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
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

- 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

Participating Organizations:
- Los Angeles County Department of Health Services
- SAC Health System
- San Francisco Health Network
- Venice Family Clinic
- White Memorial Community Health Center
Sustaining Virtual Care Teams #2
Facilitated by Veenu

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

Participating Organizations:
Community Medical Centers
Golden Valley Health Centers
Neighborhood Healthcare
Northeast Valley Health Corporation
Shasta Community Health Center
West County Health Centers
Population Management
Facilitated by Sofi

- 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

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

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