Spreading Solutions That Work

2018-2019 Program Kick Off
March 14, 2018
Webinar Reminders

1. Everyone is muted.

2. If you have a question, please chat them in!

3. Webinar is being recorded and will be posted and sent out via email
Spreading Solutions That Work

In partnership with Blue Shield of California Foundation, CCI supports the spread and implementation of five successful solutions:

- Patient Portal Optimization
- Medical Scribes
- Group Visits
- Telephone Visits
- Texting Solutions
Your CCI Program Team

Jaclyn Lau
Program Coordinator

Jenny Wright
Program Manager

SA Kushinka
Program Director
Agenda

1. Overview of the 2018-2019 Cohort

2. Spreading Solutions Program Structure & Timeline
   - Introduction to Effective Teams
   - Host Site Visits
   - Coaching
   - Evaluation

3. Q&A

4. Next Steps
Who’s in the Cohort

Group Visits

Telephone Visits

Texting Solutions

Patient Portal

Medical Scribes
Spreading Solutions Program Goals

- Understand factors that support spread
- Develop resources to share with the field
- Successfully implement solution beyond pilot stage
Program Support Structure

- Grants of $15,000
- Coaching (1:1 and group)
- Host Site Visit
- Support for measurement
- Peer-learning community
- Toolkits, resources and webinars

Learn from these host sites how to operationalize the solution, gain buy-in from key stakeholders, train staff, redesign workflows and build a business case to sustain the solution.
**Core Program Activities**

- **Monthly Coaching calls**
- **Host Site Visits**

**Webinars**

- **Cohort Idea-sharing webinars**
- **Apr 25 Effective Teams**
- TBD Sustainability Planning
- Feb Outcomes Celebration

**Key Program Deliverables**

- Set up data collection processes
- Jul 13 Data Submission
- Oct 10 Data Submission
- Jan 11 Data Submission

Final data submission due March 13 →
Final narrative & report due March 31 →
Introduction to Effective Teams

Preview of April 25 Webinar
Preview of April Webinar

Making It Work, Making It Fun: Creating Effective Improvement Teams

A SPREADING SOLUTIONS THAT WORK WEBINAR
CENTER FOR CARE INNOVATIONS
APRIL 25, 2018, 11:00 - 12:00
Introductions

Suzanne Samuel

Wendy Jameson
Organizational Change Requires Teamwork

- How to *start strong*
- *Maintain* momentum
April Webinar Overview

- Principles of Effective Teams
- Building Blocks for Strong Teams
- Establishing Team Norms
- Defining Your Team’s Shared Vision
- Further Resources & Exercises

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Image: Unsplash, Ryan Christodoulou
Teamwork Is Hard. Why?
The Neuroscience of Teams

Sources: Judith Glaser & David Rock
Psychological Safety = Key

It means:

- Comfortable taking risks
- No negative consequences for mistakes, questions, crazy ideas
- Raise problems and tough issues
- Individuals’ skills and talents valued and utilized
The Soft Stuff Matters
What Makes a Successful Team?
Establishing Team Norms: Why Do We Need Ground Rules?

- Help ensure behavior that maximizes success
- Eliminate potential confusion and conflict
- Hold ourselves and each other accountable
Reflection Activity

Observe teams on site visits and at your organization:

- What seems to make teams successful?
- In what ways do teams struggle?
- What’s one quality you want your SSTW team to emulate?
“See” You On April 25!

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<table>
<thead>
<tr>
<th>Month</th>
<th>Visit</th>
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| March 20 | **Shasta Community Health Center**  
REDDING, CA  
PATIENT PORTAL TEAMS  
9:30AM - 2:30PM |
| April 3/4 | **Clinica Family Health**  
WESTMINSTER, CO  
GROUP VISIT TEAMS  
DAY 1: GROUP VISIT WORKSHOP -- ALL TEAM MEMBERS  
DAY 2: GROUP VISIT FACILITATION TRAINING -- PROVIDERS AND GROUP VISIT FACILITATORS |
| April 13 | **Riverside University Health System**  
MORENO VALLEY, CA  
TELEPHONE VISITS TEAMS  
9:30AM - 2:30PM |
| April 20 | **Monterey County Health Department**  
SALINAS, CA  
TEXTING TEAMS  
9:30AM - 2PM |
| Month TBD | **Shasta Community Health Center**  
REDDING, CA  
MEDICAL SCRIBES TEAMS  
Teams will contact Shasta CHC to confirm their team's training dates, informational email to follow  
Teams should be prepared to complete hiring and training by the end of August |
Coaching
Kristene Cristobal, MS

Coaching: Texting Solutions

• Founder of Cristobal Consulting, a boutique consulting firm offering strategic planning, executive coaching, and program evaluation.

• Expertise in QI, spread and sustainability of effective practices, and measurement for improvement.

• Partners with an array of safety net organizations, foundations, public health, health plans, and non-profits

kristene@cristobalconsulting.com
Jim Meyers, DrPH, MHA, LFACHE

Coaching: Patient Portal Optimization & Medical Scribes

• Healthcare Management Consultant and Health District Director

• Focus on safety net operations improvement, strategic planning, project management, and leadership development.

• 6 years experience coaching patient portal adopters.

• Doctor of Public Health with former government health network, hospital and clinic CEO and military humanitarian assistance mission commander experience.

jimmeyersdrph@gmail.com
Melissa Schoen

Coaching: **Telephone Visits & Group Visits**

- Healthcare Management Consultant

- Focus on safety net operations improvement, strategic planning, project management, and leadership development.

- Background in FQHC operations (Clinic Site Manager, COO/Associate Director).

- Most recent position with the California HealthCare Foundation focused on developing safety net grant programs for quality improvement, technology and innovations implementations.

melissa@mschoenconsulting.com
Teaching vs. Coaching
What to Expect from your Coach

It is:
• Support you to move forward in the project
• Asking clarifying questions
• Brainstorming suggestions & ideas
• Sharing our experience
• Providing resources: other people to talk to or things to read or other examples
• Encouragement and Motivation
• Accountability

It is Not:
• Telling you the answer
• Creating the solution
Evaluation
Kristene Cristobal
Evaluation Purpose

- Help teams define metrics
- Support teams through data tracking process
- Assess overall impact

- Ensure measures you track are vitally important and can be used for improvement
- Document evidence of spread, effectiveness, and sustainability of services
- What worked and what didn’t?

Adapted from Seth Emont, 2015
Evaluation Timeline

Ramp-up

Mar-Apr 2018

- Discuss and finalize metrics
- Distribute tracking tools

Implementation

Apr 2018 - Feb 2019

- Quarterly reporting
- Quarterly reviews on cohort coaching calls
- Evaluation TA
  - sampling & design
  - satisfaction & ease-of-use surveys
  - data crunching and interpretation

Wind-down

March 2019

- Final data due by mid-March 2019
Contact Information

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Questions?
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