

# Welcome!

Connected Care Accelerator

Kickoff Webinar

August 13, 2020



## While we're waiting, please:

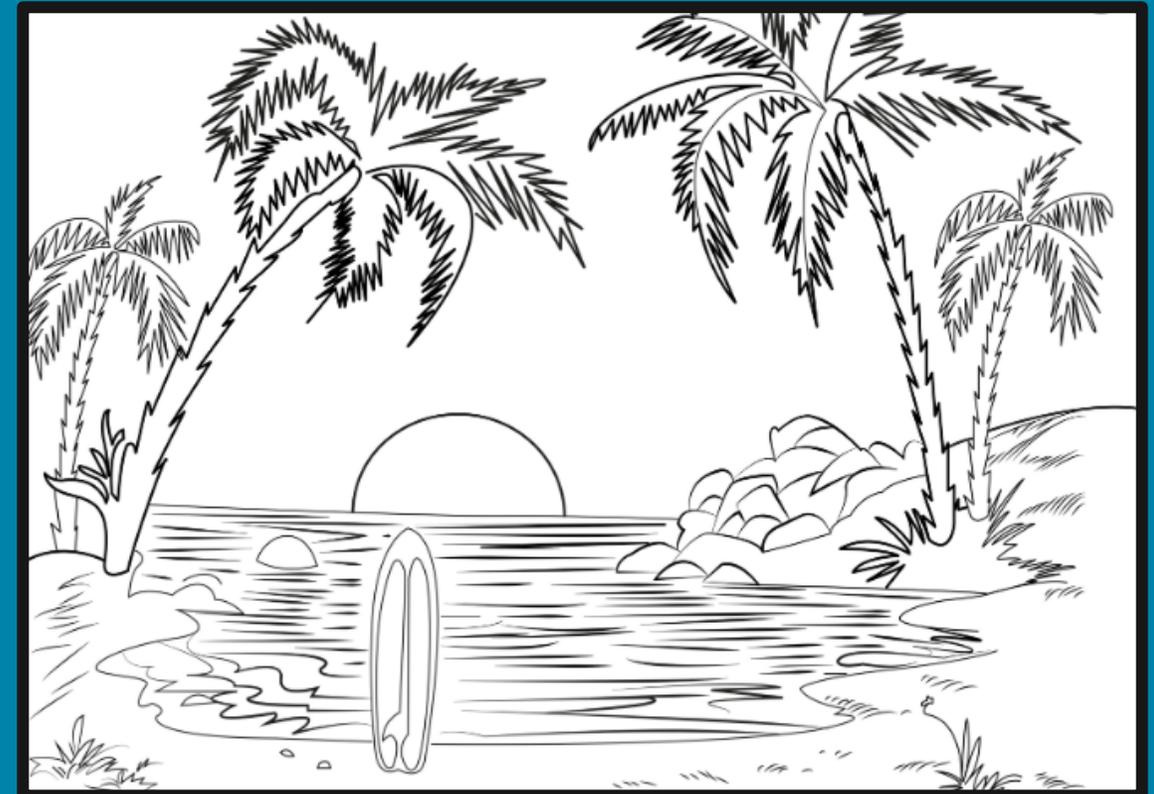
*We'll get started promptly at 12:00 PM*

- **Rename yourself**
  - Add your pronouns & organization to your name
- **Link** your video with your phone - *if you called in*
- **Color** your virtual vacation!

This webinar is being recorded & will be posted to

[www.careinnovations.org/cca-portal/](http://www.careinnovations.org/cca-portal/)

**Have a question?** Feel free to chat them in throughout this presentation





# Agenda

 **Welcome & Introductions**

 **Program Overview & Expectations**

 **Evaluation Overview**

 **Cohort Conversations**

 **Key Dates & Timeline**

 **Next Steps & Sneak Peek at Content Webinar #1**

# CCI Program Leads



**Veenu Aulakh**  
President



**Sofi Bergkvist**  
Senior Fellow



**Kathleen Figoni**  
Program Manager



**Diana Nguyen**  
Senior Program Coordinator



**Jaclyn Lau**  
Senior Events Coordinator

# Thank you to our funders



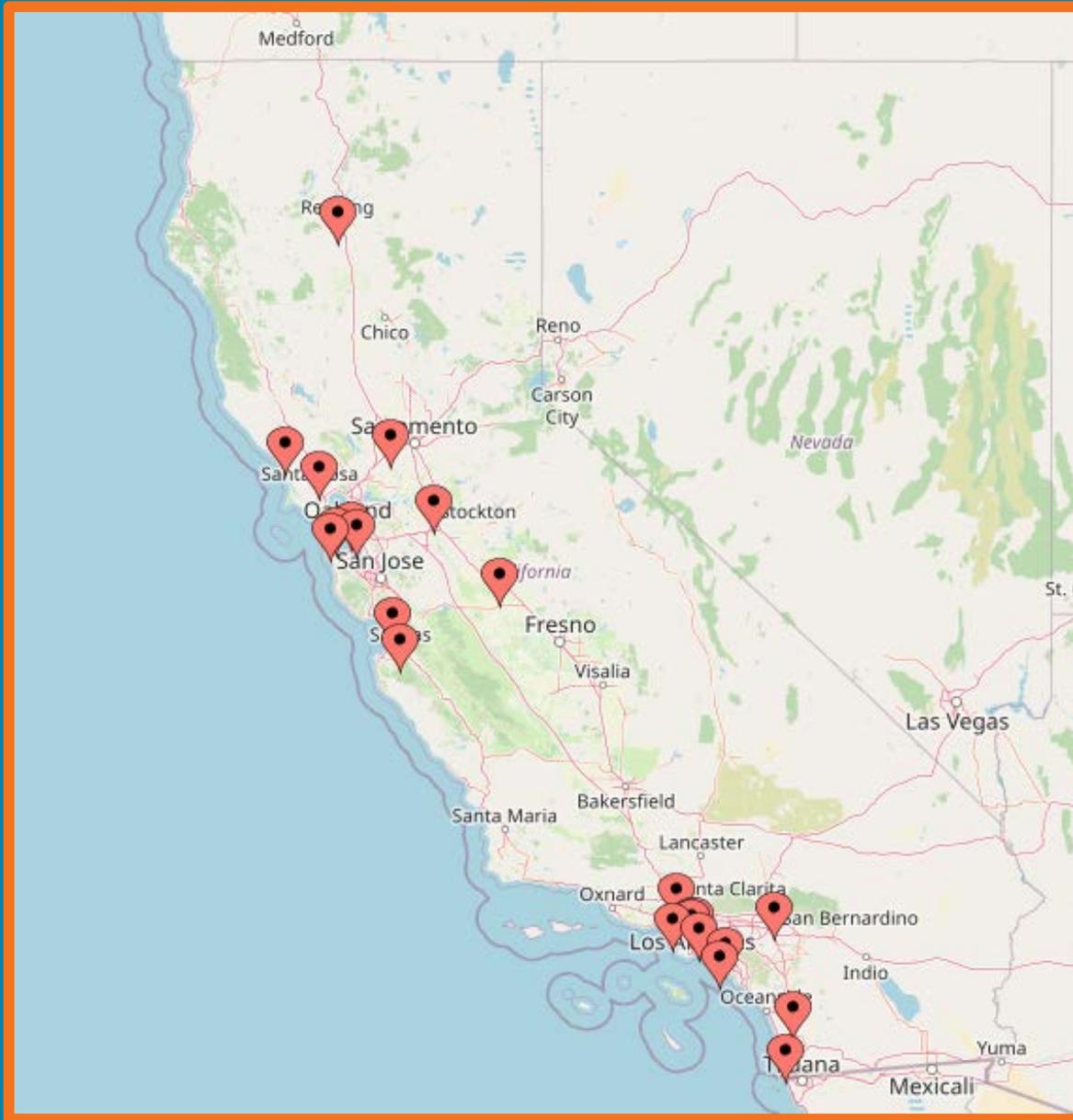
California  
Health Care  
Foundation

**With additional support from:**

blue  of california  
foundation

# Cohort Welcome & Introductions

# Meet Your Cohort



1. Alameda Health System
2. CommuniCare Health Centers
3. Community Medical Centers
4. County of Monterey
5. Eisner Health
6. Golden Valley Health Centers
7. Los Angeles County Department of Health Services
8. Neighborhood Healthcare
9. North East Medical Services
10. Northeast Valley Health Corporation
11. Petaluma Health Center
12. Roots Community Health Center
13. SAC Health System
14. Salud Para La Gente
15. San Francisco Health Network
16. San Ysidro Health
17. Serve the People
18. Share Our Selves Corporation
19. Shasta Community Health Center
20. University Muslim Medical Association Inc (UMMA Clinic)
21. Venice Family Clinic
22. West County Health Centers
23. White Memorial Community Health Center

# Innovation Learning Collaborative Track

23 Organizations at a glance



## Organizational Type

- (17) FQHC or FQHC Look Alike
- (4) Public Hospital or County System
- (2) Community Clinic



## EHR

- (7) NextGen
- (7) eCW
- (4) Epic
- (1) Cerner
- (4) Other



## Populations Served

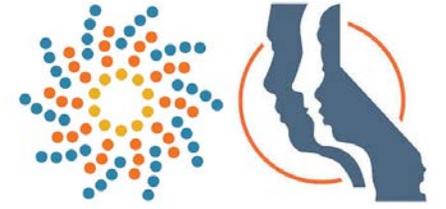
- (6) More than 9% Black patients
- (14) More than 58% LatinX patients
- (6) More than 11% Asian patients



## Virtual Care Visits

- # of phone visits in April 2020 ranged from 551 to 37,318
- # of video visits in April 2020 ranged from 0 to 4,234
- # of in-person visits in April 2020 ranged from 53 to 28,451

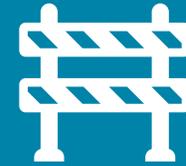
# Cohorts at a glance



**Cohort 1**  
**Sustaining Virtual  
Care Teams**  
**(11)**



**Cohort 2**  
**Population  
Management**  
**(7)**

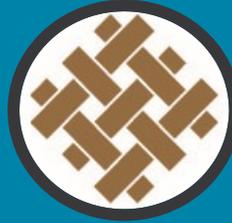


**Cohort 3**  
**Engaging Patients with  
Digital Barriers**  
**(8)**

# Share Work Early + Often

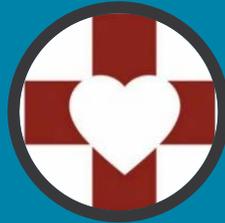
"Use of video collaboration software by care partners such as first responders or homeless service providers to bring primary care or mental health resources into the field."

*~West County Health Centers  
(Sustaining Virtual Care Teams)*



"Piloted the use of the Propeller Health System to assist patients with uncontrolled asthmas. This remote monitoring device featured snap-on inhaler sensors. This technology gave NEVHC critical skills to engage patients in technology to manage their health outside the health center."

*~Northeast Valley Health Corporation  
(Population Management Cohort)*



"Telehealth has also been used for PACE socialization activities (Bingo or loteria games). These activities have been well-received by the elderly as they minimize social isolation."

*~San Ysidro Health  
(Digital Barriers Cohort)*



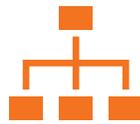
# Program Overview & Expectations

# Program Goal & Objectives

The goal of this track is to provide a testing ground & support for organizations to **rapidly design, test and share solutions** to effectively care for patients using virtual care strategies.



Identify the biggest challenges & opportunities to strengthen population health management, build virtual care teams, and address how to engage patients with digital barriers.



Identify and test virtual care delivery changes to better understand the infrastructure, data, staff, and skills necessary to support these changes.



Uncover & document the best practices to effectively remotely manage patient populations.



Share best practices & bring successful changes to scale.



# What We'll Cover in the Learning Community

Approaches to address & embed equity into your work

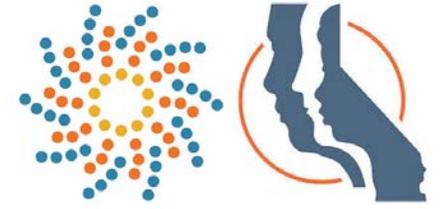
Approaches for involving patients & frontline staff in designing and implementing virtual care initiatives

Tools and approaches critical for rapid testing and deploying virtual care initiatives

Expertise, workflow & considerations related to care teams, population management & engaging patients

Strategies and support to sustain virtual care approaches into the future

# Program Expectations



What you...

## GET

100K across program team

Technical Support:

- Learning community of peers
- Project development
- Consulting on human centered design, storytelling, evaluation & process improvement
- Access to CCI Academy & other virtual learning tools
- Documenting and sharing stories

What you...

## GIVE

Prototype & test at least 2-3 innovations throughout the duration of the program

Develop content for a case study and stories of impact including images from your work as well as impact data

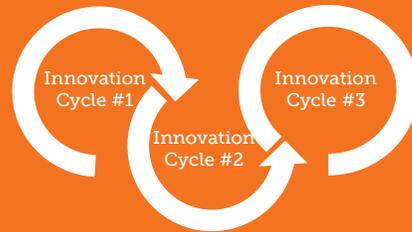
Contribute to peer learning community and share successes and failures

Track and report on metrics to evaluator (3 times)

# Program Structure

**Phase 1**  
Understanding  
the problem

**Phase 2**  
Solution Testing



**Phase 3**  
Sustaining &  
Spreading

# **Phase 1**

## **Expectations & Assignments**

# Phase 1: Understanding the Problem

Phase 1  
Understanding  
the problem

The goal of this stage is to understand the **depth and complexity of a challenge**.

The activities in this phase will allow you & your team to **uncover high-level insights so that your organization can spend the rest of the innovation process addressing the part of the challenge that is right for the population your organization serves.**



## Assignments

Complete & submit the items below to Diana Nguyen by EOD Friday, September 11th

### Framing your challenge

Helps you narrow in on the problem you want to solve. It guides your discovery process and puts you on a path towards find those innovative solutions.

### Uncovering insights through 4 Interviews

Helps you gain insights and understanding. There is no better way to understand the problem you're solving for than by asking people that directly interact with the challenge itself!

### Brainstorming ideas

Helps you and your team generate and organize your ideas. No problem or situation has a single solution. Great solutions often have multiple ideas within them.

# Frame Your Challenge

Organization:

**What is the problem you're trying to solve? (Broad)**

Example: We are trying to figure how to deliver virtual care to our unreachable seniors.

**Describe the ultimate impact you're trying to have.**

Example: We want our unreachable seniors to thrive and engage in care in a virtual environment.

**Now, try to frame the problem as a question. (Narrow)**

Example: How might we create a virtual care environment where our unreachable seniors want to engage in their care?

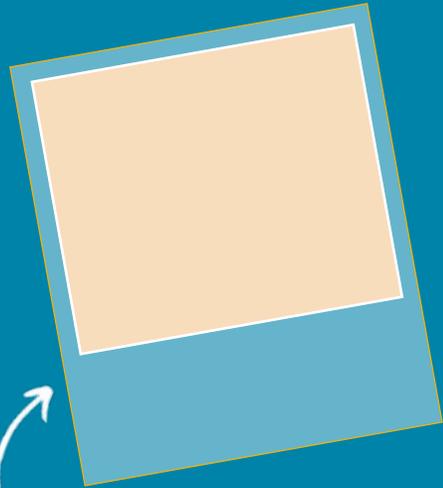
**Describe some of the limitations or constraints that you're facing. (It could be technical, geographic, etc.)**

Example: Most of our seniors are not in control of their circumstances and need caregiver assistance; Because most of our seniors live in rural areas, they tend to experience bandwidth issues.

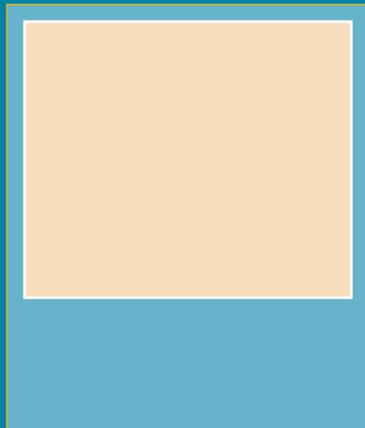
# Interviews

Conduct at least 4 interviews to learn more about your virtual care challenge.

Talk to a patient and/or staff member to learn more about their experience with *(insert your framing challenge here)*. Ask for pictures to go with it!



Add your photos here  
(Make sure they fill out a consent form)



Tell us about your experience with *(insert your framing challenge here)*

Type their answer here.

Organization:

Interviewee Name:

Type their answer here.

Insert your favorite quote here

Describe the most confusing part of *(insert your framing challenge here)*

Type their answer here.

Tell us what works well with *(insert your framing challenge here)*

Type their answer here.

# Brainstorming

Before jumping to solutions take a few minutes to discuss with your team what you've learned from your interviews.

- What did you hear?
- How did they feel?
- What are some guiding principles moving forward?

Now, use what you learned from your interviews to help guide where you want to go. What are some possible solutions to your problem?

**Example:**

Partner with local businesses that have Wi-Fi & see if they would let our seniors access it for free

Insert idea here

# Remote Support

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Optional but highly encouraged



**01**

## Bi-Monthly Drop-in Office Hours

Starting August 27th CCI will host 1-hour drop-in office hours twice a month. These sessions are designed to offer support & guidance. Drop-in if you have a question or need feedback!

**02**

## Booster Webinars

Starting September 3<sup>rd</sup>, CCI will be host 30-minute booster webinars. These webinars center around a topic that relates to the deliverable your team work on.

**03**

## CCI Academy

We're holding this space for follow-up discussions, resource sharing & more!

**04**

## Email

It's a fast and convenient way to communicate. Feel free to reach out to us if you have a question, need support or a resource!

# Evaluation Overview

# Evaluation Team

The Center for Community Health & Evaluation (CCHE)



**Maggie Jones**  
Director



**Abbie Lee**  
Evaluation & Learning  
Associate / Project  
Manager



**Crystal Dinh**  
Evaluation & Learning  
Associate

***Other team  
members:***

**Natasha Arora,**  
Evaluation & Learning  
Associate / Clinical Data  
Lead

**Carly Levitz,**  
Evaluation & Learning  
Associate

# Goals of the Evaluation



- Assess changes in organizations' telehealth capacity, including
  - Telehealth utilization
  - Promising practices
  - Facilitators and barriers to telehealth.
- Assess the experience of providers and care teams in delivering telehealth.
- Understand the contribution of the learning collaborative to organization's progress
- Provide **real time information to CCI** about program progress and participant experience.
- **Synthesize and communicate** results and learnings from the program to key stakeholders.

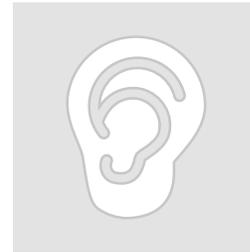
# Guiding Principles for the Evaluation



**Minimize burden** on organizations and other partners



**Build trust** to increase the likelihood of **candor**



**Ensure sufficient reach & rigor** for credible results



**Provide value** to stakeholders



# Measurement Strategy



**Clinical Data Reporting**

- Baseline
- Mid-point
- End



**Provider & care team survey on virtual care**

- Mid-point



**Team Interviews**

- Baseline
- Mid-point
- End



**Document review of plans, case studies, stories of impact**

- Ongoing



**Learning Collaborative Activities**

- Post-event surveys
- Observation

# Clinical data reporting metrics



## Primary care & behavioral health visits

- Total number of completed primary care visits during the calendar month
- Total number of completed primary care face-to-face visits, telephone visits, video visits
- Visit data segmented by payer type
- *These metrics also reported for behavioral health visits during the calendar month*

## Primary care & behavioral health patients

- Total number of unique & new patients who completed one or more primary care visits during the calendar month
- Total number of patients who completed one or more face-to-face visit, telephone visit, video visit
- Patient data segmented by race/ethnicity
- *These metrics also reported for patients who completed one or more behavioral health visits during the calendar month*

# Timeline for evaluation activities



2020

2021

Clinical data reporting  


Provider & care team survey  


Team interviews  


Ongoing evaluation activities

Sept  


March  


Sept  


Jan & Feb



Oct  


Apr  


Oct  


Learning collaborative evaluation  




Document review



# Questions?

Contact us!



**Maggie Jones**

maggie.e.jones@kp.org



**Abbie Lee**

abbie.n.lee@kp.org



**Crystal Dinh**

crystal.x.dinh@kp.org

# Cohort Breakouts

# CCA

# PRESENTS

## Cohort Conversations

Building Community. Sharing Stories. Gaining Insight.

## Welcome to Cohort Conversations

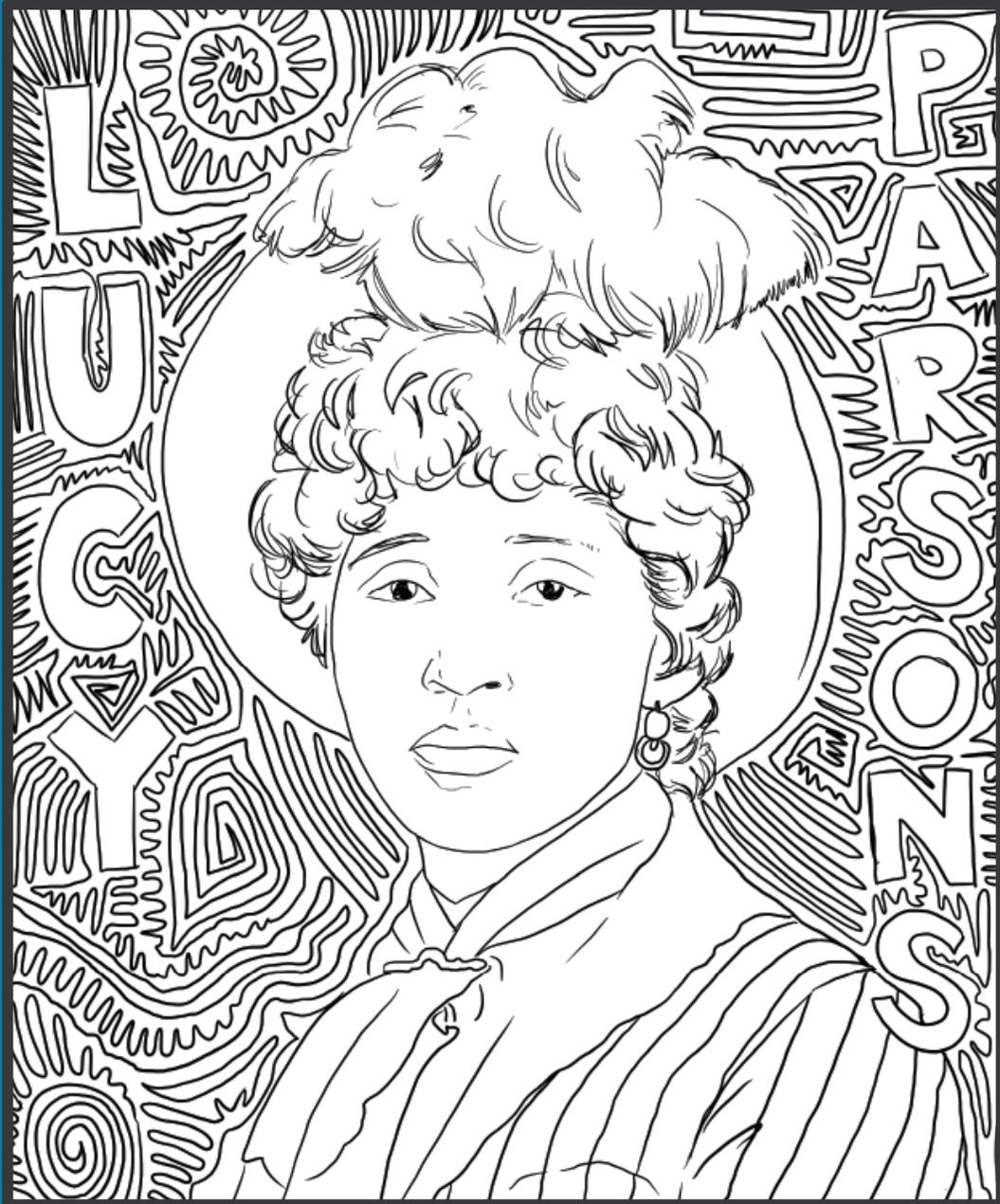
For the next **45 minutes** you'll be broken out into your cohort.

Each room **has a facilitator** that will help guide the group & keep track of time.

Each team lead will have **3 minutes** present their Storyboards & depending on which breakout group you're in you'll have between **2-4 minutes** for **Q & A**

Remember to **have fun, be curious & ask questions!**





# Welcome Back!

## Let's color together

- Click **View Option** at the top
- Choose the **Annotate** option
- Choose an **annotation tool**
- **Join in** on the coloring action!

### Meet Lucy Parsons

She fought for the rights of working people, as well as organized the Chicago Hunger Demonstrations of 1915 for the unemployed & the homeless.

# Key Dates & Timeline

Aug 2020

Sept 2020

Oct 2020

Nov 2020

Dec 2020

### Remote Support

(Optional but highly encouraged)



**"Booster" Webinar (30 minutes)**  
*Making sense of your research*  
 9/3 from 12:00-12:30PM



**"Booster" Webinar (30 minutes)**  
*Supporting Rapid Testing*  
 10/1 from 12:00-12:30PM



**"Booster" Webinar (30 minutes)**  
*TBD*  
 11/5 from 12:00-12:30PM



**Bi-Monthly Drop-in Office Hours**

*2<sup>nd</sup> Wednesday of every month from 12:00-1:00PM starting 9/9*  
*4<sup>th</sup> Thursday of every month from 12:00-1:00PM starting 8/27*



CCI Academy

### Virtual Learning & Milestones

(Required)



**Kickoff Virtual Event**  
 August 13, 2020

Self-directed individual or team learning as needed



**Content Virtual Event**  
*How to Rapidly Experiment*  
 September 16, 2020



**Share & Learn Virtual Event**  
*Cohort Convo: Share a test you've conducted with your peers*  
 October 2020



**Content Virtual Event**  
*TBD*  
 November 2020



**Share & Learn Virtual Event**  
*Cohort Convo: Share a test you've conducted with your peers*  
 December 2020

### Evaluation & Reporting

(Required)



**Metrics Office Hours**  
 August 31, 2020  
 Project Leads & Data/IT Leads Only  
*(Optional)*



**Data Submission**  
 1 of 3  
 Due: September 15, 2020

# Communication Tools



- **Monthly Newsletter**
- **Calendar Invites**
- **CCA Program Page/Portal**
- **CCI Academy**



# Program Portal

[www.careinnovations.org/cca-portal/](http://www.careinnovations.org/cca-portal/)

- Meet Your Community
- Schedule & Action Items
- Collaboration Corner
- Data & Reporting
- Resource Library



The screenshot shows the homepage of the Connected Care Accelerator program portal. At the top left is the CCI logo (Center for Care Innovations) with a starburst icon. To the right are navigation links: Population Management, Innovation & Design Thinking, Technology Solutions, and Community-Centered Care. Further right are links for ABOUT, GET INVOLVED, and DONATE, along with a search icon. A prominent orange button labeled 'The Resource Center' is located on the right side of the header. Below the header is a large blue banner with the text 'Connected Care Accelerator'. Underneath the banner is a horizontal navigation menu with the following items: OVERVIEW, MEET YOUR COMMUNITY, SCHEDULE AND ACTION ITEMS (highlighted in orange), COLLABORATION CORNER, DATA & REPORTING, and RESOURCE LIBRARY. The main content area features three circular icons representing different phases: 1. A question mark and speech bubbles icon labeled 'PHASE 1: Understanding the Problem'. 2. A lightbulb icon labeled 'PHASE 2: Solution Testing'. 3. An icon of three people labeled 'PHASE 3: Sustaining & Spreading'.

# Save the date!

## Optional Metrics Office Hours

**Monday, August 31  
12:00-1:00PM**

## Optional Booster Webinar

Making sense of your research  
(30 minutes)

**Thursday, September 3  
12:00-12:30PM**

## Data Submission #1

**Due by 5:00PM on  
September 15, 2020**

## Content Webinar

How to rapidly experiment  
(90 minutes)

**Wednesday, September 16  
12:00-1:30PM**

# Sneak Peek: Content Webinar #1

Wednesday, September 16 from 12:00-1:30PM

- **Guest Speaker**
- **Cohort Conversations**
- **How to Rapidly Experiment**

# Next Steps

# Where to start?



Set up at a reoccurring meeting with your project team.



Collect baseline data and submit it to CCHE by 5:00PM on September 15<sup>th</sup>



By EOD September 11<sup>th</sup>, each team will have completed the following activities and sent their assignments to Diana Nguyen

- Framing your challenge
- 4 interviews with patients and/or staff
- Brainstorming



**Resource:** Futuro Health's The Advanced Telehealth Coordinator Certificate 15-Week Course

To learn more email us at [info@careinnovations.org](mailto:info@careinnovations.org). The deadline to register is August 21<sup>st</sup>





# Chat Box: How did today go?

I like... I wish... I wonder...

# Thank you!

For questions contact:



**Kathleen Figoni**

(she/her/hers)

**Program Manager**

[kathleen@careinnovations.org](mailto:kathleen@careinnovations.org)



**Diana Nguyen**

(she/her/hers)

**Senior Program Coordinator**

[diana@careinnovations.org](mailto:diana@careinnovations.org)