

CCI
CENTER FOR CARE
INNOVATIONS

Bringing it all Together

We will begin promptly at 12:02pm

RESILIENT
BEGINNINGS
NETWORK

SEPTEMBER 9, 2021 | Virtual Learning Session 5

Genentech
A member of the Roche Group

I Connecting Your Phone to Zoom Audio



Step 1

Find “Mute”

At the bottom of your Zoom screen, click the upside-down carrot (^) next to “Mute.”



Step 2

“Switch to Phone Audio”

Choose the option “Switch to Phone Audio” in the list.



Step 3

“Phone Call”

In the pop-up, make sure the “Phone Call” tab is selected. Follow the instructions.



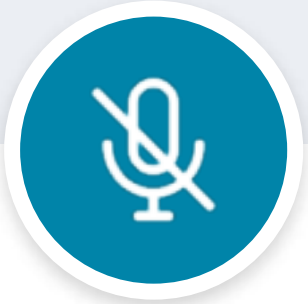
Step 4

Enter Your IDs

Enter your Meeting ID and Participant ID.
Do not skip this step!



I Housekeeping



Mute

Minimize Interruptions

Please make sure to mute yourself when you aren't speaking.



Chat

Go Ahead, Speak Up!

Use the Zoom chat to ask questions and participate in activities.



Naming

Add Your Organization

Represent your team and add your organization's name to your name.



Tech Issues

Here to Help

Chat Nikki or Jaclyn privately if are having issues and need tech assistance.



From Trauma Transformed

We acknowledge that we are in the midst of unprecedented times.

We acknowledge that we are each holding a multitude of feelings, responsibilities, fear, and joys- at the same time.

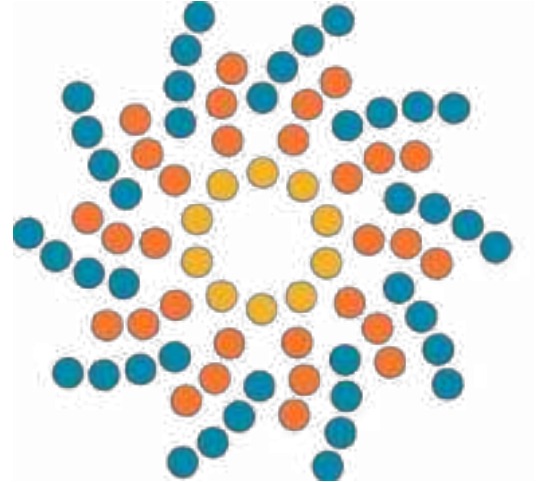
We acknowledge that there are many responses to stress and uncertainty- each of them valid.

We acknowledge that there is no better opportunity to practice compassion and collective care than right now. This is the work.

We acknowledge the critical need for reflection, inquiry and prioritization of the most critical needs.

Sept. 9 RBN Virtual Learning Session 5 Agenda

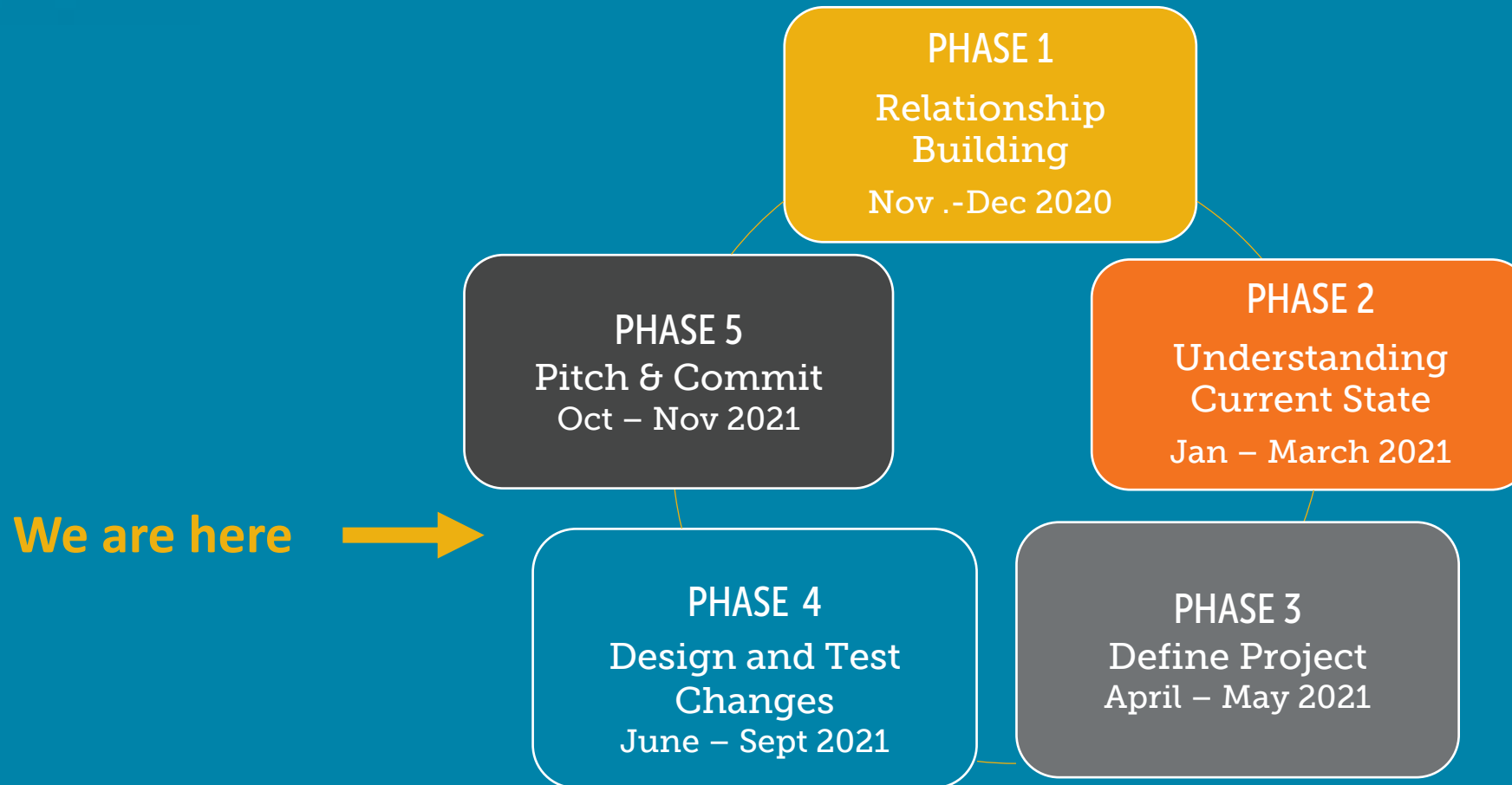
- 1 Welcome
- 2 Small Reflective Group Discussions
- 3 Break
- 4 Storytelling Pitch Presentations
- 5 Questions & Next Steps





RBN Year 1

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



Virtual Learning Sessions Roadmap

**RBN Cross Cutting Themes Focus*

Year 1 - 2021

Date	Topic
January 14	Where are we now with trauma- and resilience-informed care?
March 4	Centering Dignity in Trauma and Resilience Informed Pediatric Care
May 13	Science of Resilience and Strengths-Based Approaches
July 15	Power and Patient and Family Engagement
September 9	Bringing it all together
November 4	RBN Year 1 Showcase <i>*Team Leadership Sponsor Invited</i>

← We are here

I Summary & Learnings of Past 4 VLS

JANUARY 14: WHERE ARE WE NOW WITH TRAUMA- AND RESILIENCE- INFORMED CARE



MARCH 4: CENTERING DIGNITY IN TRAUMA AND RESILIENCE INFORMED PEDIATRIC CARE



| Summary & Learnings of Past 4 VLS, continued

MAY 13: SCIENCE OF RESILIENCE AND STRENGTHS-BASED APPROACHES

JULY 15: POWER AND PATIENT & FAMILY ENGAGEMENT

“The more healthy relationships a child has, the more likely he will be to recover from trauma and thrive. Relationships are the agents of change and the most powerful therapy is human love.”

Bruce D. Perry





There are words your ears need to
hear for the liberation of your soul

– Dr. Ken Hardy

PLAYBOOK



Transformative Community
Capacity to Advance Equity



Small Group Reflective Discussions



Reflective Group Prompts

1. How are you holding up?
2. What's happened/happening to you and your team on your RBN journey?
3. What's been helping you through? What could help?



How to Enter Your Assigned Zoom Room



Step 1

After breakout rooms open, a popup will show up above the "Breakout Room Icon."

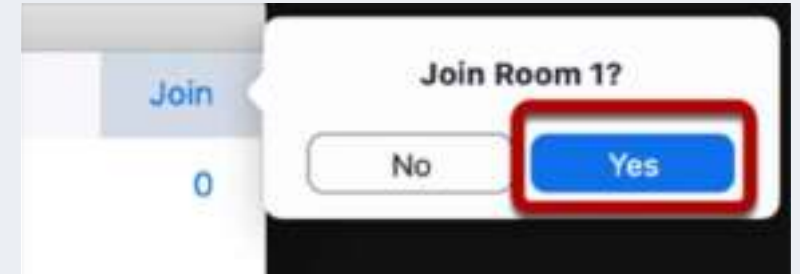
Click "Breakout Rooms"



Step 2

A menu will pop up with a list of all breakout rooms.

Select "Join" to enter the Breakout Group that your organization is assigned to.



Step 3

Click "Yes" to confirm, and you will be moved to that breakout.



Reflective Group Room Assignments



A

Jackie

- Petaluma Health Center
- Marin Community Clinics
- Santa Rosa Community Health

D

Irene

- Alliance Medical Center
- Community Medical Centers
- Marin City Wellness Center

B

Ken

- San Mateo Medical Center
- Zuckerberg Children's Health Center
- Alameda Health System

E

Dayna

- Lifelong Medical Center
- South of Market Health Center
- Benioff Children's Hospital

C

Leena

- Bay Area Community Health
- North East Medical Services
- School Health Clinics of Santa Clara



Reflective Group Report Outs

BREAK

Resuming at 1:10pm



Storytelling Pitch Presentations

■ Save the Date: Thursday, November 4th, 2021 | 12-3pm
Resilient Beginnings Network Year 1 Showcase



Celebrate
Accomplishments
& Learnings



Engage your
Senior
Leadership
Sponsor

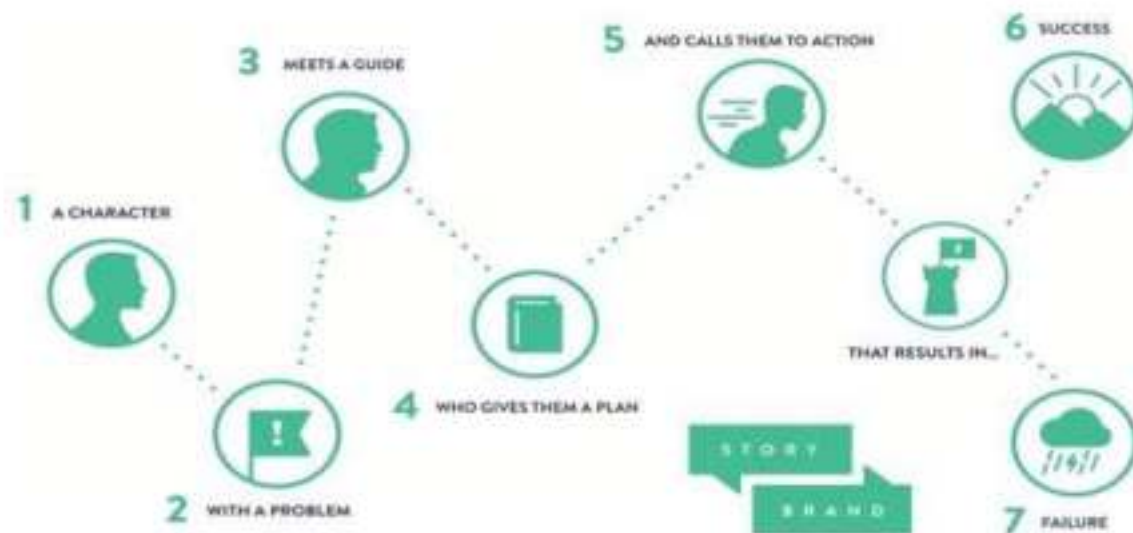


Deliver a
Storytelling Pitch
Presentation



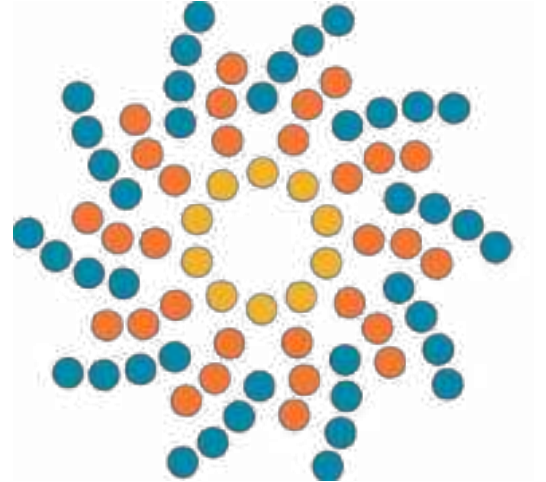


Why use the 7-part pitch structure?



I 7 Part Structure for Communicating for Change

- 1 **A story:** A vision for a better future
- 2 **The challenge** or problem
- 3 **Your work:** how you looked into the challenge
- 4 **A plan for change:** 3 or 4 points
- 5 **Benefits** of succeeding with the plan
- 6 **Consequences** for failing to act
- 7 **An ask:** a specific call for support or action



■ To download the template, visit the Assignments tab on the RBN Club

Guide to RBN "Storytelling Pitch"

RESIDENT WELLNESS NETWORK

November

- **Objective:** The objective of the "Storytelling Pitch" is for grantees to share their vision for the work in Year 2, resulting in a specific, actionable request of organizational leaders.
- **Audience:** The audience for the "storytelling pitch" at the November 4th session may include 1-3 individuals from your organization, such as a clinical leader, an administrative leader, and/or another key stakeholder for your RBN project.
- **Delivery Logistics:** The "storytelling pitch" should be an **oral 5 – 7 minute presentation**, using a PowerPoint slide deck, which will be delivered in small breakout groups (including your defined audience that you will invite) during the RBN Year 1 Showcase session on November 4, 2021. A brief time for discussion will follow each pitch. Address the following points in your presentation:
 1. A vision for a better future or a story (e.g. of a patient/family/staff).
 2. The challenge or problem.
 3. How you looked into the challenge: Share learnings from your year 1 RBN work
 4. Based upon your experience, share ~3 points of a plan for change
 5. Articulate the benefits of being successful with the plan
 6. Present the negative consequences of failing to act
 7. Ask for specific, actionable support and action
- **About the Template:** This template is a guide for assisting you in developing the key points above. Please adapt to meet your needs! You can change the default font and color scheme to match your organization's template/logo by going to View → Slide Master. Find color and font under the "Background" section. Erase this instruction slide when you have completed the slide deck. Use the 16:9 format (widescreen).

Prompts are provided within the template to support the presentation content and talking points for your "storytelling pitch." The face of the slide focuses on the main point to be addressed. The "notes" section of each slide provides a cross reference to storyboard sections, questions to encourage ideas, and some additional instructions.

- **Presentation Tips:**
 - Add photos and other visual elements from your work to make your presentation engaging and interesting.
 - Include as many team members as possible in the development and presentation delivery of the "storytelling pitch."
 - **Keep text to a minimum.** Make no more than three points on each slide.



I Available Resources

- **RBN Storytelling Pitch Presentation template:** available to download on the RBN Club
- **RBN Pitch Presentation Practice & Feedback Sessions** (October 4-15)
- **[7-Part Narrative Framework video](#)** on the CCI Academy (24 minutes)
- **Example pitch presentations for inspiration:**
 - [Del Norte pitch](#) for Addiction Treatment Starts Here: Community Partnerships (starts at 15:00 and goes until minute 23:00)
 - [WEAVE presentation](#) for CCI's Catalyst Program (length: 6:37)
- **Images & Graphics:**
 - Use photos & screen shots from your own organization
 - Free images: unsplash.com, pixabay.com, pexels.com





Begin Drafting Your Presentation

1. Get together with your team in a breakout room.
2. Identify your intended audience for the presentation
3. Begin brainstorming an outline for your pitch following the 7-part structure.





Transition to Team Working Sessions
Return to main room at 1:45 pm



WELCOME BACK

I Next Steps

TEAMS:

- **Now:**
 - Invite 2-3 leaders/stakeholders to participate in the November 4th Showcase.
 - Begin drafting your presentation and meet with your coach to refine your pitch.
- **By September 23rd:**
 - Send Nikki the name, title, and email of the leaders/stakeholders you would like to invite to the showcase
 - Sign up for Feedback Sessions, taking place October 4-15.
- **By Friday, October 15:** Register for the November 4th Session.
- **By Friday, October 29:** Submit your final pitch slides to the RBN club

CCI

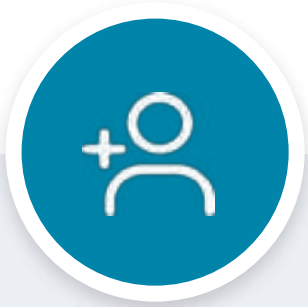
- **In the September 14 RBN Newsletter:**
 - Send out slides and webinar recording from this session.
 - Send link to schedule Feedback Session.
 - Send a link to the showcase registration.
- **Before the end of September:**
 - CCI will send a formal invitation to your leaders/stakeholders that you would like to invite.

I Pitch Presentation Feedback Sessions – What to Expect

- **Objective:** Get initial feedback from your peers, RBN coaches, and CCI staff before you share your presentation with your leaders and stakeholders.
- **Presentation Format:**
 - 7-minute presentations from each team
 - 7-minute feedback from peers & coaches
- **Scheduling:**
 - We will offer 6 time slots and ask that your team sign up for 1. Nikki will reach out with a link to schedule these feedback sessions, that will take place during the weeks of **October 4 and October 11**. More information to come!



| Save the Dates



Invite your
guest(s) to the
showcase on
November 4

ASAP



Attend a Pitch
Presentation
Feedback
Session

OCTOBER 4-15



RBN Year 1
Showcase

NOVEMBER 4
12:00pm – 3:00pm





SPECIAL INVITATION: Final CALQIC Session

Tuesday, September 21
11:00am- 2:00pm

Register:

<https://www.careinnovations.org/calqic-sept21-final-learning-session/>

Agenda:

- **11:02-11:25am:** Welcome & Overall of CALQIC Accomplishments
- **11:25-12:05pm:** Virtual Sharing: “Your CALQIC Journey”
- **12:05-12:10pm** (5 minutes): Break
- **12:10-12:45pm:** Wireside Chat: Identifying Roadblocks & Opportunities
- **12:45-1:00pm:** Supportive Resources to Move the Work Forward
- **1:00-1:10pm:** Break
- **1:10-1:40pm:** Remarks from Dr. Nadine Burke Harris, California’s Surgeon General
- **1:40-1:55pm:** Celebrate & Closing



Trauma and Resilience Informed Systems Training

Coming Soon!



I 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! Questions?



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