



Monthly *Share & Learn*

May 12, 2020 (12:30 – 1:30pm)

Welcome to our first *Share & Learn*!

We kindly ask that you do the following:
(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!**

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.

AGENDA

12:30 – 12:35	Welcome Introductions (CCI)
12:35 – 12:50	Interview: <i>Outreach & Chronic Disease Management in Age of COVID-19</i>
12:50 – 1:20	Peer Sharing: <i>Conversation Café</i> (breakout room session) Topic: <i>How are you working on reaching your patients with chronic disease (operationally)? (Or supporting your health centers in doing so?)</i>
1:20 – 1:30	Takeaways and Next Steps (reconvene in main room)



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

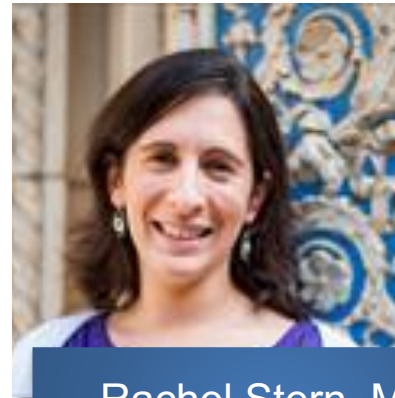


Michael Mulligan, MD,
Chapa-De Indian Health

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

Conversation Café



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?)

<http://www.liberatingstructures.com/17-conversation-cafe/>

Conversation Café

Requests:

					
Suspend judgment as best you can	Demonstrate respect through deep listening and thoughtful response	Seek to understand rather than persuade	Invite and honor the diverse range of opinions experiences shared	Speak what has personal heart & meaning	Go for honesty and depth without going on, on, and on

<http://www.liberatingstructures.com/17-conversation-cafe/>

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?)*

<PRESS SEND/ HIT ENTER NOW>

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!

Contact Us!

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