Resilient Beginnings Network
Virtual Learning Session 1
January 14, 2021 | 1-3PM

Welcome!

While we’re waiting, please:

1. Rename yourself
   Add your full name and organization

2. Color this image while you wait
   Click View Option at the top
   Choose the Annotate option
   Choose an annotation tool
   Start coloring!

3. Connect computer & phone line, if called in
   Find your Participant ID at the top of your Zoom window
   On your phone, press: #{Participant ID number}# (e.g. #24321#)
CCI Program Team

Tammy Fisher
Senior Director

Megan O’Brien
Senior Program Manager

Alexis Wielunski
Program Manager

Jackie Nuila
Program Manager

Nikki Navarrete
Program Coordinator
Coaching Team

Dayna Long
Irene Sung
Jackie Nuila
Ken Epstein
Leena Singh
RBN Teams

1. Alameda Health System
2. Alliance Medical Center
3. Bay Area Community Health
4. Benioff Children’s Hospital Oakland
5. Children’s Health Center Zuckerberg San Francisco General Hospital
6. Community Medical Centers
7. LifeLong Medical Care
8. Marin City Health and Wellness Center
9. Marin Community Clinics
10. North East Medical Services
11. Petaluma Health Center
12. San Mateo County Health San Mateo Medical Center
13. Santa Rosa Community Health Centers
14. School Health Clinics of Santa Clara County
15. South of Market Health Centers
Gratitude Exercise
Year 1

Understand the current state, strengthen capacity, and engage with stakeholders to determine focus

PHASE 1
Relationship Building
Nov.-Dec 2020

PHASE 2
Understanding Current State
Jan.–March 2021

PHASE 3
Define Project
April–May 2021

PHASE 4
Design and Test Changes
June–Sept 2021

PHASE 5
Pitch & Commit
Oct.–Nov 2021

Years 2 & 3

Go deeper in one or more key areas with a goal of implementation, spread, and sustainability:

• Clinic/organizational environment
• Prevention & promotion
• Clinical practices
• Community relationships
Phase 2: Understanding the Current State

Where are we now?
January – March 2021

The goal of this stage is to identify strengths and opportunities with input from patients, caregivers, and frontline staff.

The activities in this phase will allow you & your team to uncover high-level insights so that your organization can identifying the most important areas to focus your RBN efforts.

Assignments

Complete the RBN Capacity Assessment
Assess your organization’s capacity related to operating in a trauma-informed and healing-centered way. Due on February 12th.

Uncover insights and understand experiences
Between January and March, collect staff and/or patient input to more deeply understand the current state. You may use observation, journey mapping, and/or interviews.

Current State Storyboard
Prepare and submit on the RBN club your team’s current state storyboard by March 31st. CCI will provide a template. Share your team’s learnings from this phase at the April 8th Share and Learn webinar.
Today’s Agenda

Welcome & Connections

RBN Driver Diagram & Cross-Cutting Themes

RBN Capacity Assessment

Breakout Sessions:
1. Interviews
2. Journey Mapping
3. Observation for Leaders

Wrap Up & Next Steps
Speed Dating Networking Activity
RBN Cross-Cutting Themes
Program Goal

Advance pediatric care delivery models that are trauma- and resilience-informed so that 100,000 young children in the SF Bay Area and their caregivers have the support they need to be well and thrive.

Environment
Establish or deepen a trauma-informed and healing-centered environment, including support for staff

Prevention & Promotion
Promote resilience and protective factors that can help prevent and mitigate the damage from ACEs and toxic stress

Clinical Practices
Test, implement, and spread clinical practices to respond to and heal early childhood adversity

Community Relationships
Build and strengthen community relationships so that referrals and coordination efforts meet needs
Equity & Racial Justice

Strengths-Based Approach

Patient & Family Engagement

RBN Cross-Cutting Themes
Vital Village

BELONG • LEARN • ENGAGE • TRANSFORM

at BOSTON MEDICAL CENTER
Ronda Alexander  
Director of Operations, NOW

Renee Boynton-Jarrett  
Founding Director, Vital Village Networks
Vital Village Networks Approach

Use a collaborative approach to shape opportunities and co-create solutions.

Engage caregivers as key designers of strategies to best leverage community assets.

Cross-sector engagement is needed to support protective factors.

We convene networks and provide a means of enabling cross-sector work.

Develop dashboards and tools to share ownership of benchmarks for child wellbeing.

Use data as a catalyst for community engagement and accountability.
Networks of Opportunity for Child Wellbeing (NOW) is a national initiative powered by Vital Village Networks to improve the capacity of local communities and coalitions to advance health and educational equity for children.

The NOW Innovation Forum is a national network of peer communities working to promote child wellbeing and prevent early childhood adversities.
Guiding Principles

**BELONG** - Centered in dignity and equity

**LEARN** - Those closest to the challenge are closest to the solution

**ENGAGE** - Design with, not for, users

**TRANSFORM** - Identify and frame challenges to address collectively
Connecting through RBN

- Exploring mindsets and frameworks
- Sharing tools for clinical application and beyond
- Applying tools for collaborative action planning
With community engagement where do we typically begin?

- Defining the problem
- Framing the asset
Reframe Narratives
What’s the difference?

Deficit-Frame

Asset-Frame
Collective Action

**Tool:** Equity Map

**Description:** An interactive tool to help a group consider who is being centered in your work, who’s not, and how to move to a more user- and human-centered approach

**Time:** 30 minutes minimum
Collaborative Action Planning

Connect
Laying the Foundation

Vision
Building a Collective Vision

Design
Moving from Vision to Action

Transform
Implementing an Action Plan
Examples in Action
Vital Village Networks Footprint

• Local: Trauma-Informed Group Well Child Care

• National: Approach innovation through an equitable trauma-informed lens by providing workshops for parents and caregivers to better understand trauma (NJ)

• Cross-Network: Podcast - *In the Arena with NOW*
  • Honoring Culture, Language, and Family: Stories from the Navajo Nation
Big Question

What big question is lingering in your mind around these themes?

• Equity and racial justice?
• Strengths-Based Approach
• Patient and family engagement
RBN Capacity Assessment
Overview
Evaluation partner
The Center for Community Health and Evaluation (CCHE)

Lisa Schafer,
Senior Evaluation & Learning Consultant

Monika Sanchez,
Evaluation & Learning Associate

Creagh Miller,
Evaluation & Learning Associate

Maggie Jones,
Director

Center for Community Health and Evaluation | www.cche.org
Evaluation goals

• Assess changes in organizations’ capacity related to operating in a trauma-informed and healing-centered way.

• Contribute to better understanding the impacts of teams’ RBN work on experiences of staff, patients, and families.

• Promote learning by documenting promising practices and lessons learned.

• Provide real time information to CCI about program progress and participant experience.

• Inform the broader ACEs movement by synthesizing results and learnings related to the RBN program.
Clinic capacity assessment

Purpose: To assess your clinic site’s capacity related to operating in a trauma-informed and healing-centered way.

Why?
- Gather insights & generate dialogue about what is in place and where you are starting

Who?
- Collaborative process with your multi-disciplinary team including 4-6 representatives

When?
- Beginning of RBN (Jan 2021)
- Midpoint (April 2022)
- End (Sept/Oct 2023)

What happens?
- Individual data reports will benefit you, coaches, CCI and RBN overall
Administering the assessment

Assessment sent out via email on January 15th

- Identify multidisciplinary team to participate in the assessment
- Each individual completes the assessment on their own (44 Qs)
- Entire team meets virtually to discuss responses and come to consensus
- One person submits the survey to CCHE via REDCap
- Note places where consensus was difficult in “comments”

Assessments due on February 12th

Teams are invited to an office hours session on January 28th for questions
Next Steps

• Look for an invite to office Hours on January 28th
• Reach out to Creagh if you have any questions at all (Creagh.m.miller@kp.org)
Breakout Session Overview & Instructions
Breakout Sessions
RBN Virtual Learning Session 1
January 14, 2021 | 1-3PM

1. Kathleen Figoni
Framing your challenge and using interviews to understand the current state

2. Bijal Shah
Understanding the human experience of your processes with Journey Mapping

3. Irene Sung, MD
Using observation to understand organizational culture and its impact on change – a breakout for leaders
Choose your breakout and add the number to the front of your name (i.e. 2. Alexis Wielunski, CCI)

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If you called in, please be sure to link your computer with your phone.
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A Moment to Arrive
Wrap Up & Next Steps
Phase 2: Understanding the Current State

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January – March 2021

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<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Virtual Learning Session (RBN Club)</td>
<td>January 14</td>
<td>1-3pm</td>
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<tr>
<td>Team Leads Call</td>
<td>February 25</td>
<td>12-1pm</td>
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<tr>
<td>Virtual Learning Session (RBN Club)</td>
<td>March 4</td>
<td>12-2pm</td>
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<tr>
<td>Share &amp; Learn Webinar (Team Storyboard)</td>
<td>April 8</td>
<td>12-1pm</td>
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<td>Drop-in Office Hours (Baseline Capacity Assessment)</td>
<td>January 28</td>
<td>1-2pm</td>
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<td>Drop-in Office Hours (Aims and Measures)</td>
<td>April TBD</td>
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<tr>
<td>Baseline Capacity Assessment</td>
<td>February 12</td>
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<tr>
<td>Current State Storyboard Assignment</td>
<td>March 31st</td>
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<td>Progress Report Due</td>
<td>April 15</td>
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**RBN Year 1 Phase**

- **Understanding Current State**: January 2021
- **Define Project**: April 2021
Chat Box: How did today go?
I like... I wish... I wonder...
Poll

Experience

On a scale of 1-5, please select the number below that best represents your overall experience with today's session:

5 - Excellent
4 - Very Good
3 - Good
2 - Fair
1 - Poor

Use of Time

Please select the number below that best represents your response to the statement: Today's session was a valuable use of my time.

5 - Excellent
4 - Very Good
3 - Good
2 - Fair
1 - Poor
Thank you!

For questions contact:

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(she/her/hers)
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