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 ½-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?
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?
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”
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
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
ANSCUTZ MEDICAL CAMPUS

tech innovation network
GUIDED MEDITATION VR

MINDFULNESS TRAINING IN THERAPY
Project Timeline

December, 2018
Select project

March, 2019
Order 12 headsets

April, 2019
Project kickoff

June, 2019
Train therapists on use of Oculus VR

July, 2019
Pilot with DBT program graduates

August, 2019
First cohort begins use of Oculus VR

February, 2020
First cohort “graduates”
The Process
GETTING READY

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

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

GOAL: Increase the well-being of the Denver community by expanding MHCD’s innovative use of technology in service delivery.

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

Outcomes

- 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

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**

<table>
<thead>
<tr>
<th>Lesson 1</th>
</tr>
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<tbody>
<tr>
<td>• Configuration of a consumer product to work at scale was tricky and time-consuming.</td>
</tr>
<tr>
<td>• We may switch to an enterprise version of the software or ultimately to more enterprise-friendly hardware.</td>
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<thead>
<tr>
<th>Lesson 2</th>
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<tbody>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>• 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.</td>
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</tbody>
</table>

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<thead>
<tr>
<th>Lesson 3</th>
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<tr>
<td>• Delivering innovations to clinical practice can be really engaging for staff and people we serve alike.</td>
</tr>
<tr>
<td>• People were excited to try something new and staff reported feeling more energized about their work.</td>
</tr>
</tbody>
</table>
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 a good enough fit for clinical practice or if we should pursue co-development of a better app?
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