vanessa Woodbyrne, HCH Care Management Assistant during her weekly outreach rounds asking her HCH Clients WCHC's Survey123 questions at an encampment.

Case Study Template

Case Study Materials and Assets

From Your Project:

(1) Key Tools: tools, protocols, frameworks, other resources you created to advance your work

(2) Images of Your Solution At Work In Your Organization: photos from your implementation process or users testing the solution. Please get consents for use on CCI website from anyone whose face is visible in the photos.

(3) Visuals/Screenshots Describing Your Project: screenshots or images of your solution.

From the Vendor:

Background Resources About the Solution: Articles, videos, screenshots, demos, of solution from vendors

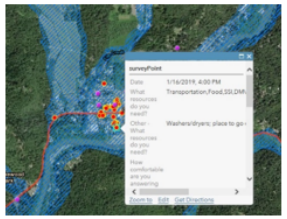
Case Study Template

3 Tips when developing your Materials & Assets Section

- Document any tools, workflows, diagrams, etc. that your team used to advance your work. These are invaluable for other organizations looking to adopt your solution. *Be sure to crave out an ample amount of time to craft this section and make sure to add your organizations logo to all materials produced here.*

- The files section of the case study brings to life your pilot(s) visually! Think of these visuals as artifacts that support the process portion of the project narrative. *Make sure to turn any screenshots into jpgs.*

- Background resources about your solution are helpful. Think of the materials from your audience's perspective. What articles or videos describing your solution would you want them to know before reading your case study? *This is often pulled from your vendor's website.*

File #1 Overview of ArcGIS System	Visual Overview of the ArcGIS System
File #2 Pre and Post Flood Evacuation Map	Geolocated red dots represent patients that were marked prior to the flood. Purple dots represent patients that were marked after the flood. Note: The Flood Map is overlaid. (zoomed out to protect PHI)
File #3 Visual of Survey associated with a geopoint	When you click a dot on the map you can see the patients survey response associated with it. 

Discussion & Questions

Now that you are launching your pilot:

- What questions do you have for us or each other?
- Is there anything that you're confused or worried about?
- What else do you think you'll need help with?

Poll: How Can We Help?

What kind of **assistance** do you think would be most valuable?

What **modalities** would be most valuable?

Upcoming Dates to Remember

June

Monthly CHIC Webinar (6/2)

You are here!

-Follow-up to refine proposal (if needed)

-Final awards made

-Next round of pilots start (6 months max)

-Optional Coaching

July

Monthly CHIC Webinar (7/7)

July 10 @ 12:30-1:30 (Safety Net Tech VIPs Lunch Mixer!)

-All pilots in full swing!

-Capturing photos and quotes

-Optional Coaching

August

Monthly CHIC Webinar (8/4) – REPURPOSED FOR:

Aug 4 @ 12:30-1:30 (Safety Net Tech VIPs Lunch Mixer #2!)

-All pilots in full swing!

-Capturing photos and quotes

-Optional Coaching

September

Monthly CHIC Webinar (9/8)

Sept TBD @ 12:30-1:30 (Safety Net Tech VIPs Lunch Mixer #3!)

-Optional Coaching

Thank You!

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