Welcome to our first Share & Learn!

We kindly ask that you do the following:
 peru (and chat us if you need help)

✓ Connect audio with visual: make sure you’re logged in on both audio and visual. If calling in by phone, enter your participant ID (your ID is displayed at the top of your Zoom screen). Do this now by pressing number# on your phone (e.g.: #24#).

✓ Please re-name yourself with the organization you’re from e.g.: Meaghan (CCI). Hover over your name in the participant list and click “Rename”.

✓ We invite you to turn on your video if you have capability - we’d love to see your face, and our breakout discussions will be more connective!

As we are getting started, please share in the chatbox: What change have you seen since the COVID crisis began that has been most inspiring?
Additional housekeeping items

1. All participants will NOT be muted upon entry.
   
   *To mute/unmute yourself to ask a question or comment:*
   
   ➔ Via computer - *Click the microphone icon on lower left of your Zoom screen*
   
   ➔ On the phone - *Press *6*

2. *Please do not put us on hold!*

3. Feel free to chat in your questions.

4. *Webinar is being recorded in the main room only (NOT in breakout rooms).*
   
   *The link to this recording, as well as synthesized notes from the breakouts will be sent via e-mail and posted to the PHASE and TC3 support websites.*

5. Please fill out a quick feedback survey at the end of this session.

*As we get started:*

Please type in your **name & organization** in the chat box – and the names of anyone in the room with you!**

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What you can expect today

This is our first planned in a series of monthly **Share & Learn** webinars

**CONTEXT:**

The COVID-19 pandemic has required that we all shift our work into the virtual space. As grantee teams are struggling to navigate the space, taking care of our PHASE / TC3 populations is more challenging than ever.

*Through small group breakouts, teams can learn from one another to share what is working or not working – having access to “just in time” content to support them in testing / operationalizing new approaches and workflows.*

<table>
<thead>
<tr>
<th>AGENDA</th>
</tr>
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<tbody>
<tr>
<td><strong>12:30 – 12:35</strong></td>
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<tr>
<td>Welcome</td>
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<tr>
<td><strong>12:35 – 12:50</strong></td>
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<tr>
<td>Interview: <em>Outreach &amp; Chronic Disease Management in Age of COVID-19</em></td>
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<tr>
<td><strong>12:50 – 1:20</strong></td>
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<tr>
<td>Peer Sharing: <em>Conversation Café</em> <em>(breakout room session)</em></td>
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<tr>
<td><strong>Topic:</strong> How are you working on reaching your patients with chronic disease (operationally)? <em>(Or supporting your health centers in doing so?)</em></td>
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<tr>
<td><strong>1:20 – 1:30</strong></td>
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<tr>
<td>Takeaways and Next Steps <em>(reconvene in main room)</em></td>
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Spotlight Interview

Outreach & Chronic Disease Management in Age of COVID-19

sharing key success factors in outreach strategy to high-risk patients
Our guest faculty and interviewers:

Eric Henley, MD, MPH, LifeLong Medical Care
Michael Mulligan, MD, Chapa-De Indian Health

Today’s Spotlight Interview with

Henry Rafferty, Primary Care Manager of Population Health and Analytics, SF Health Network
Rachel Stern, MD, Medical Director, SF Health Network
3 rounds:

- Round 1 (10 min)
  One-by-one, each person is invited to briefly share (2 min) what they are thinking, feeling, or doing about the topic below

- Round 2 (15 min)
  Everyone is invited to contribute via open discussion

- Round 3 (5 min)
  Each person one-by-one is invited to share their key takeaway

TOPIC: How are you working on reaching your patients with chronic disease (operationally)? (Or, supporting your health centers in doing so?)

## Conversation Café

### Requests:

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<th>Requests</th>
<th>Description</th>
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<td>Suspend judgment as best you can</td>
<td>Demonstrate respect through deep listening and thoughtful response</td>
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<td>Seek to understand rather than persuade</td>
<td>Invite and honor the diverse range of opinions experiences shared</td>
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<td>Speak what has personal heart &amp; meaning</td>
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<tr>
<td>Speak what has personal heart &amp; meaning</td>
<td>Go for honesty and depth without going on, on, and on</td>
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Chatbox Waterfall Responses

Instructions

1. Take 2 minutes to write your answer

2. Do NOT push enter until we tell you...

- What idea or solution did you hear about today that you want to explore?

- Who will you talk to about exploring this idea? (Who could help you move this idea forward?)
PHASE & TC3: Next Steps

• HTN Change Package

• Further engagement – CCI Academy
  ▪ We will post today’s recording and the emerging topics from this session on the CCI Academy forum

• How would you change our Share & Learn format?
  ▪ Share your thoughts in the chat

...Please respond to our quick polls!
CCI: technical assistance questions, program team updates (contacts), questions about the program, finding resources

Weslei Gabrillo: weslei@careinnovations.org
Juliane Tomlin: juliane@careinnovations.org
Alexis Wielunski: alexis@careinnovations.org

Kaiser Permanente: grant budgets, grant reporting, no-cost extensions, scopes of work

Michael Cox: Michael.P.Cox@kp.org