Welcome!

This webinar is being recorded and will be posted to careinnovations.org/wearecatalysts

If you are listening via phone, please link your audio to your webcam by pressing: # then [number in top left corner of Zoom window] then #

Opt for Gallery View! Way more fun.

Everyone is muted. Press *6 when you want to unmute yourself.

Catalyst 2020 Program Kickoff

January 16, 2020





Blue Shield of California Foundation is an Independent Licensee of the Blue Shield Associatio

Agenda

- Meet the Program Leads (2 mins)
- **Program Overview (15 mins)**
- Meet Your Fellow Teams (3 mins)
- Meet Your Coaches (10 mins)
- Design Thinking Overview (15 mins)
- Prep Work for 2/19: Draw Your Experience (20 mins)
- Action Items + Q&A (10 mins)



Meet Your Program Leads

Program Leads



Diana Nguyen

Senior Program Coordinator Coach & Coach Experience Manager <u>diana@careinnovations.org</u>



Kathleen Figoni Program Manager <u>kathleen@careinnovations.org</u>



Chris Conley Lead Facilitator and Coach chris@twobitventures.com



Program Overview

Why we created the Catalyst Program

into a "meaningful" encounter

Underserved communities deserve a social services system that offers services tailored to their needs and context.

When Hulis or b Coaches cell a p does that count o to use ?

Resource-constrained organizations need new ways of working and problem solving to respond to their communities' needs in an ever-changing environment.



Designing for Community Health

To address the overall health and equity of our communities, it requires moving beyond one's own organization and partnering with community organizations.

By addressing upstream factors impacting health at the community level it will help our underserved communities engage in healthier behaviors.



Program Focus

Objective

Advance Community Health

Collaboration beyond one's organization & an approach that addresses upstream factors impacting the community Participants

Nonprofit Organizations

Nonprofits providing social services in underserved communities will apply design thinking to an upstream factor impacting their community.

Safety Net Healthcare Organizations

In partnership with local community nonprofits health centers will apply design thinking to an upstream factor impacting their community.

Outcome

Becoming a Change Agent

Teams will learn to solve problems in a humancentered, collaborative & creative way.



What we set out to achieve



Your team will begin to internalize design thinking mindsets and practice the methods that spark innovation by applying them to a strategic project.

Your organization will find value in working in a new way. hogentics head to be health contess cather than ef providers myloyees Who have Vern in organis Longer Translee SERVOR CANING CVLTUKE 1415 to Online Invites Unoices



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Human-centered design, also known as "design thinking," is an approach to problem solving that is collaborative, creative, and begins by understanding people's needs and experiences.

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Center for Care Innovations 2018 / 11

Our Design Thinking Framework





Go to: careinnovations.org/wearecatalysts



How we plan to get there...

We offer your team the



to innovate...



How we plan to get there... together

We offer your team the



to innovate ...

...You immerse in exploratory research,



focus and re-frame your opportunity,



and prototype several ideas.





Program Timeline





Go to: careinnovations.org/wearecatalysts



Program Timeline





Go to: careinnovations.org/wearecatalysts



How to set yourself up for success



COMMIT.

Attend all workshops and reach out to your coach for help.



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From the outset, treat the people impacted by your challenge as experts and partners. Include them in project activities as extended team members and regularly ask for their input.



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From the outset, treat the people impacted by your challenge as experts and partners. Include them in project activities as extended team members and regularly ask for their input.

Regularly share your activities with your organization using photos, video, and quotes from stakeholders.



By the end, you will become a more:

Inclusive Collaborator

Creative Problem Solver

Engaging Facilitator

Visual Storyteller





Wonder what a Catalyst project looks and feels like?



INNOVATION & DESIGN THINKING

Case Study: Caring for the Caregivers

JAN 17 2019





INNOVATION & DESIGN THINKING

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Case Study: Cultivating Workplace Happiness

FEB 21 2018 • CENTER FOR CARE INNOVATIONS

Alameda Health System's Highland Hospital developed No Good Deed Goes Unnoticed, a way for staff to acknowledge their peers when they appreciate their work.



INNOVATION & DESIGN THINKING

Case Study: All Hands on Deck for **MyWellness Patient Portal**

JAN 3 2019

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Staff at LAC + USC Primary Care Adult West Clinic had a problem.

Find Catalyst case studies: www.careinnovations.org/wearecatalysts/resources/



Your EVERYTHING: www.careinnovations.org/wearecatalysts





Meet Your Fellow Teams!

211 San Diego

Children's Defense Fund California Encompass Community Services Hill Country Health and Wellness Center **Interfaith Community Services, Inc.** Mendonoma Health Alliance Monterey County Health Department Clinic Services Saint Francis Memorial Hospital San Francisco Department of Public Health **Shanti Project Skid Row Housing Trust** Venice Family Clinic Vietnamese American Cancer Foundation Vision y Compromiso YMCA of Metropolitan Los Angeles **Center for Care Innovations**



Blue = Organizations new to Catalyst

An interesting mix of challenges... that will evolve.

- 1. Engage clients in the development of web application that empowers clients to manage their own care.
- 2. Improve access to children of incarcerated parents in Alameda County.
- 3. Connect substance abuse disorder patients to primary care.
- 4. Provide care coordinator & whole person wellness for the vulnerable homeless & low-income community members.
- 5. Increase access to health care services for Native American population.
- 6. Assist patients in **improving unsafe** housing conditions.
- 7. Improve the experience of patients and staff.
- 8. Improve client experience receiving substance use disorder treatment.

- 9. Reclaim organizational identity as a cultural change organization.
- **10. Address issues of inequity** within community.
- **11. Increase access to health care services** for Native American population.
- 12. Establish a food insecurity program.
- **13. Build cross-generational power to better serve** the Vietnamese community.
- 14. Innovate new strategies to bring advocacy skills training and support to promotores and community health workers.
- **15**. Improve capacities **by strengthening communities through diversity, equity & inclusion**.

Visit careinnovations.org/wearecatalysts/community to see which project belongs to which organization.



Meet Your Coaches!

What is a Coach?

Coaches are...

- Catalysts
- Navigators
- Motivators
- Sounding Boards
- Peer Supporter



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Coaches do...

- Build trusting relationships
- Facilitate connections to resources and other teams
- Help navigate teams to appropriately scoped solutions
- Model mindsets, behaviors & methods
- Provide inspiration & encourage fun!



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Coaches do not...

- Assess teams' work
- Do the team's work
- Offer answers
- Provide project oversight
- Facilitate co-design sessions for teams



See who your coach is on the Community Page!





www.careinnovations.org/wearecatalysts/community

Advice from your coaches!



"Don't be surprised if you end up somewhere you didn't expect to be. Stay curious and have fun!"



"Keep an open mind about the limits/boundaries/and scope of your project. Prioritize enjoying the process/training first."





www.careinnovations.org/wearecatalysts/community

Action Item: Reach out to YOUR Coach





Design Thinking Overview

The mindsets & methods to succeed at innovation and change for the better.







inclusion + empathy



start small + learn fast



collaboration



making things tangible



show work early + often


The methods fall into six areas



See & Experience

11

Dimension & Diagram

Dimensions of wellness



coordinating care managing "life" economic recovery emotional well being



6



We realized that "attendance" has more to do with relationships than reminders.







Olive View-UCLA Medical Center Catalyst Innovation Grant June 28, 2017

Pitch & Commit

Hrishikes

Sural



Mindsets



inclusion + empathy



start small + learn fast



collaboration



making things tangible



show work early + often



Look forward to trying and learning!

Design Thinking Human-Centered Design

Prep Work Before Workshop 1

Find all prep work materials here

Section: Action Items | Phase 1





www.careinnovations.org/wearecatalysts/program

Prep Work Materials

5 resources

Prep Work Instructions

2

Team Onboarding Questions

Prep & Facilitation Guide

Catalyst Method: Draw Your Experience

Activity Debrief Sheet



Prep Work #1 Resource

Prep Work Instructions



Outlines all the steps your team will take to prepare to share about your projects at Workshop 1 on February 19, 2020.



Prep Work #2 Resource

Team Onboarding Questions

For many teams, the toughest part about the Catalyst program is working differently together as a team.

This document asks the team a series of questions to ensure your team gets off to a smooth start.

	t Team Onboarding Questions
team. To ens	ims, the toughest part about the Catalyst program is working well together as a ure your team gets off to a smooth start, we strongly suggest you work the ivity into your first team meeting.
ONBOARD	NGQUESTION
	first team meeting, each team member answers the following questions. It should take minutes per person, so allocate 15 minutes in your meeting agenda.
 What inte 	rests you about participating the Catalyst program?
 What are: 	you nervous or uncertain about regarding the project?
 What personal would like 	pective or skills do you offer the group? Any talents that have been underutilized and
	pur communication style?
	e most helpful way for you to receive feedback? pet peeve or circumstance that makes it hard for you to do your best work?



Prep Work #3 Resource

Prep & Facilitation Guide

Draw Your Experience: Prep and Facilitation

The first step in executing a successful Draw Your Experience exercise is to do a little planning You'll need to identify several participants and prepare for the activity.

EXPLORE WHAT YOU HOPE TO LEARN MORE ABOUT

- Consider your project's topic who is involved in activities related to it and what are those activities? List them out.
- Whose experience and associated activities would you like to learn more about?
- From whose perspectives do you want to learn?
- What specific interactions among people or between people and specific tools/objects are you curious about?

PREPARATION AND LOGISTICS

Based on what you want to learn more about, identify:

- Dates, times, and locations you'll hold the activity with people.
- Who will recruit the participants and facilitate the exercise. Every team member should facilitate a few sessions to get a hang for the activity.

Identify potential participants for the Draw Your Experience activity

Who to invite: Colleagues, clients, or other stakeholders who are involved in the experience you're trying to make better.

- <u>Colleagues</u>: Start with some one you have a relationship with who is involved with some facet
 of the experience. If you are working on a client-facing challenge, a coworker who holds the
 client relationship is a great person to start with.
- <u>Clients</u>: Someone who already has a direct relationship with the client (e.g. a case manager) should invite the client and facilitate the exercise.

Invite potential participants to the activity.

- Once you identify who you want to learn from, develop a comfortable script prior to inviting potential participants. When you reach out, share:
- Who you are.
- What you're trying to learn about (be transparent!). Do not frame your learning goal judgmentally;
 e.g., We want to learn why people aren't following protocol. Emphasize that you want to learn how things really are from their perspective versus what you'd expect or how things should be.
- How much time it'll take. For example, you may take photos or notes during the activity. Secure
 their permission. You may also ask them to spend 10 minutes on the drawings ahead of time.
- · Confirm the date, time, and location when you will meet

FACILITATING THE EXERCISE

See next page

www.careinnovations.org

The first step in practicing a successful Draw your Experience exercise is to do a little planning.

This document walks you through all the preparation & logistics prior to conducting your exercise.



Prep Work #4 Resource

Catalyst Method: Draw your Experience

This is a step by step guide that walks team through how to conduct the Catalyst Method: Draw your Experience.





Prep Work #5 Resource

Activity Debrief Sheet



This document helps teams captures what they learned immediately after you conduct your Draw your Experience exercise.



Step-By-Step: Prep Work for Workshop 1

- 1. Meet with your team and go through the <u>Onboarding Questions</u>. Discuss the experience in your project and who you'd like to do some early learning with. you are exploring
- 2. Prepare for the <u>Draw Your Experience</u> activity as a team. Reach out to individuals who you want to learn from and coordinate time to meet with them for 30 minutes. Follow the <u>prep and facilitation guide</u> for help on how to get started.
- 3. Conduct Draw Your Experience sessions one-on-one with as many people as you can. We recommend each team member facilitates the exercise with 2-3 people so you all get a feel for it.
- 4. Immediately after each session, <u>record debrief notes</u> on what you learned.
- 5. Meet again with your team. Discuss and reflect together common themes across the debrief notes.
- 6. Print photos of or bring the drawing along with common themes your team identified to share at Workshop 1 on February 19.



Practicing Design Thinking

Draw Your Experience

Draw Your Experience: What is it?

A picture is worth a thousand words, right?

When you're trying to learn about people's experiences with a service, a visual exercise like drawing is a more engaging way to help people articulate what they're feeling, doing, thinking, and saying.



Draw Your Experience: Why it's helpful

- Way to gather more rich information from your users/stakeholders than a standard survey or interview.
- Conversation between you and a person who is involved in the experience you are trying to make better.
- Will set you up well to do "synthesis" and identify patterns in your data.

Photo Credit: Alameda Health System

Draw Your Experience: The Basics

- 1. Think about a person's experience you want to learn more about.
- 2. Grab two sheets of paper and a colorful marker or two.
- 3. Write a prompt at the top of each sheet:

Draw your experience with _____ *that was* _____ [positive valence: helpful, great, effective, inspiring].

Draw your experience with _____ that was _____ [negative valence: tiring, bad, discouraging, unhelpful].

- 4. Follow the <u>prep and</u> <u>facilitation guide</u> to inform who to do the activity with and how to structure the conversation.
- 5. Spend 20 minutes walking through the exercise with someone.
- 6. After you complete the activity with one participant, immediately <u>record debrief</u> <u>notes</u>. Repeat!



What This Method Looks Like In Practice

Example from West County Health Centers





Positive (+) Valence: A day when you felt supported in your recovery.

Negative (-) Valence: A day when you felt discouraged in your recovery.





Action Items



Today

Bookmark www.careinnovations.org/wearecatalysts

Next week

Find a recurring hour each month when you and your coach can connect.

ASAP

Book your travel for Workshop 1 (and lodging for others).

Have a launch meeting with your core team.

February 19

Complete your prep work and be ready to share about what you learned.

Team Sponsor Webinar

into a "meaningful" encounter?

In March we will be asking your team sponsors to participate on a webinar so they can learn more about ways to support you with this work.

Please let your sponsors know that they will be receiving an invitation soon for this webinar.

Cuide for all staff

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Your EVERYTHING: www.careinnovations.org/wearecatalysts









Thank You!





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