Final Convening

Virtual Care Innovation Network

MAY 31, 2022, 12 – 2 PM PDT
# Agenda

1. Housekeeping & Agenda Review
2. Project Life Cycle
3. Coaches Share Out
4. Break
5. Cohort Conversations
6. Guest Speakers
7. Wrap & Next Steps
Welcome!

- **Mute**
  Minimize Interruptions
  Please make sure to mute yourself when you aren't speaking.

- **Chat**
  Go Ahead, Speak Up!
  Use the Zoom chat to ask questions and we will answer them during Q&A

- **Naming**
  Add Your Organization
  Represent your team and add your organization’s name to your name. You can also add your pronouns

- **Tech Issues**
  Here to Help
  Chat Nhi Tran privately if you are having issues and need tech assistance.

This webinar is being recorded & will be posted on the program's academy page.
Connecting Your Phone to Zoom Audio

Step 1
Find “Mute”
At the bottom of your Zoom screen, click the upside-down carrot (^) next to “Mute.”

Step 2
“Switch to Phone Audio”
Choose the option “Switch to Phone Audio” in the list.

Step 3
“Phone Call”
In the pop-up, make sure the “Phone Call” tab is selected. Follow the instructions.

Step 4
Enter Your IDs
Enter your Meeting ID and Participant ID.
Do not skip this step!
What goals did we have when we started?

Expand access to high-quality virtual care, including supporting homeless health care providers to address the complex needs of individuals experiencing homelessness.

Support the safety net to rapidly design, test, learn and share virtual care strategies.

Support the sustainability of the health care safety net to serve communities impacted by COVID-19 by supporting continued reimbursement for telehealth.
Program Participants

Washington - 8 health centers
- Country Doctor Community Health Centers
- Public Health Seattle and King County
- Yakima Neighborhood Health Services
- CHAS Health
- Unity Care NW
- Neighborcare Health
- Cowlitz Family Health Center
- Valley View Health Center

Oregon - 5 health centers
- Outside In
- Multnomah County Community Health Center
- Wallace Medical Concern
- Clackamas County Health Centers
- Neighborhood Health Center

California - 27 health centers
- Alliance Medical Center
- Asian Health Services
- Bay Area Community Health
- Clinica Msr Oscar A Romero
- CommunityCare Health Centers
- Eisner Health
- Elca Health Centers
- Family Health Centers of San Diego Inc
- Golden Valley Health Centers
- KCS Health Center
- Lifelong Medical Care
- Los Angeles Christian Health Centers
- Marin Community Clinics
- Mission City Community Network
- Neighborhood Healthcare
- Northeast Valley Health Corporation
- Peach Tree Healthcare
- Petaluma Health Center
- Roots Community Health Center
- San Francisco Community Clinic Consortium
- San Francisco Department of Public Health
- Fourteen PrimeCare Health Centers
- San Mateo County Healthcare for Homeless and Farmworker Health Program
- South Bay Family Health Care
- TriState Community Healthcare Center
- TrueCare
- Vista Community Clinic
- West County Health Centers

Colorado - 4 health centers
- Colorado Coalition for the Homeless
- Clinica Family Health
- Denver Health and Hospital Authority
- STRIDE Community Health Center

Maryland, Virginia, & D.C. - 10 health centers
- Community of Hope
- Family Health Centers of Baltimore, Inc.
- GPW Health Center
- Greater Baden Medical Services
- HealthWorks for Northern Virginia
- La Clinica del Pueblo
- Mary’s Center for Maternal and Child Care Inc.
- So Others Might Eat
- Total Health Care
- Unity Health Care

Georgia - 1 health center
- Center for Pan Asian Community Services Inc

Hawaii - 4 health centers
- Community Clinic of Maui Inc.
- Hawaii Health and Harm Reduction Center
- Keoua Kailhi Valley Comprehensive Family Services
- West Hawaii Community Health Center
Define the problem you will solve over the next 15 months and set a target.

1. Define

Uncover the current state. Learn from those that experience your processes.

2. Discover

Select and create tests of change that may improve your processes.

3. Prioritize & Design

Test your improvement ideas and measure their impact.

4. Test & Refine

We are here!

Hardwire and spread successful tests.

5. Implement & Spread
Virtual Care Learning Hub

CCI is sharing the best of the best for achieving health equity through virtual care. We’ve synthesized 20+ years of experience to create this learning hub filled with great ideas you can start testing right away.

Most Popular

• CCI is sharing the best of the best for achieving health equity through virtual care. We’ve synthesized 20+ years of experience to create this learning hub filled with great ideas you can start testing right away.

• https://www.careinnovations.org/virtualcare/
Coaches Share Out
<table>
<thead>
<tr>
<th>Teams Coached by Tineciaa Harris &amp; Courtney Pladsen</th>
<th>State</th>
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<tbody>
<tr>
<td>CommuniCare Health Centers</td>
<td>California</td>
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<td>Public Health - Seattle and King County</td>
<td>Washington</td>
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<td>Northeast Valley Health Corporation</td>
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<td>San Francisco Community Clinic Consortium</td>
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<td>Elica Health Centers</td>
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<td>Teams Coached by Denise Armstorff</td>
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<td>Greater Baden Medical Services</td>
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<td>Family Health Centers of Baltimore</td>
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<td>Total Health Care</td>
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<td>Lifelong Medical Care</td>
<td>California</td>
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<td>Teams Coached by John Gilvar</td>
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<td>So Others Might Eat</td>
<td>Washington DC</td>
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<td>Mission City Community Network</td>
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<td>Eisner Health</td>
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<td>Hawaii Health &amp; Harm Reduction Center</td>
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### Teams Coached by Honor Childress

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<thead>
<tr>
<th>Team Name</th>
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<tr>
<td>Alliance Medical Center</td>
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<td>Clinica Msr. Oscar A. Romero</td>
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<td>KCS Health Center</td>
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<td>Yakima Neighborhood Health Services</td>
<td>Washington</td>
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<td>Teams Coached by Jim Meyers</td>
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<td>Peach Tree Healthcare</td>
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<td>West County Health Centers</td>
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<td>Tri-State Community Healthcare Center</td>
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<td>Teams Coached by Melissa Schoen</td>
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Break
Cohort Conversations

~30 minutes for discussion

1. What were the most exciting or promising tools that you learned from other organizations in VCIN?

2. What are the greatest opportunities and barriers in continuing this work?

3. Is there a particular topic you wish you had an opportunity to hear more about?
1. Please identify which **breakout group number** you are – at the top of the screen.

2. Please assign a **notetaker** to take notes in the shared document on the main themes that the group discussed.

3. Please assign one **person to share out** when we come back for open discussion.

4. Please assign a **timekeeper** – you’ll have 30 minutes in your breakout room.
We’re currently in Breakouts Rooms

If you experience any technical issue and/or need help getting into your breakout, please private chat Nhi Tran
Open Discussion

20 minutes for discussion

1. Please share what you heard about the most exciting or promising tools that you learned from other organizations in VCIN.

2. Please share your greatest opportunities and barriers in continuing this work.

3. Please share any particular topics you wish you had an opportunity to hear more about.
Cohort Spotlight

Natasha Jain
Quality Improvement Analyst

Anita Chang
Site Director/Telemedicine Lead

Vivian Quach
Telehealth Coordinator
Final Remarks
Next Steps
How Did We Do?

Take the next 2 minutes to answer our virtual event poll.
### Applied Project Final Deliverables

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Date</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Final Narrative</td>
<td>TODAY, May 31</td>
<td>Your final storyboard slides are due in your team's OneDrive folder by EOD today. Please be sure to complete your Project Measures &amp; Data Metrics slides as well.</td>
</tr>
<tr>
<td>Final Budget</td>
<td>June 15</td>
<td>The final budget template has been emailed to each team in the VCIN monthly newsletter. Please submit your final budget directly by email to Nhi.</td>
</tr>
<tr>
<td>Final Data Submission</td>
<td>June 15</td>
<td>The most updated excel sheet with your data is in each team's OneDrive folder. Please download a copy to your computer, edit it, and re-upload to your OneDrive folder. If you have not submitted data for any of the previous months, you will need to submit that data as well.</td>
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Clinic Connection Final Deliverables – due June 15

**Final Narrative**
The final narrative template has been emailed to your project lead and grant manager. Please reach out to Nhi if you have not received it or if you have any issues accessing the form.

**Final Budget**
The final budget template has been emailed to each team in the VCIN monthly newsletter. Please submit your final budget directly by email to Nhi.

**Final Data Submission**
The most updated excel sheet with your data is in each team's OneDrive folder. Please download a copy to your computer, edit it, and re-upload to your OneDrive folder. If you have not submitted data for any of the previous months, you will need to submit that data as well.
CCHE Final Survey
CCHE will be sending out a final endpoint survey to teams by email after our final convening. We value all your feedback, so please complete the survey once you receive it.

Gift Boxes
In appreciation and celebration of all your hard work this past year, CCI will be sending gift boxes to each VCIN team. Each gift box will be addressed to the project lead and sent directly to the address of your organization.

Final Grant Installments
Your final grant installments will be released after we have received all of your final deliverables. Your grant payments will be sent to the same address and with the same payment method as your past payments for VCIN. Please reach out to Nhi at Nhi@careinnovations.org if you have any questions or concerns.
Thank You!

Angela Sherwin
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Program Manager
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Nhi Tran
She/her/hers, they/them/theirs
Senior Program Coordinator
 nhi@careinnovations.org