

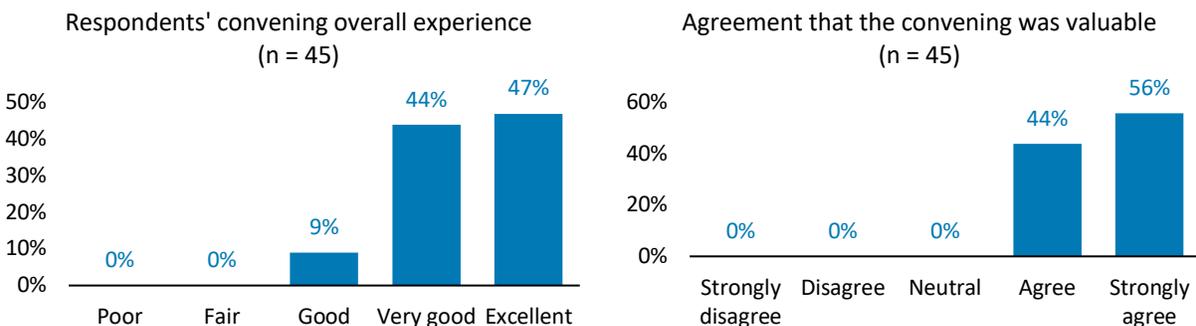
PHASE Grantee Convening Summary

June 2019

An evaluation survey was conducted to understand participant perceptions of the convening, which was focused on engaging patients at all levels of care. There were 65 PHASE grantee team participants or representatives from PHASE consortia member clinics at the convening. Of these 65 attendees, 45 completed the survey, for a **69% response rate**. This response rate is somewhat lower than in past convenings in this program; until this convening, the response rate ranged from 72% to 82%.

An additional 11 individuals completed the survey who were non-PHASE participants and are excluded from this report, unless there were striking differences in patterns for non-participants than participants.¹ No patient advocates or advisors completed the survey.

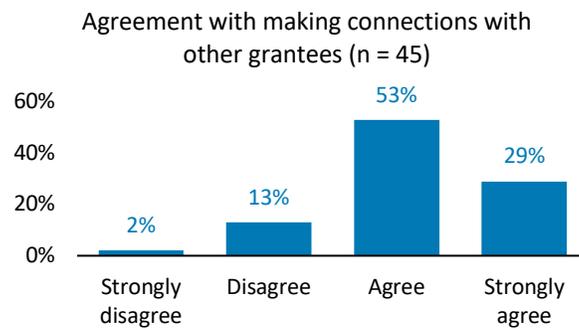
The convening was broadly viewed as a positive experience. Overall, 91% of participant respondents said that the convening was very good or excellent. No participants rated the convening overall as poor or fair. Additionally, all participants reported that they agree or strongly agree that the convening was a valuable use of their time.² These results are comparable to or better than other PHASE convening evaluations.



PHASE participants continue to value peer sharing during the convenings. A key component of these convenings is the opportunity for grantees to network and share their lessons learned and challenges. When directly asked about the level of interaction between grantees, 96% said it was about right. Most respondents felt that they made connections with other grantees that will strengthen their PHASE efforts, but at a lower rate than at past convenings (82% versus an average of 93% agreeing or strongly agreeing). Respondents were asked to provide suggestions for improvement. The main theme for the suggestions was to have more time to learn from other teams either through direct interaction or more time for Q&A after presentations.

¹The representatives from LACDHS (invited as part of Southern California Kaiser Permanente's TC3 program) were considered to be "non-participants" for the purpose of this summary (n=3).

² This question is a standard question CCI asks of all of their programs, which is why the scale is different than the one used in the rest of the agreement scale questions.



The content of the convening was useful. All components of the day were rated as at least “somewhat useful.” For the 14 respondents who went to the human-centered design workshop, they found it to be very useful. The panel on clinic- and systems-level patient partnerships and the team time were also highly rated. This is reflected in the themes of the open-ended responses as well, with the most valuable parts of the day being hearing from patients and having time to work as a team. The responses for the workshop on self-management were mixed, with a high percentage saying it was only somewhat useful (46%).

