Welcome!

Connected Care Accelerator
Share & Learn Webinar #1
October 22, 2020

While we’re waiting, please:

Rename yourself
We’ll get started promptly at 12:02 PM

Contact Wes - CCI Cohost - using the chat box if you need technical assistance

1. Click the participants icon at the bottom of your ZOOM screen
2. On the right-hand side of ZOOM, hover over your name & click rename
3. Add your full name & organization’s name
4. Click OK
Welcome to Share & Learn #1
Agenda

CCA Roadmap
Cohort Conversations
Telemedicine Toolkit
Break
Affinity Group Breakouts
Homework & Next Steps
CCA Roadmap
Where we’ve been & where we’re headed
Remote Support
(Optional but highly encouraged)

Virtual Learning & Milestones
(Required)

Evaluation & Reporting
(Required)

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**Aug 2020**

**Kicks-off Virtual Event**
August 13, 2020
Self-directed individual or team learning as needed

**Virtual Event**

**Content Webinar #1**
Virtual Event
How to Rapidly Experiment
September 16, 2020

**Share & Learn #1**
Virtual Event
Cohort Convos: Share a test you've conducted with your peers
October 22, 2020

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**Sept 2020**

**Data Submission**
Due: September 15, 2020

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**Oct 2020**

**Team Interviews**
October 2020

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**Nov 2020**

**Metrics Office Hours**
November 2, 2020
Project Leads & Data/IT Leads Only (Optional)

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**Dec 2020**

**Share & Learn #2**
Virtual Event
Cohort Convos: Share a test you've conducted with your peers
December 17, 2020
**Remote Support**  
(Optional but highly encouraged)

**Virtual Learning & Milestones**  
(Required)

**Evaluation & Reporting**  
(Required)

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**Jan 2021**  
- **Content Webinar #3**  
  Virtual Event  
  January 20, 2021

**Feb 2021**  
- **Share & Learn #3**  
  Gallery of Innovation Showcase  
  February 18, 2021

**Mar 2021**  
- **Content Webinar #4**  
  Virtual Event  
  March 17, 2021

**Apr 2021**  
- **Share & Learn #4**  
  Virtual Event  
  Cohort Convos: Share a test you’ve conducted with your peers  
  April 22, 2021

**May 2021**  
- **Content Webinar #5**  
  Virtual Event  
  May 19, 2021

**Bi-Monthly Drop-in Office Hours**  
2nd Wednesday of every month from 12:00-1:00PM  
4th Thursday of every month from 12:00-1:00PM

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**CCA Club**

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**February 18, 2021**
- **Share & Learn #3**  
  Virtual Event

**March 17, 2021**
- **Content Webinar #4**  
  Virtual Event

**April 22, 2021**
- **Share & Learn #4**  
  Virtual Event

**May 19, 2021**
- **Content Webinar #5**  
  Virtual Event

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**Provider & Care Team Survey**  
January & February 2021

**Data Submission**  
2 of 3  
Due: March 15, 2021

**Team Interviews**  
April 2021

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**Booster** Webinar #4  
(30 minutes)  
2/4 from 12:00-12:30PM

**Booster** Webinar #5  
(30 minutes)  
4/1 from 12:00-12:30PM
Cohort Conversations
Rapid Testing Breakouts
Your task for the next 40 minutes will be to share your lessons learned from your rapid experiment.

Each room has a facilitator that will help keep track of time & advance the slide deck.

Remember to be curious, ask questions & have fun!
Cohort Breakouts
Find your organization and click the link in the chat box to join your breakout room

Team 1 - Sustaining Virtual Care Teams
Facilitated by: Bijal
- Golden Valley Health Centers
- Los Angeles County Department of Health Services
  - Jenelle, Mary Ann, Guillermo, Behnaz, Armenui & Lusine
- Neighborhood Health
- Northeast Valley Health Corporation
  - Christine, Belen, Gina & Stephen
- SAC Health System
  https://us02web.zoom.us/j/81038152347?pwd=Z0J2YWlnRTZOHVKTE1YRzIyRTdvdz09

Team 2 - Population Management
Facilitated by: Juliane
- Community Medical Centers
- County of Monterey
- Eisner Health
- Los Angeles County Department of Health Services
  - Barbara, Ray, JAGRUTI, Gulii & Debra
  https://us02web.zoom.us/j/84545149436?pwd=V3lRT01QN2VNeEtCNmtpaUV5VkttQT09

Team 3 - Engaging Pts with Digital Barriers
Facilitated by: Kathleen
- Alameda Health System
- CommuniCare Health Centers
- Los Angeles County Department of Health Services
  - Gladys, Guadalupe, Gordon, Michelle, Ashley, Emilia
- North East Medical Services
  https://us02web.zoom.us/j/82635569480?pwd=emd2RHI1TDIOsJdWRblQ2NoRDBMQT09

Team 4 - Sustaining Virtual Care Teams
Facilitated by: Veenu
- San Francisco Health Network
- Shasta Community Health Center
- Venice Family Clinic
- West County Health Centers
- White Memorial Community Health Center
  https://us02web.zoom.us/j/78/52377574?pwd=MEdUdWg0dEd4aVUxUzZxSRSU11UT09

Team 5 - Population Management
Facilitated by: Andrea
- Northeast Valley Health Corporation
  - Debra, Stephen, Jasmine, Jessica & Samantha
- Petaluma Health Center
- Roots Community Health Center
- Share Our Selves Corporation
  https://us02web.zoom.us/j/8972406150?pwd=Vys1WXp1MHPvTNVRA2dKWEU0U0dRZz09

Team 6 - Engaging Pts with Digital Barriers
Facilitated by: Sofi
- Salud Para La Gente
- San Ysidro Health
- Serve the People
- University Muslim Medical Association
  https://us02web.zoom.us/j/88580892188?pwd=Smdd2Y1eERpUiId6Y0ZibUNGRTmhUT09
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.

Source: Fighting for Justice Coloring Book. Art by Pedro de Sá
Telemedicine Toolkit
UCSF Center for Vulnerable Populations
The Team

CCI
- Veenu Aulakh, MSPH
- Bijal Shah, MHSA
- Kathleen Figoni, MS-HCA
- Chris Rubeo, MPH
- Kendra Chaikind

UCSF
- Courtney Lyles, PhD
- Urmimala Sarkar, MD, MPH
- Anjana Sharma, MD, MAS
- Jessica Fields
- Sarah Lisker
- Erica Shin
TELEMEDICINE FOR HEALTH EQUITY

LEADERSHIP CONSIDERING TELEMEDICINE
- Evidence
- Privacy & Security
- Licensure & Reimbursement
- Infrastructure & Vendors
- Quality Improvement Metrics

PROVIDERS AND TEAMS USING TELEMEDICINE
- Devices
- Workflows
- Care Safety
- Provider Wellbeing

ENGAGING DIVERSE PATIENTS
- Digital Access & Skills Screening
- Technical Support
- Interpreter Use
- Engaging Caregivers
- Upholding Patient Trust

OPTIMIZING FOR THE FUTURE
- Remote Patient Monitoring
- Patient & Team Satisfaction
Where to find the resources

- **Telemedicine Toolkit**
  - [https://www.careinnovations.org/resources/telemedicine-for-health-equity-toolkit/](https://www.careinnovations.org/resources/telemedicine-for-health-equity-toolkit/)
  - Action-oriented resources

- **Telehealth Resources Compilation**
  - [https://wiki.careinnovations.org/Telehealth_ResourcesCompilation](https://wiki.careinnovations.org/Telehealth_ResourcesCompilation)
  - Information-oriented resources

- These are both living documents that we will continue to refresh in the coming months

- Did we miss a key resource? Email us at [telemedtoolkit@ucsf.edu](mailto:telemedtoolkit@ucsf.edu)
Let’s Check Out the Toolkit!
Break

Please enjoy a 5-minute break
Affinity Group

Breakouts
Affinity Groups

Objectives for this session

For the next 30 minutes you & your peers will have an opportunity to:

- Discuss challenges associated with the topic at hand
- Share bright spots & lessons learned thus far
- Brainstorm potential future tests and solutions

A facilitator will be present to keep time and help guide the conversation.

Remember to be curious, ask questions & have fun!
Affinity Groups

Click the link in the chat box to join the breakout room of your choice

- **New Roles & Responsibilities**
  Facilitated by: Bijal
  [Link](https://us02web.zoom.us/j/81038815234?pwd=Z0J2YWlRTNZOHVKTE1YRzlyck2vzc9)

- **Remote Monitoring**
  Facilitated by: Andrea
  [Link](https://us02web.zoom.us/j/89727406150?pwd=Vys1WXp1MHpvVnVRAzdKWE97u0dRZ2z9)

- **Redefining The Visit & Location Of Care**
  Facilitated by: Veenu
  [Link](https://us02web.zoom.us/j/87815237754?pwd=MEdUTmF0dEd4aVUxU5huZV97Q.spd9)

- **Pre-Visit Education**
  Facilitated by: Kathleen & Juliane
  [Link](https://us02web.zoom.us/j/82635569480?pwd=emd2RHI1TDIOSjMwRIBq2ZNoRDBMQT09)

- **Building Confidence Amongst Staff**
  Facilitated by: Sofi
  [Link](https://us02web.zoom.us/j/88580892188?pwd=SmdSb2Y1eERpU1d6Y0ZibUNQ7htuUT09)
Welcome Back!

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Luisa Capetillo
She fought for the rights of working people and women in Puerto Rico. She quickly became a leader during the farm workers’ strike of 1905. She also challenged mainstream society by becoming the first woman in Puerto Rico to wear pants in public.

Source: Fighting for Justice Coloring Book. Art by Pedro de Sá
Next Steps
CCA Portal vs. CCA Club
What’s the difference?

CCA Portal

- View archived webinar recording + slides
- View upcoming program activities + deliverables
- Register for upcoming events

CCA Club

- Seek help or advice from your peers
- Submit your homework assignments as well as view & engage with other organization’s submissions
- Participate in discussion around CCA successes & challenges
After navigating to the CCA Club make sure to click the blue button that says, “Join Club.”

This will ensure that you’ll have access to all attachments, links and more!

**Note:** If you don’t click join club you will not be able to download or view any attachments.
Phase 2: Solution Testing

Homework Assignment #3
Complete the assignment below by EOD Thursday November 12th on the CCA Club!

Rapid Testing Dashboard
Over the course of the next month your team will continue to do one or more of the following:

- Improve your current Rapid Test
- Start a new Rapid Test
- Move your Rapid Test to the next stage

Use the Rapid Testing Dashboard to capture all your learnings from your Rapid Tests.

*Activity instructions will be sent out in a follow up newsletter. It can also be found under the Assignments Tab on the CCA Club.
Rapid Testing Dashboard

Every month your team will update this dashboard

Instructions for filling out the dashboard:

- Find your organizations tab at the bottom of the spreadsheet
- Name your Rapid Test
- Describe your Rapid Test in 2-4 sentences
- Select the driver diagram & associated change category your Rapid Test falls under
- Select the stage that best describes what phase of the work your organization is in (i.e.: Experimentation + Testing; Assess + Repeat Testing)
- In 3-5 sentences describe any progress you made with your Rapid Test
Next Steps & Resources

Meet with your team to discuss refining your current rapid test. Remember you can also start another test while refining your existing test! Be sure to document your learnings on the Rapid Test Dashboard by EOD Thursday November 12th.

Meet with CCHE to conduct your team interviews if you have not already.

Sneak Peek | Virtual Care Innovation Network
We are excited to share that CCI will be partnering with Kaiser Permanente to launch a virtual care program. The request for applications will be released on Monday, October 26th and we encourage all of you to check it out on our website! We will also share more about the opportunity in our follow up newsletter.

Remote Patient Monitoring Innovation Challenge Showcase
This webinar on 11/18 will showcase companies whose technology solutions make scalable, effective, and culturally responsive remote patient monitoring (RPM) possible for health care organizations serving the safety net.

https://zoom.us/webinar/register/9816003547163/WN_X4tHk2izTV2qDeXnnYBAXA

Powered by CHCF, Health Innovation Fund, Acumen America & Health Equity Ventures, in partnership with Adaptation Health.
Save the date!

Optional Drop-in Office Hours
Thursday, October 29
12:00-1:00PM

Optional Provider & Care Team Survey Design Session
Facilitated by CCHE
Monday, November 2
12:00-1:00PM

Homework Assignment #3
Due by 5:00PM on Thursday, November 12

Content Virtual Event #2
Thursday, November 19
12:00-2:00PM
Post-Webinar | 3 Question Survey
We want your feedback!
Thank you!

For questions contact:

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(she/her/hers)
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