



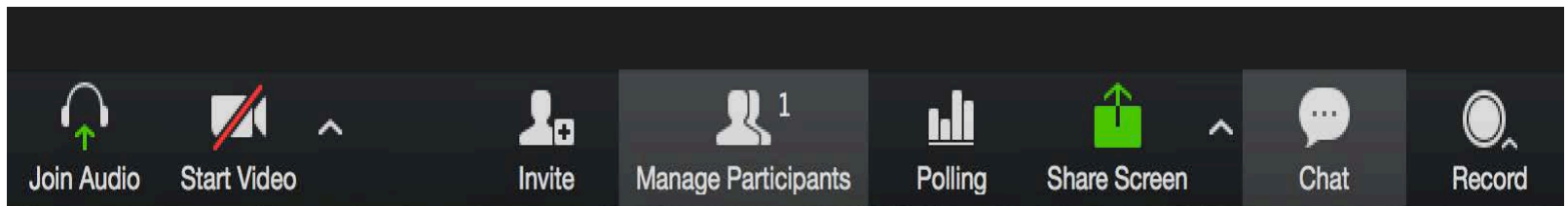
Spreading Solutions That Work

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



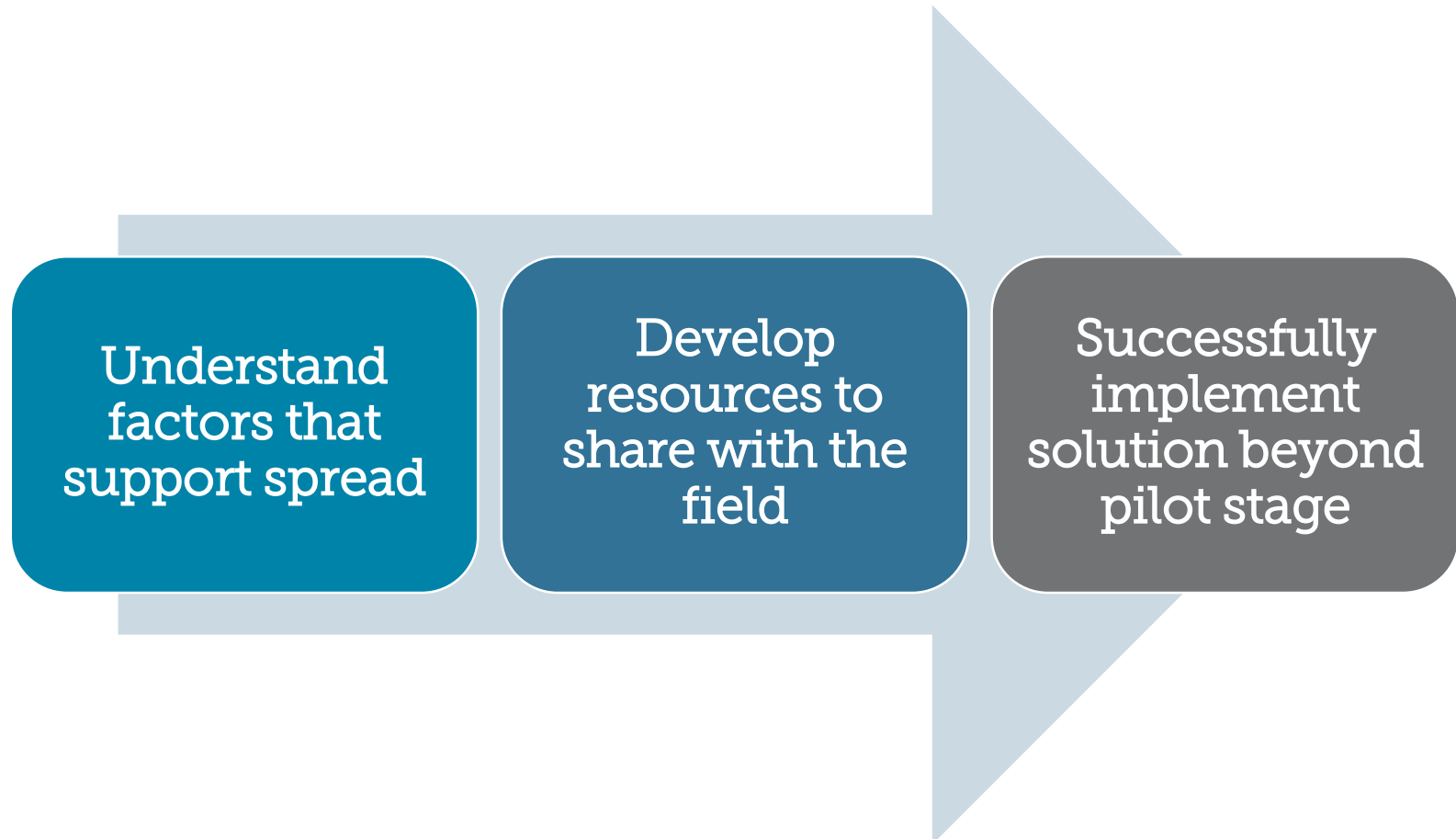
Patient
Portal



Medical
Scribes



Spreading Solutions Program Goals



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





Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | Jan | Feb

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 →



CINEMA



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

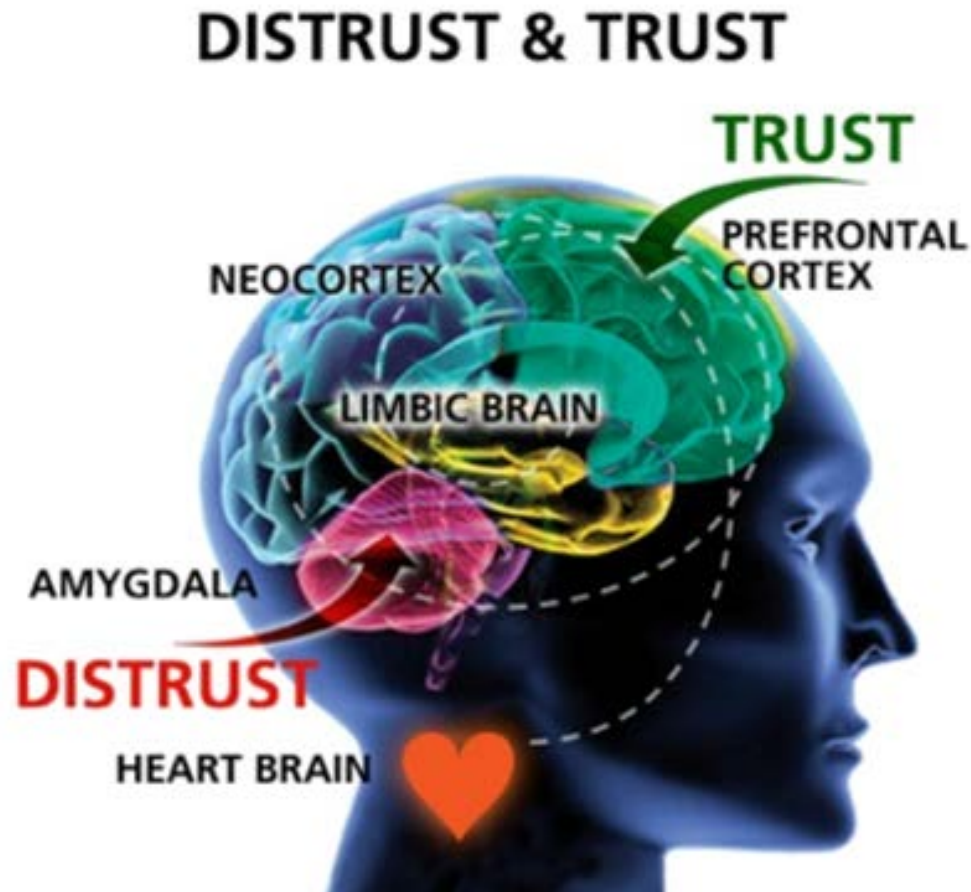
April Webinar Overview

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

Teamwork Is Hard. Why?



The Neuroscience of Teams



Psychological Safety = Key

A person with short grey hair, wearing a teal short-sleeved shirt, is seen from behind, reaching out to touch the trunk of a large elephant. The elephant's trunk is thick and wrinkled, and its head is partially visible in the background. The scene is set outdoors in a natural, possibly savanna, environment.

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?



NEW YORK TIMES BEST-SELLER

The FIVE DYSFUNCTIONS *of a* TEAM

A LEADERSHIP FABLE



PATRICK LENCIONI

AUTHOR OF THE NATIONAL BEST-SELLER *THE ADVANTAGE*

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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UPCOMING SITE VISITS

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

A photograph of a doctor's hands clasped together, with a stethoscope visible around the neck. The entire image is overlaid with a semi-transparent blue filter. The word "Coaching" is written in white text on the left side.

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

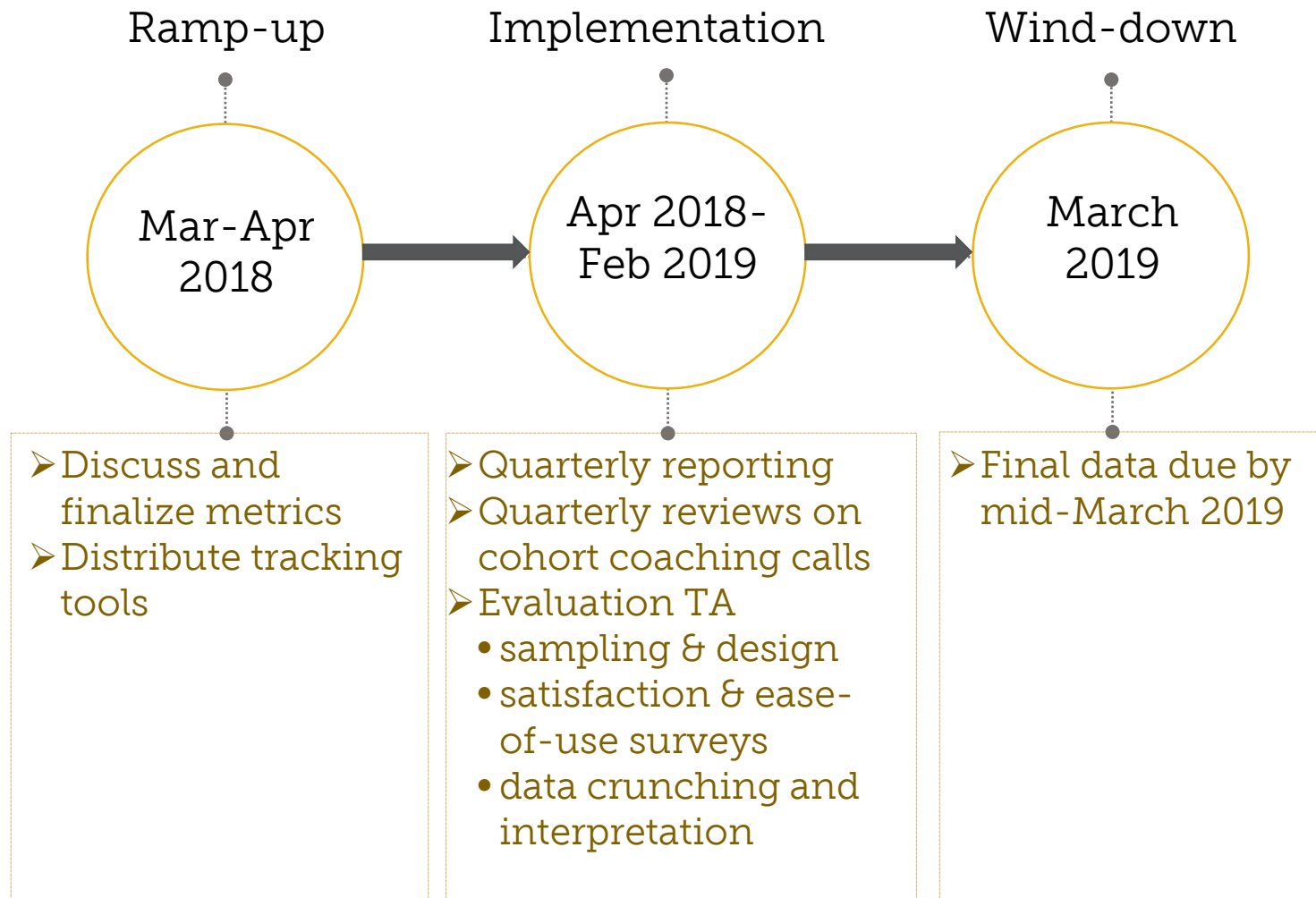
Kristene Cristobal

Evaluation Purpose



- 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?

Evaluation Timeline



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Questions?



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