



CCI
CENTER FOR CARE
INNOVATIONS

Colorado Health Innovation Community (CHIC)

Monthly Webinar

August 6, 2019

Welcome!

- All participants will 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**.

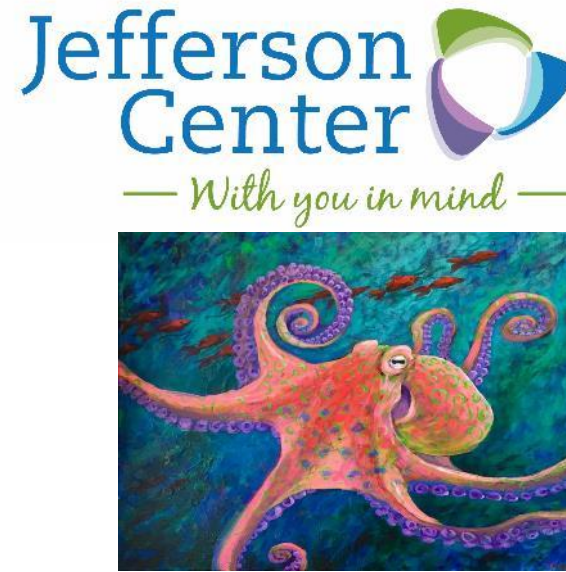
While You're Waiting:
What fun memory
have you created this
summer? Share in the
chat box!

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

- **Reviewed** high level agendas and **obtained clarity** on next steps for August site visits and 1/2-day Catalyst Session for Leadership (8/28).
- **Reviewed** themes and **outlined** initial plans for *Ecosystem Partnership* (where CCI expects to take the lead, grantees are encouraged to take the lead)
- **Learned about** how *Mental Health Center of Denver* has leveraged VR to improve and enhance patient care

Who is on the call?





Colorado Health Innovation Community (CHIC)



CCI PROGRAM TEAM



Veenu Aulakh



Juliane Tomlin



Ray Pedden



Angela Liu



Laura Blumenthal

IMPLEMENTATION PARTNERS



Design Thinking
Aspen Labs – Christi
Zuber



Leadership & Safety Net
Pete Leibig

EVALUATION PARTNERS



Laura Sundstrom



Stacie Hanson



Raquel Rubio Rodriguez

What You Need to Know

- August Site Visits
- Ecosystem Partners & Event
- CHIC Communications



August Site Visits



Schedule

- 8/20: Clinica (1-4pm)
- 8/21: Jefferson Center (9-12am)
- 8/22: Solvista (2-5pm)
- 8/23: Melissa Memorial (1-4pm)
- 8/26:
Mental Health Center of Denver (9-12pm)
Every Child Pediatrics (2-5pm)
- 8/27: STRIDE (1-4pm)

Your Next Steps:

- Share attendees and location of our meeting with us.
- Send any feedback on the agenda by EOD Wednesday, Aug 7.
- Think about how your team would like to highlight your past work and CHIC goals, particularly in our top 4 priority areas.
- Please review “work in progress” grid for accuracy & completeness and send back to us with any updates / additions.



Ecosystem Partners & Event

- Themes of ecosystem partners from June 19 activity
- Next steps:
 - Where will CCI take the lead?
 - Where will grantees take the lead?

A decorative graphic on the left side of the slide consists of a cluster of dots in blue, orange, and yellow colors, arranged in a somewhat circular pattern.

CHIC Communications

- Program communications
- What?
- How often?

Catalyst for Leaders

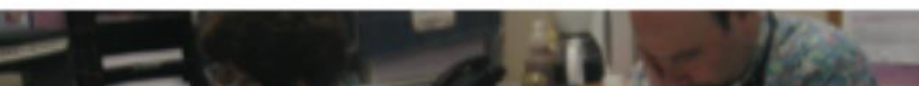
Christi Zuber, *Managing Director, Aspen Labs*





The failure of transformational change is rarely due to the content or structure of the plans that are put into action.

Well...why DOES it fail?





Types of Failure

Amy C Edmondson
(Harvard Business Review, April 2011)

Blameworthy Failure

Deviance

Violating prescribed processes.

Inattention

Careless deviation from process.

Inability

Lack of skills, training, competence.

Process Inadequacy

Prescribed process is faulty.

Task Challenge

Task is too hard to execute reliably.

Process Complexity

Process breaks down due to complexity.

Uncertainty

Reasonable choices lead to failure due to unforeseeable events.

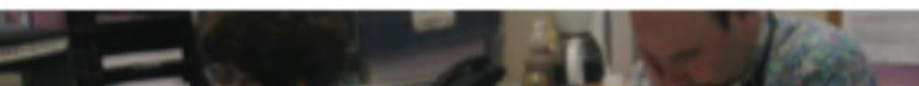
Hypothesis Testing

Experiment designed to test an idea leads to unwanted results.

Exploratory Testing

Experiment designed to uncover new knowledge leads to unwanted results.

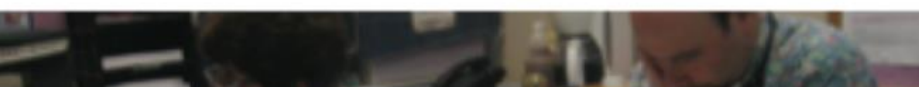
Praiseworthy Failure





Concepts and language that used to be associated with designers have entered into other specialist areas:

- policymaking to make public service more user-centered (Parker and Heapy 2006);
- businesses engage with customers by offering new meanings and services (Verganti 2009);
- even the military leverages the role of design in warfare and strategy (School of Advanced Military Studies n.d.).

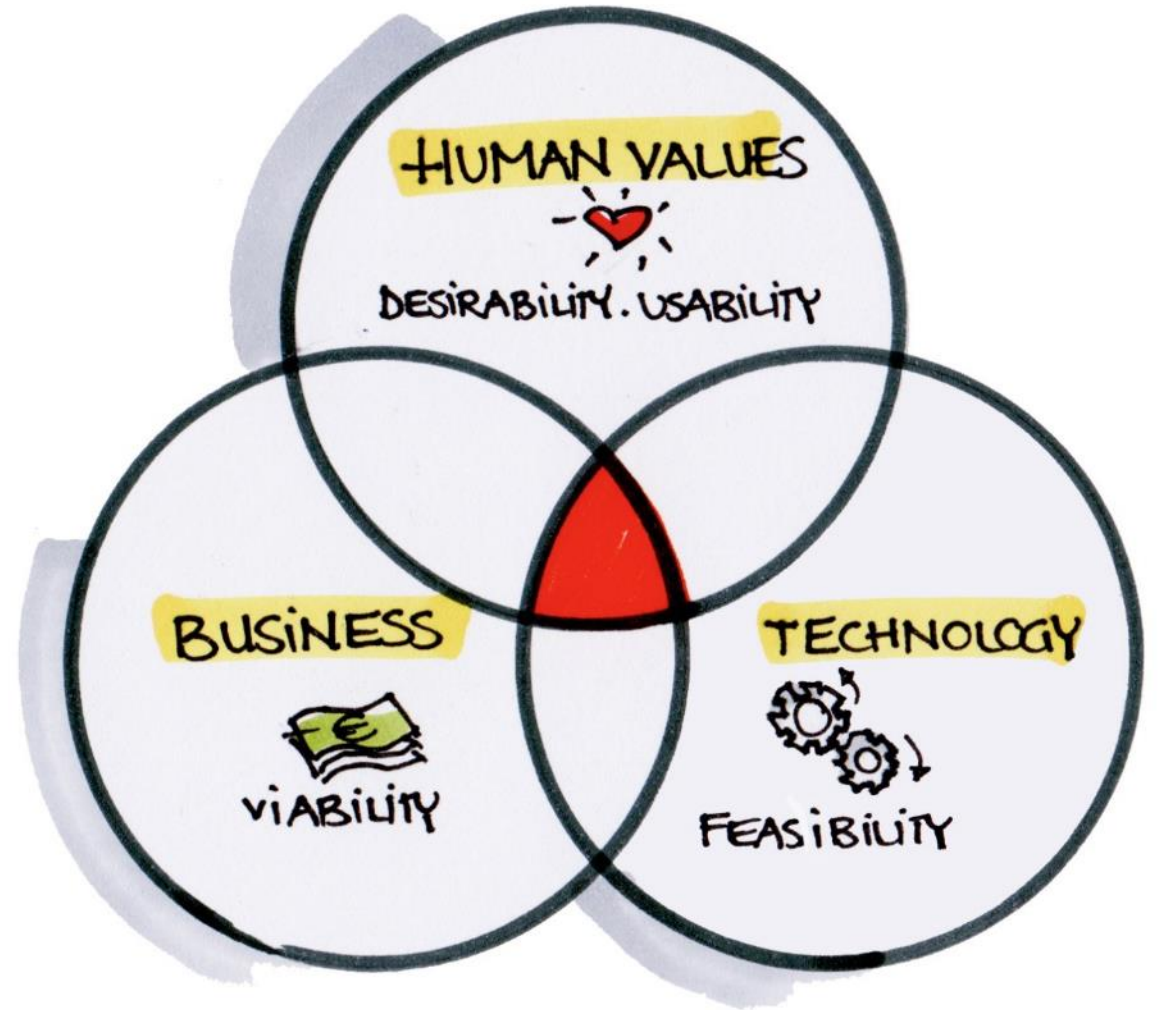


“Design thinking is a human-centered approach to innovation that draws from the designer’s toolkit to integrate the needs of people, the possibilities of technology, and the requirements for business success.”

— Tim Brown

On Aug 28 come learn:

- 1) What does it look and feel like?
- 2) What is the theory and “proof points” behind it?
- 3) How can I help advocate and lead it?



CHIC Spotlight

- A little background
 - Spotlight template
- Upcoming Spotlights
 - **September:** Clinica
 - **October:** Melissa Memorial
 - **November:** TBD
- In 2020, start to include CHIC efforts and “sounding boards”

CHIC Spotlight

Improving Patient Visits with Virtual Reality with Mental Health Center of Denver

- Wes Williams, Ph.D.
Vice President and Chief Information Officer



CHIC Spotlight

Colorado Health Innovation Community In-Progress Case Study

Wes Williams, PhD, VP & CIO

August 6, 2019



Spotlight Outline

- **Organization Profile**
- **Solution/Project Profile**
- **Project Timeline**
- **The Process**
- **Lessons Learned**
- **Next Steps**



Organization Profile

Mental Health Center of Denver

THE MENTAL HEALTH CENTER OF DENVER

Enriching Lives & Minds by Focusing on Strengths & Well-Being



ACCESS TO SERVICES



COMMUNITY ENGAGEMENT



TRAUMA-INFORMED DESIGN



Mental Health Center *of* Denver

mecd.org

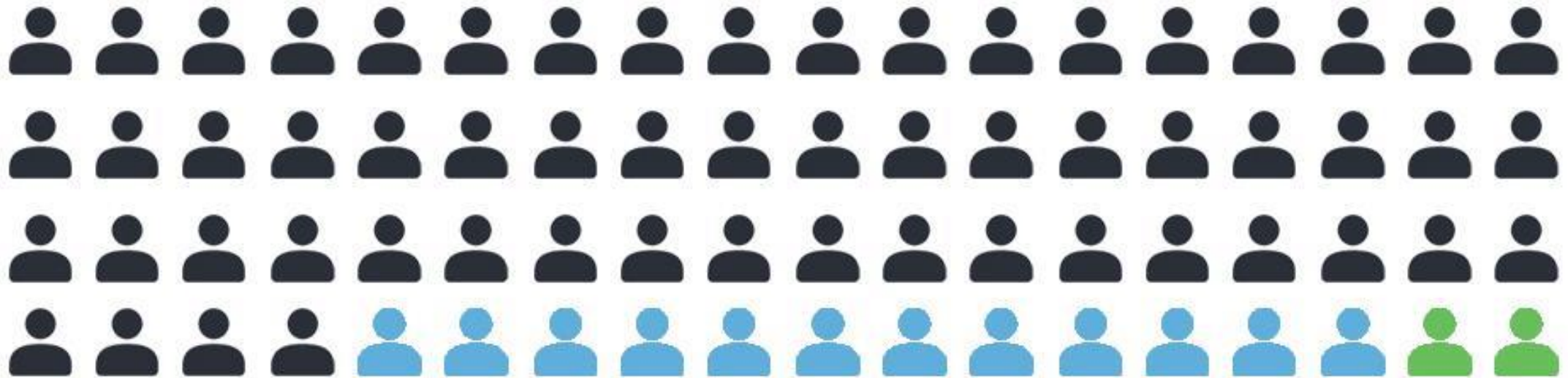


A wide-angle photograph of the Denver skyline at dusk. The city's skyscrapers are silhouetted against a deep blue twilight sky. In the foreground, a dense line of trees with autumn-colored foliage separates the viewer from the city. The overall mood is serene and contemplative.

A NEW VISION

Touch all lives in Denver,
providing extraordinary experiences
to improve well-being.

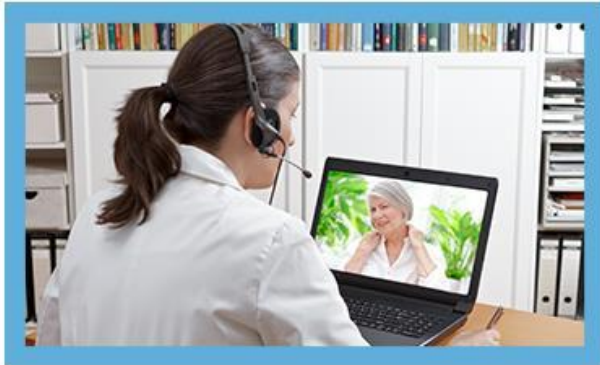
A FORCE MULTIPLIER





AREAS OF FOCUS

Access



Efficacy



Engagement





Solution/Project Profile

Meditation VR

COLLABORATION



National Mental Health
Innovation Center

UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS



tin

tech innovation network


subsequently.

behaves in ways that are against safety.

Borderline Personality Disorder: highly
relationships, vacillates from over-idealization
and then to fear of abandonment

DIFFICULTY REGULATING AFFECT

generally less than anti-social types, has
as purpose may end

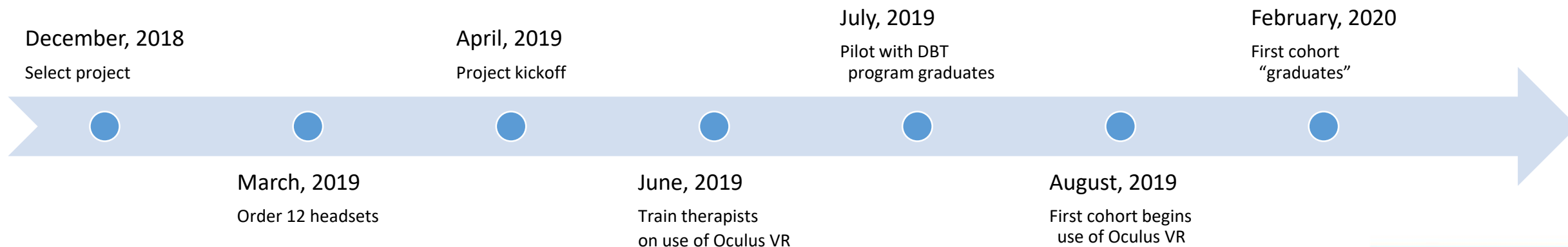
A woman with blonde hair in a braid, wearing a white tank top, is seen from behind, sitting in a meditative lotus position on a blue mat. She is in a virtual reality environment with a tropical theme. To her left is a body of water and a rocky cliff with greenery. To her right is a large, ancient stone structure, possibly a temple or ruin, with palm trees and lush vegetation. The sky is bright blue with soft, white clouds. The overall atmosphere is peaceful and serene.

GUIDED MEDITATION —VR—

MINDFULNESS TRAINING IN THERAPY



Project Timeline



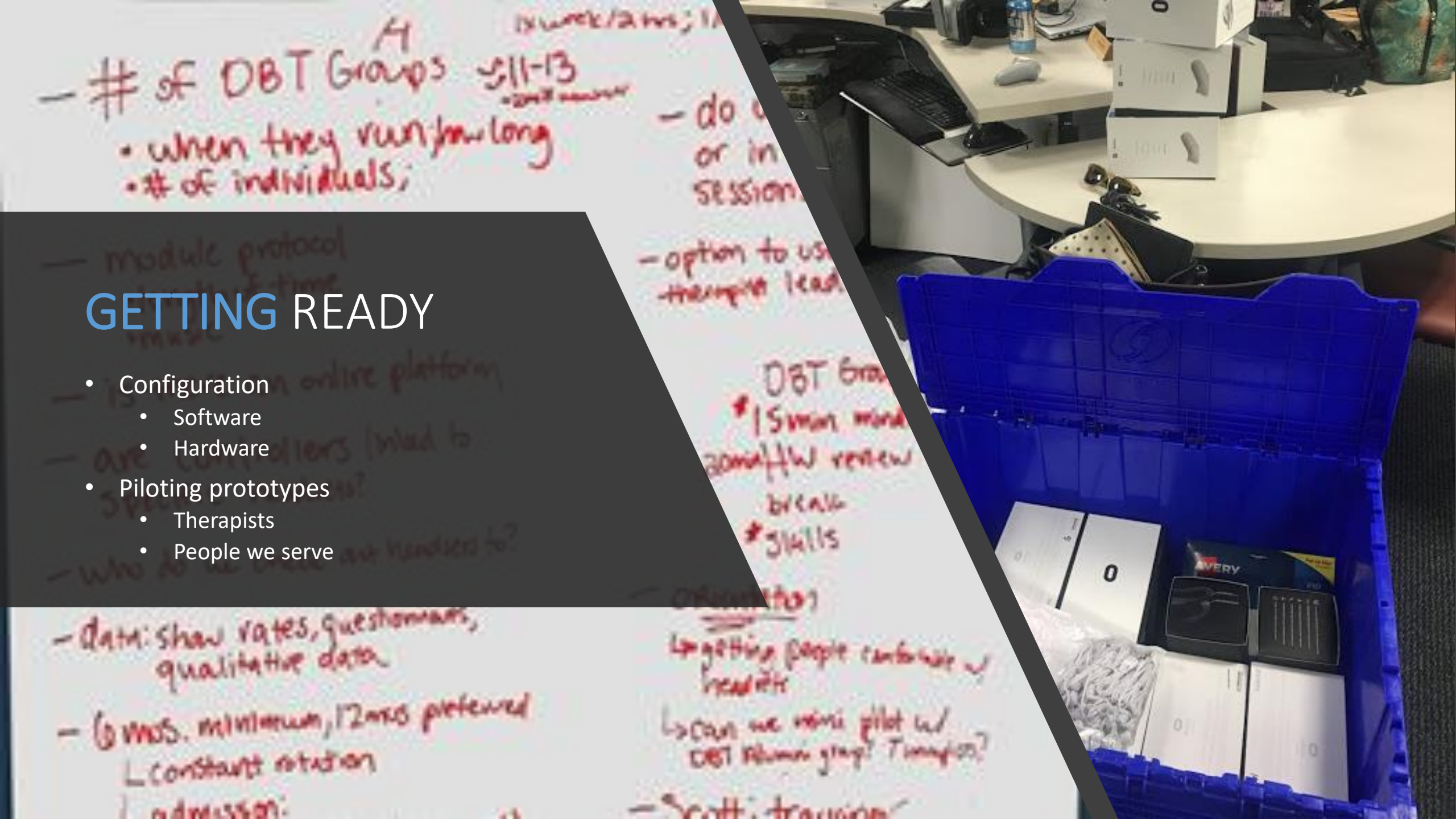


The Process



GETTING READY

- Configuration
 - Software
 - Hardware
- Piloting prototypes
 - Therapists
 - People we serve



MHCD Innovation Lab

Objectives: Providing extraordinary experiences through increased **access to care**, **engagment in care** and **efficacy of treatment**.

Inputs

Activities

Outputs

Outcomes

Sustainability

MEASURING SUCCESS

Increase the number of people accessing services annually

Increase the number of people served from specific demographics

Increase show rate among people involved in Innovation Lab services

Higher average net promoter score among people involved in Innovation Lab services

Increase amount of positive change in adults' Recovery Markers Inventory score before stabilization

Higher health scores among people involved in Innovation Lab services compared to state level data for Denver

Denverites have extraordinary experiences in receipt of behavioral health services

Increased capacity with regard to:

- Communication
- Partnerships
- Evaluation
- Adaptation

Hypotheses:

- Extraordinary experience (NPS)
- Reduced no-show rate
- Increased graduation rate
- Improved recovery outcomes

Situation

Growth of the city presents challenges in housing, healthcare and food security, among other things. There are about 720,000 people living in Denver, with approximately 144,000 people (20%) who could likely benefit from behavioral health care. As of FY2019, MHCD is directly serving about 20,000 people annually. Meeting this demand for mental health services

Assumptions

As the National Center of Excellence in mental health and well-being, MHCD is uniquely positioned to enrich lives and minds by providing extraordinary experiences with somatic treatments, psychotherapy, and interventions addressing social determinants of health to achieve well-being. Cultivating partnerships to embed innovative technologies in our service delivery model will increase the number of people accessing services from MHCD, improve treatment efficacy, and enhance



Lessons Learned

Lesson 1

- Configuration of a consumer product to work at scale was tricky and time-consuming.
- We may switch to an enterprise version of the software or ultimately to more enterprise-friendly hardware.

Lesson 2

- In addition to showing the hardware to therapists before they use it in clinical practice, it was really good to get input from people we serve.
- The roll-out to the graduate group in July led to a last-minute reconfiguring of all the headsets to make them even easier to use.

Lesson 3

- Delivering innovations to clinical practice can be really engaging for staff and people we serve alike.
- People were excited to try something new and staff reported feeling more energized about their work.



Next Steps

- Is VR effective for mindfulness practice?
- Should we introduce mindfulness and/or meditation groups for all people we serve, in addition to the DBT program?
- Is the Guided Meditation VR app is a good enough fit for clinical practice or if we should pursue co-development of a better app?

The background of the slide features a dark blue, almost black, stage floor. A bright, circular spotlight illuminates a patch of the floor in the lower center. From the upper right corner, a powerful beam of light shines down, creating a wide, triangular area of illumination that tapers towards the top right. The light has a soft, ethereal quality with some internal texture, suggesting dust or smoke in the air.

Spotlight Discussion

Wrap Up & Next Steps

What one thing will you take away from today's "spotlight" presentation?

<Please type your answer in the Chat Box>



Upcoming Dates to Remember



AUG

Monthly CHIC
Webinar (8/6)

You are here!

Aug 9: <Optional>
CA Hubs Learning
Community Call

Aug 20-27: Site
Visits

Aug 28: Half-Day
Catalyst Session for
Leaders



SEPT

Monthly CHIC
Webinar (9/3)

Sept 6: <Optional>
CA Hubs Learning
Community Call



OCT

Monthly CHIC
Webinar (10/1)

Oct 23: First
ecosystem event

Oct 24-25: Catalyst
Training #1



NEXT STEPS

CCI will be getting back to you about....

- Final agenda for Site Visits
- Agenda and logistics for Aug 28 *Catalyst Training for Leaders*
- Process for applying for funding for pilots

