

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

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Dayna
Long



Irene
Sung



Jackie
Nuila

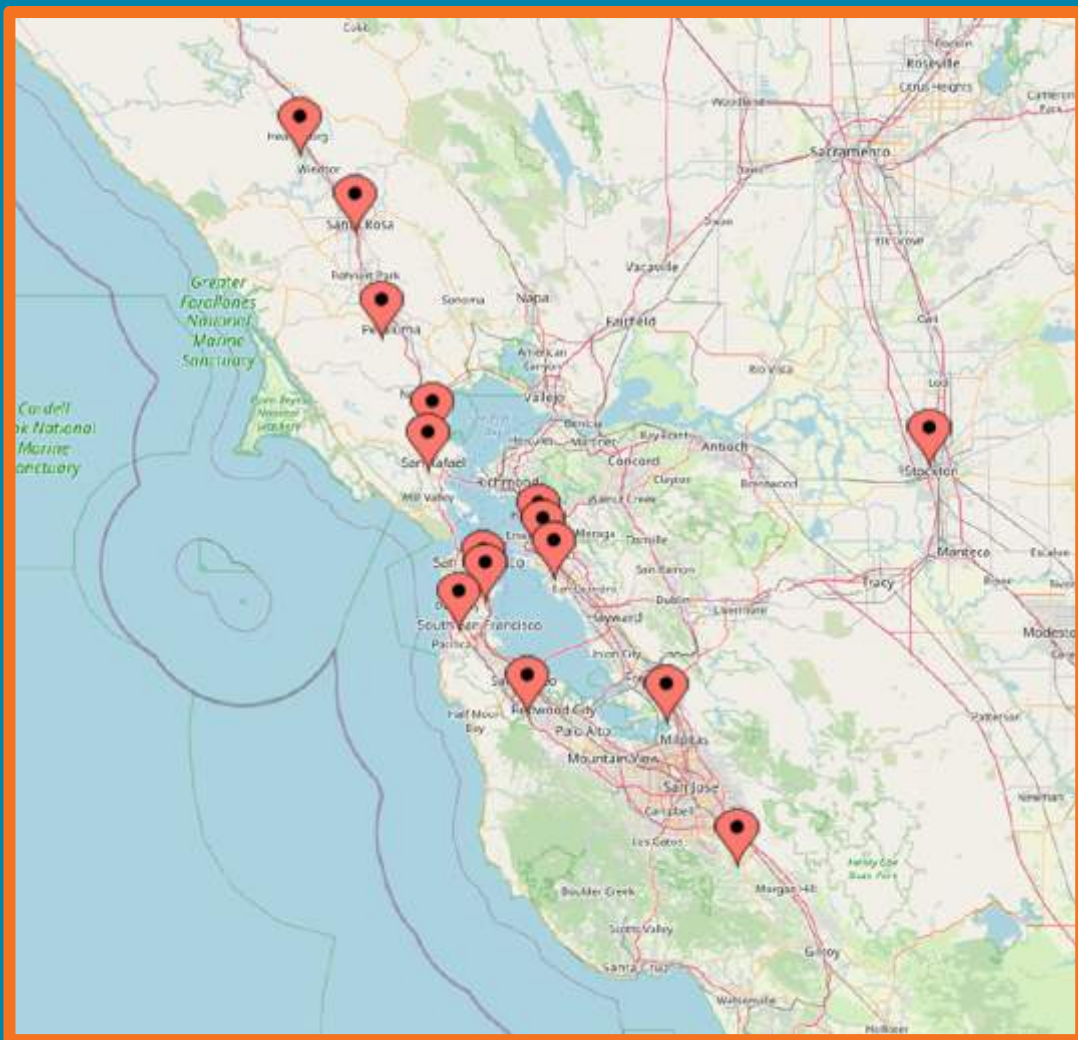


Ken
Epstein



Leena
Singh

RBN Teams



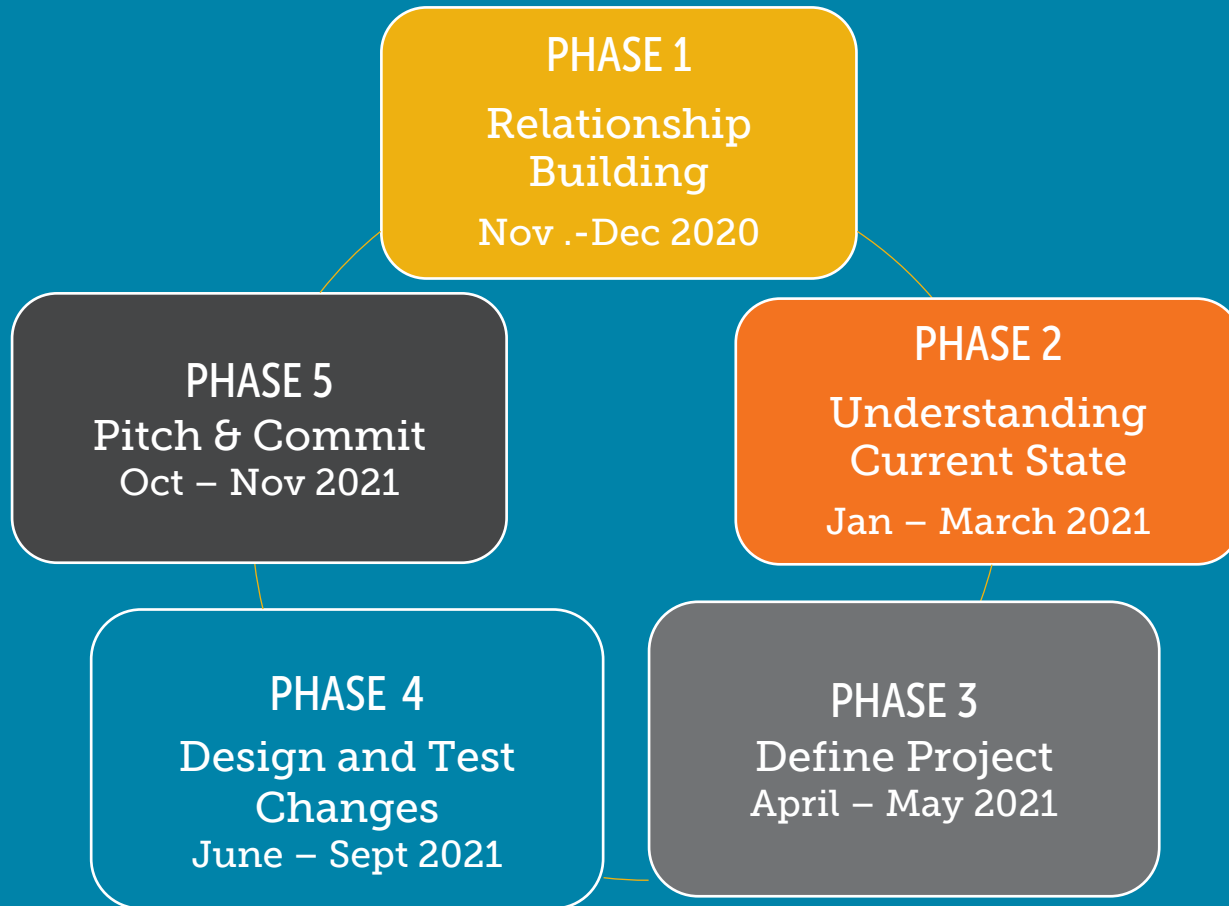
1. Alameda Health System
2. Alliance Medical Center
3. Bay Area Community Health
4. Benioff Children's Hospital Oakland
5. Children's Health Center Zuckerberg San Francisco General Hospital
6. Community Medical Centers
7. LifeLong Medical Care
8. Marin City Health and Wellness Center
9. Marin Community 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



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

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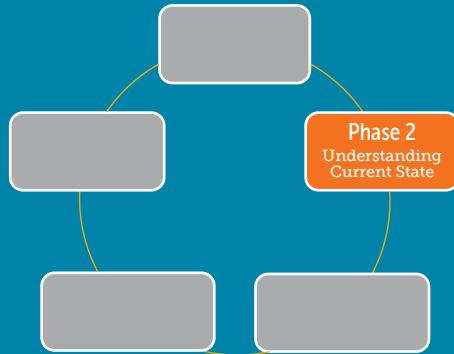
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Phase 2: Understanding the Current State

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.

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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**



VitalVillage

BELONG • LEARN • ENGAGE • TRANSFORM

at BOSTON MEDICAL CENTER

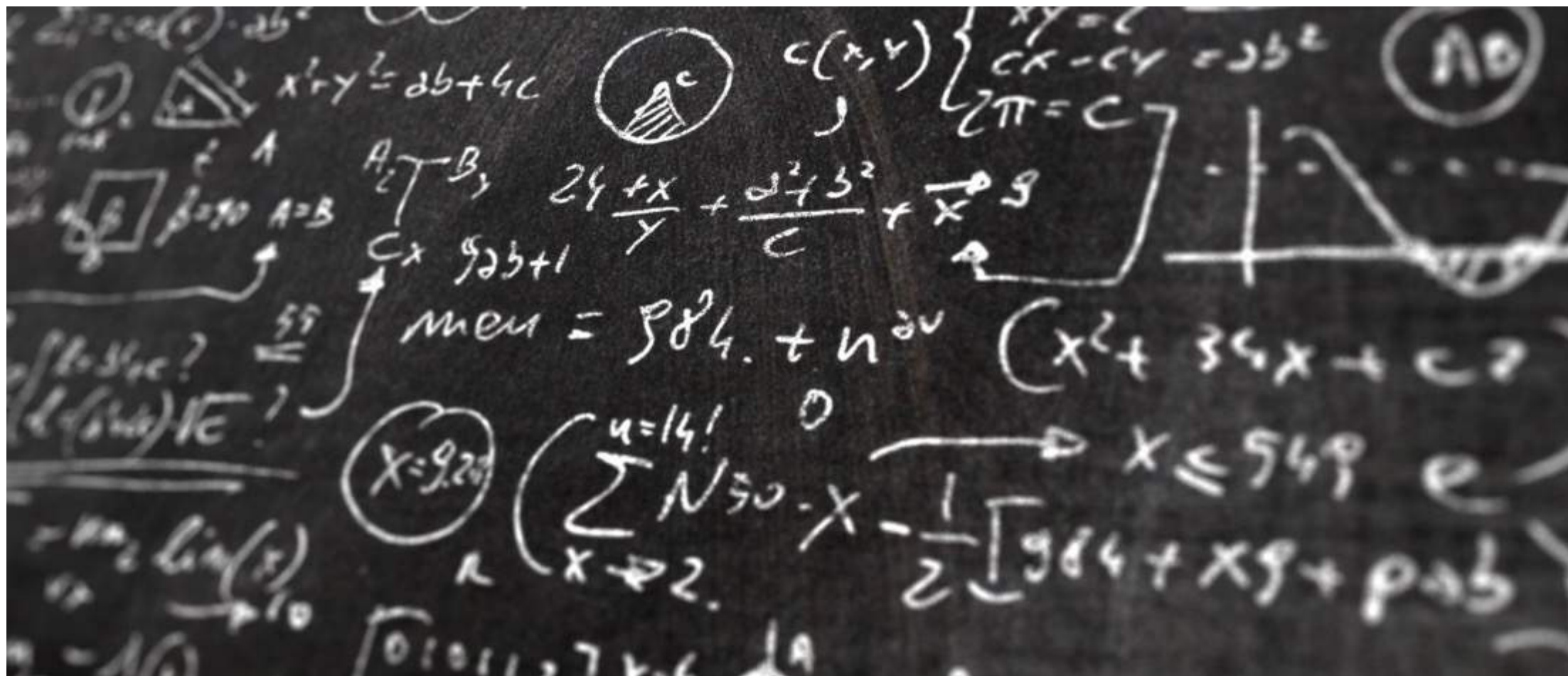


Ronda Alexander
Director of Operations, NOW



Renee Boynton-Jarrett
Founding Director, Vital Village Networks

Chalk Talk



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.

Why NOW?



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

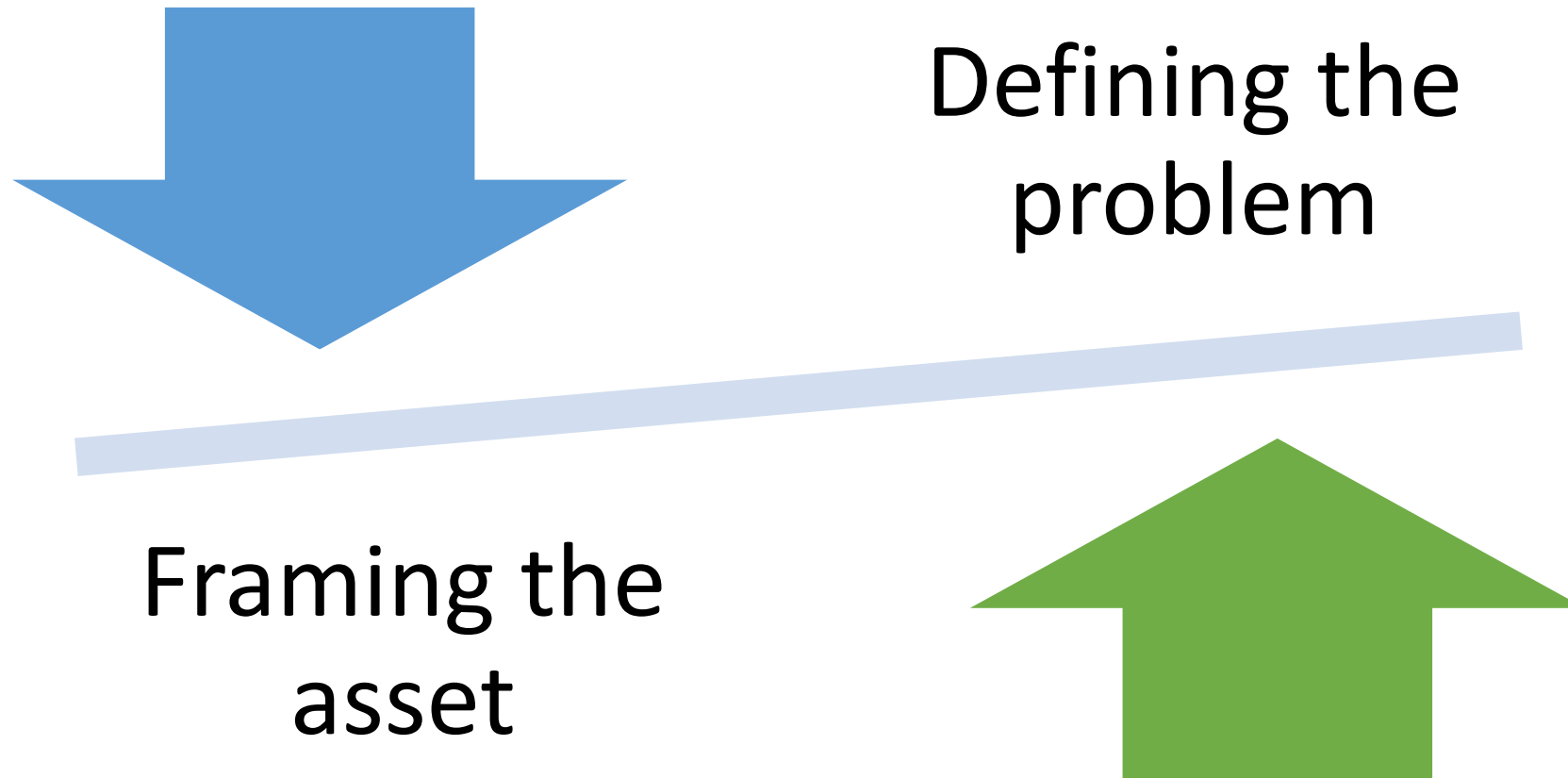


Sharing tools for clinical application and beyond



Applying tools for collaborative action planning

With community engagement where do we typically begin?



Reframe Narratives



What's the difference?

Deficit-Frame



Asset-Frame



Collective Action



Tool: Equity Map

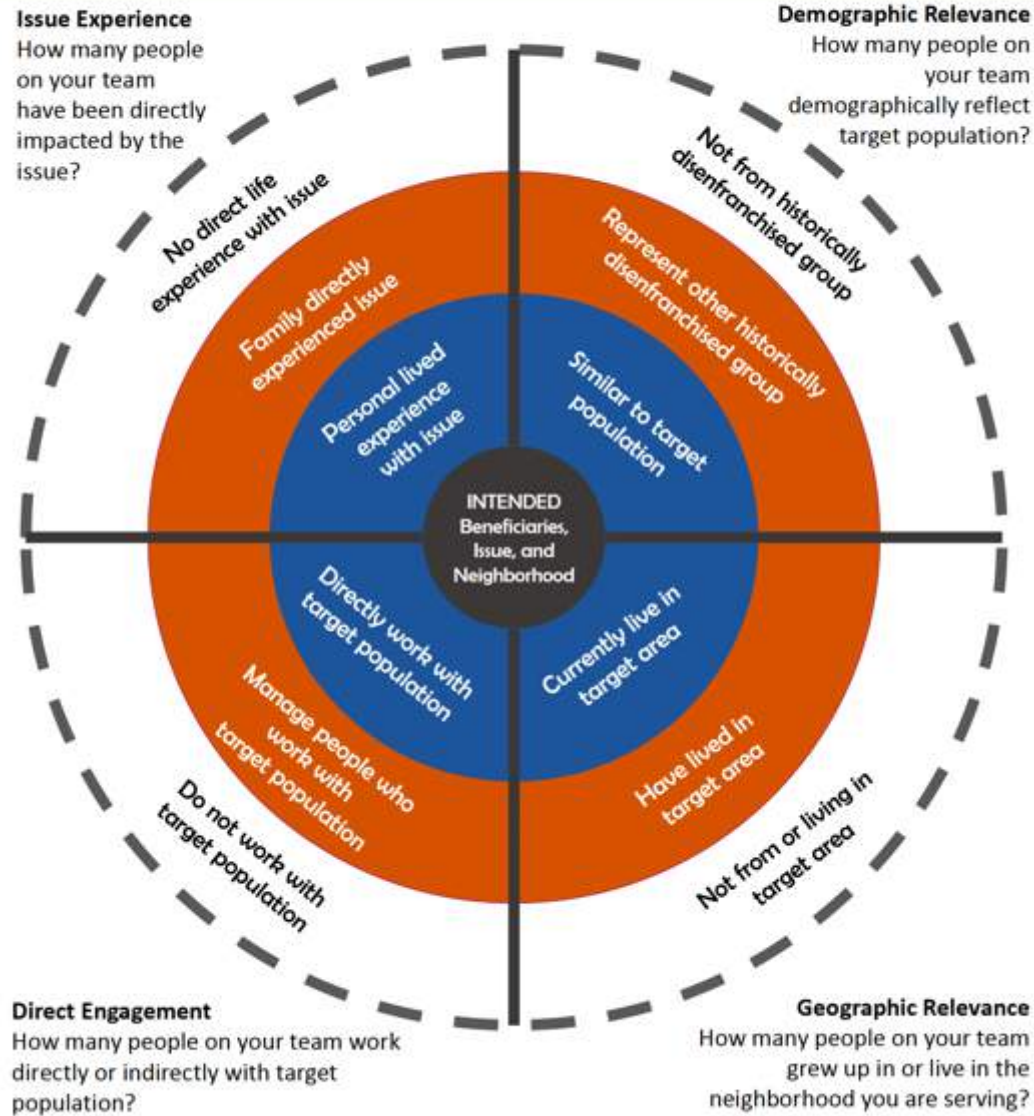


Description: An interactive tool to help a group consider who is being centered in your work, who's not, and how to move to a more user- and human-centered approach



Time: 30 minutes minimum

Community Engagement: Who is at our table? Equity Map



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?

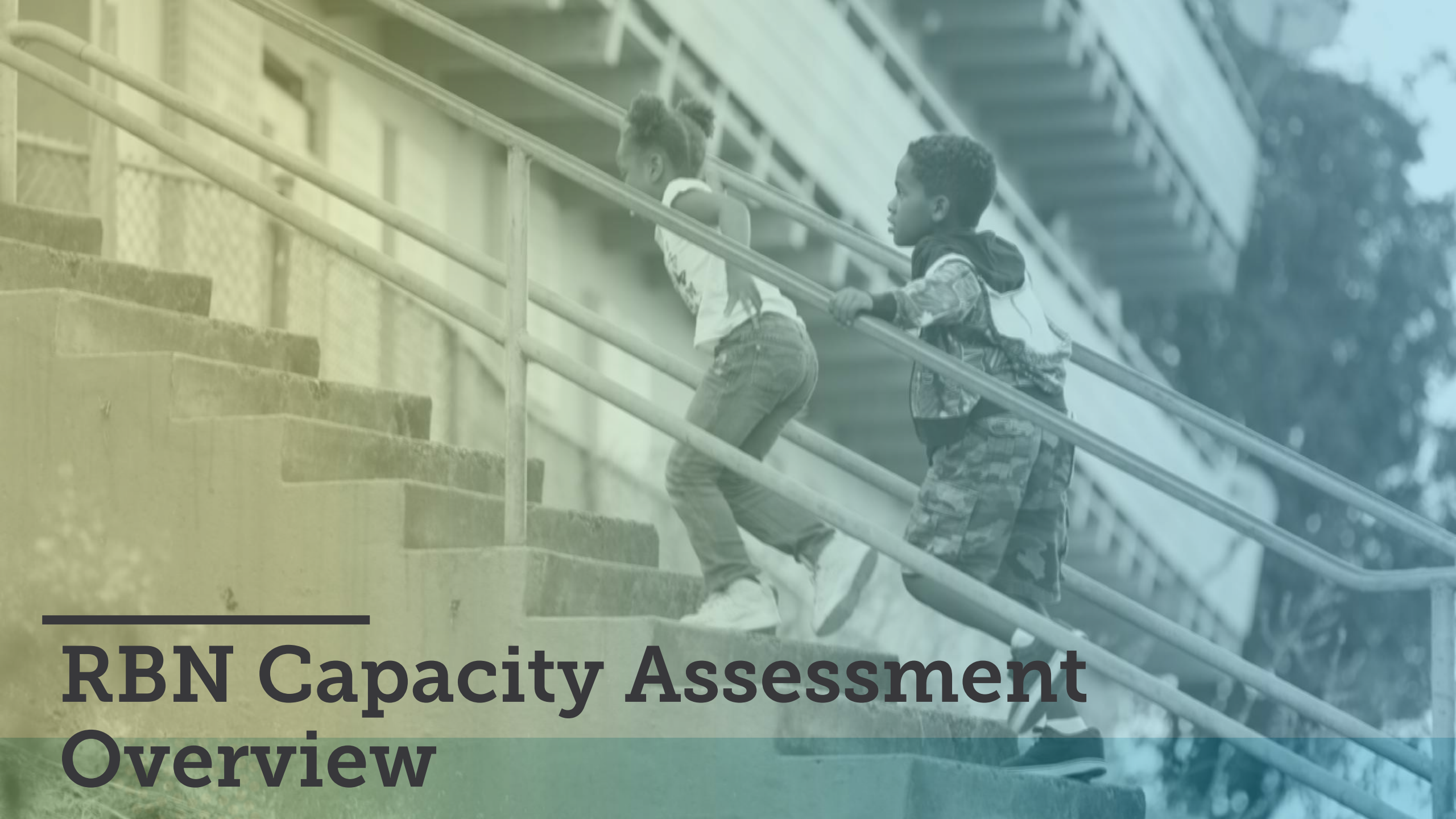
- Equity and racial justice?
- Strengths-Based Approach
- Patient and family engagement



Vital Village Networks at Boston Medical Center
801 Albany Street, 2-N, Boston, MA 02119
617.414.3674
www.vitalvillage.org



Q & A



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

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?

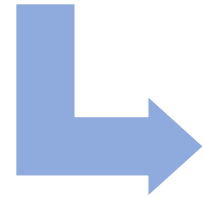
- Individual data reports will benefit you, coaches, CCI and RBN overall



Administering the assessment



Assessment sent out via email on January 15th



Identify multi-disciplinary 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

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

Note places where consensus was difficult in "comments"



Assessments due on February 12th



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

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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)

1



Kathleen Figoni

Framing your challenge and using interviews to understand the current state

2



Bijal Shah

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3



Irene Sung, MD

Using observation to understand organizational culture and its impact on change – a breakout for leaders

Stretch Break 2:05-2:13

Choose your breakout and add the number to the front of your name (i.e. 2. Alexis Wielunski, CCI)

1



Kathleen Figoni

Framing your challenge and using interviews to understand the current state

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Bijal Shah

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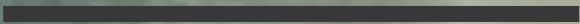


Irene Sung, MD

Using observation to understand organizational culture and its impact on change – a breakout for leaders

A top-down view of a large group of people dining at a restaurant. The table is filled with various dishes, including salads, breads, soups, and meats. Many hands are visible, reaching for food or holding utensils. The scene is captured in a warm, golden light, creating a sense of a shared meal.

A Moment to Arrive

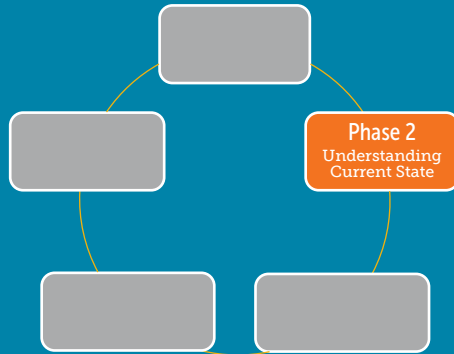


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January 2021

February 2021

March 2021

April 2021

Virtual Learning
Required



Virtual Learning Session
Understanding the Current State
January 14 | 1-3pm



Team Leads Call
February 25 | 12-1pm



Virtual Learning Session
Equity & Racial Justice
March 4 | 12-2pm



Share & Learn Webinar
Team Storyboard Sharing
April 8 | 12-1pm

Coaching Calls



RBN Club

Remote Support
Optional but highly encouraged



Drop-in Office Hours
Baseline Capacity Assessment
January 28 | 1-2pm



Drop-in Office Hours
Aims and Measures
April TBD

Evaluation & Assignments
Required



Baseline Capacity Assessment
Due: February 12



Current State Storyboard Assignment
Due: March 31st



Progress Report Due
Due: April 15

RBN Year 1 Phase

Understanding Current State

Define Project



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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Nikki Navarrete

(she/her/hers)

Senior Program Coordinator

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