Kickoff Virtual Session:
CVD Care Delivery with COVID-19
March 31, 2020 (11am-1pm)

Welcome! Please help us get set up by doing the following:
(and chat us if you need help)

✓ Audio/visual connection: make sure you’re logged in on both audio and visual. If you’re 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 (ex: #24#).

✓ Re-name yourself: please rename yourself so we know what organization you’re from and if you’re the designated spokesperson for your team (ex: Meaghan(CCI) or Juliane (CCI Lead)). Hover over your name in the participant list and click “Rename”.

✓ Turn on your video!: if you have video capability, we’d love to see your face.
Additional webinar housekeeping

1. Lines are un-muted. Please control your muting by pressing *6 to mute and un-mute yourself.

2. Please do not put us on hold!

3. Feel free to chat in questions

4. Webinar is being recorded *in the main room only (NOT in breakouts).* Links to the short recordings, as well as synthesized notes from the breakouts will be sent via email and posted to the PHASE and TC3 support websites.

5. Please fill out our feedback survey at the end of the webinar

**As we get started:** Please type in your name and organization in the chat box – and the names of anyone in the room with you!**
First, let’s create a word cloud

*Think about…*

Recognizing the challenges you are facing in meeting the needs of all your patients, **what one word would you use to describe the care you are delivering to your PHASE / TC3 population right now?**

*Now… go to this website*

https://pollev.com/careinnovations

...and enter your response
What you can expect today

• Pausing content delivery during COVID-19 crisis to put your patients with cardiovascular disease first.

• Small group breakouts for peer sharing and learning for how best to care for your patients. Focus on:
  ▪ Operations
  ▪ Leadership / Change Management

• Co-Designing where we go from here.

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Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
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<tbody>
<tr>
<td>11:00 – 11:10</td>
<td>Welcome, Overview, Expectation Setting (KP, CCI)</td>
</tr>
<tr>
<td>11:10 – 11:40</td>
<td>Breakout 1: Peer Learning for Operations (3 groups)</td>
</tr>
<tr>
<td>11:40 – 11:55</td>
<td>Reflect on Emerging Themes from Breakouts (All)</td>
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<tr>
<td>11:55 – 12:25</td>
<td>Breakout 2: Peer Learning for Leadership (3 groups)</td>
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<tr>
<td>12:25 – 12:55</td>
<td>Reflect on Emerging Themes from Breakouts &amp; Connection to Six Essential Influencing Elements (All)</td>
</tr>
<tr>
<td>12:55 – 1:00</td>
<td>Closing &amp; Next Steps</td>
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Jean Nudelman, Director of Northern California Community Benefit Programs

Welcome from Kaiser Permanente
CCI Program Team

Michael Rothman, Executive Director
Juliane Tomlin, Senior Manager
Alexis Wielunski, Program Manager
Meaghan Copeland, Program Coordinator
Weslei Gabrillo, Program Coordinator
Guest Faculty and Facilitators

Eric Henley, MD, MPH, LifeLong Medical Care

Michael Mulligan, MD, Chapa-De Indian Health
Overview of Breakouts

• Vegas Rules
  ▪ Respect confidentiality
  ▪ Breakouts will not be recorded
  ▪ Notes will be captured thematically

• Invite all voices to add to the conversation.

• 2 breakouts:
  ▪ Operational changes / innovations
  ▪ Leadership / change management
# Breakout groups (same for both breakout sessions)

**Hospitals/Systems | Facilitator:** Dr. Eric Henley | Note-Taker: Michael R.

<table>
<thead>
<tr>
<th>Teams</th>
<th>Support Partners</th>
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<tbody>
<tr>
<td>Alameda Health System</td>
<td>San Francisco Health Network</td>
</tr>
<tr>
<td>LA County Department of Health Services</td>
<td>San Joaquin County Health Services</td>
</tr>
<tr>
<td>Riverside University Health System</td>
<td>San Mateo County Health System</td>
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**Group A: Consortia/Health Centers | Facilitator:** Dr. Michael Mulligan | Note-Taker: Alexis W.

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<thead>
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<tbody>
<tr>
<td>Chapa-De Indian Health</td>
<td>One Community Health</td>
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<tr>
<td>Community Health Center Network</td>
<td>Redwood Community Health Coalition</td>
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<td>Elica Health Centers</td>
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**Group B: Consortia/Health Centers | Facilitator:** Juliane Tomlin | Note-Taker: Wes G.

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<tbody>
<tr>
<td>Community Clinic Association of L.A. County</td>
<td>Golden Valley Health Centers</td>
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<tr>
<td>Community Health Partnership</td>
<td>SF Community Clinic Consortium</td>
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<tr>
<td>Community Medical Centers, Inc.</td>
<td>Valley Health Team</td>
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Report Out
Six Essential Influencing Elements

- Self-Awareness
- Needs of Others
- Common Ground
- Relationship Capital
- Reciprocity and Exchange
- Follow Through
Where do we go from here?

• What are you going to do differently based on what you have learned today?
• How can we support you moving forward?
• How could we have made today’s session even better?

<Please type your answer in the Chat Box>
PHASE 2020: Next Steps

• Leverage your coaching calls with Denise

• Due April 30:
  ▪ PHASE Charter due to Denise
  ▪ PHASE / TC3 Data due (let Carly know if you need an extension)
Contact Us!

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

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

**CCI:** technical assistance questions, program team updates (contacts), questions about the program, in-person meeting information, finding resources

Meaghan Copeland: meaghan@careinnovations.org
Weslei Gabrillo: weslei@careinnovations.org
Juliane Tomlin: juliane@careinnovations.org