RBN Virtual Learning Session 8

We will begin promptly at 12:02pm
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!
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.
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

Nikki Navarrete
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Program Manager
nikki@careinnovations.org

Alexis Wielunski
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Senior Program Manager
alexis@careinnovations.org

Megan O’Brien
she/her
Program Director
mobrien@careinnovations.org
## Program Timeline for May – September 2022

<table>
<thead>
<tr>
<th>MAY</th>
<th>JUNE</th>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
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| Virtual Learning Sessions | Virtual Learning Session 8  
May 19, 2022  
12-2pm | Virtual Learning Session 9  
July 21, 2022  
12-2pm | Virtual Learning Session 10  
September 22, 2022  
12-2pm |

### Other Supports & Deliverables

- **Coaching Calls**  
  *Optional*

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| June 15, 2022  
Capacity Assessment Due | July 15, 2022  
Quarterly RBN Reflection Due |
2022 RBN Capacity Assessment Overview
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.)**
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.

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.

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

Assessment sent out via email on May 4 from Creagh Miller

1. Identify multidisciplinary team to participate in the assessment
2. Each individual completes the Word version assessment on their own
3. Entire team meets to discuss responses and come to consensus
4. One person submits the survey to CCHE via REDCap online

Note places where consensus was difficult in “comments”

Assessments due June 15
Identifying your multi-disciplinary team: who should participate

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

- 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.
<table>
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<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>How long does the assessment take?</td>
<td>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.</td>
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<tr>
<td>What if we disagree on the score?</td>
<td>If your team cannot reach consensus, please select “Unsure” and describe your team’s variation in the comment space.</td>
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<tr>
<td>The assessment asks about “your organization” – what does that mean?</td>
<td>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.</td>
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<td>What happens with the information?</td>
<td>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.</td>
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<tr>
<td>What if we need more time?</td>
<td>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>)</td>
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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?
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.
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
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.
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*

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:

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
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Program Coordinator
isabella@careinnovations.org

Nikki Navarrete
she/her/hers
Program Manager
nikki@careinnovations.org