

Welcome!

CCA – ILC Track

Cohort Conversations

August 13, 2020



Breakout Room High-Level Themes



Agenda



**Cohort Conversation
Overview**



**Common Organizational
Challenges**



Best Practices to Learn From

Cohort Conversation Overview

Breakout Room Overview

Sustaining Virtual Care Teams #1

Facilitated by Diana

Sustaining Virtual Care Teams #2

Facilitated by Veenu

Population Management

Facilitated by Sofi

Engaging Patients with Digital Barriers #1

Facilitated by Kathleen

Engaging Patients with Digital Barriers #2

Facilitated by Chris



CCA

PRESENTS

Cohort Conversations

Building Community. Sharing Stories. Gaining Insight.

Cohort Conversation Overview

Participants were broken out into their cohorts.

Together organizations explored common challenges & learned how their peers were tackling the topic at hand.



Common Organizational Challenges

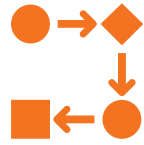
Sustaining Virtual Care Teams #1

Facilitated by Diana



Participating Organizations:

Los Angeles County Department of Health Services
SAC Health System
San Francisco Health Network
Venice Family Clinic
White Memorial Community Health Center



Standardization of workflows across clinic sites



Understanding which modality is best suited for specific patient populations



Conducting patient experience surveys in a virtual environment



Clarifying care team roles for virtual care

Sustaining Virtual Care Teams #2

Facilitated by Veenu



Participating Organizations:

Community Medical Centers
Golden Valley Health Centers
Neighborhood Healthcare
Northeast Valley Health Corporation
Shasta Community Health Center
West County Health Centers



Engagement & Support of patients around technology (specifically video)



Managing patients with diabetes using RPM



Video visits with interpretation



Managing work force remotely – Supporting MA's and Providers to WFH due to safety concerns



Workflows between phone & video

Population Management

Facilitated by Sofi

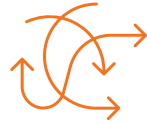


Participating Organizations:

Monterey County Clinic Services
Eisner Health
Los Angeles County Department of Health Services
Northeast Valley Health Corporation
Petaluma Health Center
Roots Community Health Center
Share Our Selves



Digital Barriers – how to guide & train patients & staff



Remote Monitoring – Selecting the appropriate technology & vendor, figuring out how to sustain the technology and integrate it into the EHR



Workflow & implementation of sensitive screening (i.e. PHQ9, PRAPARE, ACEs)



Patient experience with phone visits – redesign to empower patients (not just in-person visit over the phone)



Monitoring & use virtual care data to meet population health goals

Engaging Patients with Digital Barriers #1

Facilitated by Kathleen



Participating Organizations:
Alameda Health System
CommuniCare Health Centers
SAC Health System
North East Medical Services



Language Barriers – Some video-enabled platforms do not have non-English instructions or prompts



Technological Barriers – patients have limited access to Wi-Fi as well as devices like computers, cellphones with cameras, etc.



Technology Comfort Levels – Some patients are uncomfortable using technology



Staff Troubleshooting – MAs are often the care team member that will assist patients with technical difficulties prior to the visit

Engaging Patients with Digital Barriers #2

Facilitated by Chris



Engaging patients with dementia or low cognitive status



Technology or digital literacy barriers



Access to technology in shelters



Disruptions of session(s): Technological barriers arise during the visit



Participating Organizations:

Los Angeles County Department of Health Services
Salud Para La Gente
San Ysidro Health
Serve the People
University Muslim Medical Association Inc

Best Practices To Learn From

Best Practices To Learn From

Neighborhood Healthcare: Buying 3 SUV's & putting remote devices into car & MA/RN driving to patients with diabetes homes and using video visits to connect with providers (MS Teams)

Shasta Community Health Center: Deployed BP cuffs to 100 patients & learning how to integrate

Eisner Health: Moved entire Comprehensive Perinatal Services Program (CPSP) online (intake, individual education, group education nutrition consults, social work consults).

North East Medical Services: Developed links with NexGen & ZOOM that allows a patient to bypass the meeting ID. This limits the amount of information the patient enters upon starting their video visit.

Thank you!

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