



CCI  
CENTER FOR CARE  
INNOVATIONS

# RBN Virtual Learning Session 8

We will begin promptly at 12:02pm

RESILIENT  
BEGINNINGS  
NETWORK

MAY 19, 2022 | Resilient Beginnings Network

Genentech  
A Member of the Roche Group

# 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 Jaclyn Lau privately if you are having issues and need tech assistance.



# I Agenda for Virtual Learning Session 7

- 1 Program Updates & Reminders
- 2 Zoom Rooms: Communities of Practice
- 3 BREAK
- 4 Team Time in Breakouts
- 5 COP Faculty Debrief
- 6 Wrap Up



# CCI RBN Program Team Updates – Welcome Bella!



**Isabella Chavez**

she/her

Program Coordinator

[isabella@careinnovations.org](mailto:isabella@careinnovations.org)



**Nikki Navarrete**

she/her

Program Manager

[nikki@careinnovations.org](mailto:nikki@careinnovations.org)



**Alexis Wielunski**

she/her

Senior Program Manager

[alexis@careinnovations.org](mailto:alexis@careinnovations.org)



**Megan O'Brien**

she/her

Program Director

[mobrien@careinnovations.org](mailto:mobrien@careinnovations.org)



# Program Timeline for May – September 2022

	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Virtual Learning Sessions	<b>Virtual Learning Session 8</b> May 19, 2022 12-2pm		<b>Virtual Learning Session 9</b> July 21, 2022 12-2pm		<b>Virtual Learning Session 10</b> September 22, 2022 12-2pm
Other Supports & Deliverables	<b>Coaching Calls</b> <i>Optional</i>				
		<b>June 15, 2022</b> Capacity Assessment Due	<b>July 15, 2022</b> Quarterly RBN Reflection Due		



# 2022 RBN Capacity Assessment Overview

# I Evaluation goals & purpose of the capacity assessment

## Evaluation goal

The evaluation aims **to promote learning** by documenting teams' promising practices and lessons learned, including facilitators and barriers for implementing healing-centered pediatric care models.

This includes evaluation activities to:

- **Assess changes in organizations' capacity** in implementing trauma-informed and healing-centered pediatric care models
- **Understand and track progress** in RBN program domains and cross-cutting themes
- **Capture stories or examples** of advancements in healing centered, pediatric care models
- **Understand the contribution of the RBN learning network** to organizations' progress, including assessing the relative value of different program components

The **RBN capacity assessment** focuses on the extent to which practices and systems that contribute to effectively implementing trauma- and resilience-informed care are currently in place at your organization.



2021  
Jan.



2022  
May



2023  
Sept. (est.)





# Comments from RBN teams about the capacity assessment

## Helped identify focus

### Teams said:

The capacity assessment was instrumental in finding our focus.

Because of doing the capacity assessment, we have a greater focus on vicarious trauma and burnout and how staff can be supported.

The capacity assessment helped identify gaps that needed to be addressed.

## Brought different perspectives

### Teams said:

It was really interesting having different perspectives from different departments and different roles on the team to work on it together. Completing this assessment facilitated a lot of important discussion.

It helped de-silo us and take us out of our own echo chambers and get more structured input that I don't think without the capacity assessment we would have naturally gotten to.

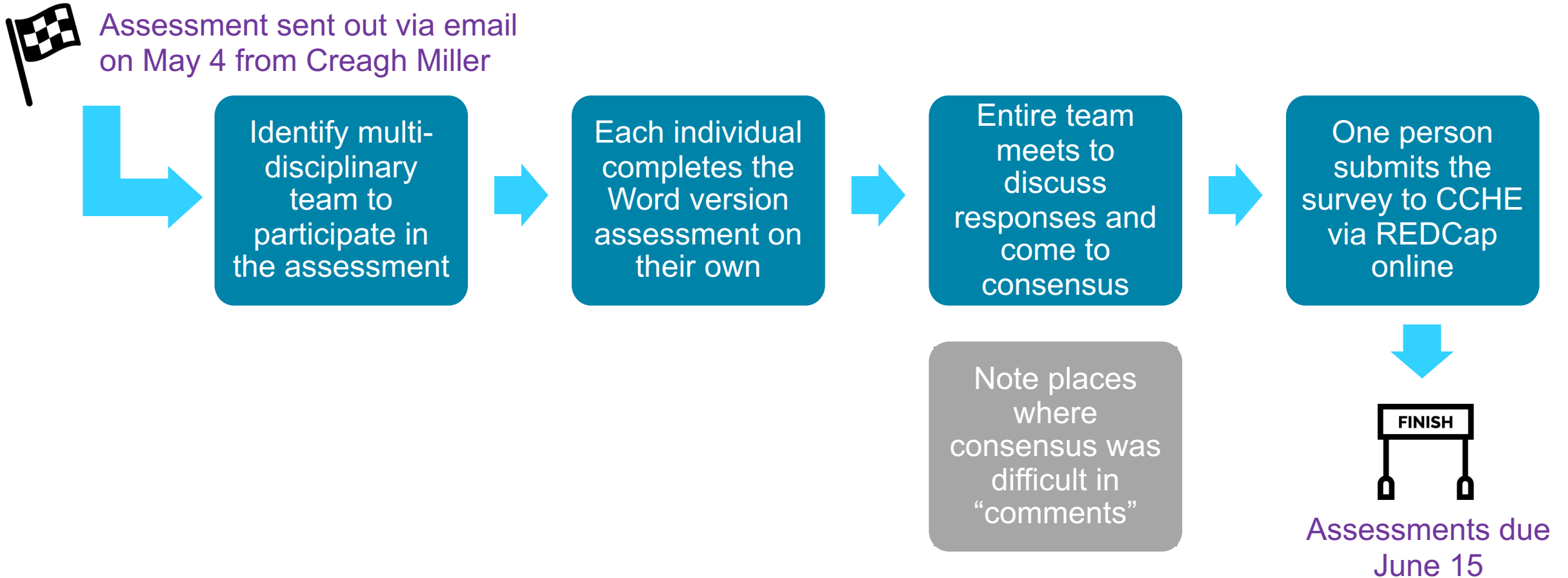
## Broadened thinking beyond the team

### One team said:

We often think about ourselves being trauma and ACEs informed as a clinical team and it forced us to zoom out and look at how our administration carries that and how we are with our own staff.



# How to administer the assessment



# Identifying your multi-disciplinary team: who should participate



Last year – 2021

The email sent to RBN leads on May 4 included **a list of people on your team who completed the assessment last year.**



This year – 2022

- Include **4-6 representatives:** project lead, provider champion, clinical leader, front line staff, administrative leader, and other participating RBN team members, if available.
- Ideally, **team members who completed the assessment last year should also participate this year**, if they are still on the RBN team.
- **New RBN team members** can also participate this year.



# I Frequently Asked Questions

Question	Answer
<b>How long does the assessment take?</b>	Individually, 30-45 minutes. Talking together as a team to come to consensus, and additional 60-90 minutes. Teams have found scheduling this discussion in one of their regular team meetings works well.
<b>What if we disagree on the score?</b>	If your team cannot reach consensus, please select “Unsure” and describe your team’s variation in the comment space.
<b>The assessment asks about “your organization” – what does that mean?</b>	This is intended to reflect the universe of people and/or departments you are trying to influence with your RBN work. Each team will have their own definition of what this means.
<b>What happens with the information?</b>	CCHE will provide each team a summary report of your 2021 and 2022 responses to inform your RBN efforts. The results will help identify strengths and opportunities to improve clinical practice or organizational culture.
<b>What if we need more time?</b>	Please reach out to Creagh ( <a href="mailto:creagh.m.miller@kp.org">creagh.m.miller@kp.org</a> ) and Nikki ( <a href="mailto:nikki@careinnovations.org">nikki@careinnovations.org</a> )



# I Reflections and questions

- What worked well last time that you will do again this year?
- What didn't work last time that you would suggest changing this year?
- What questions do you still have?



# I Questions?



Creagh Miller

(she/her)

Evaluation & Learning Associate  
CCHE



Monika Sanchez

(she/her)

Evaluation & Learning Associate  
CCHE



Lisa Schafer

(she/her)

Sr. Evaluation & Learning Consultant  
CCHE





# Communities of Practice

# Recap from March session

## Trauma and Resilience Informed Systems Training Implementation

Explored and shared strategies to embody and embed TRIS principles to support whole organizational learning.

## A TRIADIC Approach to ACEs Screening & Response

Focused on a framework and approach for screening, provider response, and patient education developed through the statewide CALQIC Learning Collaborative. Dr. Chris Bradley joined to introduce the framework.

## Building Reflective Space in Reactive Places

Discussed and practiced how and why to shift organizational norms toward creating reflective space.





# Community of Practice Rooms



1

## Trauma and Resilience Informed Systems Training Implementation

Facilitated by: Brianna Young and Jen Leland from Trauma Transformed  
Featuring: Paula Gonzalez, Lead TRIS Trainer

2

## A TRIADIC Approach to ACEs Screening & Response

Facilitated by Dr. Dayna Long and Dr. Leena Singh

3

## Building Reflective Space in Reactive Places

Facilitated by Dr. Ken Epstein and Dr. Irene Sung



# I Communities of Practice Logistics

## How will this work?

1

Each participant will choose one of three Community of Practice Sessions to join.

2

We encourage you to join the session that best aligns with your work in RBN.

3

If more than one community of practice fits with your team's work, we encourage your team to split up to attend different sessions.

4

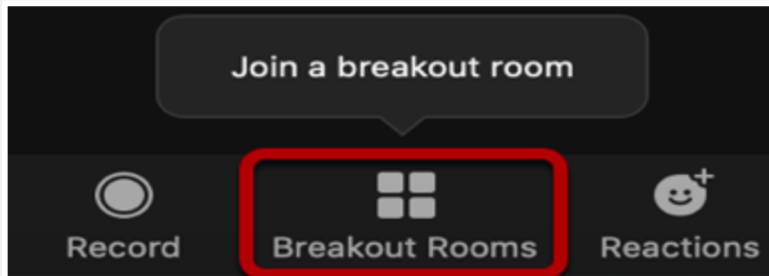
You will self-select into the Zoom Room (instructions coming up)



# How to Enter the Community of Practice\* Zoom Room



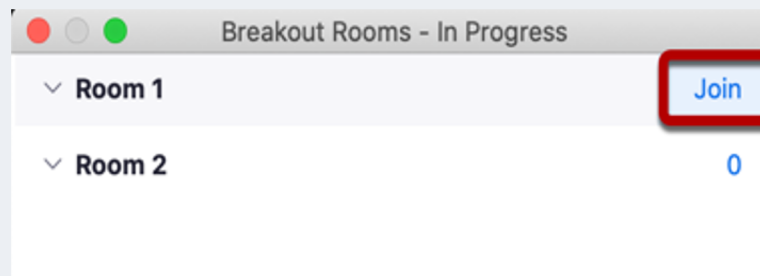
\*If you are planning to join the Trauma and Resilience Informed Systems Training Implementation COP OR the TRIADIC Approach to ACEs Screening and Response COP:



## Step 1

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

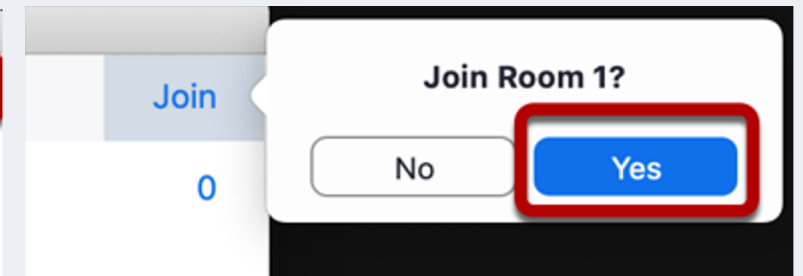
Click "Breakout Rooms"



## Step 2

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

Select "Join" to enter the Community of Practice that you'd like to attend.



## Step 3

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



# I For the “Building Reflective Space in Reactive Spaces” breakout:

1

Please click the Zoom link provided in the chat to join a BRAND-NEW Zoom Meeting. You will see this pop up:

## Join new meeting?

You will have to leave this meeting to join the new meeting.

Cancel

Leave & Join

2

Click the RED “Leave & Join” button. You will be taken into a new Zoom meeting, where the Community of Practice will take place. We will instruct you on how to return to this room at the end.



**We're currently in *RBN Community of Practice Rooms***

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NETWORK**

MADE POSSIBLE BY

**Genentech**  
A Member of the Roche Group

If you experience any technical issue and/or need help  
getting into your breakout, please reach out to

**Jaclyn Lau**





# Break

Please return at 1:30pm



# Team Time



# Team Time Instructions

**For the next 15 minutes,  
discuss with your team:**

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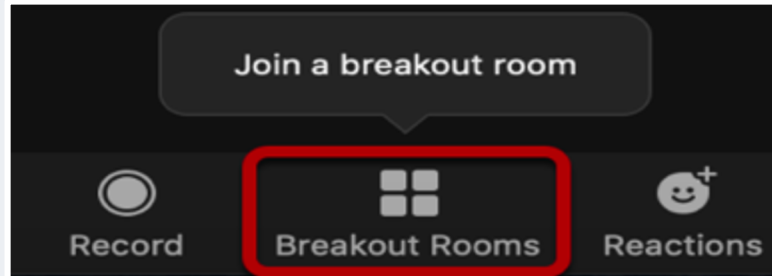
1. What did you learn, practice, or feel inspired or challenged by?
2. How will you integrate what you learned into your RBN work?

Add your thoughts to the  
[IdeaBoardz](#) (link in the chat)





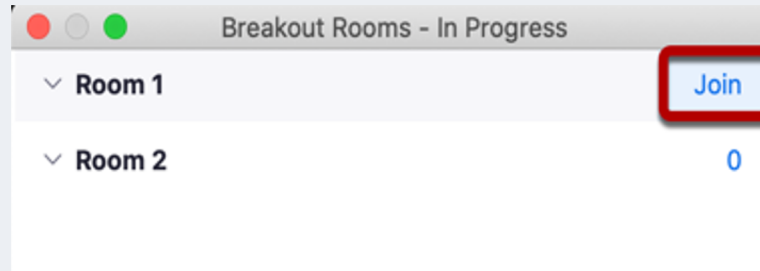
# How to Enter the Team Time Zoom Rooms



## Step 1

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

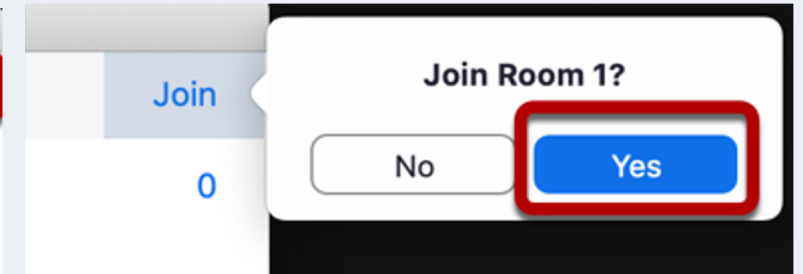
Click “Breakout Rooms”



## 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.





# COP Faculty Share Out



# Wrap Up

# Thank you! Questions?



Isabella Chavez

she/her/hers

Program Coordinator

[isabella@careinnovations.org](mailto:isabella@careinnovations.org)



Nikki Navarrete

she/her/hers

Program Manager

[nikki@careinnovations.org](mailto:nikki@careinnovations.org)

