



# 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.

Agenda	
11:00 – 11:10	Welcome, Overview, Expectation Setting ( <i>KP, CCI</i> )
11:10 – 11:40	Breakout 1: Peer Learning for Operations ( <i>3 groups</i> )
11:40 – 11:55	Reflect on Emerging Themes from Breakouts ( <i>All</i> )
11:55 – 12:25	Breakout 2: Peer Learning for Leadership ( <i>3 groups</i> )
12:25 – 12:55	Reflect on Emerging Themes from Breakouts & Connection to Six Essential Influencing Elements ( <i>All</i> )
12:55 – 1:00	Closing & Next Steps



**Jean Nudelman**, Director of Northern California  
Community Benefit Programs

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Welcome from Kaiser Permanente



# CCI Program Team



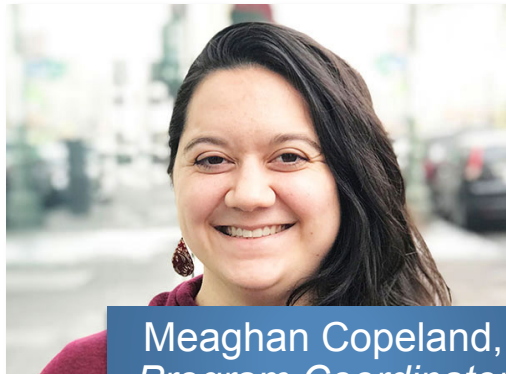
Michael Rothman,  
*Executive Director*



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*

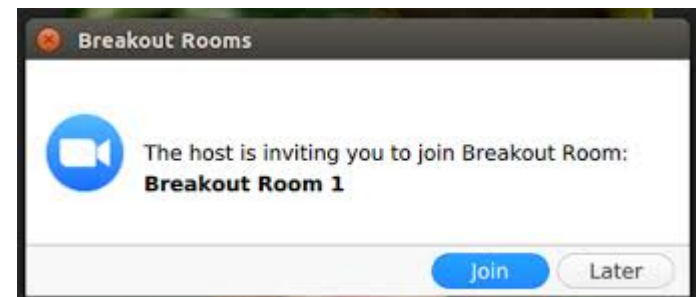
# Overview of Breakouts

- 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.

Teams		Support Partners
Alameda Health System	San Francisco Health Network	Maggie Jones (CCHE)
LA County Department of Health Services	San Joaquin County Health Services	Livy Holguin (KP)
Riverside University Health System	San Mateo County Health System	Jean Nudelman (KP)

**Group A: Consortia/Health Centers | Facilitator:** Dr. Michael Mulligan | **Note-Taker:** Alexis W.

Teams		Support Partners
Chapa-De Indian Health	One Community Health	Carly Levitz (CCHE)
Community Health Center Network	Redwood Community Health Coalition	Michael Cox (KP)
Elica Health Centers		

**Group B: Consortia/Health Centers | Facilitator:** Juliane Tomlin | **Note-Taker:** Wes G.

Teams		Support Partners
Community Clinic Association of L.A. County	Golden Valley Health Centers	Denise Armstorff (Coach)
Community Health Partnership	SF Community Clinic Consortium	Mehrnaz Davoudi (KP)
Community Medical Centers, Inc.	Valley Health Team	



# 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?

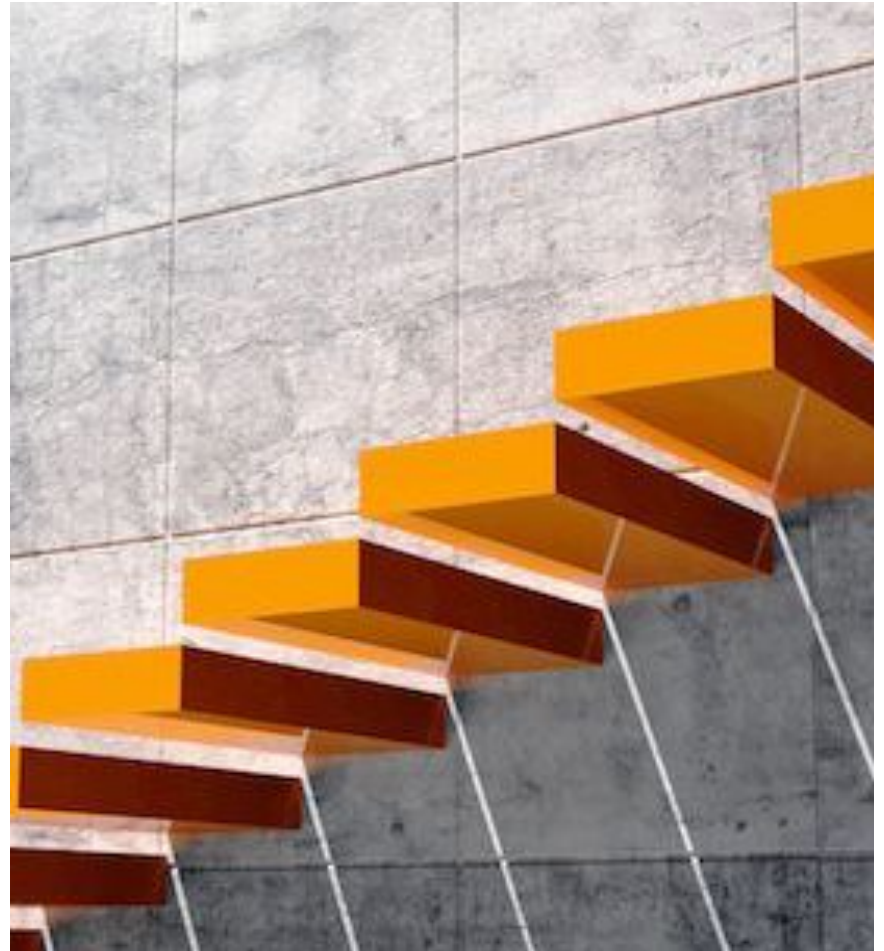


- **What are you going to do differently based on what you have learned today?**
- How can we support you moving forward?
- How could we have made today's session even better?

<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](mailto: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](mailto:meaghan@careinnovations.org)

Weslei Gabrillo: [weslei@careinnovations.org](mailto:weslei@careinnovations.org)

Juliane Tomlin: [juliane@careinnovations.org](mailto:juliane@careinnovations.org)